

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: March 2010**  
**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	McCurrian	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	4	0.48%
Bryan County	34	4.13%
Carter County	57	6.92%
Choctaw County	7	0.85%
Coal County	2	0.24%
Garvin County	61	7.41%
Haskell County	7	0.85%
Hughes County	11	1.34%
Jefferson County	7	0.85%
Johnston County	7	0.85%
Latimer County	4	0.48%
LeFlore County	19	2.31%
Love County	4	0.48%
Marshall County	19	2.31%
McCurrian County	10	1.21%
Murray County	12	1.46%
Pittsburg County	45	5.47%
Pontotoc County	267	32.44%
Pushmataha County	2	0.24%
Seminole County	44	5.35%
Stephens County	89	10.81%
Other/ Unknown Counties and out of state calls	111	13.49%
<b>Total</b>	<b>823</b>	<b>100%</b>

**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	2	0.24%
Assessment & Referral	523	63.55%
Crisis	1	0.12%
Information Only	247	30.01%
Listening/Support	8	0.97%
<b>Total Caller Contacts</b>	<b>781</b>	<b>94.89%</b>
Other (Admin, Prank, Hang-ups)	42	5.10%
<b>Total</b>	<b>823</b>	<b>100%</b>

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**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	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	3	0.36%
8:00AM - 8:59AM	60	7.29%
9:00AM - 9:59AM	86	10.45%
10:00AM - 10:59AM	111	13.49%
11:00AM - 11:59AM	123	14.95%
12:00PM - 12:59PM	87	10.57%
1:00PM - 1:59PM	94	11.42%
2:00PM - 2:59PM	88	10.69%
3:00PM - 3:59PM	78	9.48%
4:00PM - 4:59PM	45	5.47%
5:00PM - 5:59PM	15	1.82%
6:00PM - 6:59PM	16	1.94%
7:00PM - 7:59PM	12	1.46%
8:00PM - 8:59PM	0	0.00%
9:00PM - 9:59PM	1	0.12%
10:00PM - 10:59PM	1	0.12%
11:00PM - 11:59PM	3	0.36%
<b>Total</b>	<b>823</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:15**

**PERCENT OF ABANDONED CALLS (telephone system report) 10.7%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:02:06**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:31**

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**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 10.57 %**

**MARCH 2010 – 87 CALLS FLAGGED = 10.57 % 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= 111**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**  
FOLLOW-UP CALLS COMPLETED = 89 %  
FOLLOW-UP CALLERS  
UNAVAILABLE = 11%

**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:**

94 %

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:**

6 %

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:**

8 % (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.

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**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 3<sup>RD</sup> 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	265	30.64%
Financial Assistance and Support		
Utility-Electric    123		
Utility-Gas       48		
Utility-Water    18		
Vehicle Gas Aid  11		
Other             42	242	27.98%
Food		
Emergency-       53		
Non-emergency-  15		
Other-           2	70	8.10%
Health/Medical	63	7.28%
Housing	53	6.13%
Emergency Services	38	4.39%
Transportation	13	1.50%
Government/Taxes	22	2.54%
Counseling	13	1.50%
Home Repair	6	0.69%
Employment	7	0.81%
Other	73	8.44%
Total Needs	865	100.0%

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
**FOR THE MONTH/YEAR: *March 2010***

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

The overall call volume for 211 of Southeastern Oklahoma increased by only 3 calls for the month of March with 386 calls taken on nights & weekends. 8 % of follow-up calls reported that they were not able to receive assistance due to previous financial help &/or lack of agency funding (which usually occurs towards the end of the month). In addition, 2-1-1 SEOK saw an increase in the need for emergency food assistance in March.

**ADDITIONAL ITEMS OF NOTE:**

<b>Total Calls for 12/08=753</b>	<b>Increase of 90 calls</b>
<b>Total Calls for 1/09 = 799</b>	<b>Increase of 46 calls</b>
<b>Total Calls for 2/09 = 762</b>	<b>Decrease of 37 calls</b>
<b>Total Calls for 3/09 = 702</b>	<b>Decrease of 60 calls</b>
<b>Total Calls for 4/09 = 838</b>	<b>Increase of 136 calls</b>
<b>Total Calls for 5/09 = 870</b>	<b>Increase of 32 calls</b>
<b>Total Calls for 6/09 = 920</b>	<b>Increase of 50 calls</b>
<b>Total Calls for 7/09 = 1083</b>	<b>Increase of 163 calls</b>
<b>Total Calls for 8/09 = 1033</b>	<b>Decrease of 50 calls</b>
<b>Total Calls for 9/09 = 1066</b>	<b>Increase of 33 calls</b>
<b>Total Calls for 10/09= 1084</b>	<b>Increase of 18 calls</b>
<b>Total Calls for 11/09 = 943</b>	<b>Decrease of 141 calls</b>
<b>Total Calls for 12/09 = 864</b>	<b>Decrease of 79 calls</b>
<b>Total Calls for 1/10= 1009</b>	<b>Increase of 145 calls</b>
<b>Total Calls for 2/10 = 821</b>	<b>Decrease of 188 calls</b>
<b>Total Calls for 3/10 = 823</b>	<b>Increase of 3 calls</b>