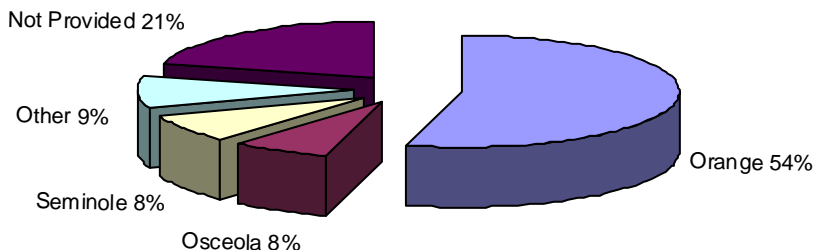


Calls by County

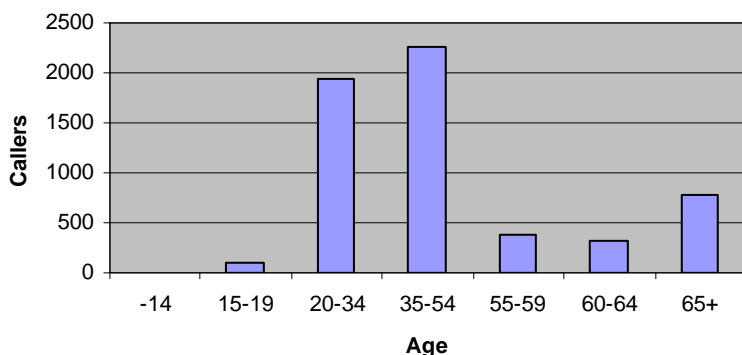


County	Dec. 2009	Dec. 2008	% change
Orange	6982	7576	-8%
Osceola	967	1102	-12%
Seminole	1030	1410	-27%
Other	1204	434	177%
Not Provided	2693	123	209%
Total	12876	10645	21%

QUICK STATS

- 119,630 calls were received in 2009 – a new record high
- Call volume rose 4% over 2008 and 47% over 2007
- 12,876 people sought help in December alone
- 51% were first-time callers
- 68% were unemployed
- 60% had no health insurance

Number of Callers by Age



TOP SERVICE REQUESTS

Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Medicare Information/Counseling	4
Transitional Housing/Shelter	5

COLLECTIVE CALL VOLUME CHANGES

	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	-0.7%
June	6505	8837	38%	10013	13%
July	8130	10434	28%	10027	-4%
Aug	9187	11858	29%	10516	-9%
Sept	7777	12099	51%	10964	-9%
Oct	7997	12227	53%	11597	-5%
Nov	6884	10207	48%	14090	38%
Dec	6152	10645	73%	12876	21%
Total	81539	115394	41%	119630	4%

CALL CENTER STATS

Average Call Waiting Time	130 Sec.
Customer Satisfaction	98%
Percentage who would call again	98%