

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: October 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	8	1.56%
Bryan County	31	6.05%
Carter County	15	2.93%
Choctaw County	12	2.34%
Cleveland County	1	0.20%
Coal County	6	1.17%
Creek County	1	0.20%
Garvin County	26	5.07%
Grady County	1	0.20%
Haskell County	4	0.78%
Hughes County	5	0.99%
Jefferson County	1	0.20%
Johnston County	2	0.39%
Latimer County	4	0.78%
Le Flore County	30	5.86%
Love County	0	0.00%
Marshall County	2	0.39%
McClain County	2	0.39%
McCurtain County	20	3.90%
McIntosh County	3	0.58%
Murray County	7	1.36%
Pittsburg County	21	4.10%
Pontotoc County	212	41.41%
Pottawatomie County	1	0.20%
Pushmataha County	9	1.76%
Seminole County	47	9.18%
Stephens County	25	4.88%
Unknown County	16	3.13%
Total	512	100.00%

(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)	111	21.68%
Referral (Assess and refer)	381	74.41%
Crisis (Link to immediate help)	1	0.20%
Advocacy (Link to special help)	9	1.76%
Problem Solving (Emotional distress or mental confusion)	0	0.00%
Staff Call-In (Administrative, Scheduling)	10	1.95%
Seasonal – Special Project	0	0.00%
Total	512	100.00%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
7:00AM - 7:59AM	0	0.00%
8:00AM - 8:59AM	35	6.84%
9:00AM - 9:59AM	63	12.30%
10:00AM - 10:59AM	74	14.45%
11:00AM - 11:59AM	65	12.69%
12:00PM - 12:59PM	49	9.57%
1:00PM - 1:59PM	71	13.87%
2:00PM - 2:59PM	62	12.11%
3:00PM - 3:59PM	40	7.81%
4:00PM - 4:59PM	39	7.62%
5:00PM - 5:59PM	13	2.54%
6:00PM - 6:59PM	0	0.00%
7:00PM - 7:59PM	1	0.20%
8:00PM - 6:59AM	0	0.00%
Total	512	100.00%

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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):

10 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**OCTOBER 2006 – 44 CALLS FLAGGED = 8.59% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

53 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

20 FOLLOW-UP CALLS COMPLETED =	45.45%
19 FOLLOW-UP CALLERS UNAVAILABLE =	43.18%
5 FOLLOW-UP CALLS INCOMPLETE =	11.37%

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

14 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

97.50%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

92.50%

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

15.00% (DID NOT CALL REFERRALS PROVIDED)

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

00.00% (NO PROGRAM WAS FOUND 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 = 187 Other = 71	258	40.25%
Information Assistance Telephone Number = 49 General Program Info = 49	98	15.29%
Health and Medical Treatment/Supplies = 20 RX Assistance = 8 Other = 24	52	8.11%
Food Emergency = 15 Other = 31	46	7.18%
Housing/Weatherization Shelter = 14 Rental = 14 Other = 17	45	7.02%
Financial Assistance Other Rent = 31 Medical = 1 Other = 12	44	6.86%
Transportation Mass Transit = 7 Vehicle Gas = 6 Other = 7	20	3.12%
Clothing Children's = 10 Other = 7	17	2.65%
Counseling General = 5 Mental Health = 4 Substance Abuse = 7	16	2.50%
Government/Taxes City = 3 County = 6 Other = 6	15	2.34%
Other	30	4.68%
Total Needs	641	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	132	15.39%	Non-Profit
Salvation Armies	76	8.86%	Faith-Based/NP
First Pentecostal Holiness Church - Ada	53	6.18%	Faith-Based/NP
Trinity Baptist Church – Ada	48	5.59%	Faith-Based/NP
Telephone & Address Info (Government and 1411)	46	5.36%	Government/Profit
Southwest Church of Christ – Ada	43	5.01%	Faith-Based/NP
First Presbyterian Church – Ada	36	4.20%	Faith-Based/NP
Chickasaw Nation	32	3.73%	Tribal Government
First United Methodist – Ada	28	3.26%	Faith-Based/NP
OKLA Department of Human Services	23	2.68%	Government
Other Agency/Program Referrals	341	39.74%	
Total Agency/Programs Referred	858	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

NONE

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)

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