

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: September 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	5	0.62%
Bryan County	34	4.24%
Carter County	39	4.86%
Cherokee County	1	0.13%
Choctaw County	6	0.75%
Coal County	2	0.25%
Comanche County	1	0.13%
Garvin County	49	6.11%
Grady County	2	0.25%
Haskell County	7	0.87%
Hughes County	4	0.50%
Jackson County	1	0.13%
Jefferson County	2	0.25%
Johnston County	5	0.62%
Latimer County	5	0.62%
Le Flore County	34	4.24%
Love County	3	0.37%
Marshall County	14	1.75%
McCurtain County	15	1.87%
Murray County	7	0.87%
Noble County	1	0.13%
Oklahoma County	4	0.50%
Pittsburg County	24	2.99%
Pontotoc County	410	51.12%
Pottawatomie County	2	0.25%
Pushmataha County	8	1.00%
Seminole County	24	2.99%
Stephens County	67	8.35%
Tulsa County	5	0.62%
Unknown County and out of state calls	21	2.62%
Total	802	100.00%

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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)	214	26.68%
Referral (Assess and refer)	534	66.58%
Crisis (Link to immediate help)	4	0.50%
Advocacy (Link to special help)	5	0.62%
Problem Solving (Emotional distress or mental confusion)	8	1.00%
Staff Call-In	7	0.87%
Seasonal – Special Project	1	0.13%
Agency Call-In	9	1.00%
Hang Up/Prank	21	2.62%
Total	802	100%

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	4	0.50%
1:00AM - 1:59AM	6	0.75%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	1	0.13%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	2	0.25%
7:00AM - 7:59AM	14	1.75%
8:00AM - 8:59AM	56	6.98%
9:00AM - 9:59AM	87	10.85%
10:00AM - 10:59AM	79	9.85%
11:00AM - 11:59AM	92	11.47%
12:00PM - 12:59PM	72	8.98%
1:00PM - 1:59PM	85	10.60%
2:00PM - 2:59PM	81	10.10%
3:00PM - 3:59PM	80	9.98%
4:00PM - 4:59PM	46	5.73%
5:00PM - 5:59PM	18	2.24%
6:00PM - 6:59PM	20	2.49%
7:00PM - 7:59PM	17	2.12%
8:00PM - 8:59PM	21	2.62%
9:00PM - 9:59PM	11	1.37%
10:00PM - 10:59PM	5	0.62%
11:00PM - 11:59PM	5	0.62%
Total	802	100.00%

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AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

*** 00:00:19**

PERCENT OF ABANDONED CALLS (telephone system report):

*** 55 abandoned / 547 presented = 10.05 %**

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

*** 00:2:33**

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

*** 00:03:56**

*** ACD reporting September 17, 2007 through September 30, 2007**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**SEPTEMBER 2007 – 22 CALLS FLAGGED = 2.74% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

31 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

22 FOLLOW-UP CALLS COMPLETED =	70.97%
9 FOLLOW-UP CALLERS UNAVAILABLE =	2.90%
0 FOLLOW-UP CALLS INCOMPLETE =	0.00%

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:

100%
Individuals were satisfied with the 2-1-1 services.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

88.23%
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:

11.77%
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:

11.77% (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

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OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Information Telephone-150 General Information-123	273	28.65%
Utilities Electric-144 Gas-34 Other-16	194	20.35%
Housing Shelter-21 Subsidized/Rental-27 Other-38	86	9.02%
Food Emergency-15 Non-Emergency-43 Other-13	71	7.45%
Health/Medical Medical Care-19 Dental-13 Equipment/Supplies-12 Prescriptions-11 Other-15	70	7.34%
Counseling Individual-17 Psychiatric outpatient-9 Other-24	50	5.24%
Government/Taxes State-11 Other-28	39	4.09%
Financial Assistance/Support Rent-11 Other-17	28	2.94%
Clothing Children-8 Other-15	23	2.42%
Emergency Services Police/Sheriff/HP-19 Other-2	21	2.21%
Other	98	10.29%
Total Needs	953	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
Telephone-Toll Free and Government	142	11.46%	Government/Profit
Community Action Agencies	123	9.93%	Non-Profit
Salvation Army	92	7.43%	Faith based/NP
AACES-Ada	47	3.79%	Non-Profit
Trinity Baptist-Ada	46	3.71%	Faith based/NP
South West Church of Christ-Ada	44	3.55%	Faith based/NP
Department of Human Services	39	3.15%	State Government
Chickasaw Nation	27	2.18%	Native American
Area Agencies on Aging	24	1.94%	Private/Non-Profit
Housing Authority	22	1.77%	State Government
Other Agency/Program Referrals	633	51.09%	Varied
Total Agency/Programs Referred	1239	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 91 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of September. Referrals were provided via the combined IRis database, web searches and email communications. These call statistics have been removed from all reporting areas for this report.

ADDITIONAL ITEMS OF NOTE:

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
Total Calls for 08-07 = 851	Increase of 187 calls
Total Calls for 09-07 = 802	Decrease of 49 calls

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