



Quarterly Report 2018 (January 1 - March 31)

Calls Received	3465
Average Hold (Benchmark is now 60 seconds instead of 30)	56 seconds
Abandonment Rate	6.29%
Crisis Calls	3
Advocacy Calls	7
Information Only Calls	677
Referral Calls	2441
Average Talk Time	4 minutes 25 seconds
Highest Average Caller Age	41-59
Average Gender	Female 76.05%

Top Needs	Total
Utility Assistance	1292
Housing	561
Food/Meals	355
Health Care	168
Clothing/Personal/Household Needs	161
Information Services	125
Income Support/Assistance	115
Individual Family and Community Support	99
Transportation	91
Legal Consumer and Public Safety Services	89

Top Unmet Needs	Total
Utility Assistance	63
Housing Expense Assistance	36
Household Goods	19
In Home Assistance	15
Emergency Shelter	14

Other Regions Served	Total
Number of SWLA Calls	3582
Number of CAUW Calls	7217
Number of NWLA Calls	1578

Database Resources	Total
Resource Records Added	86
Resource Records Updated	559
Resource Records Verified	413

Outreach	Total
Fairs	12

Customer Satisfaction Surverys	Yes	No	Don't Know
Do you feel you have more information then before you contacted 2-1-1?	82%	14%	4%
Did you feel your 2-1-1 specialist was friendly?	99%	0%	1%
Would you recommend 2-1-1 to your friends and family?	100%	0%	0%