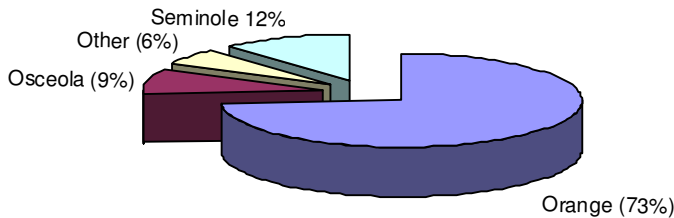


Calls by County



TOP SERVICES – JULY 09'

Service Request	Rank
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Case/Care Management	3
Food Pantries	4
Transitional Housing/Shelter	5

COLLECTIVE CALL CENTER STATS

July Average Call Waiting Time 119 Sec.

July Customer Satisfaction 92%

Percentage who would call again 96%

COLLECTIVE CALL VOLUME INCREASES

	2007	2008	%	2009	%
Jan	6241	6670	6%	8855	33%
Feb	5247	7077	38%	7294	3%
Mar	5612	8143	45%	8011	-1%
Apr	5735	9167	60%	7420	-19%
May	6072	8030	32%	7967	--
June	6505	8837	38%	10013	13%
July	8130	10434	28%	10027	-4%
Aug	9187	11858	29%		-
Sept	7777	12099	51%		-
Oct	7997	12227	53%		-
Nov	6884	10207	48%		-
Dec	6152	10645	73%		-
Total	81539	115394	41%		

CALLER QUICK STATS

Percentage of Callers with Insurance	21%
Percentage of Callers who are Employed	17%
Percentage of Callers with Children	29%

Number of Calls by Age

