

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: November 2008**  
**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	McCurtain	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	5	0.75%
Bryan County	45	6.79%
Carter County	30	4.52%
Choctaw County	12	1.81%
Coal County	1	0.15%
Garvin County	48	7.23%
Haskell County	4	0.60%
Hughes County	8	1.20%
Jefferson County	4	0.60%
Johnston County	7	1.06%
Latimer County	6	0.90%
LeFlore County	13	1.96%
Love County	6	0.90%
Marshall County	4	0.60%
McCurtian County	11	1.66%
Murray County	5	0.75%
Pittsburg County	36	5.43%
Pontotoc County	272	41.03%
Pushmataha County	3	0.45%
Seminole County	34	5.13%
Stephens County	55	8.30%
Other/ Unknown Counties and out of state calls	54	8.14%
<b>Total</b>	<b>663</b>	<b>100%</b>

**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	0	0.00%
Agency	5	0.75%
Crisis/Emergency	0	0.00%
Hang up/Prank	21	3.17%
Information and Referral	396	59.73%
Problem Solving	1	0.15%
Seasonal/Special Project	2	0.30%
Information Only	231	34.84%
Staff	7	1.06%
<b>Total</b>	<b>663</b>	<b>100%</b>

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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	2	0.30%
1:00AM - 1:59AM	1	0.15%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	1	0.15%
4:00AM - 4:59AM	2	0.30%
5:00AM - 5:59AM	1	0.15%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	9	1.36%
8:00AM - 8:59AM	48	7.24%
9:00AM - 9:59AM	74	11.16%
10:00AM - 10:59AM	92	13.88%
11:00AM - 11:59AM	85	12.82%
12:00PM - 12:59PM	70	10.56%
1:00PM - 1:59PM	69	10.41%
2:00PM - 2:59PM	79	11.92%
3:00PM - 3:59PM	46	6.94%
4:00PM - 4:59PM	37	5.58%
5:00PM - 5:59PM	15	2.26%
6:00PM - 6:59PM	8	1.21%
7:00PM - 7:59PM	11	1.66%
8:00PM - 8:59PM	8	1.21%
9:00PM - 9:59PM	2	0.30%
10:00PM - 10:59PM	0	0.00%
11:00PM - 11:59PM	3	0.45%
<b>Total</b>	<b>663</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

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

**PERCENT OF ABANDONED CALLS (telephone system report) 8.29 %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:32 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:55 seconds**

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**FOLLOW-UP CALLS REPORT**

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

**NOVEMBER 2008 – 47 CALLS FLAGGED = 7.09 % 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= 109**

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

**FOLLOW-UP CALLS COMPLETED = 25            53.2%**

**FOLLOW-UP CALLERS**

**UNAVAILABLE = 22                                    46.8%**

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

**10 DAYS**

**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

96 %

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

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

98 %

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:**

0%

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:**

9 % (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 3<sup>RD</sup> PARTY INTERPRETER:  
Number & Percentage: 0**

**TDD/TTY/7-1-1 LINE:  
Number & Percentage: 0**

**OTHER REPORTING:**

**TOP 10 NEEDS FOR THIS MONTH:**

<b>Top 10 Needs</b>	<b>Number of Needs</b>	<b>Percentage of Total Needs</b>
<b>Information</b>	<b>241</b>	<b>33.94%</b>
<b>Financial Assistance and Support</b>		
Utility-Electric    108		
Utility-Gas        24		
Utility-Water     15		
Vehicle Gas Aid    3		
Other               35	<b>185</b>	<b>26.06%</b>
<b>Food</b>		
Emergency-        32		
Non-emergency-   27		
Other-             5	<b>64</b>	<b>9.01%</b>
<b>Health/Medical</b>	<b>42</b>	<b>5.92%</b>
<b>Housing</b>	<b>30</b>	<b>4.23%</b>
<b>Emergency Services</b>	<b>2</b>	<b>0.28%</b>
<b>Transportation</b>	<b>17</b>	<b>2.39%</b>
<b>Government/Taxes</b>	<b>8</b>	<b>1.13%</b>
<b>Counseling</b>	<b>12</b>	<b>1.69%</b>
<b>Home Repair</b>	<b>9</b>	<b>1.27%</b>
<b>Employment</b>	<b>4</b>	<b>0.56%</b>
<b>Other</b>	<b>96</b>	<b>13.52%</b>
<b>Total Needs</b>	<b>710</b>	<b>100.0%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
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**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)**

Agency	Referrals	%	Agency Type
Salvation Army	144	12.94%	Non-Profit
Toll Free/Telephone/Address	113	10.15%	Governmental/Telephone/Address
Community Actions	104	9.34%	Non-Profit
AACES	52	4.67%	Non-Profit
Trinity Baptist (Ada)	43	3.86%	Faith Based/Non-Profit
Chickasaw Nation/Native American Tribe	43	3.86%	Tribal
1st United Methodist Church (Ada)	37	3.32%	Faith Based/Non-Profit
Mental Health Services/Substance Abuse	32	2.88%	Varied
Oklahoma Dept of Human Services	32	2.88%	State
First Christian Church (Ada)	24	2.16%	Faith Based/Non-Profit
Other Agency/Program Referrals	489	43.94%	Varied
<b>Total Agency/Programs Referred</b>	<b>1113</b>	<b>100.0%</b>	

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

2-1-1 of Southeastern Oklahoma received 180 calls for 2-1-1 during the overnight and weekend hours of November. We experienced a decrease in nights & weekend calls, number of needs, and in overall call volume. For the month of November, we flagged 7% of the calls for follow-up which was an increase over October statistics. However, we had some difficulty contacting callers (either due to a disconnected phone or caller not at the phone number given) which led to a completion of only 53.2% of the follow-up calls.

**ADDITIONAL ITEMS OF NOTE:**

<b>Total Calls for 11/07 = 961</b>	<b>Increase of 57 calls</b>
<b>Total Calls for 12/07 = 997</b>	<b>Increase of 36 calls</b>
<b>Total Calls for 01/08 = 937</b>	<b>Decrease of 60 calls</b>
<b>Total Calls for 02/08 = 865</b>	<b>Decrease of 72 calls</b>
<b>Total Calls for 03/08= 941</b>	<b>Increase of 76 calls</b>
<b>Total Calls for 04/08= 934</b>	<b>Decrease of 7 calls</b>
<b>Total Calls for 5/08=776</b>	<b>Decrease of 158 calls</b>
<b>Total Calls for 6/08= 728</b>	<b>Decrease of 48 calls</b>
<b>Total Calls for 7/08= 910</b>	<b>Increase of 182 calls</b>
<b>Total Calls for 8/08= 924</b>	<b>Increase of 14 calls</b>
<b>Total Calls for 9/08=1051</b>	<b>Increase of 127 calls</b>
<b>Total Calls for 10/08=799</b>	<b>Decrease of 252 calls</b>
<b>Total Calls for 11/08=663</b>	<b>Decrease of 136 calls</b>