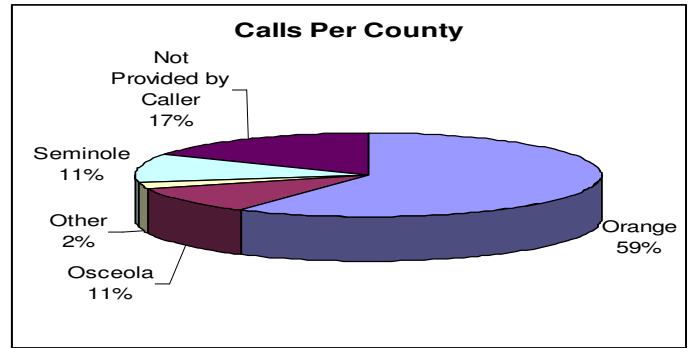




# HFUW 2-1-1 December Update



Total Calls in December by County	Dec 07	Dec 06
Orange	3636	3806
Osceola	647	555
Other	153	142
Seminole	682	649
Not Provided by Caller	1034	744
<b>Total</b>	<b>6152</b>	<b>5896</b>



## December Success Story –

During the Christmas holiday season, a family of five called into the center. Prior to Christmas, the family had presents and food all stored away in their home. After going out to a movie, the family returned to find that their home had been burglarized. All of their presents, food and many valuables in the home had been stolen.

The family contacted 2-1-1 to get assistance only 5 days prior to Christmas. After many calls to various entities across the county, it was discovered that one agency had enough presents and food for the family.

In the end, the family was supplied with food and presents for their children just in time for the holidays!

2-1-1 Database Activity	Outcome
Number of Agencies in Database	743
Number of Formal Updates Completed (December)	131
Number of Formal Updates Completed (Past 6 Months)	1037
Number of General Updates Completed (December)	150
Number of General Updates Completed (Past 6 Months)	1036

Formal Updates are processed when an agency replies to an Annual Update request

General Updates are specific information changes made per the Agency's request.

2-1-1 Customer Satisfaction	Outcome
Number of Surveys Completed	450
Client Satisfaction with 2-1-1	93.6%
Percent who would call 2-1-1 again	93.5%

2-1-1 Call Center Benchmarks (Callers who hang up before getting help)	Outcome
Abandonment Rate: (Goal: < 5%)	3.28%
Average Call Waiting Time: (Goal: < 30 Seconds)	24 Seconds
Customer Satisfaction Surveys: (Goal: >10% completed surveys of all calls taken)	7.3%

Volunteer Contribution	Outcome
Volunteer Hours donated to 2-1-1	552.75
Calls Taken by Volunteers	1689
Number of Volunteers in December	17

Top Services Requested	Rank
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
Community Clinics	5
Medicare Information/Counseling	6
Community Shelters	7
Mortgage Payment Assistance	8
Phone Number Requests	9
Housing Authorities	10