

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: September 2006**

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 calls
Atoka County	1	.24%
Bryan County	24	5.88%
Carter County	4	.98%
Choctaw County	5	1.23%
Coal County	3	.74%
Garvin County	12	2.94%
Haskell County	1	.24%
Hughes County	7	1.72%
Jefferson County	0	0.0%
Johnston County	1	.24%
Latimer County	4	.98%
Le Flore County	27	6.62%
Love County	1	.24%
Mayes County	1	.24%
Marshall County	0	0.0%
McCurtain County	19	4.67%
McIntosh County	1	.24%
Murray County	2	.49%
Okfuskee County	1	.24%
Oklahoma County	3	.74%
Pittsburg County	20	4.90%
Pontotoc County	201	49.26%
Pushmataha County	4	.98%
Seminole County	49	12.01%
Stephens County	9	2.21%
Unknown County	8	1.96%
Total	408	100.00%

(Includes Oklahoma City rollover calls)

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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)	84	20.59%
Referral (Assess and refer)	303	74.26%
Crisis (Link to immediate help)	5	1.23%
Advocacy (Link to special help)	12	2.94%
Problem Solving (Emotional distress or mental confusion)	0	0.0%
Staff Call-In (Administrative, Scheduling)	4	.98%
Seasonal – Special Project	0	0.0%
Total	408	100.00

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
7:00AM – 7:59AM	1	.24%
8:00AM – 8:59AM	31	7.59%
9:00AM – 9:59AM	44	10.80%
10:00AM – 10:59AM	57	13.97%
11:00AM – 11:59AM	53	12.99%
12:00PM – 12:59PM	30	7.35%
1:00PM – 1:59PM	48	11.77%
2:00PM – 2:59PM	58	14.22%
3:00PM – 3:59PM	34	8.33%
4:00PM – 4:59PM	28	6.86%
5:00PM – 5:59PM	10	2.45%
6:00PM – 6:59AM	14	3.43%
Total	408	100.00%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
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AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

UNDER 10 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):

12 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**SEPTEMBER 2006 – 33 CALLS FLAGGED = 8.09% OF TOTAL CALL VOLUME
ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED.**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

42 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

24 FOLLOW-UP CALLS COMPLETED = 72.73%

9 FOLLOW-UP CALLERS UNAVAILABLE = 27.27 %

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

14 DAYS

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RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

90.43 %

(SOME CALLERS UNABLE TO RECEIVE ASSISTANCE FROM THE REFERRAL AGENCIES DUE TO INSUFFICIENT FUNDING – AGENCIES ARE NOT NOTIFYING 2-1-1 THAT THEY ARE OUT OF FUNDING.)

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

100%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM:

0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

8.33% (NO PROGRAM WAS FOUND TO MEET NEED)

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
Utility Assistance Electric = 134 Other = 49	183	36.89%
Information Assistance Telephone Number = 42 General Program Info = 42	84	16.93%
Housing/Weatherization Shelter = 11 Rental = 19 Other = 15	45	9.07%
Health and Medical Treatment/Supplies = 15 RX Assistance = 12 Other = 16	43	8.67%
Food Emergency = 16 Other = 19	35	7.06%
Financial Assistance Other Rent = 17 Medical = 0 Other = 5	22	4.44%
Government/Taxes State = 5 City = 5 Other = 6	16	3.23%
Transportation Mass Transit = 4 Vehicle Gas = 6 Other = 4	14	2.82%
Clothing Children's = 3 Other = 6	9	1.81%
Counseling General = 2 Mental Health = 3	5	1.01%
Other	40	8.07%
Total Needs	496	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	91	13.87%	Non-Profit
Trinity Baptist Church – Ada	50	7.62%	Faith-Based/NP
Southwest Church of Christ - Ada	49	7.47%	Faith-Based/NP
Covenant Presbyterian Church – Ada	41	6.25%	Faith-Based/NP
Salvation Armies	32	4.88%	Faith-Based/NP
First Pentecostal Holiness Church - Ada	28	4.27%	Faith-Based/NP
Telephone & Address Info (Government and 1411)	25	3.81%	Government/Profit
First United Methodist Church – Ada	20	3.05%	Faith-Based/NP
Ada Baptist Temple – Ada	17	2.59%	Faith-Based/NP
HUD & Housing Authorities	17	2.59%	Government
Other Agency/Program Referrals	286	43.60%	
Total Agency/Programs Referred	656	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The extreme heat subsided and many communities were placed under water restrictions and/or energy conservation requests during the month of September for the Southeastern areas in Oklahoma included in the severe to extreme drought conditions.

ADDITIONAL ITEMS OF NOTE:

Total Calls for April = 226

Total Calls for May = 247 Increase of 21 calls

Total Calls for June = 285 Increase of 38 calls

Total Calls for July = 389 Increase of 104 calls (8 estimated rollover calls OKC)

Total Calls for August = 495 Increase of 106 calls (14 OKC rollover calls included)

Total Calls for September = 408 Decrease of 87 calls (14 OKC rollover calls included)

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