

2-1-1 CALL CENTER REPORTING

FOR THE CALENDAR YEAR 2007

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	42	.45
Beckham County	3	.03
Bryan County	437	4.72
Caddo County	5	.05
Canadian County	1	.01
Carter County	322	3.48
Choctaw County	96	1.04
Cleveland County	4	.04
Coal County	32	.35
Comanche County	30	.32
Cotton County	3	.03
Craig County	3	.03
Creek County	1	.01
Custer County	3	.03
Delaware County	2	.02
Garvin County	405	4.38
Grady County	13	.14
Haskell County	78	.85
Hughes County	71	.77
Jackson County	3	.03
Jefferson County	33	.36
Johnston County	64	.70
Kay County	8	.08
Kiowa County	1	.01
Latimer County	61	.65
Le Flore County	233	2.52
Lincoln County	4	.04
Love County	49	.53
Marshall County	145	1.57
Mayes County	7	.07
McClain County	12	.13
McCurtain County	150	1.62
McIntosh County	44	.48
Murray County	69	.75
Muskogee County	12	.13

Noble County	1	.01
Okfuskee County	2	.02
Oklahoma County	31	.34
Okmulgee County	3	.03
Osage County	2	.02
Ottawa County	11	.12
Payne County	3	.03
Pittsburg County	1451	15.70
Pontotoc County	3680	39.80
Pottawatomie County	26	.28
Pushmataha County	96	1.04
Rodgers County	2	.02
Seminole County	246	2.66
Sequoyah County	1	.01
Stephens County	795	8.61
Tulsa County	17	.18
Wagoner County	20	.21
Washington County	6	.06
Washita County	1	.01
Unknown County and out of state calls	409	4.43
Total	9,249	100%

TOTAL NUMBER OF INCOMING CALLS `BREAKDOWN: (PLEASE REPORT CALLER CONTACT CALLS ONLY)

Type of Call	Number of Type	% of Total Calls
Advocacy	104	1.19
Crisis/Emergency	478	5.46
Information and Referral	5,483	62.63
Problem Solving	38	.43
Seasonal/Special Project	724	8.27
Information Only	1927	22.01
Total	8,754	100%

CALL MANAGEMENT STATISTICS:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 14.06 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 2.05 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 0.50 sec

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 6 min, 29 sec.

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS):

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

**1 call taken
.01% of total call volume**

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

**2 calls taken
.02% of total call volume**

CALLER'S 3RD PARTY INTERPRETER:

**0 calls taken
0%**

TDD/TTY/7-1-1 LINE:

**0 calls taken
0%**

OTHER REPORTING:

TOP 10 NEEDS FOR 2007 CALENDAR YEAR:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Information	2901	27.26
Utilities	1930	18.14
Disaster	1228	11.53
Housing	901	8.47
Food	800	7.52
Health/Medical	708	6.66
Financial Assistance	405	3.81
Government/Taxes	312	2.93
Counseling	256	2.41
Transportation	209	1.96
Other	991	9.31
Total Needs	10641	100%

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

Agency	Referrals	%	Agency Type
Community Action Agencies	1346	10.13	Non-Profit
Salvation Army	1098	8.26	Faith Based/Non-Profit
Telephone and Address	1081	8.13	State/Federal Government Agency
Department of Human Services	612	4.60	Faith Based/Non-Profit
Oklahoma Baptist Disaster Relief	545	4.10	Faith based/Non-Profit
AACES	450	3.39	Non-Profit
Trinity Baptist Church (Ada)	395	2.97	Faith based/Non-Profit
American Red Cross	367	2.76	Non-Profit
Southwest Church of Christ (Ada)	365	2.75	Faith based/Non-Profit
Oklahoma Emergency Management	196	1.47	State Agency
Other Agency/Program Referrals	6835	51.43	Varied
Total Agency/Programs Referred	13290	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME IN 2007 & ADDITIONAL ITEMS OF NOTE:

January: On January 12th several counties across the state were struck with severe winter weather. 2-1-1 of Southeastern Oklahoma worked closely with emergency management officials and disaster assistance organizations in order to provide up-to-date information on shelter and meal sites. The Oklahoma Baptist Disaster Relief organizations Chainsaw group and 2-1-1 of SEOK coordinated resources in order to gather names and addresses of individuals in need of assistance with downed trees and general yard clean-up due to the storm. 2-1-1 was also contacted by the Christ United Methodist Church and the North Texas United Methodist group wanting to assist with the clean-up and we were able to link them to callers needing assistance.

February: Calls were still being received in February requesting further assistance with Ice Storm clean-up. The need exceeded the resources. The volunteer groups that were assisting with aid exhausted their resources.

March: The increase in referrals to the Oklahoma Department of Human Services due to Energy Crisis Assistance Program (ECAP) funding – applications were available for assistance on March 19th, 2007.

April: An increase in referrals to the Oklahoma Department of Human Services is due to the Energy Crisis Assistance Program (ECAP) funding- applications were available on March 19th, 2007 and funding was available until April 24th, 2007.

May: No special circumstances this month.

June: 2-1-1 of SEOK worked with the American Red Cross – Great Plains Chapter on recording flood damage calls for Stephens County. Individuals were given referrals to area agencies that offer assistance with clean-up supplies and repairs.

July: 2-1-1 of SEOK continued to work with the American Red Cross – Great Plains Chapter on recording flood damage. Individuals are given referrals to area agencies that offer assistance with clean-up supplies, repairs and Emergency Management when appropriate. Several referrals to the OKDHS were for the energy assistance program that began on July 16th. The funds for this program were depleted on July 20th.

August: 2-1-1 of Southeastern Oklahoma received 50 calls for Southwest Oklahoma 2-1-1 during overnight and weekend hours of August. Referrals were provided via the combined Iris database, web searches and email communications from SWOK 2-1-1.

During data transfers all calls received on August 1st, 2007 were lost. 2-1-1 of SEOK estimates 30 calls were lost. These calls were accounted for equally under Information Only and Information and Referral call types, unknown counties and one referral per call was logged in the other agency and other need categories respectively.

September: 2-1-1 of Southeastern Oklahoma received 91 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of September. Referrals were provided via the combined IRis database, web searches and email communications. These call statistics have been removed from all reporting areas for this report.

October: 2-1-1 of Southeastern Oklahoma received 59 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of October. Referrals were provided via the combined IRis database, web searches and email communications from SWOK 2-1-1. These call statistics have been removed from all reporting areas for this report.

November: Call statistics for time and frequency had to be estimated during the period of October 11, 2007 to October 18, 2007 due to the server for 2-1-1 of SEOK crashing. We were able to obtain statistics and numbers for all other areas included in this report.

2-1-1 of Southeastern Oklahoma received 73 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of November. Referrals were provided via the combined IRis database, web searches and email communications from SWOK 2-1-1. These call statistics have been removed from all reporting areas for this report.

December: 2-1-1 of Southeastern Oklahoma received 167 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of November. Referrals were provided via the combined IRis database, web searches and email communications from SWOK 2-1-1. These call statistics have been removed from all reporting areas for this report. Due to ice storm in Tulsa region and in Oklahoma City there was an increased call volume for these areas