

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: JUNE 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	0.69%
Bryan County	35	4.81%
Carter County	27	3.71%
Choctaw County	15	2.06%
Coal County	02	0.27%
Garvin County	38	5.22%
Haskell County	2	0.27%
Hughes County	1	0.14%
Jefferson County	4	0.55%
Johnston County	4	0.55%
Latimer County	3	0.41%
LeFlore County	23	3.16%
Love County	8	1.10%
Marshall County	15	2.06%
McCurtian County	12	1.65%
Murray County	6	0.82%
Pittsburg County	56	7.69%
Pontotoc County	263	36.13%
Pushmataha County	4	0.55%
Seminole County	17	2.34%
Stephens County	61	8.38%
Other/ Unknown Counties and out of state calls	127	17.45%
<b>Total</b>	<b>728</b>	<b>100.00%</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	0	0.00%
Agency	1	0.14%
Crisis/Emergency	0	0.00%
Hang up/Prank	104	14.29%
Information and Referral	419	57.55%
Problem Solving	0	0.00%
Seasonal/Special Project	0	0.00%
Information Only	198	27.20%
Staff	6	0.82%
<b>Total</b>	<b>728</b>	<b>100%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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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	3	0.41%
1:00AM - 1:59AM	4	0.55%
2:00AM - 2:59AM	6	0.82%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	5	0.69%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	3	0.41%
7:00AM - 7:59AM	30	4.12%
8:00AM - 8:59AM	43	5.91%
9:00AM - 9:59AM	73	10.03%
10:00AM - 10:59AM	63	8.65%
11:00AM - 11:59AM	75	10.30%
12:00PM - 12:59PM	65	8.93%
1:00PM - 1:59PM	82	11.26%
2:00PM - 2:59PM	62	8.52%
3:00PM - 3:59PM	63	8.65%
4:00PM - 4:59PM	47	6.46%
5:00PM - 5:59PM	22	3.02%
6:00PM - 6:59PM	23	3.16%
7:00PM - 7:59PM	16	2.20%
8:00PM - 8:59PM	17	2.34%
9:00PM - 9:59PM	9	1.24%
10:00PM - 10:59PM	12	1.65%
11:00PM - 11:59PM	5	0.69%
<b>Total</b>	<b>728</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:20 sec.**

**PERCENT OF ABANDONED CALLS (telephone system report): 46 %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:44 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:06:13. seconds**

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**FOLLOW-UP CALLS REPORT**

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

**MAY 2008 – 19 CALLS FLAGGED = 1.04 % OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:**

**14 CALLS MADE FOR FOLLOW-UP**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**

**FOLLOW-UP CALLS COMPLETED = 80%**

**FOLLOW-UP CALLERS**

**UNAVAILABLE = 20%**

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

**16 DAYS**

**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

100 %

Individuals 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:**

0% (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>133</b>	<b>18.27%</b>
<b>Financial Assistance and Support</b>		
Utility-Electric    92		
Utility-Gas      20		
Utility-Water    20		
Vehicle Gas Aid   7		
Other            20	<b>159</b>	<b>21.84%</b>
<b>Food</b>		
Emergency-      15		
Non-emergency-  34		
Other-          9	<b>58</b>	<b>7.97%</b>
<b>Health/Medical</b>	<b>52</b>	<b>7.14%</b>
<b>Housing</b>	<b>49</b>	<b>6.73%</b>
<b>Emergency Services</b>	<b>10</b>	<b>1.37%</b>
<b>Transportation</b>	<b>23</b>	<b>3.16%</b>
<b>Government/Taxes</b>	<b>8</b>	<b>1.10%</b>
<b>Counseling</b>	<b>14</b>	<b>1.92%</b>
<b>Home Repair</b>	<b>12</b>	<b>1.65%</b>
<b>Employment</b>	<b>6</b>	<b>0.82%</b>
<b>Other</b>	<b>204</b>	<b>28.02%</b>
<b>Total Needs</b>	<b>728</b>	<b>100%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
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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	93	9.05	Faith Based/Non-Profit
Community Action Agencies	79	7.68	Non-Profit
Toll Free/Telephone/Address	55	5.35	Governmental/Telephone/Address
First Methodist (Ada)	45	4.38	Faith Based/Non-Profit
Trinity Baptist (Ada)	43	4.18	Faith Based
Oklahoma Department of Human Services	30	2.92	State
AACES	27	2.63	Non-Profit
Southwest Church of Christ (Ada)	17	1.65	Faith Based/Non-Profit
Ada Regional United Way	17	1.65	Non-Profit
Cornerstone Christian (Ada)	12	1.17	Faith Based/Non-Profit
Other Agency/Program Referrals	610	59.34	Varied
<b>Total Agency/Programs Referred</b>	<b>1028</b>	<b>100 %</b>	

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

2-1-1 of Southeastern Oklahoma received 361 calls for 2-1-1 of Southwest Oklahoma during the overnight and weekend hours of June. The majority of these calls were received during the weekend of June \_\_\_\_ through June \_\_\_\_\_. Referrals were provided via the combined IRis database and web searches. The majority of these calls were due to a power outage in Altus. No announcement of the emergency situation was given to 2-1-1 of Southeastern Oklahoma that Altus was referring all calls other than immediate emergency to 2-1-1. To the best of our knowledge, 2-1-1 of Southwest Oklahoma was not given prior notice. There were no resource available in the database to refer the callers. These call statistics have been removed from all reporting areas for this report. It is anticipated that the increase in call volume substainally increased the abandoned.

**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