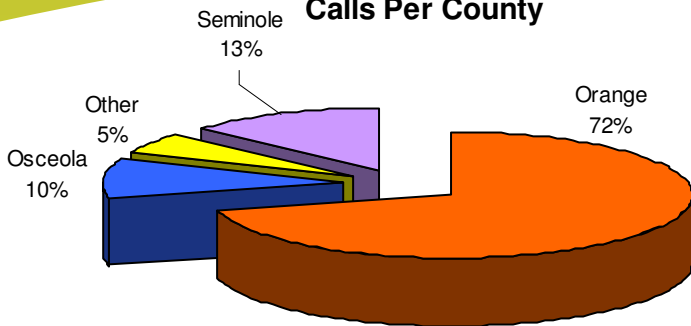


# HEART OF FLORIDA UNITED WAY **2-1-1**

## JANUARY 2009 REPORT

### Calls Per County



County	2009	2008	% increase
Orange	6441	4187	54%
Osceola	806	799	1%
Other	503	857	-42%
Seminole	1105	827	34%
<b>Total</b>	<b>8,855</b>	<b>6,670</b>	<b>33%</b>

### COLLECTIVE CALL CENTER STATS

January Abandonment Rate	5.5%
January Average Call Waiting Time	65 Sec.
January Customer Satisfaction	97.0%
Percentage who would call again	97.5%

### CALL CENTER QUICK STATS

Percentage of Callers with Insurance	23%
Percentage of Callers who are Employed	16%
Percentage of Callers with No Income	15%
Percentage of Callers with Children	53%
Percentage of Callers 55 and Older	14%

### TOP SERVICES – JANUARY 09'

Agency	Calls
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
VITA/Tax Preparation Assistance	4
Transitional Housing/Shelter	5
Comprehensive I&R	6
Community Clinics	7
Medicare Information/Counseling	8
Case/Care Management	9
Prescription Drug Discount Cards	10

### COLLECTIVE CALL VOLUME INCREASES

	2008	2009	%
<b>January</b>	6670	8855	33%
<b>February</b>	7077		-
<b>March</b>	8143		-
<b>April</b>	9167		-
<b>May</b>	8030		-
<b>June</b>	8837		-
<b>July</b>	10434		-
<b>August</b>	11858		-
<b>September</b>	12099		-
<b>October</b>	12227		-
<b>November</b>	10207		-
<b>December</b>	10645		-
<b>Total</b>	115394		