

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: March 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>2</b>	<b>0.41%</b>
<b>Bryan County</b>	<b>26</b>	<b>5.27%</b>
<b>Carter County</b>	<b>25</b>	<b>5.07%</b>
<b>Choctaw County</b>	<b>12</b>	<b>2.43%</b>
<b>Coal County</b>	<b>0</b>	<b>0.00%</b>
<b>Comanche County</b>	<b>1</b>	<b>0.20%</b>
<b>Craig County</b>	<b>1</b>	<b>0.20%</b>
<b>Garvin County</b>	<b>25</b>	<b>5.07%</b>
<b>Grady County</b>	<b>1</b>	<b>0.20%</b>
<b>Haskell County</b>	<b>6</b>	<b>1.22%</b>
<b>Hughes County</b>	<b>4</b>	<b>0.81%</b>
<b>Jefferson County</b>	<b>2</b>	<b>0.41%</b>
<b>Johnston County</b>	<b>9</b>	<b>1.83%</b>
<b>Kay County</b>	<b>1</b>	<b>0.20%</b>
<b>Latimer County</b>	<b>2</b>	<b>0.41%</b>
<b>Le Flore County</b>	<b>21</b>	<b>4.26%</b>
<b>Love County</b>	<b>3</b>	<b>0.61%</b>
<b>Marshall County</b>	<b>3</b>	<b>0.61%</b>
<b>McCurtain County</b>	<b>9</b>	<b>1.83%</b>
<b>McIntosh County</b>	<b>1</b>	<b>0.20%</b>
<b>Murray County</b>	<b>0</b>	<b>0.00%</b>
<b>Muskogee County</b>	<b>1</b>	<b>0.20%</b>
<b>Okfuskee County</b>	<b>1</b>	<b>0.20%</b>
<b>Oklahoma County</b>	<b>3</b>	<b>0.61%</b>
<b>Pittsburg County</b>	<b>48</b>	<b>9.74%</b>
<b>Pontotoc County</b>	<b>232</b>	<b>47.06%</b>
<b>Pushmataha County</b>	<b>3</b>	<b>0.61%</b>
<b>Seminole County</b>	<b>17</b>	<b>3.45%</b>
<b>Stephens County</b>	<b>25</b>	<b>5.07%</b>
<b>Tulsa County</b>	<b>1</b>	<b>0.20%</b>
<b>Unknown County</b>	<b>8</b>	<b>1.62%</b>
<b>Total</b>	<b>493</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)	75	15.21%
Referral (Assess and refer)	382	77.48%
Crisis (Link to immediate help)	2	0.41%
Advocacy (Link to special help)	4	0.81%
Problem Solving (Emotional distress or mental confusion)	0	0.00%
Staff Call-In/Agency update (Administrative, Scheduling)	17	3.45%
Seasonal – Special Project	13	2.64%
<b>Total</b>	<b>493</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	0.20%
1:00AM - 1:59AM	1	0.20%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	1	0.20%
5:00AM - 5:59AM	1	0.20%
6:00AM - 6:59AM	1	0.20%
7:00AM - 7:59AM	3	0.61%
8:00AM - 8:59AM	36	7.30%
9:00AM - 9:59AM	51	10.35%
10:00AM - 10:59AM	46	9.33%
11:00AM - 11:59AM	67	13.59%
12:00PM - 12:59PM	47	9.54%
1:00PM - 1:59PM	54	10.95%
2:00PM - 2:59PM	52	10.55%
3:00PM - 3:59PM	60	12.17%
4:00PM - 4:59PM	36	7.30%
5:00PM - 5:59PM	10	2.03%
6:00PM - 6:59PM	5	1.01%
7:00PM - 7:59PM	8	1.63%
8:00PM - 8:59PM	3	0.61%
9:00PM - 9:59PM	4	0.81%
10:00PM - 10:59PM	5	1.02%
11:00PM - 11:59PM	1	0.20%
<b>Total</b>	<b>493</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):**

**6 MINUTES**

**FOLLOW-UP CALLS REPORT**

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

**MARCH 2007 – 35 CALLS FLAGGED = 7.10% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**69 CALLS MADE FOR FOLLOW-UP**

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

<b>FOLLOW-UP CALLS COMPLETED =</b>	<b>62.86%</b>
<b>FOLLOW-UP CALLERS UNAVAILABLE =</b>	<b>37.14%</b>
<b>FOLLOW-UP CALLS INCOMPLETE =</b>	<b>0.00%</b>

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

**13 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:**

**95.46%**

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

**6.82%**

**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**

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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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 = 55 General Info = 97	<b>152</b>	<b>23.56%</b>
<b>Utility Assistance</b> Electricity = 83 Gas = 38 Other = 15	<b>136</b>	<b>21.08%</b>
<b>Housing/Weatherization</b> Shelter = 21 Rental = 13 Other = 25	<b>59</b>	<b>9.15%</b>
<b>Health and Medical</b> Treatment/Supplies = 16 Dental = 11 Other = 28	<b>55</b>	<b>8.53%</b>
<b>Food</b> Non Emergency = 25 Emergency = 19 Other = 8	<b>52</b>	<b>8.06%</b>
<b>Emergency Assistance</b> Disaster = 25 Other = 4	<b>29</b>	<b>4.50%</b>
<b>Counseling</b> General = 12 Mental Health = 5 Substance Abuse = 11	<b>28</b>	<b>4.34%</b>
<b>Government</b> City = 8 County = 7 Other = 12	<b>27</b>	<b>4.19%</b>
<b>Financial Assistance</b> Rent = 14 Other = 10	<b>24</b>	<b>3.72%</b>
<b>Transportation</b> Mass Transit = 8 Vehicle Gas = 5 Other = 7	<b>20</b>	<b>3.10%</b>
<b>Other</b>	<b>63</b>	<b>9.77%</b>
<b>Total Needs</b>	<b>645</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
Community Action Agencies	88	10.96%	Non-Profit
OKLA Department of Human Services	64	7.97%	Government
Telephone & Address Info (Government and 1411)	56	6.97%	Government
Salvation Army	47	5.85%	Faith-Based/NP
Trinity Baptist Church – Ada	42	5.23%	Faith-Based/NP
ARUW/Oklahoma 2-1-1 Collaborative	36	4.48%	Non-Profit
Southwest Church of Christ – Ada	34	4.23%	Faith-Based/NP
First United Methodist Church - Ada	32	3.99%	Faith-Based/NP
Covenant Presbyterian Church - Ada	22	2.74%	Faith-Based/NP
Ada Area Community Emergency Services (AACES)	21	2.62%	Non-Profit
Other Agency/Program Referrals	361	44.96%	
<b>Total Agency/Programs Referred</b>	<b>803</b>	<b>100.00%</b>	

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

The increase in referrals to the Oklahoma Department of Human Services due to Energy Crisis Assistance Program (ECAP) funding – applications were available for assistance on March 19<sup>th</sup>, 2007.

**ADDITIONAL ITEMS OF NOTE:**

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
Total Calls for 02-07 = 615	Decrease of 884 calls
Total Calls for 03-07 = 493	Decrease of 122 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!