

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: April 2007**

CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

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

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

County	Number of Calls	% of Total calls
Atoka County	4	0.82%
Bryan County	39	8.04%
Carter County	20	4.12%
Choctaw County	3	0.62%
Coal County	2	0.41%
Garvin County	16	3.30%
Haskell County	1	0.21%
Hughes County	7	1.44%
Jefferson County	2	0.41%
Johnston County	3	0.62%
Latimer County	4	0.83%
Le Flore County	15	3.09%
Love County	1	0.21%
Marshall County	2	0.41%
McCurtain County	15	3.09%
Murray County	6	1.24%
Muskogee County	1	0.21%
Oklahoma County	1	0.21%
Pittsburg County	36	7.42%
Pontotoc County	245	50.52%
Pushmataha County	5	1.03%
Seminole County	15	3.09%
Sequoyah County	1	0.21%
Stephens County	26	5.36%
Unknown County	15	3.09%
Total	485	100.00%

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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 (Link to special help)	5	1.03%
Crisis (Link to immediate help)	4	0.82%
Referral (Assess and refer)	352	72.58%
Information Request (Specific - telephone, address)	100	20.62%
Problem Solving (Emotional distress or mental confusion)	0	0.00%
Seasonal – Special Project	1	0.21%
Staff, Agency Call-In (Administrative, Scheduling, Update)	23	4.74%
Total	485	100.00%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	1	0.21%
1:00AM - 1:59AM	2	0.41%
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	5	1.03%
8:00AM - 8:59AM	32	6.60%
9:00AM - 9:59AM	51	10.52%
10:00AM - 10:59AM	57	11.75%
11:00AM - 11:59AM	57	11.75%
12:00PM - 12:59PM	52	10.72%
1:00PM - 1:59PM	53	10.92%
2:00PM - 2:59PM	58	11.96%
3:00PM - 3:59PM	51	10.52%
4:00PM - 4:59PM	33	6.80%
5:00PM - 5:59PM	8	1.65%
6:00PM - 6:59PM	8	1.65%
7:00PM - 7:59PM	9	1.85%
8:00PM - 8:59PM	3	0.62%
9:00PM - 9:59PM	3	0.62%
10:00PM - 10:59PM	1	0.21%
11:00PM - 11:59PM	1	0.21%
Total	485	100.00%

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AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

UNDER 10 SECONDS

PERCENT OF ABANDONED CALLS (telephone system report):

NONE – PHANTOM CALLS

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

NONE

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

7 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**APRIL 2006 – 25 CALLS FLAGGED = 5.16% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

43 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 11	44.00%
FOLLOW-UP CALLERS UNAVAILABLE = 14	56.00%
FOLLOW-UP CALLS INCOMPLETE = 0	0.00%

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

13 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100.00%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

100.00%

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

18.18% (DID NOT CALL REFERRALS PROVIDED BY 2-1-1)

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

9.09%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

0 CALLS

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage

2 CALLS = 0.41% OF TOTAL CALL VOLUME

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage

0

TDD/TTY/7-1-1 LINE:

Number & Percentage

0

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OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Information Assistance Telephone Number = 66 General Program Info = 96	162	26.09%
Utility Assistance Electric = 58 Other = 49	107	17.23%
Health and Medical Treatment/Supplies = 24 RX Assistance = 14 Other = 28	66	10.63%
Food Emergency = 20 Other = 35	55	8.85%
Housing/Weatherization Shelter = 22 Subsidized/Rental = 19 Other = 13	54	8.69%
Financial Assistance Other Rent = 22 Other = 4	26	4.19%
Transportation Mass Transit = 9 Vehicle Gas = 11 Other = 6	26	4.19%
Counseling General = 8 Mental Health = 6 Substance Abuse = 7	21	3.38%
Government/Taxes County = 4 City = 3 Other = 13	20	3.22%
Clothing Children's = 7 Other = 4	11	1.77%
Other	73	11.76%
Total Needs	621	100.00%

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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	83	11.31%	Non-Profit
Telephone & Address Info (Government and 1411)	50	6.81%	Government/Profit
Salvation Armies	45	6.13%	Faith-Based/NP
OKLA Department of Human Services	42	5.72%	Government
Southwest Church of Christ – Ada	34	4.63%	Faith-Based/NP
Trinity Baptist Church – Ada	33	4.50%	Faith-Based/NP
ARUW – 2-1-1 of SEOK	31	4.22%	Non-Profit
Ada Area Community Services (AACES)	27	3.68%	Non-Profit
First Presbyterian Church – Ada	24	3.27%	Faith-Based/NP
Housing Authorities – OKRD - HUD	23	3.13%	Government
Other Agency/Program Referrals	342	46.60%	
Total Agency/Programs Referred	734	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

An increase in referrals to the Oklahoma Department of Human Services is due to the Energy Crisis Assistance Program (ECAP) funding – applications were available for assistance on March 19th, 2007 and funding was available until April 24th, 2007.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 11-06 = 532	Increase of 20 calls
Total Calls for 12-06 = 435	Decrease of 97 calls
Total Calls for 01-07 = 1499	Increase of 1064 calls
Total Calls for 02-07 = 615	Decrease of 884 calls
Total Calls for 03-07 = 493	Decrease of 122 calls
Total Calls for 04-07 = 485	Decrease of 8 calls

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!