

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: April 2010
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 | 10 | 1.08% |
| Bryan County | 60 | 6.50% |
| Carter County | 84 | 9.11% |
| Choctaw County | 7 | 0.76% |
| Coal County | 1 | 0.10% |
| Garvin County | 47 | 5.09% |
| Haskell County | 6 | 0.65% |
| Hughes County | 10 | 1.08% |
| Jefferson County | 3 | 0.32% |
| Johnston County | 6 | 0.65% |
| Latimer County | 4 | 0.43% |
| LeFlore County | 15 | 1.62% |
| Love County | 23 | 2.49% |
| Marshall County | 7 | 0.76% |
| McCurtian County | 6 | 0.65% |
| Murray County | 5 | 0.54% |
| Pittsburg County | 52 | 5.64% |
| Pontotoc County | 352 | 38.18% |
| Pushmataha County | 3 | 0.32% |
| Seminole County | 30 | 3.25% |
| Stephens County | 126 | 13.67% |
| Other/ Unknown Counties and out of state calls | 65 | 7.05% |
| Total | 922 | 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 | 0 | 0.00% |
| Assessment & Referral | 419 | 45.44% |
| Crisis | 5 | 0.54% |
| Information Only | 231 | 25.05% |
| Listening/Support | 2 | 0.22% |
| Total Caller Contacts | 657 | 71.25% |
| Other (Admin, Prank, Hang-ups) | 265 | 28.75% |
| Total | 922 | 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 | 1 | 0.10% |
| 1:00AM - 1:59AM | 0 | 0.00% |
| 2:00AM - 2:59AM | 0 | 0.00% |
| 3:00AM - 3:59AM | 3 | 0.33% |
| 4:00AM - 4:59AM | 1 | 0.10% |
| 5:00AM - 5:59AM | 0 | 0.00% |
| 6:00AM - 6:59AM | 1 | 0.10% |
| 7:00AM - 7:59AM | 9 | 0.98% |
| 8:00AM - 8:59AM | 63 | 6.83% |
| 9:00AM - 9:59AM | 105 | 11.39% |
| 10:00AM - 10:59AM | 118 | 12.80% |
| 11:00AM - 11:59AM | 144 | 15.62% |
| 12:00PM - 12:59PM | 115 | 12.47% |
| 1:00PM - 1:59PM | 85 | 9.22% |
| 2:00PM - 2:59PM | 90 | 9.76% |
| 3:00PM - 3:59PM | 84 | 9.11% |
| 4:00PM - 4:59PM | 44 | 4.77% |
| 5:00PM - 5:59PM | 22 | 2.39% |
| 6:00PM - 6:59PM | 16 | 1.74% |
| 7:00PM - 7:59PM | 7 | 0.76% |
| 8:00PM - 8:59PM | 10 | 1.08% |
| 9:00PM - 9:59PM | 3 | 0.35% |
| 10:00PM - 10:59PM | 0 | 0.00% |
| 11:00PM - 11:59PM | 1 | 0.10% |
| Total | 922 | 100% |

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:08

PERCENT OF ABANDONED CALLS (telephone system report) %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:18

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:01

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 10.57 %

**APRIL 2010 – 96 CALLS FLAGGED = 10.41 % 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= 118**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED = 92 %
FOLLOW-UP CALLERS
UNAVAILABLE = 8%

**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:

96 %

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:**

4%

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:

13 % (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 | 238 | 32.74% |
| Financial Assistance and Support | | |
| Utility-Electric 91 | | |
| Utility-Gas 26 | | |
| Utility-Water 24 | | |
| Vehicle Gas Aid 9 | | |
| Other 41 | 191 | 26.27% |
| Food | | |
| Emergency- 34 | | |
| Non-emergency- 23 | | |
| Other- 8 | 65 | 8.94% |
| Health/Medical | 60 | 8.25% |
| Housing | 55 | 7.56% |
| Emergency Services | 13 | 1.79% |
| Transportation | 16 | 2.20% |
| Government/Taxes | 8 | 1.10% |
| Counseling | 8 | 1.10% |
| Home Repair | 3 | 0.41% |
| Employment | 6 | 0.83% |
| Other | 64 | 8.80% |
| Total Needs | 727 | 100.0% |

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SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The overall call volume for 211 of Southeastern Oklahoma increased by 99 calls for the month of April and it is not known what portion of the call volume was dedicated to nights & weekends due to a malfunction of the call reporting system. The incoming call report table reflects an increase in the “other” call type due to 2-1-1 SEOK performing a cellar registration project for the Pontotoc Co Emergency Management office. This would also explain to reduced number of problem/needs reported for this month.

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 |
| Total Calls for 4/09 = 838 | Increase of 136 calls |
| Total Calls for 5/09 = 870 | Increase of 32 calls |
| Total Calls for 6/09 = 920 | Increase of 50 calls |
| Total Calls for 7/09 = 1083 | Increase of 163 calls |
| Total Calls for 8/09 = 1033 | Decrease of 50 calls |
| Total Calls for 9/09 = 1066 | Increase of 33 calls |
| Total Calls for 10/09= 1084 | Increase of 18 calls |
| Total Calls for 11/09 = 943 | Decrease of 141 calls |
| Total Calls for 12/09 = 864 | Decrease of 79 calls |
| Total Calls for 1/10= 1009 | Increase of 145 calls |
| Total Calls for 2/10 = 821 | Decrease of 188 calls |
| Total Calls for 3/10 = 823 | Increase of 3 calls |
| Total Calls for 4/10 = 922 | Increase of 99 calls |