

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: June 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 | McCurtain | Pontotoc | Stephens |

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

| County | Number of Calls | % of Total call |
|--|-----------------|-----------------|
| Atoka County | 12 | 1.30% |
| Bryan County | 39 | 4.24% |
| Carter County | 85 | 9.24% |
| Choctaw County | 10 | 1.10% |
| Coal County | 1 | 0.11% |
| Garvin County | 73 | 7.93% |
| Haskell County | 8 | 0.87% |
| Hughes County | 12 | 1.30% |
| Jefferson County | 3 | 0.33% |
| Johnston County | 6 | 0.65% |
| Latimer County | 7 | 0.76% |
| LeFlore County | 18 | 1.96% |
| Love County | 15 | 1.63% |
| Marshall County | 9 | 0.98% |
| McCurtian County | 15 | 1.63% |
| Murray County | 12 | 1.30% |
| Pittsburg County | 76 | 8.26% |
| Pontotoc County | 341 | 37.06% |
| Pushmataha County | 3 | 0.33% |
| Seminole County | 36 | 3.91% |
| Stephens County | 93 | 10.11% |
| Other/ Unknown Counties and out of state calls | 46 | 5.00% |
| Total | 920 | 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 | 15 | 1.63% |
| Agency | 12 | 1.30% |
| Crisis/Emergency | 1 | 0.11% |
| Hang up/Prank | 68 | 7.39% |
| Information and Referral | 502 | 54.57% |
| Problem Solving | 0 | 0.00% |
| Seasonal/Special Project (Crystal Darkness) | 0 | 0.00% |
| Information Only | 308 | 33.48% |
| Staff | 14 | 1.52% |
| Total | 920 | 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 | 0 | 0.00% |
| 2:00AM - 2:59AM | 1 | 0.11% |
| 3:00AM - 3:59AM | 1 | 0.11% |
| 4:00AM - 4:59AM | 1 | 0.11% |
| 5:00AM - 5:59AM | 0 | 0.00% |
| 6:00AM - 6:59AM | 2 | 0.22% |
| 7:00AM - 7:59AM | 12 | 1.30% |
| 8:00AM - 8:59AM | 74 | 8.04% |
| 9:00AM - 9:59AM | 110 | 11.96% |
| 10:00AM - 10:59AM | 93 | 10.11% |
| 11:00AM - 11:59AM | 114 | 12.39% |
| 12:00PM - 12:59PM | 97 | 10.54% |
| 1:00PM - 1:59PM | 94 | 10.22% |
| 2:00PM - 2:59PM | 94 | 10.22% |
| 3:00PM - 3:59PM | 73 | 7.93% |
| 4:00PM - 4:59PM | 63 | 6.85% |
| 5:00PM - 5:59PM | 29 | 3.15% |
| 6:00PM - 6:59PM | 17 | 1.85% |
| 7:00PM - 7:59PM | 16 | 1.74% |
| 8:00PM - 8:59PM | 15 | 1.63% |
| 9:00PM - 9:59PM | 11 | 1.20% |
| 10:00PM - 10:59PM | 2 | 0.22% |
| 11:00PM - 11:59PM | 1 | 0.11% |
| Total | 920 | 100% |

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:11 sec

PERCENT OF ABANDONED CALLS (telephone system report) 12%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:02:21 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:43 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2.30%

**JUNE 2009 – 21 CALLS FLAGGED = 2.30% 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= 34**

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:

86 %

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:**

14 %

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:

14 % (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 | 337 | 40.94% |
| Financial Assistance and Support | | |
| Utility-Electric 94 | | |
| Utility-Gas 62 | | |
| Utility-Water 13 | | |
| Vehicle Gas Aid 13 | | |
| Other 41 | 223 | 17.54% |
| Food | | |
| Emergency- 47 | | |
| Non-emergency- 19 | | |
| Other- 9 | 75 | 8.77% |
| Health/Medical | 56 | 5.85% |
| Housing | 65 | 5.15% |
| Emergency Services | 2 | 7.84% |
| Transportation | 25 | 1.29% |
| Government/Taxes | 5 | 1.05% |
| Counseling | 31 | 2.46% |
| Home Repair | 11 | 1.17% |
| Employment | 5 | 0.58% |
| Other | 79 | 7.37% |
| Total Needs | 914 | 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 | 165 | 15.78% | Governmental/Telephone/Address |
| Salvation Army | 134 | 9.83% | Non-Profit |
| Community Actions | 119 | 6.90% | Non-Profit |
| AACES | 63 | 2.93% | Non-Profit |
| 1st United Methodist Church (Ada) | 52 | 2.54% | Faith Based/Non-Profit |
| Trinity Baptist (Ada) | 51 | 2.85% | Faith Based/Non-Profit |
| Mental Health Services/Substance Abuse | 44 | 4.76% | Varied |
| Chickasaw Nation/Native American Tribe | 39 | 2.06% | Tribal |
| Department of Human Services | 38 | 3.25% | State |
| First Christian Church (Ada) | 32 | 2.14% | Faith Based/Non-Profit |
| Other Agency/Program Referrals | 720 | 46.95% | Varied |
| Total Agency/Programs Referred | 1349 | 100.0% | |

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 247 calls for 2-1-1 during the overnight and weekend hours of June 2009. The overall call volume increased by 50 calls and the nights/weekend call volume decreased by 103 calls. The number of calls flagged for follow-up was not significant enough to meet standards at only 2.3%. In addition, the number of callers not receiving to desired service was due to the caller not meeting income guidelines, previously accessing or utilizing referred services & lack of agency/church funding. A notable increase in the need for financial Assistance & support (utility assistance) was seen for the month of June as well as an increase in overall referrals made.

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 |