

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: December 2007
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	2	.20
Beckham County	3	.30
Bryan County	50	5.02
Caddo	3	.30
Carter County	28	2.80
Choctaw County	8	.80
Cleveland County	2	.20
Comanche County	11	1.10
Craig County	1	.10
Custer County	1	.10
Garvin County	44	4.40
Grady County	2	.20
Haskell County	8	.80
Hughes County	2	.20
Jefferson County	10	1.00
Johnston County	7	.70
Kiowa	1	.10
Latimer County	5	.50
Le Flore County	20	2.00
Lincoln County	1	.10
Love County	19	1.90
Marshall County	18	1.80
Mayes County	4	.40
McClain County	1	.10
McCurtain County	8	.80
McIntosh County	1	.10
Murray County	3	.30
Muskogee	1	.10
Oklahoma County	11	1.10
Ottawa County	10	1.00
Payne County	1	.10
Pittsburg County	34	3.41
Pontotoc County	349	35.00
Pottawatomie County	7	.70
Pushmataha County	4	.40
Rodgers County	2	.20
Seminole County	30	3.00
Stephens County	130	13.03
Tulsa County	19	1.91
Washington County	2	.20
Washita	1	.10
Unknown County and out of state calls	133	13.43
Total	997	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	22	2.21%
Agency	5	0.50%
Crisis/Emergency	29	2.91%
Hang up/Prank	145	14.54%
Information and Referral	502	50.35%
Problem Solving	1	0.10%
Seasonal/Special Project	2	0.20%
Information Only	269	26.98%
Staff	22	2.21%
Total	997	100%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	6	.60
1:00AM - 1:59AM	3	.30
2:00AM - 2:59AM	4	.40
3:00AM - 3:59AM	3	.30
4:00AM - 4:59AM	0	.00
5:00AM - 5:59AM	0	.00
6:00AM - 6:59AM	6	.60
7:00AM - 7:59AM	26	2.61
8:00AM - 8:59AM	71	7.13
9:00AM - 9:59AM	103	10.34
10:00AM - 10:59AM	123	12.34
11:00AM - 11:59AM	106	10.63
12:00PM - 12:59PM	98	9.83
1:00PM - 1:59PM	97	9.73
2:00PM - 2:59PM	87	8.73
3:00PM - 3:59PM	81	8.12
4:00PM - 4:59PM	59	5.92
5:00PM - 5:59PM	34	3.41
6:00PM - 6:59PM	22	2.21
7:00PM - 7:59PM	18	1.80
8:00PM - 8:59PM	20	2.00
9:00PM - 9:59PM	9	.90
10:00PM - 10:59PM	9	.90
11:00PM - 11:59PM	12	1.20
Total	997	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): 4.17 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:11 minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:13

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**OCTOBER 2007 – 64 CALLS FLAGGED = 6.42% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

**8 FOLLOW-UP CALLS COMPLETED = 45.31%
FOLLOW-UP CALLERS
UNAVAILABLE = 54.69%
FOLLOW-UP CALLS INCOMPLETE = 0%**

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

21 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:

96.55%

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:

0.00 %

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:

20.67% (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 Callers	Percentage of Total Needs
Information	376	38.41
Utilities: Electric-95 Gas-43 Water-22	160	16.34
Food Emergency-18 Non-emergency-58 Food Stamps-3 Meals on Wheels-5 Meal Sites-1	85	8.68
Financial Assistance	72	7.35
Health/Medical	67	6.84
Housing	49	5.01
Holiday Assistance	32	3.27
Transportation	30	3.06
Emergency Services	24	2.45
Clothing	16	1.63
Household/Furniture	14	1.43
Other	54	5.53
Total Needs	979	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	159	9.93	Non-Profit
Salvation Army	149	9.30	Faith Based/Non-Profit
Department of Human Services	112	6.99	State Agency
Telephone and Address	74	4.61	Faith Based/Non-Profit
Trinity Baptist (Ada)	65	4.06	Non-Profit
AACES	46	2.87	Non-Profit
Heartline 2-1-1	33	2.06	Non-Profit
2-1-1 Tulsa Helpline	29	1.81	Non-Profit
First United Methodist (Ada)	27	1.69	Faith based/Non-Profit
First Presbyterian Church (Ada)	21	1.31	Faith based/Non-Profit
Other Agency/Program Referrals	887	55.37	Varied
Total Agency/Programs Referred	1,602	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 167 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of November. 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. Due to ice storm in Tulsa region and in Oklahoma City there was an increased call volume for these areas.

ADDITIONAL ITEMS OF NOTE:

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
Total Calls for 09 07 = 802	Decrease of 49 calls
Total Calls for 10 07 = 904	Increase of 102 calls
Total Calls for 11/07 = 961	Increase of 57 calls
Total Calls for 12/07 = 997	Increase of 36 calls