

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: February 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	2	0.22
Bryan County	59	6.82
Carter County	33	3.82
Choctaw County	9	1.04
Coal County	2	.22
Comanche County	9	1.04
Craig County	1	.12
Garvin County	47	5.43
Grady County	1	.12
Haskell County	10	1.16
Hughes County	1	.12
Jefferson County	5	.58
Johnston County	1	.12
Latimer County	3	.35
Le Flore County	27	3.12
Love County	16	1.85
Marshall County	18	2.10
McClain County	1	.12
McCurtain County	19	2.20
McIntosh County	2	.22
Murray County	7	.81
Muskogee County	1	.12
Nowata County	1	.12
Okfuskee County	2	.22
Oklahoma County	2	.22
Pittsburg County	37	4.28
Pontotoc County	335	38.73
Pottawatomie County	2	.22
Pushmataha County	11	1.27
Seminole County	20	2.31
Stephens County	70	8.09
Tillman County	1	.12
Tulsa County	6	.69
Washington County	1	.12
Unknown County and out of state calls	103	11.91
Total	865	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: February2008**

**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	11	1.27
Agency	8	.92
Crisis/Emergency	1	.12
Hang up/Prank	121	13.99
Information and Referral	435	50.29
Problem Solving	1	.12
Seasonal/Special Project	0	.00
Information Only	249	28.78
Staff	39	4.51
Total	865	100%

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

Hour	Calls	Percent
12:00AM - 12:59AM	0	.00
1:00AM - 1:59AM	3	.35
2:00AM - 2:59AM	2	.23
3:00AM - 3:59AM	4	.46
4:00AM - 4:59AM	0	.00
5:00AM - 5:59AM	1	.12
6:00AM - 6:59AM	4	.46
7:00AM - 7:59AM	13	1.50
8:00AM - 8:59AM	42	4.86
9:00AM - 9:59AM	99	11.45
10:00AM - 10:59AM	97	11.21
11:00AM - 11:59AM	93	10.75
12:00PM - 12:59PM	68	7.86
1:00PM - 1:59PM	97	11.21
2:00PM - 2:59PM	85	9.82
3:00PM - 3:59PM	74	8.56
4:00PM - 4:59PM	58	6.71
5:00PM - 5:59PM	46	5.32
6:00PM - 6:59PM	25	2.89
7:00PM - 7:59PM	16	1.85
8:00PM - 8:59PM	9	1.04
9:00PM - 9:59PM	9	1.04
10:00PM - 10:59PM	9	1.04
11:00PM - 11:59PM	11	1.27
Total	865	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: February 2008**

AVERAGE CALL DATA REPORTING:

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:10 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 3.89%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:00:59 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:07 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**JANUARY 2008 – 148 CALLS FLAGGED = 17.11% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

FOLLOW-UP CALLS COMPLETED =	53.02%
FOLLOW-UP CALLERS	
UNAVAILABLE =	47.98%
FOLLOW-UP CALLS INCOMPLETE =	0%

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

31.7 DAYS

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

97.44%

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

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

87.18%

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:

12.82 %

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:

12.82% (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	315	39.77
Financial Assistance and Support		
Rent 23		
Utility-Electric 71		
Utility-Gas 67		
Utility-Water 14		
Vehicle Gas Aid 5		
Other 31	211	26.64
Food		
Emergency-19		
Non-emergency-27		
Other-7	53	6.69
Health/Medical	46	5.81
Housing	38	4.80
Government/Tax	18	2.27
Substance Abuse	15	1.89
Transportation	14	1.77
Home Repair/Improvement	9	1.14
Household/Furniture	9	1.14
Other	64	8.08
Total Needs	792	100%

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*
FOR THE MONTH/YEAR: January 2008

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)

Agency	Referrals	%	Agency Type
Community Action Agencies	124	21.68	Non-Profit
Telephone and Address	102	17.83	State Agency /Fed/Toll-Free
Salvation Army	99	17.31	Faith Based/Non-Profit
Trinity Baptist Church (Ada)	38	6.64	Faith Based/Non-Profit
Oklahoma Department of Human Services	30	5.24	State Agency
First United Methodist Church (Ada)	25	4.37	Faith based/Non-Profit
AACES	23	4.02	Non-Profit
Housing Authority	15	2.69	City/County/State
Christians Concerned	12	2.10	Faith based/Non-Profit
Southwest Church of Christ (Ada)	11	1.92	Faith based/Non-Profit
Other Agency/Program Referrals	93	16.26	Varied
Total Agency/Programs Referred	572	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 74 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of February. Referrals were provided via the combined IRis database, web searches and email communications from SWOK 2-1-1 and First Call 2-1-1. These call statistics have been removed from all reporting areas for this report.

ADDITIONAL ITEMS OF NOTE:

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
Total Calls for 01/08 = 937	Decrease of 60 calls
Total Calls for 02/08 = 865	Decrease of 72 calls