

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: January 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	.21
Bryan County	65	6.93
Carter County	41	4.38
Choctaw County	19	2.03
Cleveland County	3	.33
Coal County	2	.21
Craig County	2	.21
Custer County	1	.11
Garvin County	59	6.30
Grady County	2	.21
Haskell County	1	.11
Hughes County	6	.64
Jackson County	1	.11
Jefferson County	10	1.07
Johnston County	8	.85
Latimer County	10	1.07
Le Flore County	25	2.67
Logan County	1	.11
Love County	18	1.92
Marshall County	18	1.92
Mayes County	1	.11
McCurtain County	19	2.03
McIntosh County	2	.21
Murray County	11	1.17
Okfuskee County	1	.11
Oklahoma County	4	.43
Osage County	3	.33
Ottawa County	1	.11
Payne County	1	.11
Pittsburg County	57	6.08
Pontotoc County	305	32.54
Pottawatomie County	1	.11
Pushmataha County	5	.53
Rodgers County	2	.21
Seminole County	15	1.60
Stephens County	94	10.03
Tulsa County	5	.53
Washington County	2	.21
Unknown County and out of state calls	114	12.16
<b>Total</b>	<b>937</b>	<b>100 %</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
Advocacy	22	2.35
Agency	2	.21
Crisis/Emergency	4	.43
Hang up/Prank	108	11.53
Information and Referral	498	53.14
Problem Solving	0	0
Seasonal/Special Project	0	0
Information Only	279	29.78
Staff	24	2.56
<b>Total</b>	<b>937</b>	<b>100%</b>

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

Hour	Calls	Percent
12:00AM - 12:59AM	1	.11
1:00AM - 1:59AM	3	.33
2:00AM - 2:59AM	3	.33
3:00AM - 3:59AM	0	0
4:00AM - 4:59AM	0	0
5:00AM - 5:59AM	1	.11
6:00AM - 6:59AM	8	.86
7:00AM - 7:59AM	13	1.40
8:00AM - 8:59AM	53	5.67
9:00AM - 9:59AM	104	11.11
10:00AM - 10:59AM	120	12.82
11:00AM - 11:59AM	106	11.33
12:00PM - 12:59PM	89	9.51
1:00PM - 1:59PM	98	10.47
2:00PM - 2:59PM	95	10.15
3:00PM - 3:59PM	79	8.44
4:00PM - 4:59PM	48	5.14
5:00PM - 5:59PM	38	4.08
6:00PM - 6:59PM	22	2.13
7:00PM - 7:59PM	17	1.82
8:00PM - 8:59PM	13	1.40
9:00PM - 9:59PM	10	1.07
10:00PM - 10:59PM	10	1.07
11:00PM - 11:59PM	6	.65
<b>Total</b>	<b>937</b>	<b>100%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**AVERAGE CALL DATA REPORTING:**

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:11 sec.**

**PERCENT OF ABANDONED CALLS (telephone system report): 5.34%**

**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): 00:03:20 seconds**

**FOLLOW-UP CALLS REPORT**

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

**JANUARY 2008 – 160 CALLS FLAGGED = 17.08% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

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

<b>FOLLOW-UP CALLS COMPLETED =</b>	<b>23.75%</b>
<b>FOLLOW-UP CALLERS</b>	
<b>UNAVAILABLE =</b>	<b>11.87%</b>
<b>FOLLOW-UP CALLS INCOMPLETE =</b>	<b>64.38%</b>

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

**30 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:**

97.37%

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:**

2.63% (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 3<sup>RD</sup> 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
<b>Information</b>	<b>335</b>	<b>35.75</b>
<b>Financial Assistance and Support</b>		
Utility-Electric 122		
Utility-Gas 68		
Utility-Water 16		
Vehicle Gas Aid 17		
Other 43	<b>266</b>	<b>28.40</b>
<b>Housing</b>	<b>70</b>	<b>7.47</b>
<b>Health/Medical</b>	<b>60</b>	<b>6.40</b>
<b>Food</b>		
Emergency-15		
Non-emergency-36		
Other-4	<b>55</b>	<b>5.87</b>
<b>Transportation</b>	<b>18</b>	<b>1.92</b>
<b>Household/Furniture</b>	<b>17</b>	<b>1.81</b>
<b>Counseling</b>	<b>14</b>	<b>1.49</b>
<b>Clothing</b>	<b>7</b>	<b>.75</b>
<b>Employment</b>	<b>7</b>	<b>.75</b>
<b>Other</b>	<b>88</b>	<b>9.39</b>
<b>Total Needs</b>	<b>937</b>	<b>100%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
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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	11.48	Non-Profit
Salvation Army	149	10.76	Faith Based/Non-Profit
Telephone and Address	112	8.09	State Agency /Fed/Toll-Free
Trinity Baptist Church (Ada)	74	5.34	Faith Based/Non-Profit
AACES	65	4.69	Non-Profit
Oklahoma Department of Human Services	46	3.32	State Agency
First United Methodist Church (Ada)	33	2.38	Faith based/Non-Profit
Christian's Concerned	29	2.09	Faith based/Non-Profit
Southwest Church of Christ (Ada)	27	1.95	Faith based/Non-Profit
First Presbyterian Church (Ada)	21	1.52	Faith based/Non-Profit
Other Agency/Program Referrals	670	48.38	Varied
<b>Total Agency/Programs Referred</b>	<b>1,385</b>	<b>100%</b>	

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

**2-1-1 of Southeastern Oklahoma received 72 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of January. 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:**

<b>Total Calls for 07-07 = 664</b>	<b>Increase of 74 calls</b>
<b>Total Calls for 08-07 = 851</b>	<b>Increase of 187 calls</b>
<b>Total Calls for 09 07 = 802</b>	<b>Decrease of 49 calls</b>
<b>Total Calls for 10 07 = 904</b>	<b>Increase of 102 calls</b>
<b>Total Calls for 11/07 = 961</b>	<b>Increase of 57 calls</b>
<b>Total Calls for 12/07 = 997</b>	<b>Increase of 36 calls</b>
<b>Total Calls for 01/08 = 937</b>	<b>Decrease of 60 calls</b>