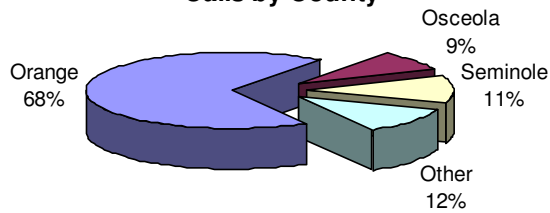


### Calls by County



### TOP SERVICE REQUESTS

Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Community Shelters	4
Community Clinics	5

### QUICK STATS

- 11,809 calls received, a 48% increase over May 2009
- 73% sought 2-1-1 help for the first time
- 46% unemployed
- 52% no health insurance
- 1,122 crisis calls
- 53 suicide prevention calls

Calls by County	May 2009	May 2010	% change
Orange	5,839	8,107	+39%
Osceola	655	1,022	+56%
Seminole	964	1,291	+34%
Other	509	1,389	+173%
<b>Total</b>	<b>7,967</b>	<b>11,809</b>	<b>+48%</b>

### Total Calls

United Way of Marion County	1,009
Heart of Florida United Way	11,809
<b>Total</b>	<b>12,818</b>

### CALL CENTER STATS

Average call waiting time	99 sec.
Customer satisfaction	99%
Percentage who would call again	98%
Crisis callers de-escalated	93%

### 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	11,809	+94%	+47%	+48%
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				
<b>Total</b>	<b>81,539</b>	<b>115,394</b>	<b>119,630</b>				