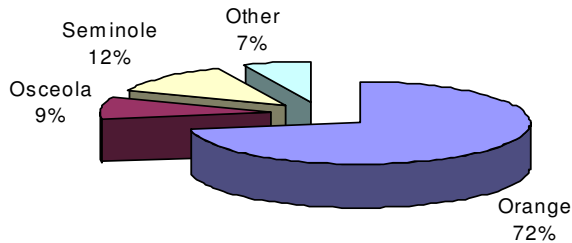


Calls by County



TOP SERVICE REQUESTS

Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Community Clinics	4
Medicare Information/Counseling	5

QUICK STATS

- 11,618 calls were received, a 45% increase over April 2009
- 1,211 crisis calls were handled, 26 of which required suicide prevention services
- 74% of callers sought 2-1-1 help for the first time
- 37% were unemployed
- 51% had no health insurance
- 1,406 calls were received through Marion County 2-1-1 contracted services bringing the total calls answered by 2-1-1 to 13,024

Calls by County	April 2009	April 2010	% change
Orange	5,369	8,459	+58%
Osceola	696	991	+42%
Seminole	900	1,412	+57%
Other	455	756	+66%
Total	8,011	11,618	+45%

CALL CENTER STATS

Crisis callers stabilized	90%
Customer satisfaction	99.8%
Percentage who would call again	99%

CALL VOLUME

	Annual Comparison by Month				% Increase over past years		
	2007	2008	2009	2010	2007	2008	2009
Jan.	6,241	6,670	8,855	10,765	+72%	+62%	+22%
Feb.	5,247	7,077	7,294	13,009	+148%	+84%	+78%
Mar.	5,612	8,143	8,011	11,300	+101%	+39%	+41%
Apr.	5,735	9,167	7,420	11,618	+103%	+27%	+45%
May	6,072	8,030	7,967				
June	6,505	8,837	10,013				
July	8,130	10,434	10,027				
Aug.	9,187	11,858	10,516				
Sept.	7,777	12,099	10,964				
Oct.	7,997	12,227	11,597				
Nov.	6,884	10,207	14,090				
Dec.	6,152	10,645	12,876				
Total	81,539	115,394	119,630				