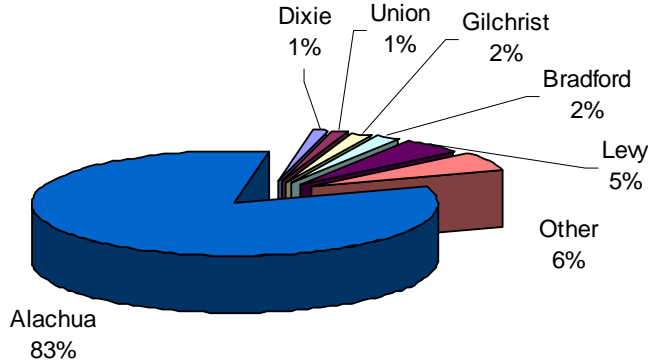


Calls by County



Top Service Requests

Service Requested	# of calls
Electric Bill Payment Assistance	237
Rent Payment Assistance	162
Food Pantries	38
General Furniture Provision	26
Food Stamp Applications	22

County	May 2010
Alachua	1,255
Bradford	32
Dixie	16
Gilchrist	24
Lafayette	0
Levy	68
Union	22
Other	88
Total	1,505

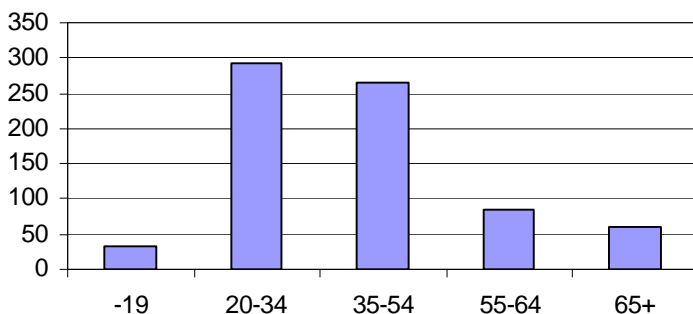
CALL VOLUME

	2010
June	1,505
July	
Aug	
Sept	
Oct	
Nov	
Dec	
Total	1,505

COLLECTIVE CALL CENTER STATS

Average Call Wait Time	39 Sec.
Abandonment Rate	3%
Customer Satisfaction	100%
Percentage who would call again	100%

Number of Callers By Age



QUICK STATS

- 60% of callers sought 2-1-1 help for the first time
- 44% were unemployed
- 17% were disabled
- 4% were retired
- 41% had no health insurance