

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: November 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	McCurrian	Pontotoc	Stephens

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

County	Number of Calls	% of Total call
Atoka County	7	0.74%
Bryan County	55	5.83%
Carter County	42	4.45%
Choctaw County	6	0.64%
Coal County	4	0.42%
Garvin County	55	5.83%
Haskell County	4	0.42%
Hughes County	14	1.48%
Jefferson County	4	0.43%
Johnston County	3	0.32%
Latimer County	6	0.64%
LeFlore County	14	1.48%
Love County	8	0.85%
Marshall County	22	2.33%
McCurrian County	13	1.38%
Murray County	9	0.95%
Pittsburg County	65	6.89%
Pontotoc County	341	36.16%
Pushmataha County	4	0.42%
Seminole County	42	4.45%
Stephens County	94	9.97%
Other/ Unknown Counties and out of state calls	131	13.89%
Total	943	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%
Assessment & Referral	562	59.59%
Crisis	1	0.11%
Information Only	355	37.64%
Listening/Support	1	0.11%
Total Caller Contacts	919	97.45%
Other (Admin, Prank, Hang-ups)	24	2.55%
Total	943	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	1	0.11%
2:00AM - 2:59AM	1	0.11%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	2	0.21%
6:00AM - 6:59AM	5	0.53%
7:00AM - 7:59AM	15	1.59%
8:00AM - 8:59AM	87	9.22%
9:00AM - 9:59AM	101	10.71%
10:00AM - 10:59AM	125	13.26%
11:00AM - 11:59AM	98	10.39%
12:00PM - 12:59PM	102	10.82%
1:00PM - 1:59PM	99	10.50%
2:00PM - 2:59PM	113	11.98%
3:00PM - 3:59PM	84	8.91%
4:00PM - 4:59PM	56	5.94%
5:00PM - 5:59PM	28	2.97%
6:00PM - 6:59PM	12	1.27%
7:00PM - 7:59PM	8	0.85%
8:00PM - 8:59PM	2	0.21%
9:00PM - 9:59PM	1	0.11%
10:00PM - 10:59PM	0	0.00%
11:00PM - 11:59PM	2	0.21%
Total	943	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:15

PERCENT OF ABANDONED CALLS (telephone system report) 12%

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

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:15

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 8.4%%

**NOVEMBER 2009 –79 CALLS FLAGGED = 8.4% 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= 111**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED =76 96 %
FOLLOW-UP CALLERS
UNAVAILABLE = 3 4 %

**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:

99 %

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:**

1 %

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:

10 % (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	343	35.21%
Financial Assistance and Support		
Utility-Electric 128		
Utility-Gas 32		
Utility-Water 27		
Vehicle Gas Aid 9		
Other 50	246	25.26%
Food		
Emergency- 51		
Non-emergency- 20		
Other- 6	77	7.91%
Health/Medical	57	5.85%
Housing	46	4.72%
Emergency Services	3	0.31%
Transportation	14	1.44%
Government/Taxes	1	0.10%
Counseling	6	0.62%
Home Repair	10	1.02%
Employment	4	0.41%
Other	167	17.14%
Total Needs	974	100.0%

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SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The overall call volume for 211 of Southeastern Oklahoma decreased by 141 calls for the month of November. 226 calls were taken by the nights & weekend call staff. The 2-1-1 Noetel Call Pilot system was down for roughly three weeks in the month of November due to technical problems. Given this, it is not known how much of the data is skewed. The percent of calls abandoned & the call drop rate was increased due to this technical problem, because we experienced above average dropped calls, phantom calls, & miss-routed calls.

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
Total Calls for 8/09 = 1033	Decrease of 50 calls
Total Calls for 9/09 = 1066	Increase of 33 calls
Total Calls for 10/09= 1084	Increase of 18 calls
Total Calls for 11/09 = 943	Decrease of 141 calls