

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: October 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	14	1.29%
Bryan County	64	5.90%
Carter County	67	6.18%
Choctaw County	14	1.29%
Coal County	5	0.46%
Garvin County	93	8.58%
Haskell County	7	0.65%
Hughes County	10	0.92%
Jefferson County	9	0.83%
Johnston County	9	0.83%
Latimer County	5	0.46%
LeFlore County	13	1.20%
Love County	7	0.65%
Marshall County	17	1.57%
McCurrian County	13	1.20%
Murray County	15	1.38%
Pittsburg County	79	7.29%
Pontotoc County	353	32.57%
Pushmataha County	2	0.19%
Seminole County	34	3.14%
Stephens County	121	11.16%
Other/ Unknown Counties and out of state calls	133	12.27%
Total	1084	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	7	0.65%
Assessment & Referral	612	56.46%
Crisis	2	0.18%
Information Only	405	37.36%
Listening/Support	1	0.09%
Total Caller Contacts	1027	94.74%
Other (Admin, Prank, Hang-ups)	57	5.26%
Total	1084	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	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	1	0.09%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	8	0.74%
8:00AM - 8:59AM	72	6.64%
9:00AM - 9:59AM	118	10.87%
10:00AM - 10:59AM	122	11.26%
11:00AM - 11:59AM	167	15.41%
12:00PM - 12:59PM	110	10.15%
1:00PM - 1:59PM	125	11.53%
2:00PM - 2:59PM	103	9.50%
3:00PM - 3:59PM	108	9.96%
4:00PM - 4:59PM	83	7.66%
5:00PM - 5:59PM	28	2.58%
6:00PM - 6:59PM	15	1.38%
7:00PM - 7:59PM	18	1.66%
8:00PM - 8:59PM	3	0.28%
9:00PM - 9:59PM	1	0.09%
10:00PM - 10:59PM	2	0.19%
11:00PM - 11:59PM	0	0.00%
Total	1084	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

PERCENT OF ABANDONED CALLS (telephone system report)

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

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

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 6.3%

**OCTOBER 2009 – 68 CALLS FLAGGED = 6.3% 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= 99**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:
FOLLOW-UP CALLS COMPLETED =43 63 %
FOLLOW-UP CALLERS
UNAVAILABLE = 25 37 %

**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:

96 %

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:**

4 %

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	399	35.47%
Financial Assistance and Support		
Utility-Electric 268		
Utility-Gas 43		
Utility-Water 31		
Vehicle Gas Aid 16		
Other 48	406	36.18%
Food		
Emergency- 59		
Non-emergency- 17		
Other- 6	82	7.29%
Health/Medical	60	5.33%
Housing	47	4.18%
Emergency Services	5	0.44%
Transportation	16	1.42%
Government/Taxes	5	0.44%
Counseling	9	0.80%
Home Repair	16	1.42%
Employment	6	0.53%
Other	74	6.58%
Total Needs	1125	100.0%

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SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The overall call volume for 211 of Southeastern Oklahoma increased by 18 calls. The follow-up call percentage is still not at the suggested level, however, it has more than doubled from the previous month. At the current rate, it is expected that SEOK 211 will reach the state recommended follow-up call percentage by next month. The average call data reporting (call time length, abandon rate, time in queue, & average speed) was not available due to Nortel system problems. In addition, due to this issue with the Nortel phone system the number of nights & weekend calls was also unavailable.

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