

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

CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

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

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

County	Number of Calls	% of Total calls
Atoka County	4	0.27%
Bryan County	35	2.33%
Carter County	31	2.07%
Choctaw County	15	1.00%
Coal County	3	0.20%
Delaware County	2	0.13%
Garvin County	28	1.87%
Grady County	1	0.07%
Haskell County	31	2.07%
Hughes County	9	0.60%
Jefferson County	2	0.13%
Johnston County	1	0.07%
Latimer County	7	0.47%
Le Flore County	20	1.33%
Lincoln County	1	0.07%
Love County	2	0.13%
Marshall County	6	0.40%
McClain County	1	0.07%
McCurtain County	7	0.47%
McIntosh County	26	1.73%
Murray County	7	0.47%
Muskogee County	3	0.20%
Oklahoma County	3	0.20%
Payne County	1	0.07%
Pittsburg County	934	62.30%
Pontotoc County	237	15.80%
Pottawatomie County	1	0.07%
Pushmataha County	7	0.47%
Seminole County	26	1.73%
Stephens County	22	1.47%
Tulsa County	1	0.07%
Wagoner County	1	0.07%
Unknown County	24	1.60%
Total	1499	100.00%

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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)	139	9.27%
Referral (Assess and refer)	390	26.02%
Crisis & Emergency (Link to immediate help)	387	25.82%
Advocacy (Link to special help)	26	1.73%
Problem Solving (Emotional distress or mental confusion)	9	0.60%
Staff & Agency Call-In (Administrative, Scheduling)	50	3.34%
Seasonal – Special Project Ice Storm Clean-up	498	33.22%
Total	1499	100.00%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	3	0.20%
1:00AM - 1:59AM	3	0.20%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	2	0.13%
4:00AM - 4:59AM	1	0.07%
5:00AM - 5:59AM	1	0.07%
6:00AM - 6:59AM	3	0.20%
7:00AM - 7:59AM	22	1.47%
8:00AM - 8:59AM	104	6.94%
9:00AM - 9:59AM	163	10.87%
10:00AM - 10:59AM	173	11.54%
11:00AM - 11:59AM	174	11.61%
12:00PM - 12:59PM	145	9.67%
1:00PM - 1:59PM	151	10.07%
2:00PM - 2:59PM	148	9.87%
3:00PM - 3:59PM	130	8.67%
4:00PM - 4:59PM	97	6.47%
5:00PM - 5:59PM	64	4.27%
6:00PM - 6:59PM	44	2.94%
7:00PM - 7:59PM	19	1.27%
8:00PM - 8:59PM	22	1.47%
9:00PM - 9:59PM	18	1.20%
10:00PM - 10:59PM	5	0.33%
11:00PM - 11:59PM	7	0.47%
Total	1499	100.00%

**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:

**JANUARY 2007 – 545 CALLS FLAGGED = 36.36% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)
376 CALLERS WERE CONTACTED OR ATTEMPTED TO BE CONTACTED
FOR FOLLOW-UP = 25.22% OF TOTAL CALL VOLUME.**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

456 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED =	47.16%
FOLLOW-UP CALLERS UNAVAILABLE =	22.20%
FOLLOW-UP CALLS INCOMPLETE =	30.64%

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

18 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

98.44%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

96.69%

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

8.56%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

9.14%

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 3RD PARTY INTERPRETER:

Number & Percentage

0

TDD/TTY/7-1-1 LINE:

Number & Percentage

0

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
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OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Disaster Assistance Tree Trimmers = 497	958	50.05%
Information Assistance Telephone Number = 102 General Information = 210	312	16.30%
Utility Assistance Electric = 81 Other = 67	148	7.73%
Food Emergency = 72 Other = 64	136	7.11%
Housing/Weatherization Shelter = 33 Rental = 28 Other = 22	83	4.34%
Health and Medical Treatment/Supplies = 25 RX Assistance = 10 Other = 17	56	2.93%
Government/Taxes State = 20 City = 9 Other = 20	49	2.56%
Financial Assistance Other Rent = 23 Other = 9	32	1.67%
Counseling General = 11 Mental Health = 5 Substance Abuse = 3	19	0.99%
Environment Sanitation = 9	15	0.78%
Other	106	5.54%
Total Needs	1914	100.00%

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

Agency	Referrals	%	Agency Type
Oklahoma Baptist Disaster Relief	469	25.11%	Faith-Based/NP
American Red Cross	218	11.67%	Non-Profit
Telephone & Address Info (Government and 1411)	134	7.17%	Government/Profit
Community Action Agencies	128	6.85%	Private/NP
Oklahoma Department of Emergency Management	115	6.16%	Government
Salvation Army	99	5.30%	Faith-Based/NP
McAlister City Hall/Public Works	78	4.18%	Faith-Based/NP
ARUW/2-1-1	75	4.01%	Non-Profit
OKLA Department of Human Services	54	2.89%	Government
Southwest Church of Christ – Ada	29	1.55%	Faith-Based/NP
Other Agency/Program Referrals	469	25.11%	
Total Agency/Programs Referred		100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

On January 12th several counties across the state were struck with severe winter weather. 2-1-1 of Southeastern Oklahoma worked closely with emergency management officials and disaster assistance organizations in order to provide up-to-date information on shelter and meal sites. The Oklahoma Baptist Disaster Relief organizations Chainsaw group and 2-1-1 of SEOK coordinated resources in order to gather names and addresses of individuals in need of assistance with downed trees and general yard clean-up due to the storm. 2-1-1 was also contacted by the Christ United Methodist Church and the North Texas United Methodist group wanting to assist with the clean-up and we were able to link them to callers needing assistance.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 08-06 = 495	Increase of 106 calls (14 OKC rollover calls included)
Total Calls for 09-06 = 408	Decrease of 87 calls (14 OKC rollover calls included)
Total Calls for 10-06 = 512	Increase of 104 calls (15 OKC rollover calls included)
Total Calls for 11-06 = 532	Increase of 20 calls
Total Calls for 12-06 = 435	Decrease of 97 calls
Total Calls for 01-07 = 1499	Increase of 1064 calls

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!