

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: April 2008
CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

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

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

County	Number of Calls	% of Total call
Atoka County	5	0.54%
Beaver County	0	0.00%
Beckham County	1	0.11%
Bryan County	38	4.07%
Caddo County	2	0.21%
Carter County	38	4.07%
Choctaw County	12	1.28%
Coal County	3	0.32%
Cotton County	1	0.11%
Creek County	0	0.00%
Garvin County	25	2.68%
Grady County	12	1.28%
Haskell County	4	0.43%
Hughes County	9	0.96%
Jackson County	10	1.07%
Jefferson County	3	0.32%
Johnston County	4	0.43%
Latimer County	2	0.21%
LeFlore County	17	1.82%
Lincoln County	0	0.00%
Love County	6	0.64%
Marshall County	18	1.93%
Mayes County	5	0.54%
McClain County	3	0.32%
McCurtian County	15	1.61%
McIntosh County	3	0.32%
Murray County	1	0.11%
Muskogee County	1	0.11%
Nowata County	2	0.21%
Oklahoma County	2	0.21%
Osage County	1	0.11%
Payne County	0	0.00%
Pittsburg County	0	0.00%
Pontotoc County	375	40.15%
Pottawatomie County	2	0.21%
Pushmataha County	2	0.21%
Rodgers County	0	0.00%
Seminole County	30	3.21%
Stephens County	86	9.21%
Tulsa	1	0.11%
Unknown County and out of state calls	195	20.88%
Total	934	100%

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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
Advocacy	3	0.32%
Agency	4	0.43%
Crisis/Emergency	15	1.61%
Hang up/Prank	165	17.67%
Information and Referral	460	49.25%
Problem Solving	0	0%
Seasonal/Special Project	0	0%
Information Only	243	26.02%
Staff	44	4.71%
Total	934	100%

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

Hour	Calls	Percent
12:00AM - 12:59AM	4	0.43%
1:00AM - 1:59AM	2	0.21%
2:00AM - 2:59AM	7	0.75%
3:00AM - 3:59AM	3	0.32%
4:00AM - 4:59AM	1	0.11%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	14	1.50%
7:00AM - 7:59AM	28	3.00%
8:00AM - 8:59AM	52	5.57%
9:00AM - 9:59AM	90	9.64%
10:00AM - 10:59AM	76	8.14%
11:00AM - 11:59AM	93	9.96%
12:00PM - 12:59PM	82	8.78%
1:00PM - 1:59PM	99	10.60%
2:00PM - 2:59PM	85	9.10%
3:00PM - 3:59PM	70	7.49%
4:00PM - 4:59PM	50	5.35%
5:00PM - 5:59PM	43	4.60%
6:00PM - 6:59PM	44	4.71%
7:00PM - 7:59PM	24	2.57%
8:00PM - 8:59PM	22	2.36%
9:00PM - 9:59PM	21	2.25%
10:00PM - 10:59PM	18	1.93%
11:00PM - 11:59PM	6	0.64%
Total	934	100%

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AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:12 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 5.58%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:07 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:02:53. seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**APRIL 2008 – 22 CALLS FLAGGED = 2.36 % OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED =	68.18%
FOLLOW-UP CALLERS UNAVAILABLE =	31.82%

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

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:

90.91%

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:**

9.09%

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

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PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

0% (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

0 CALLS = 0.00% 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

OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Needs	Percentage of Total Needs
Information	346	37.04%
Financial Assistance and Support		
Utility-Electric 114		
Utility-Gas 54		
Utility-Water 23		
Vehicle Gas Aid 6		
Other 26	223	23.88%
Food		
Emergency- 19		
Non-emergency- 35		
Other- 8	62	6.64%
Health/Medical	51	5.54%
Housing	58	6.21%
Emergency Services	21	2.25%
Transportation	14	1.50%
Government/Taxes	12	1.28%
Counseling	16	1.71%
Home Repair	2	0.21%
Employment	4	0.43%
Other	125	13.38%
Total Needs	934	100%

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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	115	9.24	Non-Profit
Salvation Army	96	7.71	Faith Based/Non-Profit
Trinity Baptist (Ada)	84	6.75	Faith Based
AACES	45	3.61	Non-Profit
First Methodist (Ada)	43	3.45	Faith Based/Non-Profit
Oklahoma Department of Human Services	31	2.49	State
Toll Free/Telephone/Address	26	2.10	Governmental/Telephone/Address
Southwest Church of Christ (Ada)	24	1.93	Faith Based/Non-Profit
Cornerstone Christian (Ada)	19	1.53	Faith Based/Non-Profit
United Way	18	1.45	Non-Profit
Other Agency/Program Referrals	745	59.84	Varied
Total Agency/Programs Referred	1245	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 44 calls for 2-1-1 of Southwest Oklahoma and First Call 2-1-1 during the overnight and weekend hours of April. Referrals were provided via the combined IRis database and web searches. These call statistics have been removed from all reporting areas for this report.

ADDITIONAL ITEMS OF NOTE:

Total Calls for 11/07 = 961	Increase of 57 calls
Total Calls for 12/07 = 997	Increase of 36 calls
Total Calls for 01/08 = 937	Decrease of 60 calls
Total Calls for 02/08 = 865	Decrease of 72 calls
Total Calls for 03/08= 941	Increase of 76 calls
Total Calls for 04/08= 934	Decrease of 7 calls