

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: May 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	
Choctaw	Jefferson	McCurtain	Pushmataha	
Coal	Johnston	Marshall	Stephens	

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

County	Number of Calls	% of Total call
Atoka County	3	0.54%
Bryan County	22	3.99%
Caddo County	2	0.36%
Carter County	26	4.70%
Choctaw County	9	1.63%
Coal County	7	1.27%
Comanche County	1	0.18%
Creek County	1	0.18%
Garvin County	30	5.43%
Grady County	2	0.36%
Haskell County	0	0.00%
Hughes County	3	0.54%
Jefferson County	2	0.36%
Johnston County	1	0.18%
Latimer County	11	1.99%
Le Flore County	17	3.07%
Love County	3	0.54%
Marshall County	4	0.72%
McClain County	4	0.72%
McCurtain County	11	1.99%
McIntosh County	1	0.18%
Murray County	4	0.72%
Muskogee County	2	0.36%
Okmulgee County	2	0.36%
Osage County	1	0.18%
Pittsburg County	16	2.89%
Pontotoc County	280	50.63%
Pottawatomie County	1	0.18%
Pushmataha County	8	1.45%
Seminole County	22	3.99%
Stephens County	45	8.14%
Washington County	1	0.18%
Unknown County	11	1.99%
Total	553	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)	6	1.08%
Crisis (Link to immediate help)	5	0.90%
Referral (Assess and refer)	374	67.63%
Information Request (Specific - telephone, address)	136	24.59%
Problem Solving (Emotional distress or mental confusion)	4	0.72%
Seasonal – Special Project (Flood Report)	14	2.53%
Staff, Agency Call-In (Administrative, Scheduling, Update)	14	2.53%
Total	553	100.00%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	2	0.36%
1:00AM - 1:59AM	2	0.36%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	1	0.18%
4:00AM - 4:59AM	1	0.18%
5:00AM - 5:59AM	1	0.18%
6:00AM - 6:59AM	3	0.54%
7:00AM - 7:59AM	11	1.99%
8:00AM - 8:59AM	40	7.23%
9:00AM - 9:59AM	52	9.40%
10:00AM - 10:59AM	62	11.22%
11:00AM - 11:59AM	66	11.94%
12:00PM - 12:59PM	48	8.68%
1:00PM - 1:59PM	65	11.75%
2:00PM - 2:59PM	55	9.95%
3:00PM - 3:59PM	42	7.60%
4:00PM - 4:59PM	40	7.23%
5:00PM - 5:59PM	12	2.17%
6:00PM - 6:59PM	12	2.17%
7:00PM - 7:59PM	13	2.35%
8:00PM - 8:59PM	10	1.81%
9:00PM - 9:59PM	9	1.63%
10:00PM - 10:59PM	4	0.72%
11:00PM - 11:59PM	2	0.36%
Total	553	100.00%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
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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):

6 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**MAY 2007 – 24 CALLS FLAGGED = 4.34% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

45 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 18	75.00%
FOLLOW-UP CALLERS UNAVAILABLE = 6	25.00%
FOLLOW-UP CALLS INCOMPLETE = 0	0.00%

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

11 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100.00%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

88.89%

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

8.33% (DID NOT CALL REFERRALS PROVIDED BY 2-1-1)

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

16.67% (PROGRAMS OUT OF FUNDS/NO PROGRAM TO MEET NEED)

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

1 CALLS = 0.18% OF TOTAL CALL VOLUME

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage

0

TDD/TTY/7-1-1 LINE:

Number & Percentage

0

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
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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 = 84 General Program Info = 93	177	26.03%
Utility Assistance Electric = 67 Other = 48	115	16.91%
Housing/Weatherization Shelter = 26 Subsidized/Rental = 25 Other = 22	73	10.74%
Food Emergency = 29 Other = 26	55	8.09%
Health and Medical Treatment/Supplies = 32 Dental = 8 Other = 12	52	7.65%
Counseling General = 11 Mental Health = 12 Substance Abuse = 7	31	4.56%
Transportation Mass Transit = 9 Vehicle Gas = 14 Other = 7	30	4.41%
Financial Assistance Other Rent = 19 Other = 10	29	4.26%
Emergencies Disaster (Flood) = 20 Other = 4	24	3.52%
Government/Taxes County = 8 State = 7 Other = 3	18	2.65%
Other	76	11.18%
Total Needs	680	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	86	9.43%	Non-Profit
Telephone & Address Info (Government and 1411)	69	7.56%	Government/Profit
Salvation Armies	44	4.82%	Faith-Based/NP
Southwest Church of Christ – Ada	40	4.39%	Faith-Based/NP
Trinity Baptist Church – Ada	40	4.39%	Faith-Based/NP
Ada Area Community Services (AACES)	37	4.06%	Non-Profit
ARUW – 2-1-1 of SEOK	30	3.29%	Non-Profit
First Presbyterian Church – Ada	29	3.18%	Faith-Based/NP
OKLA Department of Human Services	29	3.18%	Government
Chickasaw Nation	21	2.30%	Tribal Government
Other Agency/Program Referrals	487	53.40%	
Total Agency/Programs Referred	912	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

None

ADDITIONAL ITEMS OF NOTE:

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
Total Calls for 05-07 = 553	Increase of 68 calls

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