

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: December 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	0.66%
Bryan County	42	5.58%
Carter County	36	4.78%
Choctaw County	6	0.80%
Coal County	3	0.40%
Garvin County	39	5.18%
Haskell County	5	0.66%
Hughes County	4	0.53%
Jefferson County	3	0.40%
Johnston County	6	0.80%
Latimer County	6	0.80%
LeFlore County	14	1.86%
Love County	2	0.26%
Marshall County	10	1.33%
McCurtian County	15	1.99%
Murray County	6	0.80%
Pittsburg County	60	7.97%
Pontotoc County	300	39.84%
Pushmataha County	0	0.00%
Seminole County	15	1.99%
Stephens County	76	10.09%
Other/ Unknown Counties and out of state calls	100	13.28%
Total	753	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%
Agency	18	2.39%
Crisis/Emergency	0	0.00%
Hang up/Prank	40	5.31%
Information and Referral	458	60.82%
Problem Solving	0	0.00%
Seasonal/Special Project	0	0.00%
Information Only	221	29.35%
Staff	16	2.12%
Total	753	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	0	0.00%
1:00AM - 1:59AM	6	0.80%
2:00AM - 2:59AM	2	0.27%
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	1	0.13%
7:00AM - 7:59AM	12	1.60%
8:00AM - 8:59AM	60	7.97%
9:00AM - 9:59AM	100	13.28%
10:00AM - 10:59AM	98	13.01%
11:00AM - 11:59AM	92	12.21%
12:00PM - 12:59PM	63	8.36%
1:00PM - 1:59PM	77	10.23%
2:00PM - 2:59PM	77	10.23%
3:00PM - 3:59PM	58	7.70%
4:00PM - 4:59PM	35	4.65%
5:00PM - 5:59PM	16	2.21%
6:00PM - 6:59PM	11	1.46%
7:00PM - 7:59PM	16	2.12%
8:00PM - 8:59PM	8	1.06%
9:00PM - 9:59PM	8	1.06%
10:00PM - 10:59PM	10	1.33%
11:00PM - 11:59PM	3	0.40%
Total	753	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:12 sec.

PERCENT OF ABANDONED CALLS (telephone system report) 10.03%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:02:43 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:04 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**DECEMBER 2008 – 35 CALLS FLAGGED = 4.65 % 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= 73**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 29 83%

FOLLOW-UP CALLERS

UNAVAILABLE = 6 17%

**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:

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:**

2.9 %

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:

11 % (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	256	33.94%
Financial Assistance and Support		
Utility-Electric 76		
Utility-Gas 22		
Utility-Water 8		
Vehicle Gas Aid 8		
Other 35	149	26.06%
Food		
Emergency- 40		
Non-emergency- 35		
Other- 12	87	9.01%
Health/Medical	32	5.92%
Housing	44	4.23%
Emergency Services	1	0.28%
Transportation	8	2.39%
Government/Taxes	4	1.13%
Counseling	8	1.69%
Home Repair	9	1.27%
Employment	2	0.56%
Other	160	13.52%
Total Needs	760	100.0%

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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	136	11.57%	Non-Profit
Toll Free/Telephone/Address	129	10.98%	Governmental/Telephone/Address
Community Actions	106	9.02%	Non-Profit
Mental Health Services/Substance Abuse	75	6.38%	Varied
AACES	50	4.26%	Non-Profit
Oklahoma Dept of Human Services	46	3.91%	State
Trinity Baptist (Ada)	39	3.32%	Faith Based/Non-Profit
Chickasaw Nation/Native American Tribe	38	3.23%	Tribal
1st United Methodist Church (Ada)	34	2.89%	Faith Based/Non-Profit
First Christian Church (Ada)	30	2.55%	Faith Based/Non-Profit
Other Agency/Program Referrals	492	41.87%	Varied
Total Agency/Programs Referred	1175	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 233 calls for 2-1-1 during the overnight and weekend hours of December 2008. The overall call volume increased by 90 calls over the previous month with 53 of those calls occurring during the overnight & weekend hours. The increase in call volume is more than likely due to holiday needs. The follow-up call volume has still not reached the suggested 10%, however, the individuals contacted reported 100% satisfaction with Southeastern Oklahoma 2-1-1.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 01/08 = 937	Decrease of 60 calls
Total Calls for 02/08 = 865	Decrease of 72 calls
Total Calls for 03/08= 941	Increase of 76 calls
Total Calls for 04/08= 934	Decrease of 7 calls
Total Calls for 5/08=776	Decrease of 158 calls
Total Calls for 6/08= 728	Decrease of 48 calls
Total Calls for 7/08= 910	Increase of 182 calls
Total Calls for 8/08= 924	Increase of 14 calls
Total Calls for 9/08=1051	Increase of 127 calls
Total Calls for 10/08=799	Decrease of 252 calls
Total Calls for 11/08=663	Decrease of 136 calls
Total Calls for 12/08=753	Increase of 90 calls