

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: February 2007**

**CALL CENTER: 2-1-1 of Southeastern Oklahoma**

**COUNTIES COVERED:**

<b>Atoka</b>	<b>Garvin</b>	<b>Latimer</b>	<b>Murray</b>	<b>Seminole</b>
<b>Bryan</b>	<b>Haskell</b>	<b>Le Flore</b>	<b>Pittsburg</b>	
<b>Carter</b>	<b>Hughes</b>	<b>Love</b>	<b>Pontotoc</b>	
<b>Coal</b>	<b>Jefferson</b>	<b>McCurtain</b>	<b>Pushmataha</b>	
<b>Choctaw</b>	<b>Johnston</b>	<b>Marshall</b>	<b>Stephens</b>	

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

<b>County</b>	<b>Number of Calls</b>	<b>% of Total calls</b>
<b>Atoka County</b>	<b>4</b>	<b>0.65%</b>
<b>Bryan County</b>	<b>41</b>	<b>6.67%</b>
<b>Carter County</b>	<b>18</b>	<b>2.93%</b>
<b>Choctaw County</b>	<b>6</b>	<b>0.97%</b>
<b>Coal County</b>	<b>1</b>	<b>0.16%</b>
<b>Comanche County</b>	<b>2</b>	<b>0.33%</b>
<b>Garvin County</b>	<b>17</b>	<b>2.76%</b>
<b>Haskell County</b>	<b>5</b>	<b>0.81%</b>
<b>Hughes County</b>	<b>2</b>	<b>0.33%</b>
<b>Jefferson County</b>	<b>1</b>	<b>0.16%</b>
<b>Johnston County</b>	<b>4</b>	<b>0.65%</b>
<b>Kay County</b>	<b>2</b>	<b>0.33%</b>
<b>Latimer County</b>	<b>2</b>	<b>0.33%</b>
<b>Le Flore County</b>	<b>17</b>	<b>2.76%</b>
<b>Lincoln County</b>	<b>1</b>	<b>0.16%</b>
<b>Love County</b>	<b>4</b>	<b>0.65%</b>
<b>Marshall County</b>	<b>9</b>	<b>1.46%</b>
<b>McClain County</b>	<b>2</b>	<b>0.33%</b>
<b>McCurtain County</b>	<b>16</b>	<b>2.60%</b>
<b>McIntosh County</b>	<b>8</b>	<b>1.30%</b>
<b>Murray County</b>	<b>2</b>	<b>0.33%</b>
<b>Muskogee County</b>	<b>2</b>	<b>0.33%</b>
<b>Pittsburg County</b>	<b>211</b>	<b>34.31%</b>
<b>Pontotoc County</b>	<b>172</b>	<b>27.97%</b>
<b>Pushmataha County</b>	<b>9</b>	<b>1.46%</b>
<b>Seminole County</b>	<b>20</b>	<b>3.24%</b>
<b>Stephens County</b>	<b>28</b>	<b>4.55%</b>
<b>Unknown County</b>	<b>9</b>	<b>1.46%</b>
<b>Total</b>	<b>615</b>	<b>100.00%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
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**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
Information Request (Specific - telephone, address)	61	9.92%
Referral (Assess and refer)	359	58.37%
Crisis (Link to immediate help)	40	6.51%
Advocacy (Link to special help)	1	0.16%
Problem Solving (Emotional distress or mental confusion)	1	0.16%
Staff Call-In (Administrative, Scheduling)	29	4.72%
Seasonal – Special Project	124	20.16%
<b>Total</b>	<b>615</b>	<b>100.00%</b>

**CALL MANAGEMENT STATISTICS**

**CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report)**

Hour	Calls	Percent
12:00AM - 12:59AM	3	0.49%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	3	0.49%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	2	0.33%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	2	0.33%
7:00AM - 7:59AM	16	2.60%
8:00AM - 8:59AM	57	9.27%
9:00AM - 9:59AM	75	12.19%
10:00AM - 10:59AM	78	12.68%
11:00AM - 11:59AM	72	11.71%
12:00PM - 12:59PM	49	7.97%
1:00PM - 1:59PM	73	11.87%
2:00PM - 2:59PM	46	7.48%
3:00PM - 3:59PM	58	9.43%
4:00PM - 4:59PM	32	5.20%
5:00PM - 5:59PM	17	2.76%
6:00PM - 6:59PM	9	1.46%
7:00PM - 7:59PM	7	1.14%
8:00PM - 8:59PM	5	0.81%
9:00PM - 9:59PM	8	1.30%
10:00PM - 10:59PM	1	0.16%
11:00PM - 11:59PM	2	0.33%
<b>Total</b>	<b>615</b>	<b>100.00%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

**UNDER 10 SECONDS**

**PERCENT OF ABANDONED CALLS (telephone system report):**

**NONE – PHANTOM CALLS**

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

**NONE**

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

**8 MINUTES**

**FOLLOW-UP CALLS REPORT**

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

**FEBRUARY 2007 – 130 CALLS FLAGGED = 21.13% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**182 CALLS MADE FOR FOLLOW-UP**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**

<b>FOLLOW-UP CALLS COMPLETED =</b>	<b>76.15%</b>
<b>FOLLOW-UP CALLERS UNAVAILABLE =</b>	<b>20.77%</b>
<b>FOLLOW-UP CALLS INCOMPLETE =</b>	<b>3.08%</b>

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

**14 DAYS**

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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

**100.00%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

**100.00%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT  
ACCESSING HUMAN SERVICE SYSTEM:**

**4.04%**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:**

**14.65% (NO PROGRAM WAS FOUND TO MEET NEED)**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

**Number & Percentage**

**0 CALLS = 0% 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**

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**OTHER REPORTING:**

**TOP 10 NEEDS FOR THIS MONTH:**

<b>Top 10 Needs</b>	<b>Number of Callers</b>	<b>Percentage of Total Needs</b>
<b>Disaster Assistance</b> Tree Trimmers = 124 Other = 59	<b>183</b>	<b>22.13%</b>
<b>Information Assistance</b> Telephone Number = 39 General Info = 142	<b>181</b>	<b>21.86%</b>
<b>Utility Assistance</b> Electricity = 67 Other = 47	<b>114</b>	<b>13.78%</b>
<b>Government/Taxes</b> FEMA = 16 State OEM = 14 Other = 33	<b>63</b>	<b>7.62%</b>
<b>Health and Medical</b> Treatment/Supplies = 25 Dental = 12 Other = 26	<b>63</b>	<b>7.62%</b>
<b>Housing/Weatherization</b> Shelter = 21 Rental = 16 Other = 18	<b>55</b>	<b>6.65%</b>
<b>Food</b> Non Emergency = 26 Emergency = 18 Other = 6	<b>50</b>	<b>6.04%</b>
<b>Financial Assistance</b> Rent = 15 Other = 6	<b>21</b>	<b>2.54%</b>
<b>Counseling</b> General = 9 Mental Health = 1 Substance Abuse = 10	<b>20</b>	<b>2.42%</b>
<b>Transportation</b> Mass Transit = 7 Vehicle Gas = 7 Other = 5	<b>19</b>	<b>2.30%</b>
<b>Other</b>	<b>58</b>	<b>7.01%</b>
<b>Total Needs</b>	<b>827</b>	<b>100.00%</b>

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

Agency	Referrals	%	Agency Type
<b>Community Action Agencies</b>	<b>104</b>	<b>11.29%</b>	<b>Non-Profit</b>
<b>Salvation Armies</b>	<b>77</b>	<b>8.36%</b>	<b>Faith-Based/NP</b>
<b>Oklahoma Baptist Disaster Relief</b>	<b>76</b>	<b>8.25%</b>	<b>Faith-Based/NP</b>
<b>American Red Cross</b>	<b>63</b>	<b>6.84%</b>	<b>Non-Profit</b>
<b>Telephone &amp; Address Info (Government and 1411)</b>	<b>47</b>	<b>5.10%</b>	<b>Government/Profit</b>
<b>ARUW/2-1-1 of SEOK</b>	<b>44</b>	<b>4.78%</b>	<b>Non-Profit</b>
<b>Oklahoma Emergency Management</b>	<b>42</b>	<b>4.56%</b>	<b>Government</b>
<b>OKLA Department of Human Services</b>	<b>41</b>	<b>4.45%</b>	<b>Government</b>
<b>Southwest Church of Christ – Ada</b>	<b>30</b>	<b>3.26%</b>	<b>Faith-Based/NP</b>
<b>Ada Area Community Emergency Services (AACES)</b>	<b>24</b>	<b>2.61%</b>	<b>Non-Profit</b>
<b>Other Agency/Program Referrals</b>	<b>373</b>	<b>40.50%</b>	
<b>Total Agency/Programs Referred</b>	<b>921</b>	<b>100.00%</b>	

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

Calls are still being received requesting further assistance with Ice Storm clean-up. The need exceeded the resources. The volunteer groups that were assisting with this aid exhausted their resources.

**ADDITIONAL ITEMS OF NOTE:**

<b>Total Calls for 09-06 = 408</b>	<b>Decrease of 87 calls (14 OKC rollover calls included)</b>
<b>Total Calls for 10-06 = 512</b>	<b>Increase of 104 calls (15 OKC rollover calls included)</b>
<b>Total Calls for 11-06 = 532</b>	<b>Increase of 20 calls</b>
<b>Total Calls for 12-06 = 435</b>	<b>Decrease of 97 calls</b>
<b>Total Calls for 01-07 = 1499</b>	<b>Increase of 1064 calls</b>
<b>Total Calls for 02-07 = 615</b>	<b>Decrease of 884 calls</b>

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!