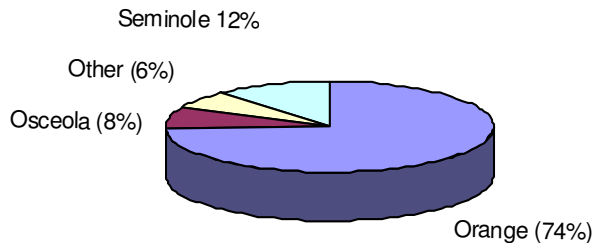


Calls by County



County	June 2009	June 2008	% increase
Orange	7454	4740	57%
Osceola	779	725	7%
Other	606	2508	-76%
Seminole	1174	864	36%
Total	10,013	8837	13%

CALL CENTER QUICK STATS

Percentage of Callers with Insurance	20%
Percentage of Callers who are Employed	17%
Percentage of Callers with No Income	14%
Percentage of Callers with Children	61%
Percentage of Callers 55 and Older	10%

COLLECTIVE CALL CENTER STATS

June Abandonment Rate	14%
June Average Call Waiting Time	101 Sec.
June Customer Satisfaction	90%
Percentage who would call again	100%

TOP SERVICES – JUNE '09

Service Requests	Rank
Rent Payment Assistance	1
Utility Bill Payment Assistance	2
Case/Care Management	3
Food Pantries	4
Electric Bill Payment Assistance	5
Transitional Housing/Shelter	6
Mortgage Payment Assistance	7
Community Clinics	8
Prescription Expense Assistance	9
Follow-up	10

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	1%
June	6505	8837	38%	10013	13%
July	8130	10434	28%		-
Aug	9187	11858	29%		-
Sept	7777	12099	51%		-
Oct	7997	12227	53%		-
Nov	6884	10207	48%		-
Dec	6152	10645	73%		-
Total	81539	115394	41%		