

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: March 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	4	.42
Beaver County	1	.11
Beckham County	2	.21
Bryan County	36	3.83
Caddo County	1	.11
Carter County	36	3.83
Choctaw County	15	1.58
Coal County	3	.32
Cotton County	2	.21
Creek County	1	.11
Garvin County	46	4.88
Grady County	6	.64
Haskell County	9	.96
Hughes County	9	.96
Jackson County	4	.43
Jefferson County	5	.53
Johnston County	7	.74
Latimer County	9	.96
LeFlore County	16	1.70
Lincoln County	1	.11
Love County	21	2.23
Marshall County	24	2.55
Mayes County	1	.11
McClain County	1	.11
McCurtian County	15	1.58
McIntosh County	2	.21
Murray County	12	1.27
Muskogee County	1	.11
Nowata County	1	.11
Oklahoma County	1	.11
Osage County	1	.11
Payne County	1	.11
Pittsburg County	53	5.62
Pontotoc County	384	40.80
Pottawatomie County	3	.32
Pushmataha County	10	1.06
Rodgers County	1	.11
Seminole County	17	1.81
Stephens County	87	9.25
Tulsa	5	.53
Unknown County and out of state calls	87	9.25
Total	941	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: March 2008**

**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	1.91
Agency	2	.21
Crisis/Emergency	0	.00
Hang up/Prank	140	14.88
Information and Referral	491	52.18
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	247	26.25
Staff	43	4.57
Total	941	100%

**CALL MANAGEMENT STATISTICS
CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report)**

Hour	Calls	Percent
12:00AM - 12:59AM	2	.21
1:00AM - 1:59AM	2	.21
2:00AM - 2:59AM	3	.32
3:00AM - 3:59AM	6	.64
4:00AM - 4:59AM	0	0
5:00AM - 5:59AM	0	0
6:00AM - 6:59AM	12	1.28
7:00AM - 7:59AM	22	2.34
8:00AM - 8:59AM	43	4.57
9:00AM - 9:59AM	68	7.22
10:00AM - 10:59AM	81	8.60
11:00AM - 11:59AM	127	13.50
12:00PM - 12:59PM	94	9.99
1:00PM - 1:59PM	82	8.71
2:00PM - 2:59PM	102	10.84
3:00PM - 3:59PM	70	7.44
4:00PM - 4:59PM	62	6.59
5:00PM - 5:59PM	44	4.68
6:00PM - 6:59PM	41	4.36
7:00PM - 7:59PM	32	3.40
8:00PM - 8:59PM	15	1.58
9:00PM - 9:59PM	1	.11
10:00PM - 10:59PM	28	2.98
11:00PM - 11:59PM	4	.43
Total	941	100%

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: March 2008*

AVERAGE CALL DATA REPORTING:

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

PERCENT OF ABANDONED CALLS (telephone system report): 5.78%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:10 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:04 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**MARCH 2008 – 61 CALLS FLAGGED = 6.48 % OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:
101 CALLS MADE FOR FOLLOW-UP**

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED =	27.87%
FOLLOW-UP CALLERS	
UNAVAILABLE =	45.90%
FOLLOW-UP CALLS INCOMPLETE =	26.23%

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT:
16 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:

98.36%

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:

1.64%

Individuals did not contact the referrals provided by 2-1-1 of SEOK, able to find assistance within the family support network.

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: March 2008*

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

4.92% (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.

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	311	35.92
Financial Assistance and Support		
Utility-Electric	99	
Utility-Gas	58	
Utility-Water	14	
Vehicle Gas Aid	9	
Other	29	
	209	24.13
Food		
Emergency-	12	
Non-emergency-	50	
Other-	5	
	67	7.74
Health/Medical	63	7.27
Housing	38	4.39
Emergency Services	36	4.16
Transportation	19	2.19
Government/Taxes	19	2.19
Counseling	14	1.62
Home Repair	9	1.04
Other	81	9.35
Total Needs	866	100%

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: March 2008*

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

Agency	Referrals	%	Agency Type
Community Action Agencies	146	12.06	Non-Profit
Salvation Army	108	8.93	Faith Based/Non-Profit
Trinity Baptist (Ada)	68	5.62	Faith Based
Toll Free/Telephone/Address	59	4.88	Governmental/Telephone/Address
Oklahoma Department of Human Services	53	4.38	State
AACES	50	4.13	Non-Profit
United Way	48	3.97	Non-Profit
First Methodist (Ada)	35	2.89	Faith Based/Non-Profit
Cornerstone Christian (Ada)	20	1.65	Faith Based/Non-Profit
Southwest Church of Christ (Ada)	18	1.49	Faith Based/Non-Profit
Other Agency/Program Referrals	605	50.00	Varied
Total Agency/Programs Referred	1,210	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 107 calls for 2-1-1 of Southwest Oklahoma and First Call 2-1-1 during the overnight and weekend hours of March. Referrals were provided via the combined IRis database and web searches. These call statistics have been removed from all reporting areas for this report.

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