

Top Referral Need Categories



Information Services
1,594 Calls



Utility Assistance
1,151 Calls



Housing/Shelter
728 Calls



Food/Meals
332 Calls



**Clothing/Personal/
Household Needs**
182 Calls



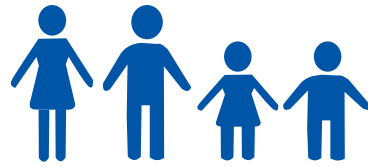
Health Care
167 Calls



**Legal Consumer &
Public Safety Services**
129 Calls



**Mental Health/
Substance Abuse**
118 Calls



**Individual Family &
Community Support**
86 Calls



Transportation
77 Calls

2-1-1 Call Statistics



4,340

2-1-1 received 4,340 calls



0:15

**Average hold
time for was
15 seconds**
(Benchmark is :30)

3.89%

Abandonment Rate
(Benchmark is <5%)



**4 Crisis calls
answered**



**22 advocacy
calls answered**

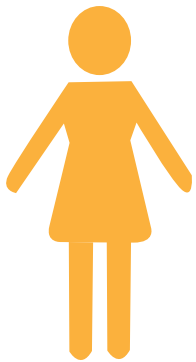
3:23

**Average call
talk time 3
minutes, 23
seconds**
(Benchmark is
3-4 minutes)

MOST COMMON UNMET NEEDS FOR 2nd QUARTER 2015:

Utility Assistance • Housing • Information Services • Transportation • Food

2-1-1 Referral Demographics



80%

80% of all callers were female



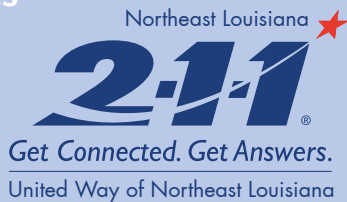
41-59

The average caller age was 41-59

2-1-1 is your convenient connection to information and community resources!

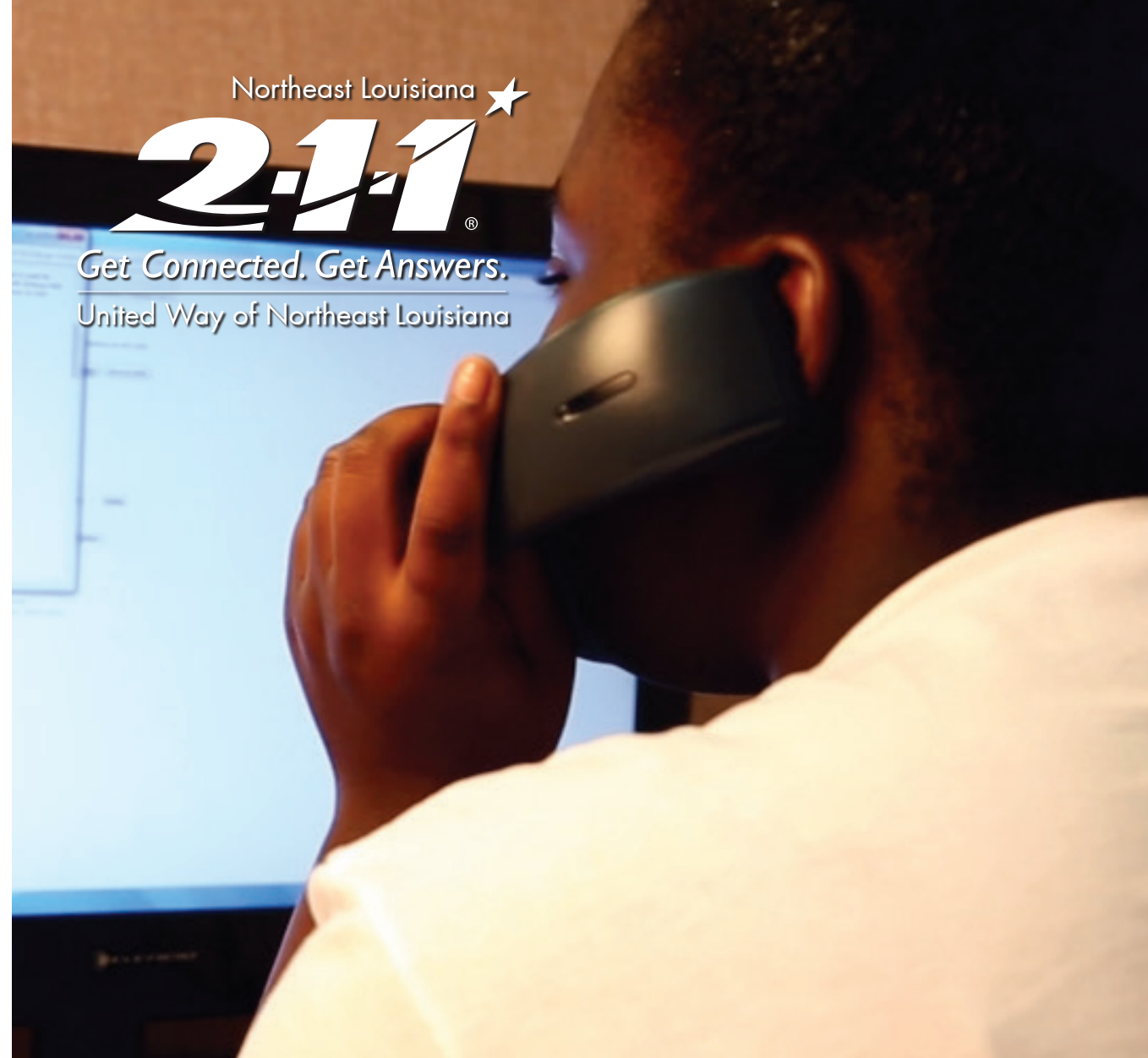
- Basic Needs Services (Food, Clothing, Shelter)
- Child Care Services
- Consumer Help
- Volunteer Opportunities
- Crisis Intervention
- Health Care
- And much more!

Dial 2-1-1 on any landline or mobile phone, a FREE call 24/7



Alternate Toll-Free Number: 1-800-594-8911

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QUARTERLY REPORT

April 1 - June 30, 2015