

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: April 2009
CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

Atoka	Coal	Hughes	Johnston	Love	Murray	Pushmataha
Bryan	Choctaw	Haskell	Latimer	Marshall	Pittsburg	Seminole
Carter	Garvin	Jefferson	Le Flore	McCurtain	Pontotoc	Stephens

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):

County	Number of Calls	% of Total call
Atoka County	14	1.67%
Bryan County	49	5.85%
Carter County	31	3.70%
Choctaw County	7	0.84%
Coal County	3	0.36%
Garvin County	48	5.73%
Haskell County	4	0.48%
Hughes County	8	0.95%
Jefferson County	4	0.48%
Johnston County	7	0.84%
Latimer County	3	0.36%
LeFlore County	11	1.31%
Love County	5	0.60%
Marshall County	9	1.07%
McCurtian County	18	2.15%
Murray County	11	1.31%
Pittsburg County	54	6.44%
Pontotoc County	273	32.58%
Pushmataha County	5	0.60%
Seminole County	18	2.15%
Stephens County	229	27.33%
Other/ Unknown Counties and out of state calls	27	3.22%
Total	838	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

(Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

Type of Call	Number of Type	% of Total Calls
Advocacy	6	0.72%
Agency	10	1.19%
Crisis/Emergency	74	8.83%
Hang up/Prank	26	3.10%
Information and Referral	384	45.82%
Problem Solving	0	0.00%
Seasonal/Special Project (Crystal Darkness)	1	0.12%
Information Only	321	38.31%
Staff	16	1.91%
Total	838	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR April 2009**

**CALL MANAGEMENT STATISTICS
CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report)**

Hour	Calls	Percent
12:00AM - 12:59AM	0	0.00%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	1	0.12%
3:00AM - 3:59AM	1	0.12%
4:00AM - 4:59AM	1	0.12%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	1	0.12%
7:00AM - 7:59AM	12	1.43%
8:00AM - 8:59AM	55	6.56%
9:00AM - 9:59AM	82	9.79%
10:00AM - 10:59AM	90	10.74%
11:00AM - 11:59AM	105	12.53%
12:00PM - 12:59PM	83	9.90%
1:00PM - 1:59PM	105	12.53%
2:00PM - 2:59PM	88	10.50%
3:00PM - 3:59PM	88	10.50%
4:00PM - 4:59PM	58	6.92%
5:00PM - 5:59PM	23	2.74%
6:00PM - 6:59PM	18	2.15%
7:00PM - 7:59PM	11	1.31%
8:00PM - 8:59PM	8	0.95%
9:00PM - 9:59PM	2	0.24%
10:00PM - 10:59PM	3	0.36%
11:00PM - 11:59PM	3	0.36%
Total	838	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:08sec.

PERCENT OF ABANDONED CALLS (telephone system report) 7%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:03:09 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:07 seconds

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: April 2009*

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 11.10%

**APRIL 2009 – 93 CALLS FLAGGED = 11.10% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:
CALLS MADE FOR FOLLOW-UP= 183**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED = 80 86%
FOLLOW-UP CALLERS
UNAVAILABLE = 13 14%

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP
CONTACT:**
10 TO 14 DAYS

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100 %

Individuals contacted were satisfied with the 2-1-1 services.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

93 %

Individuals were able to access the desired service programs through the information and referrals from 2-1-1 of SEOK.

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT
ACCESSING HUMAN SERVICE SYSTEM:**

4 %

Individuals did not contact the referrals provided by 2-1-1 of SEOK, able to find assistance within the family support network.

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

3 % (NO FUNDING AVAILABLE OR NO PROGRAM FOR NEED)

Individuals contacted for follow-up information were unable to receive assistance as of the time of the follow-up call. Some individuals were told they did not meet specific qualifications for the services, others were told that the program/service was out of funding. These individuals were all encouraged to contact 2-1-1 of SEOK if needing further assistance.

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: April 2009**

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:
Number & Percentage
0 CALLS = 0.00% OF TOTAL CALL VOLUME**

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage: 0**

**CALLER'S 3RD PARTY INTERPRETER:
Number & Percentage: 0**

**TDD/TTY/7-1-1 LINE:
Number & Percentage: 0**

OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Needs	Percentage of Total Needs
Information	350	40.94%
Financial Assistance and Support		
Utility-Electric 73		
Utility-Gas 29		
Utility-Water 12		
Vehicle Gas Aid 5		
Other 31	150	17.54%
Food		
Emergency- 36		
Non-emergency- 33		
Other- 6	75	8.77%
Health/Medical	50	5.85%
Housing	44	5.15%
Emergency Services	67	7.84%
Transportation	11	1.29%
Government/Taxes	9	1.05%
Counseling	21	2.46%
Home Repair	10	1.17%
Employment	5	0.58%
Other	63	7.37%
Total Needs	855	100.0%

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*
FOR THE MONTH/YEAR: April 2009

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)

Agency	Referrals	%	Agency Type
Toll Free/Telephone/Address	199	15.78%	Governmental/Telephone/Address
Salvation Army	124	9.83%	Non-Profit
Community Actions	87	6.90%	Non-Profit
Mental Health Services/Substance Abuse	60	4.76%	Varied
Department of Human Services	41	3.25%	State
AACES	37	2.93%	Non-Profit
Trinity Baptist (Ada)	36	2.85%	Faith Based/Non-Profit
1st United Methodist Church (Ada)	32	2.54%	Faith Based/Non-Profit
First Presbyterian Church (Ada)	27	2.14%	Faith Based/Non-Profit
Chickasaw Nation/Native American Tribe	26	2.06%	Tribal
Other Agency/Program Referrals	592	46.95%	Varied
Total Agency/Programs Referred	1261	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 256 calls for 2-1-1 during the overnight and weekend hours of April 2009. The overall call volume increased by 136 calls and the nights/weekend call volume increased by 84 calls. The call volume increase for Stephens County, as well as the overall call volume, is primarily due to a storm cellar registration project that was provided by 2-1-1 of Southeastern Oklahoma for Stephens County at the request of the Emergency Manager & Chief Fire Marshall for that county. This project intelled collecting vital information (names, ages, medical issue, cellar location, phone numbers, etc) that would be needed in the event of a disaster in this area. The information, after collected, is put in spreadsheet form and delivered to the Stephens County Emergency Manager to be placed in the county's EOP. The follow-up call report was also affected by this as each "cellar call" was flagged for follow-up which increased these numbers significantly over previous months.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 12/08=753	Increase of 90 calls
Total Calls for 1/09 = 799	Increase of 46 calls
Total Calls for 2/09 = 762	Decrease of 37 calls
Total Calls for 3/09 = 702	Decrease of 60 calls
Total Calls for 4/09 = 838	Increase of 136 calls