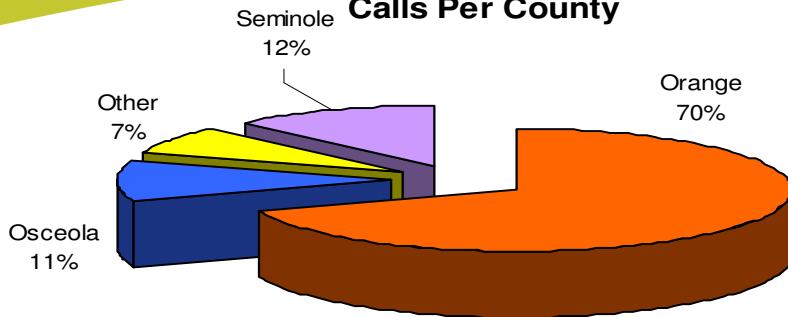


Calls Per County



County	2008	2007	% increase
Orange	7,113	4,274	66%
Osceola	1,099	769	43%
Other	751	847	-11%
Seminole	1,244	773	61%
Total	10,207	6,663	53%

COLLECTIVE CALL CENTER STATS

November Abandonment Rate	5.4%
November Average Call Waiting Time	60 Sec.
November Customer Satisfaction	95.5%
Percentage who would call again	96.4%

CALL CENTER QUICK STATS

Percentage of Callers with Insurance	26%
Percentage of Callers who are Employed	20%
Percentage of Callers with No Income	11%
Percentage of Callers with Children	65%
Percentage of Callers 55 and Older	12%

TOP SERVICES

Agency	Rank
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
Mortgage Payment Assistance	5
Job Search/Placement	6
Community Clinics	7
Health Related Temporary Housing	8
Phone Number Request	9
Thanksgiving Baskets	10

COLLECTIVE CALL VOLUME INCREASES

	2007	2008	% Increase
January	5896	6670	13%
February	5127	7077	38%
March	5490	8027	46.2%
April	5649	9058	60.3%
May	5957	7908	33%
June	6400	8837	38%
July	7965	10434	31%
August	9045	11549	28%
September	7588	11773	55%
October	7812	12227	56%
November	6663	10207	50%
Total	73592	103767	41%