

APPROVED 6/01/06

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: May 2006**

**CALL CENTER:** 2-1-1 of SE Oklahoma

**COUNTIES COVERED:**

<b>Bryan</b>	<b>LeFlore</b>
<b>Choctaw</b>	<b>McCurtain</b>
<b>Coal</b>	<b>Pittsburg</b>
<b>Garvin</b>	<b>Pontotoc</b>
<b>Haskell</b>	<b>Pushmataha</b>
<b>Hughes</b>	<b>Seminole</b>
<b>Latimer</b>	<b>Stephens</b>

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

**Bryan** I was not able to retrieve this data in IRIS.

**Choctaw**

**Coal**

**Garvin**

**Haskell**

**Hughes**

**Latimer**

**LeFlore**

**McCurtain**

**Pittsburg**

**Pontotoc**

**Pushmataha**

**Seminole**

**Stephens**

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)**

**TOTAL CALLS 256**

**INFORMATION CALLS (requests specific information: address, telephone, etc.):**

**Number & Percentage 245 95%**

**REFERRAL CALLS (assessment of caller needs and a referral given):**

**Number & Percentage 220 85%**

**CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance):**

**Number & Percentage 1 .3%**

APPROVED 6/01/06

**OTHER CALLS (Specify):**

**Number & Percentage**

**ADVOCACY CALLS (contacts to link callers requiring special help):**

**Number & Percentage**

**PROBLEM SOLVING CALLS (emotional distress or mental confusion):**

**Number & Percentage**

**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**

**Number & Percentage**

**SEASONAL OR SPECIAL PROJECT CALLS:**

**Number & Percentage**

**CALL MANAGEMENT STATISTICS**

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

<b>7:00 – 7:59</b>	<b>18</b>
<b>8:00 - 8:59</b>	<b>13</b>
<b>9:00 – 9:59</b>	<b>25</b>
<b>10:00-10:59</b>	<b>35</b>
<b>11:00-11:59</b>	<b>20</b>
<b>12:00-12:59</b>	<b>54</b>
<b>1:00 – 1:59</b>	<b>26</b>
<b>2:00 – 2:59</b>	<b>28</b>
<b>3:00 - 3:59</b>	<b>20</b>
<b>4:00 - 4:59</b>	<b>9</b>
<b>5:00 - 5:59</b>	<b>8</b>

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

**Under 5 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report):**

**None except for phantom calls**

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

**No queue calls**

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

**5 minutes**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 13**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 0**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 0 0**

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

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: N/A**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: N/A**

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

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: N/A**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: N/A**  
Number & Percentage

**CALLS TAKEN BY TELE-INTERPRETER SERVICE: N/A**  
Number & Percentage

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER: N/A**  
Number & Percentage

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

**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

- 1 Financial Asst/Support**
- 2 Information**
- 3 Housing**
- 4 Health/Medical**

APPROVED 6/01/06

- 5 Food
- 6 Govt/Taxes
- 7 Transportation
- 8 Substance Abuse
- 9 Legal
- 10 Employment

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

- |    |                       |             |
|----|-----------------------|-------------|
| 1  | Tele/Address Info     |             |
| 2  | Utility Asst          | Faith based |
| 3  | Food                  | Faith based |
| 4  | Medical               | Non-profit  |
| 5  | Housing               | Non-profit  |
| 6  | Employment            | Govt        |
| 7  | Fuel                  | Faith based |
| 8  | Substance Abuse       | Non-profit  |
| 9  | Mental Health         | Non-profit  |
| 10 | Children's Activities | Govt        |

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

**ADDITIONAL ITEMS OF NOTE:**

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!