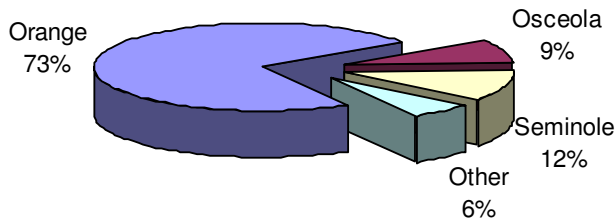


### Calls by County



### TOP SERVICE REQUESTS

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

### QUICK STATS

- 11,300 calls were received, a 41% increase over March 2009
- 1,192 crisis calls were handled, 17 of which required suicide prevention services
- 69% of callers sought 2-1-1 help for the first time
- 35% were unemployed
- 49% had no health insurance
- 1,360 calls were received through Marion County 2-1-1 contracted services bringing the total calls answered by 2-1-1 to 12,660

Calls by County	March 2010	March 2009	% change
Orange	8,352	5,750	+45%
Osceola	963	712	+35%
Seminole	1,306	1,028	+27%
Other	679	521	+30%
<b>Total</b>	<b>11,300</b>	<b>8,011</b>	<b>+41%</b>

### CALL CENTER STATS

Average call waiting time	100 sec.
Customer satisfaction	99%
Percentage who would call again	98%
Crisis callers stabilized	92%

### 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				
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				
<b>Total</b>	<b>81,539</b>	<b>115,394</b>	<b>119,630</b>				