

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: June 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 call</b>
<b>Atoka County</b>	<b>4</b>	<b>0.68%</b>
<b>Bryan County</b>	<b>32</b>	<b>5.42%</b>
<b>Carter County</b>	<b>26</b>	<b>4.40%</b>
<b>Choctaw County</b>	<b>8</b>	<b>1.36%</b>
<b>Cleveland County</b>	<b>1</b>	<b>0.17%</b>
<b>Coal County</b>	<b>5</b>	<b>0.85%</b>
<b>Comanche County</b>	<b>1</b>	<b>0.17%</b>
<b>Custer County</b>	<b>1</b>	<b>0.17%</b>
<b>Garvin County</b>	<b>31</b>	<b>5.25%</b>
<b>Haskell County</b>	<b>4</b>	<b>0.68%</b>
<b>Hughes County</b>	<b>8</b>	<b>1.36%</b>
<b>Jefferson County</b>	<b>2</b>	<b>0.34%</b>
<b>Johnston County</b>	<b>3</b>	<b>0.51%</b>
<b>Latimer County</b>	<b>7</b>	<b>1.19%</b>
<b>Le Flore County</b>	<b>19</b>	<b>3.22%</b>
<b>Love County</b>	<b>3</b>	<b>0.51%</b>
<b>Marshall County</b>	<b>4</b>	<b>0.68%</b>
<b>McClain County</b>	<b>3</b>	<b>0.51%</b>
<b>McCurtain County</b>	<b>14</b>	<b>2.37%</b>
<b>McIntosh County</b>	<b>1</b>	<b>0.17%</b>
<b>Murray County</b>	<b>9</b>	<b>1.53%</b>
<b>Oklahoma County</b>	<b>3</b>	<b>0.51%</b>
<b>Pittsburg County</b>	<b>29</b>	<b>4.91%</b>
<b>Pontotoc County</b>	<b>257</b>	<b>43.55%</b>
<b>Pottawatomie County</b>	<b>2</b>	<b>0.34%</b>
<b>Pushmataha County</b>	<b>9</b>	<b>1.53%</b>
<b>Seminole County</b>	<b>23</b>	<b>3.90%</b>
<b>Stephens County</b>	<b>54</b>	<b>9.15%</b>
<b>Unknown County</b>	<b>27</b>	<b>4.57%</b>
<b>Total</b>	<b>590</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)	105	17.79%
Referral (Assess and refer)	430	72.88%
Crisis (Link to immediate help)	3	0.51%
Advocacy (Link to special help)	5	0.85%
Problem Solving (Emotional distress or mental confusion)	3	0.51%
Staff/Agency Call-In (Administrative, Scheduling, Updates)	21	3.56%
Seasonal – Special Project	23	3.90%
<b>Total</b>	<b>590</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	1	0.17%
1:00AM - 1:59AM	4	0.68%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	1	0.17%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	1	0.17%
6:00AM - 6:59AM	3	0.51%
7:00AM - 7:59AM	9	1.53%
8:00AM - 8:59AM	38	6.44%
9:00AM - 9:59AM	63	10.68%
10:00AM - 10:59AM	70	11.86%
11:00AM - 11:59AM	66	11.19%
12:00PM - 12:59PM	45	7.63%
1:00PM - 1:59PM	69	11.69%
2:00PM - 2:59PM	57	9.66%
3:00PM - 3:59PM	51	8.64%
4:00PM - 4:59PM	42	7.11%
5:00PM - 5:59PM	20	3.39%
6:00PM - 6:59PM	13	2.20%
7:00PM - 7:59PM	13	2.20%
8:00PM - 8:59PM	8	1.36%
9:00PM - 9:59PM	9	1.53%
10:00PM - 10:59PM	5	0.85%
11:00PM - 11:59PM	2	0.34%
<b>Total</b>	<b>590</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 15 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):**

**\*6 MINUTES**

**\*All statistics are estimated – ACD report function is not working**

**FOLLOW-UP CALLS REPORT**

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

**JUNE 2007 – 43 CALLS FLAGGED = 7.29% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**88 CALLS MADE FOR FOLLOW-UP**

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

<b>FOLLOW-UP CALLS COMPLETED =</b>	<b>67.44%</b>
<b>FOLLOW-UP CALLERS UNAVAILABLE =</b>	<b>32.56%</b>
<b>FOLLOW-UP CALLS INCOMPLETE =</b>	<b>0.00%</b>

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

**10 DAYS**

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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

**96.55%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

**93.10%**

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

**6.90%**

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

**20.69% (NO FUNDING AVAILABLE OR NO PROGRAM FOR 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>Information Assistance</b> Telephone Number = 85 General Info = 105	<b>190</b>	<b>24.93%</b>
<b>Utility Assistance</b> Electric = 67 Other = 56	<b>123</b>	<b>16.14%</b>
<b>Health and Medical</b> Treatment/Supplies = 42 Dental = 11 Other = 26	<b>90</b>	<b>11.81%</b>
<b>Housing/Weatherization</b> Shelter = 48 Subsidized/Rental = 14 Other = 23	<b>85</b>	<b>11.15%</b>
<b>Food</b> Emergency = 29 Other = 41	<b>70</b>	<b>9.19%</b>
<b>Transportation</b> Mass Transit = 8 Vehicle Gas = 13 Other = 16	<b>37</b>	<b>4.85%</b>
<b>Emergencies</b> Disaster (Flood) = 28 Other = 6	<b>34</b>	<b>4.46%</b>
<b>Financial Assistance Other</b> Rent = 15 Other = 15	<b>30</b>	<b>3.94%</b>
<b>Counseling</b> General = 10 Mental Health = 7 Substance Abuse = 4	<b>21</b>	<b>2.76%</b>
<b>Government/Taxes</b> County = 6 City = 5 Other = 10	<b>21</b>	<b>2.76%</b>
<b>Other</b>	<b>61</b>	<b>8.01%</b>
<b>Total Needs</b>	<b>762</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
Telephone & Address Info (Government and 1411)	87	8.49%	Government/Profit
Community Action Agencies	84	8.20%	Non-Profit
Salvation Armies	66	6.45%	Faith-Based/NP
OKLA Department of Human Services	57	5.57%	Government
Ada Area Emergency Services (AACES)	52	5.08%	Non-Profit
Trinity Baptist Church – Ada	48	4.69%	Faith-Based/NP
Southwest Church of Christ – Ada	44	4.30%	Faith-Based/NP
Ada Regional United Way	34	3.32%	Non-Profit
First Presbyterian Church – Ada	30	2.93%	Faith-Based/NP
American Red Cross	29	2.83%	Non-Profit
Other Agency/Program Referrals	493	48.14%	
<b>Total Agency/Programs Referred</b>	<b>1,024</b>	<b>100.00%</b>	

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

2-1-1 of SEOK is working with the American Red Cross – Great Plains Chapter on recording flood damage calls for Stephens County. Individuals are given referrals to area agencies that offer assistance with clean-up supplies and repairs.

**ADDITIONAL ITEMS OF NOTE:**

Total Calls for 01-07 = 1499	Increase of 1,064 calls
Total Calls for 02-07 = 615	Decrease of 884 calls
Total Calls for 03-07 = 493	Decrease of 122 calls
Total Calls for 04-07 = 485	Decrease of 8 calls
Total Calls for 05-07 = 553	Increase of 68 calls
Total Calls for 06-07 = 590	Increase of 37 calls

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!