

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: March2009
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	McCurrian	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	11	1.56%
Bryan County	37	5.27%
Carter County	51	7.26%
Choctaw County	12	1.70%
Coal County	1	0.14%
Garvin County	50	7.12%
Haskell County	3	0.42%
Hughes County	6	0.85%
Jefferson County	8	1.13%
Johnston County	4	0.56%
Latimer County	3	0.42%
LeFlore County	15	2.13%
Love County	8	1.13%
Marshall County	10	1.42%
McCurrian County	18	2.56%
Murray County	3	0.42%
Pittsburg County	45	6.41%
Pontotoc County	253	36.03%
Pushmataha County	4	0.56%
Seminole County	27	3.84%
Stephens County	83	11.82%
Other/ Unknown Counties and out of state calls	50	7.12%
Total	702	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	10	1.42%
Agency	9	1.28%
Crisis/Emergency	2	0.28%
Hang up/Prank	36	5.12%
Information and Referral	361	51.42%
Problem Solving	0	0.00%
Seasonal/Special Project (Crystal Darkness)	0	0.00%
Information Only	268	38.17%
Staff	16	2.27%
Total	702	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	0	0.00%
1:00AM - 1:59AM	1	0.14%
2:00AM - 2:59AM	1	0.14%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	1	0.14%
5:00AM - 5:59AM	1	0.14%
6:00AM - 6:59AM	3	0.42%
7:00AM - 7:59AM	18	2.56%
8:00AM - 8:59AM	39	5.55%
9:00AM - 9:59AM	68	9.68%
10:00AM - 10:59AM	104	14.81%
11:00AM - 11:59AM	79	11.25%
12:00PM - 12:59PM	68	9.68%
1:00PM - 1:59PM	64	9.11%
2:00PM - 2:59PM	62	8.83%
3:00PM - 3:59PM	57	8.11%
4:00PM - 4:59PM	53	7.54%
5:00PM - 5:59PM	30	4.27%
6:00PM - 6:59PM	16	2.27%
7:00PM - 7:59PM	7	0.99%
8:00PM - 8:59PM	18	2.56%
9:00PM - 9:59PM	9	1.28%
10:00PM - 10:59PM	2	0.28%
11:00PM - 11:59PM	1	0.14%
Total	702	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:11ec.

PERCENT OF ABANDONED CALLS (telephone system report) 7%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:03:44 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:59 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**MARCH 2009 – 32 CALLS FLAGGED = 4 % 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= 66**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 28 87%

FOLLOW-UP CALLERS

UNAVAILABLE = 4 12%

**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:

100 %

Individuals contacted were satisfied with the 2-1-1 services.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

93 %

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:**

7 %

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:

16 % (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: 0

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	304	42.57%
Financial Assistance and Support		
Utility-Electric 85		
Utility-Gas 36		
Utility-Water 11		
Vehicle Gas Aid 5		
Other 33	170	23.80%
Food		
Emergency- 28		
Non-emergency- 22		
Other- 5	55	7.70%
Health/Medical	51	7.14%
Housing	32	4.48%
Emergency Services	4	0.56%
Transportation	11	1.54%
Government/Taxes	10	1.40%
Counseling	17	2.38%
Home Repair	4	0.56%
Employment	11	1.54%
Other	45	6.30%
Total Needs	714	100.0%

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

Agency	Referrals	%	Agency Type
Toll Free/Telephone/Address	149	13.88%	Governmental/Telephone/Address
Community Actions	104	9.69%	Non-Profit
Salvation Army	99	9.22%	Non-Profit
Mental Health Services/Substance Abuse	51	4.75%	Varied
AACES	48	4.47%	Non-Profit
Chickasaw Nation/Native American Tribe	36	3.35%	Tribal
Department of Human Services	35	3.26%	State
1st United Methodist Church (Ada)	27	2.51%	Faith Based/Non-Profit
Trinity Baptist (Ada)	25	2.32%	Faith Based/Non-Profit
Corner Stone Christian Church	20	1.86%	Faith Based/Non-Profit
Other Agency/Program Referrals	479	44.64%	Varied
Total Agency/Programs Referred	1073	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 172 calls for 2-1-1 during the overnight and weekend hours of March 2009. The overall call volume decreased by 60 calls and the nights/weekend call volume decreased by 65 calls. The call volume by hour results may be skewed due to IRIS issues that prevented call specialist from saving data collected during actual calls. The handwritten call information was entered into the system at a later date when the problem was resolved. In regards to the follow-up results, the 16% of individuals contacted to answer the follow-up questionnaire reported not receiving the desired services was due to either lack of funding available or in some cases that agency has already helped the individual on previous occasions (as reported by the caller). In addition, there was an increase in the number of referrals to the Chickasaw Nation/Native American Tribal agencies and to the Department of Human Services for the month of March 2009.

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