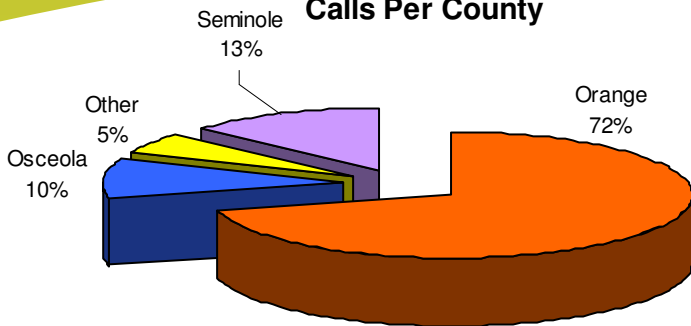


### Calls Per County



County	2008	2007	% increase
Orange	7,576	3,852	97%
Osceola	1,102	671	64%
Other	557	923	-40%
Seminole	1,410	706	100%
<b>Total</b>	<b>10,645</b>	<b>6,152</b>	<b>73%</b>

### COLLECTIVE CALL CENTER STATS

December Abandonment Rate	4.8%
December Average Call Waiting Time	50 Sec.
December Customer Satisfaction	95.0%
Percentage who would call again	95.5%

### CALL CENTER QUICK STATS

Percentage of Callers with Insurance	26%
Percentage of Callers who are Employed	20%
Percentage of Callers with No Income	12%
Percentage of Callers with Children	71%
Percentage of Callers 55 and Older	14%

### TOP SERVICES – DECEMBER 08'

Agency	Calls
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Prescription Drug Discount Cards	4
Transitional Housing/Shelter	5
Community Clinics	6
Mortgage Payment Assistance	7
Prescription Expense Assistance	8
Case/Care Management	9
Food Stamp Applications	10

### COLLECTIVE CALL VOLUME INCREASES

	2007	2008	%
<b>January</b>	6241	6670	6%
<b>February</b>	5247	7077	38%
<b>March</b>	5612	8143	45%
<b>April</b>	5735	9167	60%
<b>May</b>	6072	8030	32%
<b>June</b>	6505	8837	38%
<b>July</b>	8130	10434	28%
<b>August</b>	9187	11858	29%
<b>September</b>	7777	12099	51%
<b>October</b>	7997	12227	53%
<b>November</b>	6884	10207	48%
<b>December</b>	6152	10645	73%
<b>Total</b>	<b>81539</b>	<b>115394</b>	<b>41%</b>