

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: JULY 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	9	0.99%
Bryan County	36	3.96%
Carter County	38	4.17%
Choctaw County	9	0.99%
Coal County	1	0.11%
Garvin County	69	7.58%
Haskell County	5	0.55%
Hughes County	6	0.66%
Jefferson County	1	0.11%
Johnston County	5	0.55%
Latimer County	7	0.77%
LeFlore County	23	2.52%
Love County	11	1.20%
Marshall County	14	1.53%
McCurtian County	1	0.11%
Murray County	4	0.44%
Pittsburg County	44	4.83%
Pontotoc County	347	38.13%
Pushmataha County	6	0.66%
Seminole County	21	2.30%
Stephens County	73	8.02%
Other/ Unknown Counties and out of state calls	180	19.78%
Total	910	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	4	0.44%
Crisis/Emergency	2	0.22%
Hang up/Prank	121	13.30%
Information and Referral	545	59.89%
Problem Solving	0	0.00%
Seasonal/Special Project	0	0.00%
Information Only	225	24.73%
Staff	13	1.43%
Total	910	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	3	0.33%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	1	0.11%
5:00AM - 5:59AM	1	0.11%
6:00AM - 6:59AM	6	0.66%
7:00AM - 7:59AM	15	1.65%
8:00AM - 8:59AM	53	5.82%
9:00AM - 9:59AM	97	10.66%
10:00AM - 10:59AM	107	11.76%
11:00AM - 11:59AM	119	13.08%
12:00PM - 12:59PM	72	7.91%
1:00PM - 1:59PM	99	10.88%
2:00PM - 2:59PM	91	10.00%
3:00PM - 3:59PM	70	7.69%
4:00PM - 4:59PM	61	6.70%
5:00PM - 5:59PM	37	4.06%
6:00PM - 6:59PM	21	2.31%
7:00PM - 7:59PM	18	1.98%
8:00PM - 8:59PM	17	1.87%
9:00PM - 9:59PM	8	0.88%
10:00PM - 10:59PM	11	1.21%
11:00PM - 11:59PM	3	0.33%
Total	910	100%

AVERAGE CALL DATA REPORTING:

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

PERCENT OF ABANDONED CALLS (telephone system report): 6.48 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:37 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:42 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**JULY 2008 – 36 CALLS FLAGGED = 3.96 % OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

49 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 50%

FOLLOW-UP CALLERS

UNAVAILABLE = 50%

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP
CONTACT:**

7 DAYS

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

97 %

Individuals were satisfied with the 2-1-1 services.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

95 %

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:

5 % (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: 1

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	309	33.33%
Financial Assistance and Support		
Utility-Electric 108		
Utility-Gas 31		
Utility-Water 24		
Vehicle Gas Aid 10		
Other 61	234	25.24%
Food		
Emergency- 24		
Non-emergency- 6		
Other- 49	79	8.52%
Health/Medical	49	5.28%
Housing	59	6.36%
Emergency Services	3	0.32%
Transportation	38	4.10%
Government/Taxes	7	0.76%
Counseling	16	1.72%
Home Repair	8	0.86%
Employment	4	0.43%
Other	121	13.05%
Total Needs	910	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
Community Action Agencies	153	12.12%	Non-Profit
Toll Free/Telephone/Address	124	9.82%	Governmental/Telephone/Address
Salvation Army	110	8.72%	Non-Profit
Trinity Baptist (Ada)	64	5.07%	Faith Based/Non-Profit
Chickasaw Nation/Native American Tribes	52	4.12%	Tribal
AACES	47	3.72%	Non-Profit
1st United Methodist Church (Ada)	37	2.93%	Faith Based/ Non-Profit
Oklahoma Dept of Human Services	35	2.77%	State
Southwest Church of Christ (Ada)	17	1.35%	Faith Based/ Non-Profit
First Christian Church (Ada)	15	1.19%	Faith Based/Non-Profit
Ada Regional United Way	15	1.19%	Non-Profit
Other Agency/Program Referrals	593	46.99%	Varied
Total Agency/Programs Referred	1262	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 141 calls for 2-1-1 of Southwest Oklahoma during the overnight and weekend hours of July. It is most likely that the increase in total call volume was due to the increased need for energy/utilities/transportation assistance.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 11/07 = 961	Increase of 57 calls
Total Calls for 12/07 = 997	Increase of 36 calls
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