

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: August 2009**  
**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	McCurrian	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	7	0.68%
Bryan County	69	6.68%
Carter County	55	5.32%
Choctaw County	11	1.06%
Coal County	1	0.10%
Garvin County	77	7.45%
Haskell County	9	0.87%
Hughes County	17	1.65%
Jefferson County	6	0.58%
Johnston County	7	0.68%
Latimer County	6	0.58%
LeFlore County	17	1.65%
Love County	5	0.48%
Marshall County	20	1.94%
McCurrian County	14	1.36%
Murray County	14	1.36%
Pittsburg County	70	6.78%
Pontotoc County	394	38.14%
Pushmataha County	2	0.20%
Seminole County	30	2.90%
Stephens County	94	9.10%
Other/ Unknown Counties and out of state calls	108	10.45%
<b>Total</b>	<b>1033</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	13	1.26%
Assessment & Referral	590	57.12%
Crisis	0	0.00%
Information Only	365	35.33%
Listening/Support	4	0.39%
<b>Total Caller Contacts</b>	<b>972</b>	<b>94.09%</b>
Other (Admin, Prank, Hang-ups)	61	5.90%
<b>Total</b>	<b>1033</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	0	0.00%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	3	0.29%
7:00AM - 7:59AM	11	1.06%
8:00AM - 8:59AM	74	7.16%
9:00AM - 9:59AM	112	10.84%
10:00AM - 10:59AM	128	12.39%
11:00AM - 11:59AM	129	12.49%
12:00PM - 12:59PM	122	11.81%
1:00PM - 1:59PM	129	12.49%
2:00PM - 2:59PM	111	10.75%
3:00PM - 3:59PM	81	7.84%
4:00PM - 4:59PM	56	5.42%
5:00PM - 5:59PM	23	2.23%
6:00PM - 6:59PM	18	1.74%
7:00PM - 7:59PM	16	1.55%
8:00PM - 8:59PM	8	0.77%
9:00PM - 9:59PM	8	0.77%
10:00PM - 10:59PM	4	0.39%
11:00PM - 11:59PM	0	0.00%
<b>Total</b>	<b>1033</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:10 sec**

**PERCENT OF ABANDONED CALLS (telephone system report) 10.45%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:04:06 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:25 seconds**

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**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2.32%**

**AUGUST 2009 – 24 CALLS FLAGGED = 2.32% 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= 46**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**  
FOLLOW-UP CALLS COMPLETED = 13      54%  
FOLLOW-UP CALLERS  
UNAVAILABLE = 11      46%

**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:**

16 % (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>362</b>	<b>33.67%</b>
<b>Financial Assistance and Support</b>		
Utility-Electric    123		
Utility-Gas       27		
Utility-Water    22		
Vehicle Gas Aid  17		
Other             60	<b>249</b>	<b>23.16%</b>
<b>Food</b>		
Emergency-       63		
Non-emergency-  35		
Other-           10	<b>108</b>	<b>10.05%</b>
<b>Health/Medical</b>	<b>70</b>	<b>6.51%</b>
<b>Housing</b>	<b>81</b>	<b>7.53%</b>
<b>Emergency Services</b>	<b>3</b>	<b>0.28%</b>
<b>Transportation</b>	<b>16</b>	<b>1.48%</b>
<b>Government/Taxes</b>	<b>8</b>	<b>0.74%</b>
<b>Counseling</b>	<b>41</b>	<b>3.81%</b>
<b>Home Repair</b>	<b>8</b>	<b>0.74%</b>
<b>Employment</b>	<b>8</b>	<b>0.74%</b>
<b>Other</b>	<b>121</b>	<b>11.26%</b>
<b>Total Needs</b>	<b>1075</b>	<b>100.0%</b>

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

Agency	Referrals	%	Agency Type
Toll Free/Telephone/Address	184	12.79%	Governmental/Telephone/Address
Salvation Army	133	9.24%	Non-Profit
Community Actions	96	6.67%	Non-Profit
Mental Health Services/Substance Abuse	73	5.07%	Varied
Department of Human Services	59	4.10%	State
1st United Methodist Church (Ada)	49	3.41%	Faith Based/Non-Profit
Trinity Baptist (Ada)	47	3.27%	Faith Based/Non-Profit
AACES	42	2.92%	Non-Profit
Chickasaw Nation/Native American Tribe	35	2.43%	Tribal
Corner stone Christian Church (Ada)	33	2.29%	Faith Based/Non-Profit
Other Agency/Program Referrals	688	47.81%	Varied
<b>Total Agency/Programs Referred</b>	<b>1439</b>	<b>100.0%</b>	

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

2-1-1 of Southeastern Oklahoma received 359 calls for 2-1-1 during the overnight and weekend hours of August 2009. The overall call volume decreased by 50 calls and the nights/weekend call volume increased by 40 calls. As the last several months have shown, the need for utility (electric) assistance and the need for emergency food assistance has consistently increased. In addition, there was a notable increase in the number of mental health referrals made.

**ADDITIONAL ITEMS OF NOTE:**

<b>Total Calls for 12/08=753</b>	<b>Increase of 90 calls</b>
<b>Total Calls for 1/09 = 799</b>	<b>Increase of 46 calls</b>
<b>Total Calls for 2/09 = 762</b>	<b>Decrease of 37 calls</b>
<b>Total Calls for 3/09 = 702</b>	<b>Decrease of 60 calls</b>
<b>Total Calls for 4/09 = 838</b>	<b>Increase of 136 calls</b>
<b>Total Calls for 5/09 = 870</b>	<b>Increase of 32 calls</b>
<b>Total Calls for 6/09 = 920</b>	<b>Increase of 50 calls</b>
<b>Total Calls for 7/09 = 1083</b>	<b>Increase of 163 calls</b>
<b>Total Calls for 8/09 = 1033</b>	<b>Decrease of 50 calls</b>