

APPROVED 6/1/06

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: JUNE 2006

**Our coverage area population is 364,000 during this reporting period.
CALL CENTER: 2-1-1 of SE Oklahoma**

COUNTIES COVERED:

Bryan	LeFlore
Choctaw	McCurtain
Coal	Pittsburg
Garvin	Pontotoc
Haskell	Pushmataha
Hughes	Seminole
Latimer	Stephens

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

Bryan	33	12%
Choctaw	3	1%
Coal	9	3%
Garvin	2	1%
Haskell		
Hughes	3	1%
Latimer	4	1%
LeFlore	6	2%
McCurtain	18	6%
Pittsburg	7	3%
Pontotoc	154	56%
Pushmataha	20	7%
Seminole	5	2%
Stephens	3	1%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

TOTAL CALLS 277 + 8 overnight calls through OKC

INFORMATION CALLS (requests specific information: address, telephone, etc.):

Number & Percentage 50 18%

REFERRAL CALLS (assessment of caller needs and a referral given):

Number & Percentage 272 98% + 8 overnight calls through OKC 100%

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CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance): 1 1%
Number & Percentage

OTHER CALLS (Specify):
Number & Percentage

ADVOCACY CALLS (contacts to link callers requiring special help):
Number & Percentage

PROBLEM SOLVING CALLS (emotional distress or mental confusion):
Number & Percentage 5 2%

STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage 5 2%

SEASONAL OR SPECIAL PROJECT CALLS:
Number & Percentage

CALL MANAGEMENT STATISTICS

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

	In-House		rollover to OKC	
12:00 – 12:59am			0	
1:00 – 1:59am			0	
2:00 – 2:59am			0	
3:00 – 3:59am			0	
4:00 – 4:59am			0	
5:00 – 5:59am			0	
6:00 – 6:59am			0	
7:00 – 7:59am			1	13%
8:00 - 8:59am	23	8%		
9:00 – 9:59am	15	5%		
10:00-10:59am	31	11%		
11:00-11:59am	34	12%		
12:00-12:59pm	19	7%		
1:00 – 1:59pm	49	18%		
2:00 – 2:59pm	33	12%	1	13%
3:00 - 3:59pm	34	12%		
4:00 - 4:59pm	20	7%	2	25%
5:00 - 5:59pm	19	7%		
6:00 – 6:59pm			1	13%
7:00 – 7:59pm			0	
8:00 – 8:59pm			0	
9:00 – 9:59pm			1	13%
10:00 – 10:59pm			2	25%
11:00 – 11:59pm			0	

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AVERAGE SPEED OF ANSWERING CALLS (telephone system report): under 5 seconds

PERCENT OF ABANDONED CALLS (telephone system report): none except for 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): 5 minutes

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 15%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 0

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 0

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

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: N/A

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: N/A

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: N/A

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage NONE

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage NONE

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage NONE

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TDD/TTY/7-1-1 LINE:
Number & Percentage

NONE

OTHER REPORTING

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

TOP 10 NEEDS FOR THIS MONTH:

In house		OKC	
1	Financial Asst/Support	1	Financial Asst/Support
2	Information	2	Food
3	Housing	3	Housing
4	Health/Medical	4	Information
5	Food		
6	Education		
7	Transportation		
8	Substance Abuse		
9	Legal		
10	Household Furniture		

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

ADDITIONAL ITEMS OF NOTE:

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