

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: July 2007**

CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

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

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

| County | Number of Calls | % of Total call |
|----------------------------|------------------------|------------------------|
| Atoka County | 3 | 0.45% |
| Bryan County | 36 | 5.42% |
| Canadian County | 1 | 0.15% |
| Carter County | 30 | 4.51% |
| Choctaw County | 6 | 0.90% |
| Coal County | 2 | 0.30% |
| Comanche County | 2 | 0.30% |
| Cotton County | 2 | 0.30% |
| Garvin County | 32 | 4.82% |
| Haskell County | 1 | 0.15% |
| Hughes County | 10 | 1.52% |
| Jefferson County | 10 | 1.52% |
| Johnston County | 2 | 0.30% |
| Latimer County | 9 | 1.36% |
| Le Flore County | 9 | 1.36% |
| Love County | 2 | 0.30% |
| Marshall County | 23 | 3.46% |
| McClain County | 1 | 0.15% |
| McCurtain County | 18 | 2.71% |
| Murray County | 5 | 0.75% |
| Muskogee County | 1 | 0.15% |
| Oklahoma County | 1 | 0.15% |
| Pittsburg County | 22 | 3.31% |
| Pontotoc County | 293 | 44.13% |
| Pottawatomie County | 4 | 0.60% |
| Pushmataha County | 18 | 2.71% |
| Seminole County | 17 | 2.56% |
| Stephens County | 95 | 14.31% |
| Tulsa County | 2 | 0.30% |
| Unknown County | 7 | 1.05% |
| Total | 664 | 100.00% |

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 |
|---|----------------|------------------|
| Information Request (Specific - telephone, address) | 120 | 18.07% |
| Referral (Assess and refer) | 463 | 69.72% |
| Crisis (Link to immediate help) | 3 | 0.45% |
| Advocacy (Link to special help) | 1 | 0.15% |
| Problem Solving (Emotional distress or mental confusion) | 6 | 0.90% |
| Staff/Agency Call-In (Administrative, Scheduling, Updates) | 29 | 4.36% |
| Seasonal – Special Project | 42 | 6.32% |
| Total | 664 | 100.00% |

CALL MANAGEMENT STATISTICS

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

| Hour | Calls | Percent |
|-------------------|------------|----------------|
| 12:00AM - 12:59AM | 3 | 0.45% |
| 1:00AM - 1:59AM | 1 | 0.15% |
| 2:00AM - 2:59AM | 0 | 0.00% |
| 3:00AM - 3:59AM | 1 | 0.15% |
| 4:00AM - 4:59AM | 1 | 0.15% |
| 5:00AM - 5:59AM | 1 | 0.15% |
| 6:00AM - 6:59AM | 1 | 0.15% |
| 7:00AM - 7:59AM | 9 | 1.36% |
| 8:00AM - 8:59AM | 42 | 6.32% |
| 9:00AM - 9:59AM | 63 | 9.64% |
| 10:00AM - 10:59AM | 73 | 10.99% |
| 11:00AM - 11:59AM | 67 | 10.09% |
| 12:00PM - 12:59PM | 58 | 8.74% |
| 1:00PM - 1:59PM | 86 | 12.95% |
| 2:00PM - 2:59PM | 72 | 10.84% |
| 3:00PM - 3:59PM | 54 | 8.13% |
| 4:00PM - 4:59PM | 51 | 7.68% |
| 5:00PM - 5:59PM | 17 | 2.56% |
| 6:00PM - 6:59PM | 14 | 2.11% |
| 7:00PM - 7:59PM | 22 | 3.31% |
| 8:00PM - 8:59PM | 10 | 1.52% |
| 9:00PM - 9:59PM | 11 | 1.66% |
| 10:00PM - 10:59PM | 4 | 0.60% |
| 11:00PM - 11:59PM | 2 | 0.30% |
| Total | 664 | 100.00% |

**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:

**JULY 2007 – 50 CALLS FLAGGED = 7.53% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

90 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

| | |
|--|------------|
| FOLLOW-UP CALLS COMPLETED = | 64% |
| FOLLOW-UP CALLERS UNAVAILABLE = | 36% |
| FOLLOW-UP CALLS INCOMPLETE = | 00% |

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

15 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100.00%

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

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

96.88%

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:

3.12%

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:

31.25% (NO FUNDING AVAILABLE OR NO PROGRAM FOR NEED)

Individuals contacted for follow-up information were unable to receive assistance at the time of the follow-up call. Several were awaiting disaster declarations from FEMA to continue with individual claims from flooding, 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% 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

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OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

| Top 10 Needs | Number of Callers | Percentage of Total Needs |
|---|--------------------------|----------------------------------|
| Information Assistance Telephone Number = 81 General Info = 139 | 220 | 26.25% |
| Utility Assistance Electric = 95 Other = 52 | 147 | 17.54% |
| Housing/Weatherization Shelter = 20 Subsidized/Rental = 32 Other = 33 | 85 | 10.14% |
| Food Emergency = 25 Other = 38 | 63 | 7.52% |
| Emergencies Disaster (Flood) = 46 Other = 10 | 56 | 6.68% |
| Health and Medical Treatment/Supplies = 25 Dental = 11 Other = 20 | 56 | 6.68% |
| Financial Assistance Other Rent = 28 Other = 17 | 45 | 5.37% |
| Counseling General = 8 Mental Health = 14 Other = 13 | 35 | 4.18% |
| Transportation Mass Transit = 6 Vehicle Gas = 9 Other = 17 | 32 | 3.82% |
| Legal Assistance/Rep = 14 Other = 10 | 24 | 2.86% |
| Other | 75 | 8.96% |
| Total Needs | 762 | 100.00% |

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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 | 107 | 9.67% | Non-Profit |
| Telephone & Address Info (Government and 1411) | 88 | 7.95% | Government/Profit |
| Salvation Armies | 85 | 7.68% | Faith-Based/NP |
| OKLA Department of Human Services | 61 | 5.51% | Government |
| Southwest Church of Christ – Ada | 50 | 4.52% | Faith-Based/NP |
| Ada Area Emergency Services (AACES) | 43 | 3.88% | Non-Profit |
| First Presbyterian Church – Ada | 43 | 3.88% | Faith-Based/NP |
| Emergency Management | 39 | 3.52% | Government |
| American Red Cross | 23 | 2.08% | Non-Profit |
| Oklahoma Housing Authority | 22 | 1.99% | Government |
| Other Agency/Program Referrals | 546 | 49.32% | |
| Total Agency/Programs Referred | 1,107 | 100.00% | |

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of SEOK continued to work with the American Red Cross – Great Plains Chapter on recording flood damage. Individuals are given referrals to area agencies that offer assistance with clean-up supplies, repairs and Emergency Management when appropriate. Several referrals to the OKDHS were for the energy assistance program that began on July 16th. The funds for this program were depleted on July 20th.

ADDITIONAL ITEMS OF NOTE:

| | |
|-----------------------------|-----------------------|
| Total Calls for 02-07 = 615 | Decrease of 884 calls |
| 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 |

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!