

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: August 2006**

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

**COUNTIES COVERED:**

<b>Bryan</b>	<b>Hughes</b>	<b>Pittsburg</b>
<b>Carter</b>	<b>Jefferson</b>	<b>Pontotoc</b>
<b>Choctaw</b>	<b>Latimer</b>	<b>Pushmataha</b>
<b>Coal</b>	<b>Le Flore</b>	<b>Seminole</b>
<b>Garvin</b>	<b>Love</b>	<b>Stephens</b>
<b>Haskell</b>	<b>McCurtain</b>	

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

<b>County</b>	<b>Number of Calls</b>	<b>% of Total calls</b>
<b>Atoka County</b>	<b>1</b>	<b>0.20</b>
<b>Bryan County</b>	<b>24</b>	<b>4.85</b>
<b>Carter County</b>	<b>2</b>	<b>0.40</b>
<b>Choctaw County</b>	<b>7</b>	<b>1.41</b>
<b>Coal County</b>	<b>5</b>	<b>1.01</b>
<b>Garvin County</b>	<b>20</b>	<b>4.04</b>
<b>Haskell County</b>	<b>8</b>	<b>1.62</b>
<b>Hughes County</b>	<b>5</b>	<b>1.01</b>
<b>Jefferson County</b>	<b>0</b>	<b>0</b>
<b>Latimer County</b>	<b>10</b>	<b>2.02</b>
<b>Le Flore County</b>	<b>39</b>	<b>7.88</b>
<b>Lincoln County</b>	<b>1</b>	<b>0.20</b>
<b>Love County</b>	<b>0</b>	<b>0</b>
<b>Marshall County</b>	<b>1</b>	<b>0.20</b>
<b>McClain County</b>	<b>1</b>	<b>0.20</b>
<b>McCurtain County</b>	<b>27</b>	<b>5.45</b>
<b>Muskogee County</b>	<b>3</b>	<b>0.61</b>
<b>Oklahoma County</b>	<b>4</b>	<b>0.82</b>
<b>Pittsburg County</b>	<b>23</b>	<b>4.65</b>
<b>Pontotoc County</b>	<b>237</b>	<b>47.88</b>
<b>Pottawatomie County</b>	<b>2</b>	<b>0.40</b>
<b>Pushmataha County</b>	<b>19</b>	<b>3.84</b>
<b>Seminole County</b>	<b>30</b>	<b>6.06</b>
<b>Stephens County</b>	<b>8</b>	<b>1.62</b>
<b>Unknown County</b>	<b>18</b>	<b>3.63</b>
<b>Total</b>	<b>495</b>	<b>100.00</b>

(Includes Oklahoma City rollover calls)

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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
Information Request (Specific - telephone, address)	126	25.45
Referral (Assess and refer)	334	67.48
Crisis (Link to immediate help)	0	0
Advocacy (Link to special help)	21	4.24
Problem Solving (Emotional distress or mental confusion)	0	0
Staff Call-In (Administrative, Scheduling)	10	2.02
Seasonal – Special Project	0	0
Unknown Type – OKC Rollover	4	.81
<b>Total</b>	<b>495</b>	<b>100.00</b>

**CALL MANAGEMENT STATISTICS**

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

Hour	Calls	Percent
12:00AM – 7:59AM	0	0
8:00AM – 8:59AM	34	6.87
9:00AM – 9:59AM	53	10.71
10:00AM – 10:59AM	60	12.12
11:00AM – 11:59AM	50	10.10
12:00PM – 12:59PM	48	9.70
1:00PM – 1:59PM	60	12.12
2:00PM – 2:59PM	77	15.56
3:00PM – 3:59PM	52	10.50
4:00PM – 4:59PM	37	7.47
5:00PM – 5:59PM	14	2.83
6:00PM – 6:59PM	2	.40
7:00PM – 7:59PM	0	0
8:00PM – 8:59PM	1	.20
9:00PM – 9:59PM	3	.61
10:00PM – 11:59PM	0	0
Unknown Time OKC**	4	.81
<b>Total</b>	<b>495</b>	<b>100.00</b>

\*\* (County report from OKC listed 14 calls – time log only listed 10)

APPROVED 6/01/06

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

**UNDER 5 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):**

**6 MINUTES**

**FOLLOW-UP CALLS REPORT**

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

**AUGUST 2006 – 47 CALLS FLAGGED = 9.77% OF TOTAL CALL VOLUME  
ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED.**

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

**23 CALLS MADE FOR FOLLOW-UP**

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

**17 FOLLOW-UP CALLS COMPLETED = 39.53%  
06 FOLLOW-UP CALLERS UNAVAILABLE = 13.95%  
24 FOLLOW-UP CALLS NOT CONTACTED = 51.06%**

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

**10 DAYS**

APPROVED 6/01/06

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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

**96.94%**

**(SOME CALLERS UNABLE TO RECEIVE ASSISTANCE FROM THE  
REFERRAL AGENCIES DUE TO INSUFFICIENT FUNDING – AGENCIES DID  
NOT NOTIFY 2-1-1 THAT THEY WERE TEMPORARILY OUT OF FUNDING.)**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

**100%**

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

**0%**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:**

**0%**

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

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

**Number & Percentage**

**2 CALLS = 0.42 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**

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**OTHER REPORTING:****TOP 10 NEEDS FOR THIS MONTH:**

<b>Top 10 Needs</b>	<b>Number of Callers</b>	<b>Percentage of Total Needs</b>
<b>Utility Assistance</b> Electric = 127 Other = 42	<b>169</b>	<b>27.52%</b>
<b>Information Assistance</b> Telephone Number = 74 General Program Info = 52	<b>126</b>	<b>20.52%</b>
<b>Health and Medical</b> Treatment/Supplies = 17 RX Assistance = 18 Other = 24	<b>59</b>	<b>9.61%</b>
<b>Housing/Weatherization</b> Shelter = 24 Rental = 14 Other = 16	<b>54</b>	<b>8.79%</b>
<b>Food</b> Emergency = 13 Other = 23	<b>36</b>	<b>5.86%</b>
<b>Financial Assistance Other</b> Rent = 12 Medical = 6 Other = 15	<b>33</b>	<b>5.38%</b>
<b>Clothing</b> Children's = 18 Other = 8	<b>26</b>	<b>4.24%</b>
<b>Transportation</b> Mass Transit = 10 Vehicle Gas = 5 Other = 7	<b>22</b>	<b>3.58%</b>
<b>Counseling</b> General = 6 Substance Abuse = 10	<b>16</b>	<b>2.61%</b>
<b>Government/Taxes</b>	<b>12</b>	<b>1.95%</b>
<b>Other</b>	<b>61</b>	<b>9.94%</b>
<b>Total Needs</b>	<b>614</b>	<b>100.00%</b>

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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	145	16.33%	Non-Profit
Telephone & Address Info (Government and 411)	61	6.87%	Government/Profit
Southwest Church of Christ - Ada	57	6.42%	Faith-Based/NP
Trinity Baptist Church – Ada	50	5.63%	Faith-Based/NP
First Presbyterian Church - Ada	43	4.84%	Faith-Based/NP
Covenant Presbyterian Church – Ada	40	4.50%	Faith-Based/NP
OKLA Department of Human Services	35	3.94%	Government
Salvation Armies	34	3.83%	Non-Profit
First United Methodist Church – Ada	33	3.72%	Faith-Based/NP
Compassion Outreach Clinic – Ada	26	2.93%	Faith-Based/NP
Other Agency/Program Referrals	364	40.99%	
<b>Total Agency/Programs Referred</b>	<b>888</b>	<b>100.00%</b>	

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

Southeastern Oklahoma has been under extreme heat and draught conditions. Many callers need assistance with water and electrical bills.

Back to School - Clothing and Supplies for Children were an increase in referrals to the Salvation Armies.

**ADDITIONAL ITEMS OF NOTE:**

Total Calls for April = 226

Total Calls for May = 247

Total Calls for June = 285

Total Calls for July = 389

Total Calls for August = 495

Increase of 21 calls

Increase of 38 calls

Increase of 104 calls (8 estimated rollover calls OKC)

Increase of 106 calls (14 OKC rollover calls included)

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!