

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: January 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	McCurtain	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	13	1.29%
Bryan County	44	4.36%
Carter County	63	6.24%
Choctaw County	9	0.89%
Coal County	3	0.29%
Garvin County	56	5.55%
Haskell County	1	0.10%
Hughes County	12	1.19%
Jefferson County	6	0.59%
Johnston County	7	0.69%
Latimer County	4	0.40%
LeFlore County	26	2.58%
Love County	6	0.59%
Marshall County	19	1.88%
McCurtian County	11	1.09%
Murray County	9	0.89%
Pittsburg County	61	6.05%
Pontotoc County	284	28.15%
Pushmataha County	4	0.40%
Seminole County	34	3.37%
Stephens County	200	19.82%
Other/ Unknown Counties and out of state calls	137	13.58%
Total	1009	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%
Assessment & Referral	644	63.82%
Crisis	2	0.20%
Information Only	283	28.05%
Listening/Support	3	0.29%
Total Caller Contacts	932	92.36%
Other (Admin, Prank, Hang-ups)	77	7.64%
Total	1009	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	4	0.40%
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	1	0.10%
6:00AM - 6:59AM	1	0.10%
7:00AM - 7:59AM	6	0.59%
8:00AM - 8:59AM	70	6.94%
9:00AM - 9:59AM	92	9.12%
10:00AM - 10:59AM	122	12.09%
11:00AM - 11:59AM	114	11.30%
12:00PM - 12:59PM	131	12.98%
1:00PM - 1:59PM	124	12.29%
2:00PM - 2:59PM	105	10.41%
3:00PM - 3:59PM	86	8.52%
4:00PM - 4:59PM	51	5.05%
5:00PM - 5:59PM	33	3.27%
6:00PM - 6:59PM	34	3.37%
7:00PM - 7:59PM	17	1.58%
8:00PM - 8:59PM	11	1.09%
9:00PM - 9:59PM	2	0.20%
10:00PM - 10:59PM	4	0.40%
11:00PM - 11:59PM	0	0.00%
Total	1009	100%

AVERAGE CALL DATA REPORTING:

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

PERCENT OF ABANDONED CALLS (telephone system report) %

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

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

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: %

**JANUARY 2010 – CALLS FLAGGED = % 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=**

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

**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:

%

Individuals contacted 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:**

%

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: 1

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	276	27.79%
Financial Assistance and Support		
Utility-Electric 142		
Utility-Gas 50		
Utility-Water 13		
Vehicle Gas Aid 9		
Other 55	269	27.08%
Food		
Emergency- 36		
Non-emergency- 15		
Other- 11	62	6.24%
Health/Medical	47	4.73%
Housing	66	6.64%
Emergency Services	135	13.59%
Transportation	13	1.31%
Government/Taxes	22	2.22%
Counseling	6	0.60%
Home Repair	6	0.60%
Employment	6	0.60%
Other	85	8.56%
Total Needs	993	100.0%

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SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The overall call volume for 211 of Southeastern Oklahoma increased by 145 calls for the month of January. It is not known how many calls were taken by the nights & weekend call staff. The 2-1-1 Nortel Call Pilot system is down. The increased call volume is due to the ice storm & its damages to covered counties.

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
Total Calls for 5/09 = 870	Increase of 32 calls
Total Calls for 6/09 = 920	Increase of 50 calls
Total Calls for 7/09 = 1083	Increase of 163 calls
Total Calls for 8/09 = 1033	Decrease of 50 calls
Total Calls for 9/09 = 1066	Increase of 33 calls
Total Calls for 10/09= 1084	Increase of 18 calls
Total Calls for 11/09 = 943	Decrease of 141 calls
Total Calls for 12/09 = 864	Decrease of 79 calls
Total Calls for 1/10= 1009	Increase of 145 calls