

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: November 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	0.21
Bryan County	43	4.47
Carter County	40	4.16
Choctaw County	7	0.73
Coal County	5	0.52
Comanche	62	6.45
Garvin County	61	6.35
Grady County	1	0.10
Haskell County	6	0.62
Hughes County	3	0.31
Jackson County	1	0.10
Jefferson County	3	0.31
Johnston County	4	0.42
Latimer County	4	0.42
Le Flore County	21	2.19
Lincoln County	1	0.10
Love County	5	0.52
Marshall County	24	2.50
Mayes County	2	0.21
McClain County	1	0.10
McCurtain County	14	1.47
McIntosh County	1	0.10
Murray County	13	1.36
Muskogee County	1	0.10
Okfuskee County	1	0.10
Oklahoma County	3	0.31
Osage County	1	0.10
Payne County	1	0.10
Pittsburg County	32	3.34
Pontotoc County	395	47.12
Pottawatomie County	8	0.83
Pushmataha County	7	0.73
Seminole County	22	2.29
Stephens County	129	13.43
Tulsa County	2	0.21
Washington County	1	0.10
Unknown County and out of state calls	34	3.54
Total	961	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	17	1.76
Agency	4	0.42
Crisis/Emergency	1	0.10
Hang up/Prank	78	8.12
Information and Referral	568	59.11
Problem Solving	2	0.21
	1	0.10
Information Only	254	26.43
Staff	36	3.75
Total	961	100%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	2	0.21%
1:00AM - 1:59AM	2	0.21%
2:00AM - 2:59AM	2	0.21%
3:00AM - 3:59AM	8	0.83%
4:00AM - 4:59AM	3	0.31%
5:00AM - 5:59AM	3	0.31%
6:00AM - 6:59AM	7	0.73%
7:00AM - 7:59AM	23	2.39%
8:00AM - 8:59AM	89	9.26%
9:00AM - 9:59AM	108	11.24%
10:00AM - 10:59AM	103	10.72%
11:00AM - 11:59AM	101	10.51%
12:00PM - 12:59PM	101	10.51%
1:00PM - 1:59PM	89	9.26%
2:00PM - 2:59PM	76	7.91%
3:00PM - 3:59PM	75	7.80%
4:00PM - 4:59PM	59	6.14%
5:00PM - 5:59PM	35	3.64%
6:00PM - 6:59PM	25	2.60%
7:00PM - 7:59PM	18	1.87%
8:00PM - 8:59PM	10	1.04%
9:00PM - 9:59PM	4	0.42%
10:00PM - 10:59PM	9	0.94%
11:00PM - 11:59PM	9	0.94%
Total	961	100%

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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): 4.58 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:25 minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:46

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**OCTOBER 2007 – 8 CALLS FLAGGED = .83% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

8 FOLLOW-UP CALLS COMPLETED = 100%
0 FOLLOW-UP CALLERS
UNAVAILABLE = 0%
FOLLOW-UP CALLS INCOMPLETE = 0%

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT:
10 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:

100 %
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:

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.

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	358	35.24
Utilities: Electric-141 Gas-64 Water-17 Telephone-5	227	22.34
Food Emergency-24 Non-emergency-40 Food Stamps-6 Meals on Wheels-1 Nutrition Education-1	72	7.09
Housing	65	6.40
Health/Medical	57	5.61
Financial Assistance	48	4.72
Holiday Assistance	33	3.25
Transportation	25	2.46
Legal	20	1.97
Clothing	18	0.98
Other	101	9.94
Total Needs	1016	100%

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

Agency	Referrals	%	Agency Type
Salvation Army	179	10.89	Faith based/Non-Profit
Telephone and Address	100	6.09	Government/Profit
Big Five	71	4.33	Non-Profit
Department of Human Services	69	4.20	State Agency
United Way	69	4.20	Non-Profit
AACES	57	3.47	Non-Profit
Delta Community Action Agency	51	3.10	Non-Profit
Trinity Baptist Church-Ada	50	3.04	Faith based/Non-Profit
Covenant Cumberland Presbyterian Church	46	2.80	Faith based/Non-Profit
Christian's Concerned	37	2.25	Faith based/Non-Profit
Other Agency/Program Referrals	914	55.64	Varied
Total Agency/Programs Referred	1643	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 73 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.

ADDITIONAL ITEMS OF NOTE:

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
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