

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: September 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	14	1.33%
Bryan County	71	6.75%
Carter County	47	4.47%
Choctaw County	13	1.23%
Coal County	5	0.47%
Garvin County	61	5.80%
Haskell County	3	0.28%
Hughes County	11	1.04%
Jefferson County	4	0.38%
Johnston County	13	1.23%
Latimer County	9	0.85%
LeFlore County	26	2.47%
Love County	10	0.95%
Marshall County	12	1.14%
McCurtian County	32	3.04%
Murray County	13	1.23%
Pittsburg County	63	5.99%
Pontotoc County	341	32.44%
Pushmataha County	10	0.95%
Seminole County	45	4.28%
Stephens County	75	7.13%
Other/ Unknown Counties and out of state calls	173	16.46%
Total	1051	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%
Agency	17	1.61%
Crisis/Emergency	125	11.89%
Hang up/Prank	71	6.75%
Information and Referral	573	54.51%
Problem Solving	1	0.01%
Seasonal/Special Project	0	0.00%
Information Only	256	24.35%
Staff	8	0.76%
Total	1051	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	2	0.19%
2:00AM - 2:59AM	3	0.28%
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	8	0.76%
8:00AM - 8:59AM	76	7.23%
9:00AM - 9:59AM	100	9.51%
10:00AM - 10:59AM	128	12.17%
11:00AM - 11:59AM	112	10.65%
12:00PM - 12:59PM	102	9.70%
1:00PM - 1:59PM	114	10.84%
2:00PM - 2:59PM	111	10.56%
3:00PM - 3:59PM	97	9.22%
4:00PM - 4:59PM	58	5.51%
5:00PM - 5:59PM	36	3.42%
6:00PM - 6:59PM	25	2.37%
7:00PM - 7:59PM	22	2.09%
8:00PM - 8:59PM	37	3.52%
9:00PM - 9:59PM	13	1.23%
10:00PM - 10:59PM	3	0.28%
11:00PM - 11:59PM	2	0.19%
Total	1051	100%

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:10 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 6.47 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:15 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:01:27 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**AUGUST 2008 – 44 CALLS FLAGGED = 4.18 % 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= 56**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED = 100%

FOLLOW-UP CALLERS

UNAVAILABLE = 0%

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

10 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:

82 %

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:

18 % (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	291	26.72%
Financial Assistance and Support		
Utility-Electric 221		
Utility-Gas 37		
Utility-Water 25		
Vehicle Gas Aid 15		
Other 45	343	31.50%
Food		
Emergency- 31		
Non-emergency- 48		
Other- 3	82	7.53%
Health/Medical	66	6.07%
Housing	57	5.23%
Emergency Services	128	11.75%
Transportation	16	1.47%
Government/Taxes	6	0.55%
Counseling	12	1.10%
Home Repair	7	0.64%
Employment	2	0.18%
Other	79	7.25%
Total Needs	1089	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
Salvation Army	201	13.04%	Non-Profit
Community Actions	191	12.39%	Non-Profit
Toll Free/Telephone/Address	153	9.92%	Governmental/Telephone/Address
Trinity Baptist (Ada)	86	5.58%	Faith Based/Non-Profit
1st United Methodist Church (Ada)	83	5.38%	Faith Based/Non-Profit
AACES	68	4.41%	Non-Profit
Oklahoma Dept of Human Services	51	3.30%	State
Chickasaw Nation/Native American Tribe	44	2.85%	Tribal
Mental Health Services/Substance Abuse	28	1.81%	Varied
Christians Concerned- Stephens County	27	1.75%	Faith Based/Non-Profit
First Christian Church (Ada)	22	1.42%	Faith Based/Non-Profit
Southwest Church of Christ (Ada)	21	1.36%	Faith Based/Non-Profit
Other Agency/Program Referrals	566	36.72%	Varied
Total Agency/Programs Referred	1541	100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 460 calls for 2-1-1 of Southwest Oklahoma during the overnight and weekend hours of September. We experienced an increase needs and in overall call volume for this month. This is likely due to the occurrence of Hurricanes in both Louisiana and Texas. Given that our coverage area spans to the Oklahoma/Texas border we recieved a high number of calls from evacuees needing a variety of disaster assistance.

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
Total Calls for 7/08= 910	Increase of 182 calls
Total Calls for 8/08= 924	Increase of 14 calls
Total Calls for 9/08=1051	Increase of 127 calls