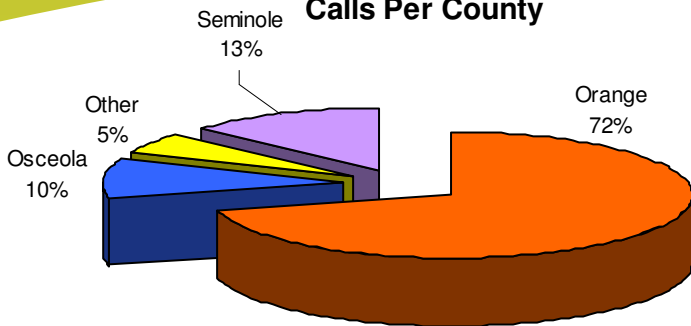


HEART OF FLORIDA UNITED WAY **2-1-1**

FEBRUARY 2009 REPORT

Calls Per County



County	Feb 2009	Feb 2008	% increase
Orange	5220	3878	35%
Osceola	721	649	11%
Other	399	1855	-
Seminole	954	692	38%
Total	7,294	7,077	3%

COLLECTIVE CALL CENTER STATS

February Abandonment Rate	3.2%
February Average Call Waiting Time	65 Sec.
February Customer Satisfaction	94%
Percentage who would call again	86%

CALL CENTER QUICK STATS

Percentage of Callers with Insurance	21%
Percentage of Callers who are Employed	13%
Percentage of Callers with No Income	14%
Percentage of Callers with Children	48%
Percentage of Callers 55 and Older	11%

TOP SERVICES – FEBRUARY 09'

Service Requests	Rank
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
VITA Programs	3
Food Pantries	4
Transitional Housing/Shelter	5
Community Clinics	6
Case/Care Management	7
Dental Care	8
Medicaid Applications	9
Mortgage Payment Assistance	10

COLLECTIVE CALL VOLUME INCREASES

	2007	2008	%	2009	%
Jan	6241	6670	6%	8855	33%
Feb	5247	7077	38%	7294	3%
Mar	5612	8143	45%		-
Apr	5735	9167	60%		-
May	6072	8030	32%		-
June	6505	8837	38%		-
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%		