

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: July 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	McCurain	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	9	0.83%
Bryan County	71	6.56%
Carter County	60	5.54%
Choctaw County	23	2.12%
Coal County	6	0.55%
Garvin County	77	7.11%
Haskell County	7	0.65%
Hughes County	9	0.83%
Jefferson County	5	0.46%
Johnston County	11	1.01%
Latimer County	6	0.55%
LeFlore County	13	1.20%
Love County	4	0.37%
Marshall County	12	1.11%
McCurian County	18	1.66%
Murray County	14	1.29%
Pittsburg County	77	7.11%
Pontotoc County	368	33.98%
Pushmataha County	6	0.55%
Seminole County	43	3.97%
Stephens County	112	10.34%
Other/ Unknown Counties and out of state calls	132	12.19%
Total	1083	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	32	2.95%
Crisis/Emergency	0	0.00%
Hang up/Prank	10	0.92%
Information and Referral	705	65.10%
Problem Solving	0	0.00%
Information Only	321	29.64%
Staff	15	1.39%
Total	1083	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	0.09%
1:00AM - 1:59AM	2	0.18%
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	1	0.09%
6:00AM - 6:59AM	3	0.28%
7:00AM - 7:59AM	5	0.46%
8:00AM - 8:59AM	73	6.74%
9:00AM - 9:59AM	87	8.03%
10:00AM - 10:59AM	125	11.54%
11:00AM - 11:59AM	108	9.97%
12:00PM - 12:59PM	122	11.27%
1:00PM - 1:59PM	128	11.82%
2:00PM - 2:59PM	128	11.82%
3:00PM - 3:59PM	101	9.33%
4:00PM - 4:59PM	85	7.85%
5:00PM - 5:59PM	32	2.95%
6:00PM - 6:59PM	33	3.05%
7:00PM - 7:59PM	24	2.22%
8:00PM - 8:59PM	12	1.11%
9:00PM - 9:59PM	10	0.92%
10:00PM - 10:59PM	2	0.18%
11:00PM - 11:59PM	1	0.09%
Total	1083	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:13 sec

PERCENT OF ABANDONED CALLS (telephone system report) 9%

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): 00:02:49 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2%

**JULY 2009 – 21 CALLS FLAGGED = 2% 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= 33**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED = 16 76%
FOLLOW-UP CALLERS
UNAVAILABLE = 5 24%

**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:

100 %

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:**

0 %

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:

9% (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	378	33.84%
Financial Assistance and Support		
Utility-Electric 98		
Utility-Gas 48		
Utility-Water 24		
Vehicle Gas Aid 6		
Other 66	242	21.67%
Food		
Emergency- 47		
Non-emergency- 19		
Other- 9	86	7.70%
Health/Medical	81	7.25%
Housing	90	8.06%
Emergency Services	8	0.72%
Transportation	31	2.78%
Government/Taxes	5	0.45%
Counseling	39	3.50%
Home Repair	18	1.61%
Employment	12	1.07%
Other	127	11.37%
Total Needs	1117	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
Toll Free/Telephone/Address	189	11.51%	Governmental/Telephone/Address
Community Actions	175	10.66%	Non-Profit
Salvation Army	119	7.25%	Non-Profit
Mental Health Services/Substance Abuse	77	4.69%	Varied
Department of Human Services	76	4.63%	State
Chickasaw Nation/Native American Tribe	71	4.32%	Tribal
AACES	49	2.98%	Non-Profit
1st United Methodist Church (Ada)	36	2.19%	Faith Based/Non-Profit
Trinity Baptist (Ada)	34	2.07%	Faith Based/Non-Profit
Corner Stone Christian Church (Ada)	26	1.58%	Faith Based/Non-Profit
Other Agency/Program Referrals	790	48.11%	Varied
Total Agency/Programs Referred	1642	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 319 calls for 2-1-1 during the overnight and weekend hours of July 2009. The overall call volume increased by 163 calls and the nights/weekend call volume increased by 72 calls. A notable increase was seen in health/medical, housing & rental assistance needs over the previous month. In addition, a significant increase in the number of community action agency, tribal, and mental health referrals was noted.

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