

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: August 2008
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	9	0.97%
Bryan County	47	5.09%
Carter County	39	4.22%
Choctaw County	13	1.41%
Coal County	5	0.54%
Garvin County	74	8.01%
Haskell County	3	0.32%
Hughes County	10	1.08%
Jefferson County	2	0.22%
Johnston County	5	0.54%
Latimer County	10	1.08%
LeFlore County	22	2.38%
Love County	9	0.97%
Marshall County	17	1.84%
McCurtian County	12	1.30%
Murray County	9	0.97%
Pittsburg County	54	5.84%
Pontotoc County	359	38.85%
Pushmataha County	2	0.22%
Seminole County	29	3.14%
Stephens County	69	7.47%
Other/ Unknown Counties and out of state calls	125	13.53%
Total	924	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	0	0.00%
Agency	9	0.97%
Crisis/Emergency	10	1.08%
Hang up/Prank	49	5.30%
Information and Referral	597	64.00%
Problem Solving	1	0.10%
Seasonal/Special Project	1	0.10%
Information Only	239	25.86%
Staff	18	1.94%
Total	924	100%

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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	1	0.10%
1:00AM - 1:59AM	1	0.10%
2:00AM - 2:59AM	1	0.10%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	1	0.10%
5:00AM - 5:59AM	2	0.21%
6:00AM - 6:59AM	1	0.10%
7:00AM - 7:59AM	14	1.51%
8:00AM - 8:59AM	53	5.73%
9:00AM - 9:59AM	94	10.17%
10:00AM - 10:59AM	116	12.55%
11:00AM - 11:59AM	117	12.66%
12:00PM - 12:59PM	91	9.84%
1:00PM - 1:59PM	102	11.03%
2:00PM - 2:59PM	108	11.68%
3:00PM - 3:59PM	72	7.79%
4:00PM - 4:59PM	44	4.76%
5:00PM - 5:59PM	37	4.00%
6:00PM - 6:59PM	15	1.62%
7:00PM - 7:59PM	20	2.16%
8:00PM - 8:59PM	16	1.73%
9:00PM - 9:59PM	7	0.75%
10:00PM - 10:59PM	5	0.54%
11:00PM - 11:59PM	6	0.64%
Total	924	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:10 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 5.41 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:00:56 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:01:35 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**AUGUST 2008 – 6 CALLS FLAGGED = .64 % OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

7 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 30%

FOLLOW-UP CALLERS

UNAVAILABLE = 16%

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP
CONTACT:**

7 DAYS

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

%

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

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

%

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:**

0%

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:

% (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 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	313	33.87%
Financial Assistance and Support		
Utility-Electric 184		
Utility-Gas 39		
Utility-Water 8		
Vehicle Gas Aid 2		
Other 46	279	30.19%
Food		
Emergency- 26		
Non-emergency- 44		
Other- 6	76	8.22%
Health/Medical	66	7.14%
Housing	59	6.38%
Emergency Services	10	1.08%
Transportation	16	1.73%
Government/Taxes	5	0.54%
Counseling	13	1.40%
Home Repair	6	0.64%
Employment	8	0.86%
Other	73	7.90%
Total Needs	924	100.0%

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

Agency	Referrals	%	Agency Type
Community Action Agencies	211	14.90%	Non-Profit
Salvation Army	158	11.15%	Non-Profit
Toll Free/Telephone/Address	152	10.73%	Governmental/Telephone/Address
Trinity Baptist (Ada)	79	5.57%	Faith Based/Non-Profit
1st United Methodist Church (Ada)	69	4.87%	Faith Based/Non-Profit
AACES	64	4.51%	Non-Profit
Southwest Church of Christ (Ada)	33	2.33%	Faith Based/ Non-Profit
Oklahoma Dept of Human Services	28	1.97%	State
Chickasaw Nation/Native American Tribe	27	1.90%	Tribal
Family Crisis Center (Ada)	23	1.62%	Faith Based/Non-Profit
Corner Stone Christian Church (Ada)	20	1.41%	Faith Based/Non-Profit
Ada Baptist Temple	20	1.41%	Faith Based/Non-Profit
Other Agency/Program Referrals	532	37.57%	Varied
Total Agency/Programs Referred	1416	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 267 calls for 2-1-1 of Southwest Oklahoma during the overnight and weekend hours of August. The follow-up calls for this month were not flagged or completed as needed. Due to a staffing change and miscommunication of job duties for current staff the desired number of follow-ups were not handled appropriately. However, this problem has been addressed for the month of September.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 11/07 = 961	Increase of 57 calls
Total Calls for 12/07 = 997	Increase of 36 calls
Total Calls for 01/08 = 937	Decrease of 60 calls
Total Calls for 02/08 = 865	Decrease of 72 calls
Total Calls for 03/08= 941	Increase of 76 calls
Total Calls for 04/08= 934	Decrease of 7 calls
Total Calls for 5/08=776	Decrease of 158 calls
Total Calls for 6/08= 728	Decrease of 48 calls
Total Calls for 7/08= 910	Increase of 182 calls
Total Calls for 8/08= 924	Increase of 14 calls