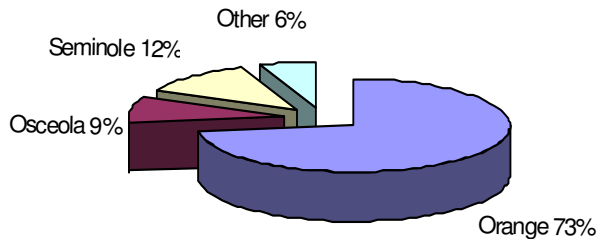


TOP SERVICE REQUESTS

Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
EITC/VITA Site Information	5

Calls by County



JANUARY QUICK STATS

- 10,765 calls were received, a 22% increase over 2009 and 62% over 2008
- 49% of callers sought 2-1-1 help for the first time
- 1,018 crisis calls were handled, 19 of which required suicide prevention services
- 62% of all 2-1-1 callers were unemployed
- 51% had no health insurance
- 68% were between the ages of 20 & 55
- 1,073 calls were received through Marion County 2-1-1 contracted services

Calls by County	Jan. 2010	Jan. 2009	% change
Orange	7,862	6,441	+22%
Osceola	969	806	+20%
Seminole	1,303	1,105	+18%
Other	631	503	+25%
Total	10,765	8,855	+22%

CALL CENTER STATS

Average call waiting time	142 Sec.
Customer satisfaction	98%
Percentage who would call again	98%
Crisis callers stabilized	96%

CALL VOLUME

	Annual Monthly Comparison for Orange, Osceola & Seminole Counties				% 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				
Mar	5,612	8,143	8,011				
Apr	5,735	9,167	7,420				
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				