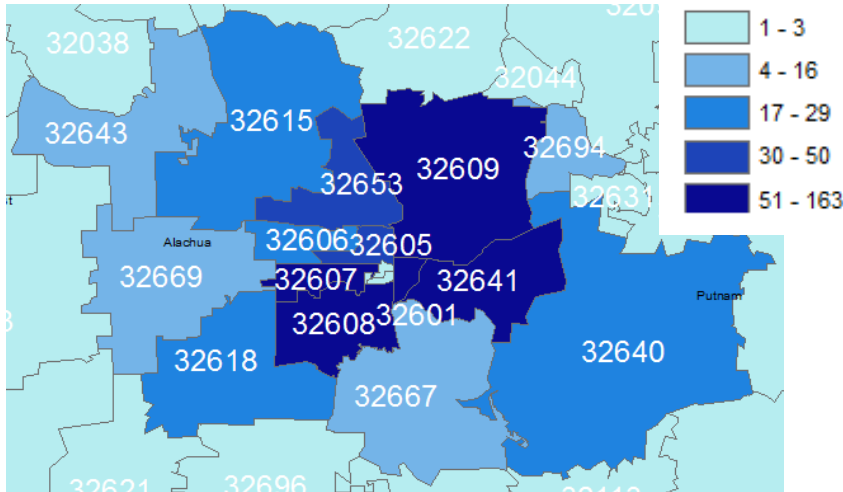


Alachua County Calls By Zip Code



County	Sept. 2010
Alachua	1,409
Bradford	65
Dixie	16
Gilchrist	40
Lafayette	2
Levy	110
Union	29
Other	144
Total	1,815

QUICK STATS

- 68% of callers sought 2-1-1 help for the first time
- 39% were unemployed
- 16% were disabled
- 5% were retired
- 42% had no health insurance

Call Center Satisfaction

Average Call Wait Time	54 Sec.
Abandonment Rate	6%
Customer Satisfaction	100%
Percentage who would call again	99%

Top Service Requests

Service Requested	# of calls
Electric Bill Payment Assistance	284
Rent Payment Assistance	116
Food Pantries	38
Food Stamps	24
Mortgage Payment Assistance	19

Areas of Unmet Need

# of calls	Unmet Need
15	Financial Assistance
4	Academic Assistance
3	Substance Abuse Services
3	Mental Health Services
2	Housing / Shelter
1	Fans / Air Conditioners
1	Home Repairs
1	Auto Repairs
1	Moving Assistance
1	Legal Counseling

CALL VOLUME

	2010
June	1,505
July	1,292
Aug	1,496
Sept	1,815
Oct	
Nov	
Dec	
Total	6,108