

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: May 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	7	0.80%
Bryan County	48	5.52%
Carter County	62	7.13%
Choctaw County	3	0.34%
Coal County	3	0.34%
Garvin County	51	5.86%
Haskell County	7	0.80%
Hughes County	6	0.69%
Jefferson County	1	0.11%
Johnston County	3	0.34%
Latimer County	5	0.57%
LeFlore County	11	1.26%
Love County	7	0.80%
Marshall County	14	1.61%
McCurtian County	17	1.95%
Murray County	11	1.26%
Pittsburg County	66	7.59%
Pontotoc County	314	36.09%
Pushmataha County	4	0.46%
Seminole County	25	2.87%
Stephens County	164	18.85%
Other/ Unknown Counties and out of state calls	41	4.71%
Total	870	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	18	2.07%
Agency	10	1.15%
Crisis/Emergency	29	3.33%
Hang up/Prank	62	7.13%
Information and Referral	415	47.70%
Problem Solving	2	0.23%
Seasonal/Special Project (Crystal Darkness)	0	0.00%
Information Only	309	35.52%
Staff	25	2.87%
Total	870	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	0.11%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	0	0.00%
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	1	0.11%
7:00AM - 7:59AM	8	0.92%
8:00AM - 8:59AM	53	6.09%
9:00AM - 9:59AM	88	10.11%
10:00AM - 10:59AM	109	12.53%
11:00AM - 11:59AM	114	13.10%
12:00PM - 12:59PM	79	9.08%
1:00PM - 1:59PM	89	10.23%
2:00PM - 2:59PM	91	11.15%
3:00PM - 3:59PM	83	9.54%
4:00PM - 4:59PM	54	6.21%
5:00PM - 5:59PM	35	4.02%
6:00PM - 6:59PM	18	2.07%
7:00PM - 7:59PM	12	1.38%
8:00PM - 8:59PM	10	1.15%
9:00PM - 9:59PM	10	1.15%
10:00PM - 10:59PM	8	0.92%
11:00PM - 11:59PM	5	0.57%
Total	870	100%

AVERAGE CALL DATA REPORTING:

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

PERCENT OF ABANDONED CALLS (telephone system report) 5.74%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:28 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:41 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 4.83%

**MAY 2009 – 42 CALLS FLAGGED = 4.83% 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= 63**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED = 35 83%
FOLLOW-UP CALLERS
UNAVAILABLE = 7 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:

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:**

5 %

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	348	40.00%
Financial Assistance and Support		
Utility-Electric 91		
Utility-Gas 53		
Utility-Water 12		
Vehicle Gas Aid 4		
Other 32	192	22.07%
Food		
Emergency- 43		
Non-emergency- 34		
Other- 4	81	9.31%
Health/Medical	42	4.83%
Housing	56	6.44%
Emergency Services	31	3.56%
Transportation	15	1.72%
Government/Taxes	5	0.57%
Counseling	35	4.02%
Home Repair	6	0.69%
Employment	4	0.46%
Other	61	7.01%
Total Needs	876	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	140	10.97%	Governmental/Telephone/Address
Salvation Army	137	10.74%	Non-Profit
Community Actions	115	9.01%	Non-Profit
Mental Health Services/Substance Abuse	65	5.09%	Varied
Trinity Baptist (Ada)	48	3.76%	Faith Based/Non-Profit
1st United Methodist Church (Ada)	48	3.76%	Faith Based/Non-Profit
Chickasaw Nation/Native American Tribe	38	2.98%	Tribal
AACES	37	2.90%	Non-Profit
Department of Human Services	34	2.66%	State
First Christian Church (Ada)	32	2.51%	Faith Based/Non-Profit
Other Agency/Program Referrals	582	45.61%	Varied
Total Agency/Programs Referred	1276	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 350 calls for 2-1-1 during the overnight and weekend hours of May 2009. The overall call volume increased by 32 calls and the nights/weekend call volume increased by 94 calls. The call volume increase for Stephens County, as well as the overall call volume, was affected by the continuation of the storm cellar registration project that was provided by 2-1-1 of Southeastern Oklahoma for Stephens County at the request of the Emergency Manager & Chief Fire Marshall for that county. This project was lasted until the 15th of May. An increase in faith-based referrals also occurred in the month of May, which is more than likely due to lack of available program funding in the non-profit & state based agencies.

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