

**MONTHLY 2-1-1 CALL CENTER REPORTING**  
**FOR THE MONTH/YEAR: May 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	6	0.77%
Bryan County	31	3.99%
Carter County	24	3.09%
Choctaw County	7	.90%
Coal County	0	0.00%
Garvin County	29	3.73%
Haskell County	5	0.64%
Hughes County	1	0.12%
Jefferson County	3	0.38%
Johnston County	5	0.64%
Latimer County	7	.90%
LeFlore County	10	1.28%
Love County	8	1.03%
Marshall County	7	.90%
McCurtian County	14	1.80%
Murray County	5	0.64%
Pittsburg County	44	5.67%
Pontotoc County	294	37.88%
Pushmataha County	8	1.03%
Seminole County	13	1.67%
Stephens County	52	6.70%
Other/ Unknown Counties and out of state calls	203	26.15%
<b>Total</b>	<b>776</b>	<b>100%</b>

**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	0	0.00%
Agency	9	1.15%
Crisis/Emergency	8	1.03%
Hang up/Prank	187	24.09%
Information and Referral	414	53.35%
Problem Solving	1	0.12%
Seasonal/Special Project	0	0.00%
Information Only	197	25.38%
Staff	12	1.54%
<b>Total</b>	<b>776</b>	<b>100%</b>

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

Hour	Calls	Percent
12:00AM - 12:59AM	0	0.00%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	4	0.51%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	1	0.12%
5:00AM - 5:59AM	1	0.12%
6:00AM - 6:59AM	13	1.67%
7:00AM - 7:59AM	54	6.95%
8:00AM - 8:59AM	32	4.12%
9:00AM - 9:59AM	60	7.73%
10:00AM - 10:59AM	86	11.08%
11:00AM - 11:59AM	77	9.92%
12:00PM - 12:59PM	63	8.11%
1:00PM - 1:59PM	63	8.11%
2:00PM - 2:59PM	85	10.95%
3:00PM - 3:59PM	73	9.40%
4:00PM - 4:59PM	58	7.47%
5:00PM - 5:59PM	15	1.93%
6:00PM - 6:59PM	21	2.70%
7:00PM - 7:59PM	15	1.93%
8:00PM - 8:59PM	28	3.60%
9:00PM - 9:59PM	20	2.57%
10:00PM - 10:59PM	15	1.93%
11:00PM - 11:59PM	10	1.28%
<b>Total</b>	<b>776</b>	<b>100%</b>

**AVERAGE CALL DATA REPORTING:**

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:15 sec.**

**PERCENT OF ABANDONED CALLS (telephone system report): 54 %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:52 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:17. seconds**

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**FOLLOW-UP CALLS REPORT**

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

**MAY 2008 – 19 CALLS FLAGGED = 2.45 % OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

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

**FOLLOW-UP CALLS COMPLETED = 89%**

**FOLLOW-UP CALLERS**

**UNAVAILABLE = 11%**

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

**15 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:**

98.91%

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:**

2.09%

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:**

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.

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**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 Needs	Percentage of Total Needs
Information	219	37.04%
Financial Assistance and Support		
Utility-Electric    74		
Utility-Gas       34		
Utility-Water    15		
Vehicle Gas Aid   9		
Other             45	177	23.88%
Food		
Emergency-       4		
Non-emergency-  34		
Other-           12	50	6.64%
Health/Medical	32	5.54%
Housing	44	6.21%
Emergency Services	8	2.25%
Transportation	15	1.50%
Government/Taxes	4	1.28%
Counseling	10	1.71%
Home Repair	9	0.21%
Employment	5	0.43%
Other	203	13.38%
Total Needs	776	100%

**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	101	9.30	Non-Profit
Salvation Army	93	8.56	Faith Based/Non-Profit
Trinity Baptist (Ada)	45	4.14	Faith Based
AACES	28	2.57	Non-Profit
First Methodist (Ada)	44	4.05	Faith Based/Non-Profit
Oklahoma Department of Human Services	19	1.74	State
Toll Free/Telephone/Address	26	2.39	Governmental/Telephone/Address
Southwest Church of Christ (Ada)	2	.18	Faith Based/Non-Profit
Cornerstone Christian (Ada)	16	1.47	Faith Based/Non-Profit
United Way	16	1.47	Non-Profit
<b>Other Agency/Program Referrals</b>	<b>696</b>	<b>64.08</b>	<b>Varied</b>
<b>Total Agency/Programs Referred</b>	<b>1086</b>	<b>100%</b>	

**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:**

<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>
<b>Total Calls for 02/08 = 865</b>	<b>Decrease of 72 calls</b>
<b>Total Calls for 03/08= 941</b>	<b>Increase of 76 calls</b>
<b>Total Calls for 04/08= 934</b>	<b>Decrease of 7 calls</b>
<b>Total Calls for 5/08=776</b>	<b>Decrease of 158 calls</b>