

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: September 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	5	0.47%
Bryan County	78	7.32%
Carter County	77	5.22%
Choctaw County	9	0.84%
Coal County	6	0.56%
Garvin County	90	8.44%
Haskell County	7	0.66%
Hughes County	18	1.69%
Jefferson County	3	0.28%
Johnston County	12	1.13%
Latimer County	5	0.47%
LeFlore County	18	1.69%
Love County	7	0.66%
Marshall County	13	1.22%
McCurtian County	19	1.78%
Murray County	7	0.66%
Pittsburg County	58	5.44%
Pontotoc County	368	34.52%
Pushmataha County	6	0.56%
Seminole County	41	3.85%
Stephens County	97	9.10%
Other/ Unknown Counties and out of state calls	122	11.44%
<b>Total</b>	<b>1066</b>	<b>100%</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	10	0.94%
Assessment & Referral	586	54.97%
Crisis	11	1.03%
Information Only	393	36.87%
Listening/Support	1	0.09%
<b>Total Caller Contacts</b>	<b>1001</b>	<b>93.90%</b>
Other (Admin, Prank, Hang-ups)	65	6.10%
<b>Total</b>	<b>1066</b>	<b>100%</b>

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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	0	0.00%
6:00AM - 6:59AM	2	0.19%
7:00AM - 7:59AM	10	0.94%
8:00AM - 8:59AM	72	6.75%
9:00AM - 9:59AM	142	13.32%
10:00AM - 10:59AM	118	11.07%
11:00AM - 11:59AM	140	13.13%
12:00PM - 12:59PM	95	8.91%
1:00PM - 1:59PM	120	11.26%
2:00PM - 2:59PM	118	11.07%
3:00PM - 3:59PM	96	9.01%
4:00PM - 4:59PM	75	7.04%
5:00PM - 5:59PM	34	3.19%
6:00PM - 6:59PM	16	1.50%
7:00PM - 7:59PM	15	1.41%
8:00PM - 8:59PM	6	0.56%
9:00PM - 9:59PM	4	0.38%
10:00PM - 10:59PM	3	0.28%
11:00PM - 11:59PM	0	0.00%
<b>Total</b>	<b>1066</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

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

**PERCENT OF ABANDONED CALLS (telephone system report) 11%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:39 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:34 seconds**

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**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2.16%**

**SEPTEMBER 2009 – 23 CALLS FLAGGED = 2.16% 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= 41**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**  
**FOLLOW-UP CALLS COMPLETED =                    %**  
**FOLLOW-UP CALLERS**  
**UNAVAILABLE =                                            %**

**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:**

%

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:**

9 %

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:**

9 % (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>394</b>	<b>34.32%</b>
<b>Financial Assistance and Support</b>		
Utility-Electric    200		
Utility-Gas       36		
Utility-Water     48		
Vehicle Gas Aid   11		
Other             59	<b>354</b>	<b>30.84%</b>
<b>Food</b>		
Emergency-       71		
Non-emergency-   24		
Other-            10	<b>105</b>	<b>9.15%</b>
<b>Health/Medical</b>	<b>79</b>	<b>6.88%</b>
<b>Housing</b>	<b>60</b>	<b>5.23%</b>
<b>Emergency Services</b>	<b>13</b>	<b>1.13%</b>
<b>Transportation</b>	<b>17</b>	<b>1.48%</b>
<b>Government/Taxes</b>	<b>3</b>	<b>0.26%</b>
<b>Counseling</b>	<b>14</b>	<b>1.22%</b>
<b>Home Repair</b>	<b>18</b>	<b>1.57%</b>
<b>Employment</b>	<b>8</b>	<b>0.70%</b>
<b>Other</b>	<b>83</b>	<b>7.23%</b>
<b>Total Needs</b>	<b>1148</b>	<b>100.0%</b>

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**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each:  
Government, Non-Profit, Faith-Based)**

Agency	Referrals	%	Agency Type
Utility Assistance- 1st United Methodist Church	82	5.01%	Faith Based/Non
Utility Assistance- Trinity Baptist Church	77	4.70%	Faith Based/Non
Telephone & Address ( Toll-Free)	44	2.69%	Governmental/Telephone/Address
Utility Assistance- Ada Baptist Temple	38	2.32%	Faith Based/Non
Food Pantry- Corner Stone Christian Church	32	1.93%	Faith Based/Non
Utility Assistance- Garvin County Court House	32	1.93%	State
Food Pantry- 1st Lutheran Church	24	1.47%	Faith Based/Non
Food Pantry- 1st Christian Church	22	1.34%	Faith Based/Non
Rental Assistance- Ardmore Grace Resource Center	22	1.34%	Non-Profit
Utility Assistance- Duncan Society of St Vincent DePaul	22	1.34%	Faith Based/Non-Profit
Other Agency/Program Referrals	1243	75.89%	Varied
<b>Total Agency/Programs Referred</b>	<b>1638</b>	<b>100.0%</b>	

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

2-1-1 of Southeastern Oklahoma received 409 calls for 2-1-1 during the overnight and weekend hours of September 2009. The overall call volume increased by 33 calls and the nights/weekend call volume increased by 50 calls. We struggled with follow-up calls this month and did not meet the state recommended percentages. This was due to several factors, however, these issues have been addressed with staff. The call center average time to abandon rate has decreased significantly. The average time a caller spent on hold before abandoning the call was 4 minutes 6 seconds for the month of August, however, in the month of September a caller waited an average of only 1 minute 39 seconds before dropping the call. As the last several months have shown, the need for utility (electric) assistance and the need for emergency food assistance has consistently increased. In addition, 70% of the top 10 referrals were made to faith-based/non-profit agencies/programs.

**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**  
**Total Calls for 9/09 = 1066**

**Decrease of 50 calls**  
**Increase of 33 calls**