

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: August 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>8</b>               | <b>0.94%</b>           |
| <b>Bryan County</b>                              | <b>39</b>              | <b>4.58%</b>           |
| <b>Carter County</b>                             | <b>38</b>              | <b>4.46%</b>           |
| <b>Choctaw County</b>                            | <b>7</b>               | <b>0.82%</b>           |
| <b>Cleveland County</b>                          | <b>1</b>               | <b>0.12%</b>           |
| <b>Coal County</b>                               | <b>6</b>               | <b>0.71%</b>           |
| <b>Cotton County</b>                             | <b>1</b>               | <b>0.12%</b>           |
| <b>Garvin County</b>                             | <b>52</b>              | <b>6.11%</b>           |
| <b>Grady County</b>                              | <b>2</b>               | <b>0.24%</b>           |
| <b>Haskell County</b>                            | <b>8</b>               | <b>0.94%</b>           |
| <b>Hughes County</b>                             | <b>8</b>               | <b>0.94%</b>           |
| <b>Jefferson County</b>                          | <b>4</b>               | <b>0.47%</b>           |
| <b>Johnston County</b>                           | <b>14</b>              | <b>1.64%</b>           |
| <b>Latimer County</b>                            | <b>5</b>               | <b>0.59%</b>           |
| <b>Le Flore County</b>                           | <b>20</b>              | <b>2.35%</b>           |
| <b>Love County</b>                               | <b>1</b>               | <b>0.12%</b>           |
| <b>Marshall County</b>                           | <b>16</b>              | <b>1.88%</b>           |
| <b>McCurtain County</b>                          | <b>10</b>              | <b>1.17%</b>           |
| <b>McIntosh County</b>                           | <b>1</b>               | <b>0.12%</b>           |
| <b>Murray County</b>                             | <b>9</b>               | <b>1.06%</b>           |
| <b>Oklahoma County</b>                           | <b>2</b>               | <b>0.24%</b>           |
| <b>Okmulgee County</b>                           | <b>1</b>               | <b>0.12%</b>           |
| <b>Pittsburg County</b>                          | <b>37</b>              | <b>4.34%</b>           |
| <b>Pontotoc County</b>                           | <b>384</b>             | <b>45.12%</b>          |
| <b>Pottawatomie County</b>                       | <b>1</b>               | <b>0.12%</b>           |
| <b>Pushmataha County</b>                         | <b>13</b>              | <b>1.53%</b>           |
| <b>Seminole County</b>                           | <b>37</b>              | <b>4.34%</b>           |
| <b>Stephens County</b>                           | <b>77</b>              | <b>9.05%</b>           |
| <b>Tulsa County</b>                              | <b>2</b>               | <b>0.24%</b>           |
| <b>Unknown County and<br/>out of state calls</b> | <b>47</b>              | <b>5.52%</b>           |
| <b>Total</b>                                     | <b>851</b>             | <b>100.00%</b>         |

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

**FOR THE MONTH/YEAR: August 2007**

**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<br>(Specific - telephone, address)        | 191            | 22.44%           |
| Referral<br>(Assess and refer)                                | 626            | 73.56%           |
| Crisis<br>(Link to immediate help)                            | 0              | 0.00%            |
| Advocacy<br>(Link to special help)                            | 2              | 0.24%            |
| Problem Solving<br>(Emotional distress or mental confusion)   | 6              | 0.71%            |
| Staff/Agency Call-In<br>(Administrative, Scheduling, Updates) | 21             | 2.46%            |
| Seasonal – Special Project                                    | 5              | 0.59%            |
| <b>Total</b>                                                  | <b>851</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          | 0.12%          |
| 1:00AM - 1:59AM                                                   | 1          | 0.12%          |
| 2:00AM - 2:59AM                                                   | 0          | 0.00%          |
| 3:00AM - 3:59AM                                                   | 4          | 0.47%          |
| 4:00AM - 4:59AM                                                   | 0          | 0.00%          |
| 5:00AM - 5:59AM                                                   | 1          | 0.12%          |
| 6:00AM - 6:59AM                                                   | 3          | 0.35%          |
| 7:00AM - 7:59AM                                                   | 9          | 1.06%          |
| 8:00AM - 8:59AM                                                   | 50         | 5.88%          |
| 9:00AM - 9:59AM                                                   | 89         | 10.46%         |
| 10:00AM - 10:59AM                                                 | 88         | 10.34%         |
| 11:00AM - 11:59AM                                                 | 81         | 9.52%          |
| 12:00PM - 12:59PM                                                 | 61         | 7.17%          |
| 1:00PM - 1:59PM                                                   | 87         | 10.22%         |
| 2:00PM - 2:59PM                                                   | 99         | 11.63%         |
| 3:00PM - 3:59PM                                                   | 79         | 9.28%          |
| 4:00PM - 4:59PM                                                   | 74         | 8.70%          |
| 5:00PM - 5:59PM                                                   | 24         | 2.82%          |
| 6:00PM - 6:59PM                                                   | 22         | 2.58%          |
| 7:00PM - 7:59PM                                                   | 8          | 0.94%          |
| 8:00PM - 8:59PM                                                   | 11         | 1.29%          |
| 9:00PM - 9:59PM                                                   | 8          | 0.94%          |
| 10:00PM - 10:59PM                                                 | 9          | 1.06%          |
| 11:00PM - 11:59PM                                                 | 12         | 1.41%          |
| Unknown estimate 30<br>lost all 8-1-07 calls during data transfer | 30         | 3.52%          |
| <b>Total</b>                                                      | <b>851</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 20 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**

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

**FOLLOW-UP CALLS REPORT**

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

**AUGUST 2007 – 43 CALLS FLAGGED = 5.05% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**17 CALLS MADE FOR FOLLOW-UP**

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

|                                          |               |
|------------------------------------------|---------------|
| <b>6 FOLLOW-UP CALLS COMPLETED =</b>     | <b>13.95%</b> |
| <b>6 FOLLOW-UP CALLERS UNAVAILABLE =</b> | <b>13.95%</b> |
| <b>31 FOLLOW-UP CALLS INCOMPLETE =</b>   | <b>72.10%</b> |

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

**23 DAYS**

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

100%  
Individuals were satisfied with the 2-1-1 services.

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

83.33%  
Individuals were able to access the desired service programs through the information and referrals from 2-1-1 of SEOK.

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

16.66%  
Individuals did not contact the referrals provided by 2-1-1 of SEOK, able to find assistance within the family support network.

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

16.66% (NO FUNDING AVAILABLE OR NO PROGRAM FOR NEED)  
Individuals contacted for follow-up information were unable to receive assistance as of the time of the follow-up call. Some individuals were told they did not meet specific qualifications for the services, others were told that the program/service was out of funding. These individuals were all encouraged to contact 2-1-1 of SEOK if needing further assistance.

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

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

**Number & Percentage**

**1 CALLS = 0.12% 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><br>Telephone Number = 110<br>General Info = 141                           | <b>251</b>               | <b>23.86%</b>                    |
| <b>Utility Assistance</b><br>Electric = 146<br>Other = 85                                               | <b>231</b>               | <b>21.96%</b>                    |
| <b>Housing/Weatherization</b><br>Shelter = 55<br>Furniture = 31<br>Subsidized/Rental = 24<br>Other = 23 | <b>133</b>               | <b>12.64%</b>                    |
| <b>Health and Medical</b><br>Treatment/Supplies = 30<br>Prescriptions = 16<br>Dental = 15<br>Other = 18 | <b>79</b>                | <b>7.51%</b>                     |
| <b>Food</b><br>Emergency = 20<br>Other = 54                                                             | <b>74</b>                | <b>7.03%</b>                     |
| <b>Financial Assistance Other</b><br>Rent = 24<br>Other = 30                                            | <b>54</b>                | <b>5.13%</b>                     |
| <b>Government</b><br>City = 17<br>Federal = 8<br>Other = 17                                             | <b>42</b>                | <b>3.99%</b>                     |
| <b>Counseling</b><br>Mental Health = 14<br>Domestic Violence = 3<br>Other = 14                          | <b>31</b>                | <b>2.96%</b>                     |
| <b>Emergencies</b><br>Disaster (Flood) = 15<br>Other = 9                                                | <b>24</b>                | <b>2.28%</b>                     |
| <b>Transportation</b><br>Mass Transit = 12<br>Other = 12                                                | <b>24</b>                | <b>2.28%</b>                     |
| <b>Other</b>                                                                                            | <b>109</b>               | <b>10.36%</b>                    |
| <b>Total Needs</b>                                                                                      | <b>1052</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                         | 158          | 11.71%         | Non-Profit                    |
| Telephone & Address Info<br>(Government and 1411) | 118          | 8.75%          | Government/Profit             |
| Salvation Armies                                  | 113          | 8.38%          | Faith-Based/NP                |
| Southwest Church of Christ – Ada                  | 63           | 4.67%          | Faith-Based/NP                |
| Ada Area Emergency Community Services<br>(AACES)  | 38           | 2.82%          | Non-Profit                    |
| Chickasaw Nation                                  | 34           | 2.52%          | Native American<br>Government |
| American Red Cross                                | 29           | 2.15%          | Non-Profit                    |
| Area Agencies on Aging                            | 27           | 2.00%          | Private/NP                    |
| Grace Christian Fellowship – Ada                  | 26           | 1.93%          | Faith-Based/NP                |
| First Presbyterian Church – Ada                   | 23           | 1.70%          | Faith-Based/NP                |
| Other Agency/Program Referrals                    | 720          | 53.37%         |                               |
| <b>Total Agency/Programs Referred</b>             | <b>1,349</b> | <b>100.00%</b> |                               |

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

2-1-1 of Southeastern Oklahoma received 50 calls for Southwest Oklahoma 2-1-1 during the overnight and weekend hours of August. Referrals were provided via the combined IRIS database, web searches and email communications from SWOK 2-1-1. These call statistics have been removed from all reporting areas for this report.

During the data transfers all calls received on August 1<sup>st</sup>, 2007 were lost. 2-1-1 of SEOK estimates 30 calls were lost. These calls were accounted for equally under Information Only and Information and Referral call types, unknown counties and one referral per call was logged in the other agency and other need categories respectively.

**ADDITIONAL ITEMS OF NOTE:**

|                             |                       |
|-----------------------------|-----------------------|
| 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  |
| Total Calls for 07-07 = 664 | Increase of 74 calls  |
| Total Calls for 08-07 = 851 | Increase of 187 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!