

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

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	2	0.46%
Bryan County	25	5.75%
Carter County	17	3.91%
Choctaw County	10	2.30%
Coal County	1	0.22%
Creek County	1	0.22%
Garvin County	15	3.45%
Haskell County	4	0.92%
Hughes County	3	0.69%
Jefferson County	0	0.00%
Johnston County	3	0.69%
Latimer County	6	1.38%
Le Flore County	14	3.22%
Love County	0	0.00%
Marshall County	3	0.69%
McCurtain County	17	3.91%
Murray County	5	1.15%
Okfuskee County	2	0.46%
Oklahoma County	1	0.22%
Pittsburg County	28	6.44%
Pontotoc County	212	48.74%
Pottawatomie County	5	1.15%
Pushmataha County	6	1.38%
Seminole County	12	2.76%
Stephens County	29	6.67%
Unknown County	14	3.22%
Total	435	100.00%

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*
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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)	120	21.24%
Referral (Assess and refer)	386	68.32%
Crisis (Link to immediate help)	9	1.59%
Advocacy (Link to special help)	19	3.36%
Problem Solving (Emotional distress or mental confusion)	0	0.00%
Staff Call-In (Administrative, Scheduling)	5	0.89%
Seasonal – Special Project	26	4.60%
Total	565	100.00%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	0	0.00%
1:00AM - 1:59AM	3	0.69%
2:00AM - 2:59AM	1	0.22%
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	1.15%
8:00AM - 8:59AM	21	4.83%
9:00AM - 9:59AM	50	11.49%
10:00AM - 10:59AM	59	13.56%
11:00AM - 11:59AM	57	13.10%
12:00PM - 12:59PM	36	8.28%
1:00PM - 1:59PM	45	10.35%
2:00PM - 2:59PM	53	12.18%
3:00PM - 3:59PM	35	8.05%
4:00PM - 4:59PM	27	6.21%
5:00PM - 5:59PM	16	3.68%
6:00PM - 6:59PM	8	1.84%
7:00PM - 7:59PM	4	0.92%
8:00PM - 8:59PM	5	1.15%
9:00PM - 9:59PM	5	1.15%
10:00PM - 10:59PM	3	0.69%
11:00PM - 11:59PM	2	0.46%
Total	435	100.00%

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

UNDER 15 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):

10 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**DECEMBER 2006 – 48 CALLS FLAGGED = 11.03% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

30 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

**17 FOLLOW-UP CALLS COMPLETED = 35.42%
9 FOLLOW-UP CALLERS UNAVAILABLE = 18.75%
22 FOLLOW-UP CALLS INCOMPLETE = 45.83%**

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

18 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

98.82%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

92.35%

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

17.65%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

14.70% (CALLER FOUND NO PROGRAM TO MEET NEED)

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

0 CALLS = 0% 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

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OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Utility Assistance Electric = 75 Other = 57	132	23.36%
Information Assistance Telephone Number = 71 General Program Info = 49	120	21.24%
Housing/Weatherization Shelter = 29 Rental = 10 Other = 28	67	11.86%
Health and Medical Treatment/Supplies = 27 RX Assistance = 7 Other = 4	38	6.72%
Food Emergency = 9 Other = 28	37	6.55%
Financial Assistance Other Rent = 28 Other = 3	31	5.49%
Holiday Assistance Gifts = 20 Meals/Food = 6	26	4.60%
Transportation Mass Transit = 8 Vehicle Gas = 6 Other = 6	20	3.54%
Government/Taxes City = 4 Licensing = 10 Other = 5	19	3.36%
Counseling General = 10 Mental Health = 3 Substance Abuse = 4	17	3.01%
Other	58	10.27%
Total Needs	565	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	85	12.69%	Non-Profit
Salvation Armies	81	12.09%	Faith-Based/NP
Telephone & Address Info (Government and 1411)	77	11.49%	Government/Profit
OKLA Department of Human Services	49	7.31%	Government
Trinity Baptist Church – Ada	28	4.18%	Faith-Based/NP
Southwest Church of Christ – Ada	25	3.73%	Faith-Based/NP
Ada Area Emergency Services	23	3.43%	Non-Profit
First Presbyterian Church – Ada	20	2.99%	Faith-Based/NP
Covenant Cumber Presbyterian Church - Ada	19	2.84%	Faith-Based/NP
Chickasaw Nation	13	1.94%	Tribal Government
Other Agency/Program Referrals	250	37.31%	
Total Agency/Programs Referred	670	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

DHS LIHEAP program received funds during this month.

ADDITIONAL ITEMS OF NOTE:

Total Calls for June = 285	Increase of 38 calls
Total Calls for July = 389	Increase of 104 calls (8 estimated rollover calls OKC)
Total Calls for August = 495	Increase of 106 calls (14 OKC rollover calls included)
Total Calls for September = 408	Decrease of 87 calls (14 OKC rollover calls included)
Total Calls for October = 512	Increase of 104 calls (15 OKC rollover calls included)
Total Calls for November = 532	Increase of 20 calls
Total Calls for December = 435	Decrease of 97 calls

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