

2-1-1 San Bernardino County Statistical Update for March 2008



2-1-1 is an initiative of



Monthly Reports

All of the most recent 2-1-1 monthly reports can be found on www.ieuw.org/communitydata.htm.

2-1-1 Training

90-minute 2-1-1 Training sessions are currently scheduled for March and May.

Contact Nancy at 909-980-2857 x246 or nmaiden@ieuw.org.

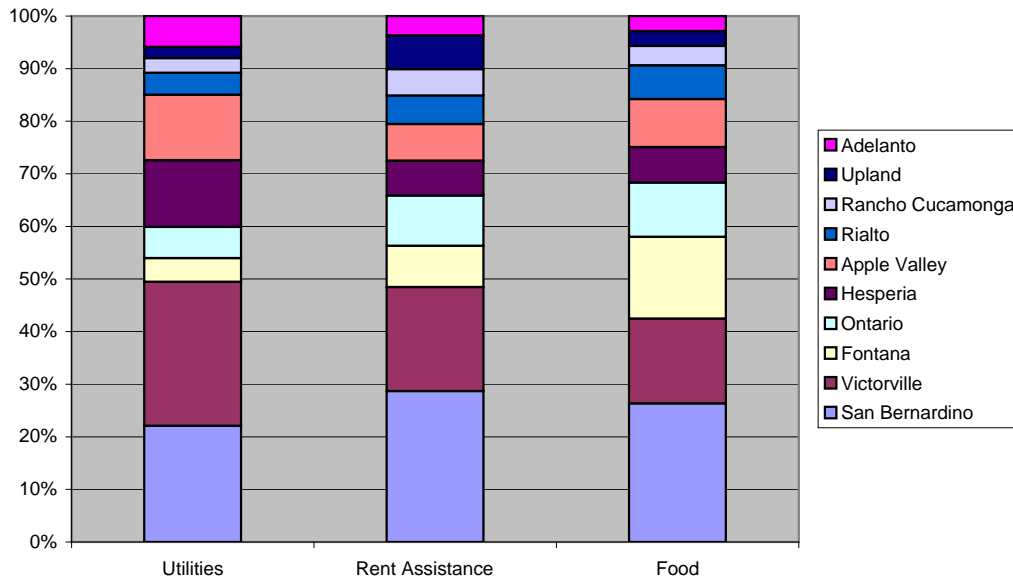
Brief 2-1-1 Call Center and Data Highlights

This month we will look at quarterly data, January - March 2008. The needs expressed from the major cities give insight into specific problems the residents are facing.

First, the most startling fact is that although Utility Payment Assistance was the highest need expressed (30% of needs countywide), it was a much higher portion of the High Desert cities' needs. The actual number of requests in Victorville (616) exceeded those in San Bernardino (597).

Here are the percentages that Utility payment assistance represents for each of the top 10 cities.

Fontana	Upland	R. Cuca.	Ontario	Rialto	San Ber.
14%	16%	17%	19%	23%	24%
	Victorville	Hesperia	Apple Vly	Adelanto	
	44%	47%	47%	51%	



Rent Payment Assistance was only 12% countywide, but represented 20% of requests from Upland, compared with 13% for San Bernardino and Victorville. Upland also had the highest percentages of requests for General Medical Care, 10%.

The highest percentage of requests for food came from Fontana, with 18%, compared with 11% countywide

There were 193 requests for tax preparation assistance in the quarter. Callers were connected to one of the 41 VITA sites listed in the 2-1-1 database. It has been estimated that there is at least \$50,000,000 in EITC money that San Bernardino County residents qualify for but do not file for. More sites are needed.

Thanks to 2-1-1 funding partners:



Bank of America



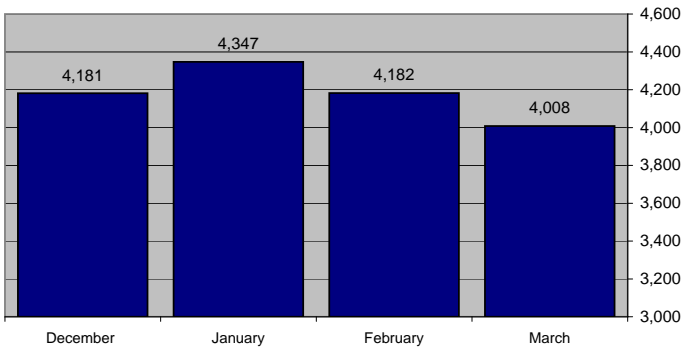
Other support from:



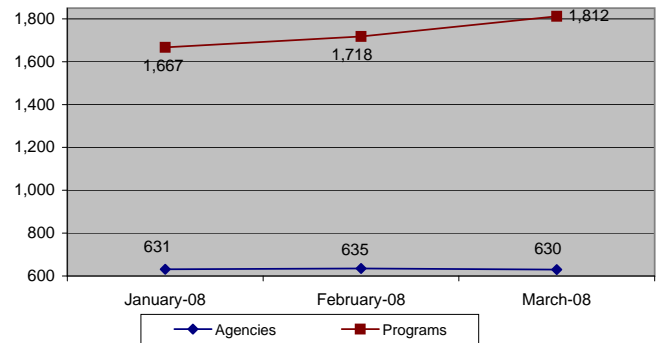
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March 2008 Data Analysis

Total number of documented calls



2-1-1 database totals



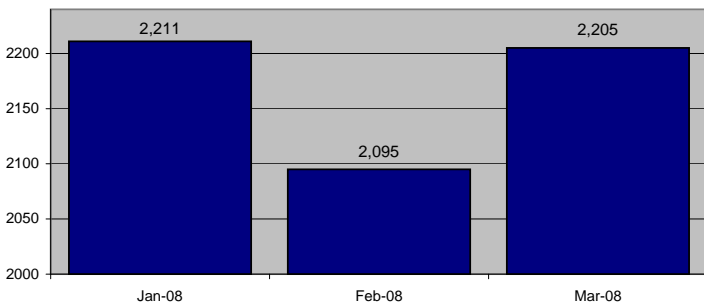
Total number of documented calls**

Month	Total Number of Documented Calls**
March	4,008
February	4,182
January	4,347
December	4,181

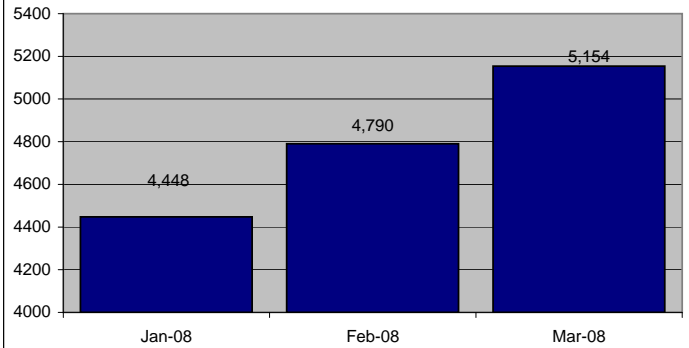
** No longer includes hangups, wrong numbers, internal, etc.

Agencies	Database totals	Programs
630	Mar-08	1,812
635	Feb-08	1,718
631	Jan-08	1,667

Total # of callers with children in the households



Total number of children involved



Call totals per # of children in household:

	Mar-08	Feb-08	Jan-08
0	2196	2160	2361
1	673	601	597
2	723	638	646
3	441	450	523
4	216	252	266
5	94	88	114
6	41	45	38
7	11	15	16
8	2	3	3
9	1	2	3
More than 9	3	1	5
Total	2205	2095	2211

Total Number of Children

Month	Total Number of Children
Mar-08	5154
Feb-08	4790
Jan-08	4448

Percentage of callers w/children

55%

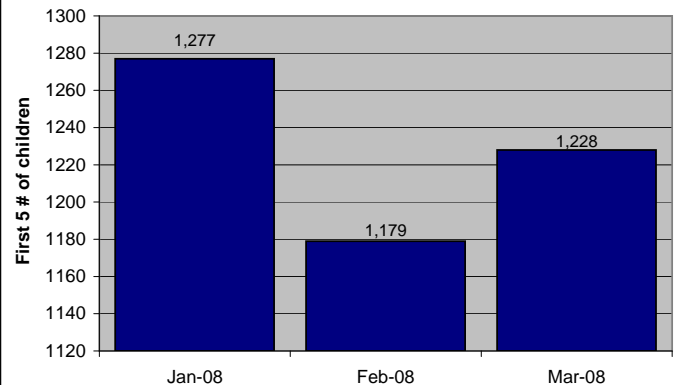
First 5 Calls

Total # First 5 Children represented	1933
Total number of calls this month	4008
Total # of First 5 Calls	1228
Percentage of F5 calls	31%

Call totals per # of children under 6:

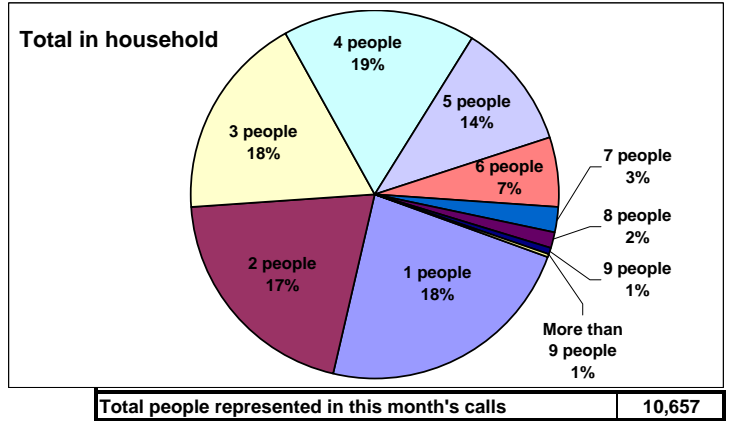
	Mar-08	Feb-08	Jan-08
0	3172	3073	3291
1	702	671	729
2	386	369	368
3	109	107	140
4	23	23	28
5	8	6	10
6	0	3	1
7	0	0	1
8	0	0	0
9	0	0	0
More than 9	0	0	0
Total F5 Calls	1228	1179	1277

Total number of children under 6

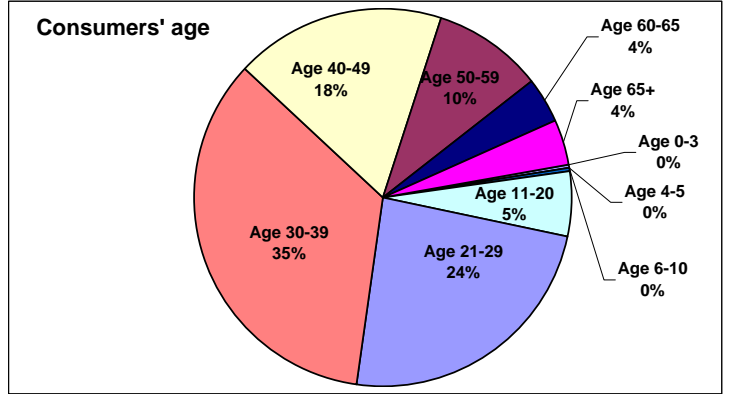


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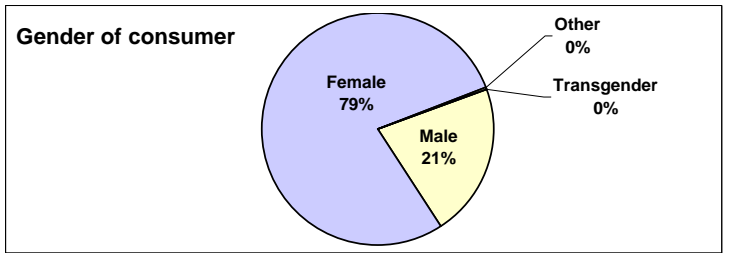
Total # in household:			
	Mar-08	Feb-08	Jan-08
Unknown	837	1166	1178
1	786	725	483
2	691	590	438
3	618	648	460
4	578	577	496
5	383	433	362
6	203	217	192
7	76	127	82
8	53	49	49
9	15	14	23
9+	11	23	29
Total	3414	3403	2614



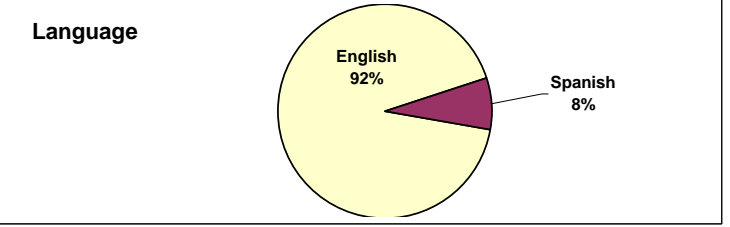
Consumer's age:			
	Mar-08	Feb-08	Jan-08
Age 0-3	6	2	0
Age 4-5	6	5	0
Age 6-10	12	18	4
Age 11-20	196	160	157
Age 21-29	875	708	0
Age 30-39	1260	1111	1258
Age 40-49	653	660	627
Age 50-59	347	379	335
Age 60-65	139	125	110
Age 65+	141	123	97
Total	3635	3291	2588



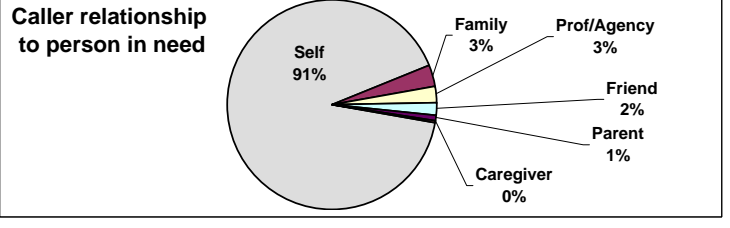
Gender			
	Mar-08	Feb-08	Jan-08
Male	922	929	925
Female	3400	3246	3523
Other	8	2	2
Transgender	1	0	1
Unknown	28	29	74
Total	4331	4177	4451



Language			
	Mar-08	Feb-08	Jan-08
English	4061	3921	4249
Spanish	340	333	322
Mandarin	0	0	1

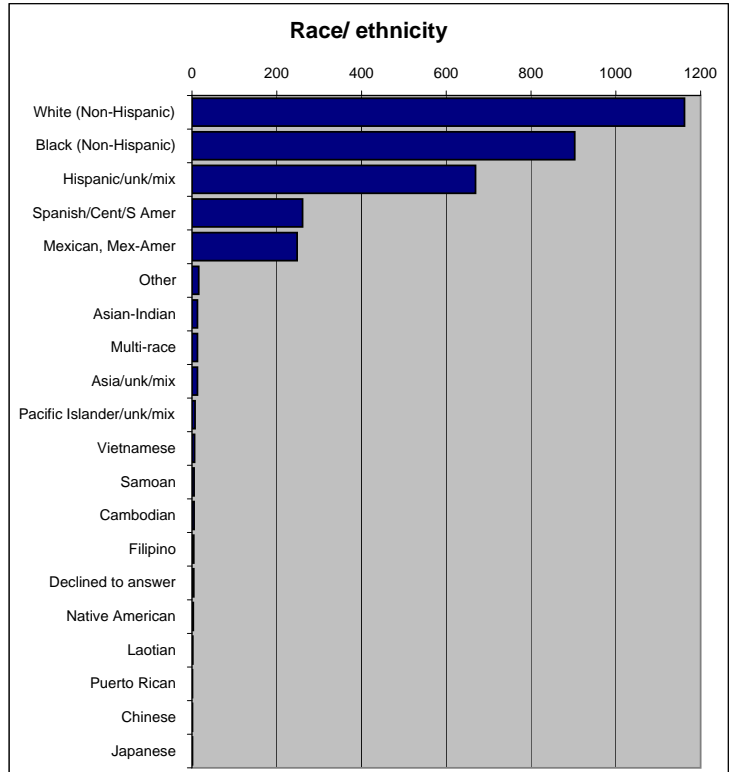


Caller relationship to person in need:			
	Mar-08	Feb-08	Jan-08
Self	4013	3952	4229
Family	139	96	112
Prof/Agency	115	103	124
Friend	89	63	71
Parent	38	30	31
Caregiver	7	11	5

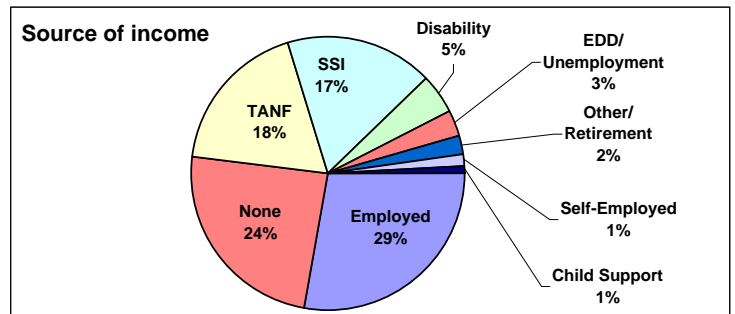


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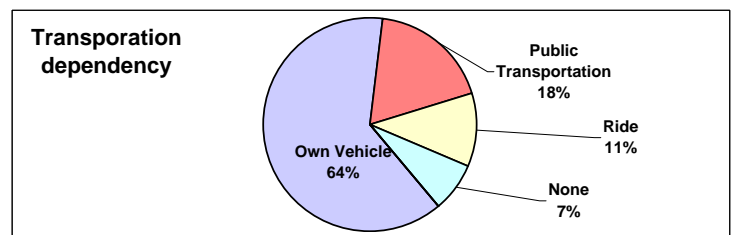
Race/ ethnicity			
	Mar-08	Feb-08	Jan-08
White (Non-Hispanic)	1162	967	966
Black (Non-Hispanic)	903	877	972
Hispanic/unk/mix	669	723	735
Spanish/Cent/S Amer	261	239	236
Mexican, Mex-Amer	248	295	307
Other	16	15	16
Asian-Indian	13	14	21
Multi-race	13	11	14
Asia/unk/mix	13	5	9
Pacific Islander/unk/mix	7	4	7
Vietnamese	6	6	6
Samoan	5	3	12
Cambodian	5	2	7
Filipino	4	7	2
Declined to answer	4	5	5
Native American	3	2	1
Laotian	2	2	2
Puerto Rican	1	4	1
Chinese	1	3	1
Japanese	1	1	0
Hawaiian	0	1	1
Cuban	0	0	1
Korean	0	0	0
Guamanian	0	0	0
Unknown	671	996	1025
Total Known	3337	3186	3322



Source of income:			
	Mar-08	Feb-08	Jan-08
Employed	983	920	937
None	853	883	816
TANF	646	607	725
SSI	617	549	502
Disability	166	210	205
Other/Retirement	104	71	63
EDD/Unemployment	83	86	89
Self-Employed	43	33	36
Child Support	32	28	22

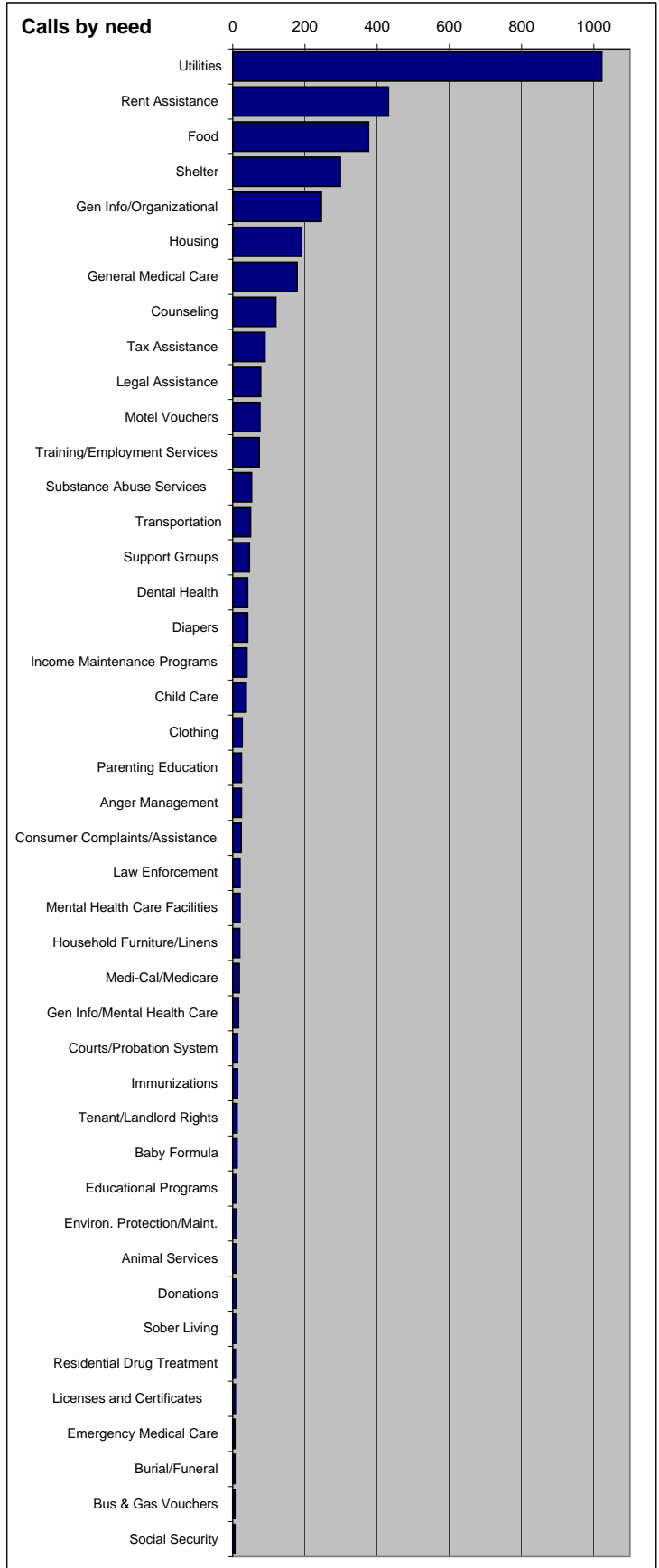


Transportation dependency:			
	Mar-08	Feb-08	Jan-08
Own Vehicle	2208	2065	2048
Public Transportation	644	607	682
Ride	390	374	355
None	256	274	308
Transportation Voucher	2	4	2
Taxi	1	0	0



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Calls by need:			
	Mar-08	Feb-08	Jan-08
Utilities	1022	1001	1004
Rent Assistance	431	403	473
Food	376	353	438
Shelter	298	295	329
Gen Info/Organizational	245	238	268
Housing	190	178	203
General Medical Care	178	158	148
Counseling	119	109	130
Tax Assistance	89	79	28
Legal Assistance	77	66	69
Motel Vouchers	75	66	73
Training/Employment Services	73	72	67
Substance Abuse Services	52	58	28
Transportation	49	52	61
Support Groups	46	39	44
Dental Health	41	48	43
Diapers	41	28	44
Income Maintenance Programs	39	26	20
Child Care	37	41	32
Clothing	26	30	35
Parenting Education	24	24	36
Anger Management	24	22	7
Consumer Complaints/Assistance	23	12	10
Law Enforcement	20	12	8
Mental Health Care Facilities	20	8	14
Household Furniture/Linens	19	30	24
Medi-Cal/Medicare	18	34	18
Gen Info/Mental Health Care	16	16	21
Courts/Probation System	13	18	20
Immunizations	13	15	11
Tenant/Landlord Rights	12	32	26
Baby Formula	12	6	20
Educational Programs	10	23	18
Environ. Protection/Maint.	10	17	15
Animal Services	10	12	1
Donations	9	10	13
Sober Living	8	17	16
Residential Drug Treatment	7	8	23
Licenses and Certificates	7	3	5
Emergency Medical Care	6	8	9
Burial/Funeral	6	6	13
Bus & Gas Vouchers	6	5	16
Social Security	6	4	7
Volunteer Opportunities	5	5	7
Unemployment/State Disability	5	5	6
Mentoring Programs	5	5	5
Credit Counseling	5	1	2
Child Abuse	5	1	2
Tutoring	4	9	1
School Readiness	4	6	6
Parks & Recreation Services	4	3	4
Immigration/Citizenship	4	1	6
Adoption/Foster Care	3	4	2
Paternity/Drug Testing	3	2	8
After School Programs	3	1	2
Temporary Financial Aid	2	22	16
Library Services	2	2	2
Elder Abuse	1	4	3
Child Passenger Safety/Seats	1	2	4
Labor Board/Fair Employment	1	2	1
Business License	1	0	0
Domestic Violence	0	3	10
Restraining Orders	0	2	0
Developmental Assessment	0	1	1
Veterans Benefits	0	1	0
Homeless Student Transportation	0	0	1

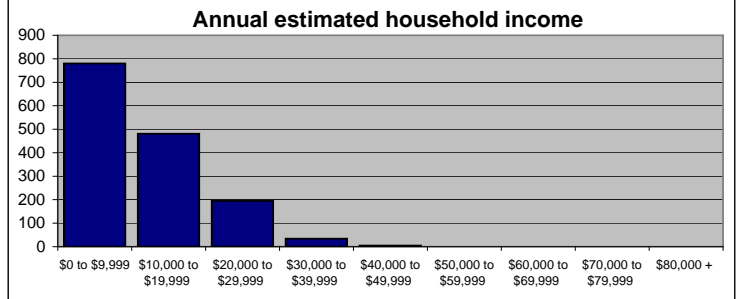


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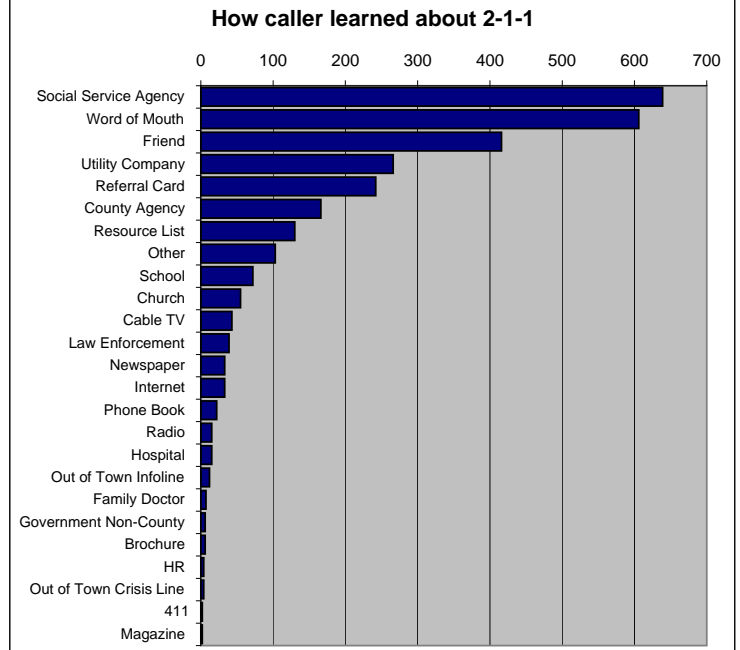
Annual estimated household income

	Mar-08	Feb-08	Jan-08
Declined to state	2906	2571	3030
\$0 to \$9,999	780	985	786
\$10,000 to \$19,999	481	491	515
\$20,000 to \$29,999	195	167	192
\$30,000 to \$39,999	34	31	42
\$40,000 to \$49,999	5	9	5
\$50,000 to \$59,999	0	1	1
\$60,000 to \$69,999	0	0	1
\$70,000 to \$79,999	0	0	0
\$80,000 +	0	0	0



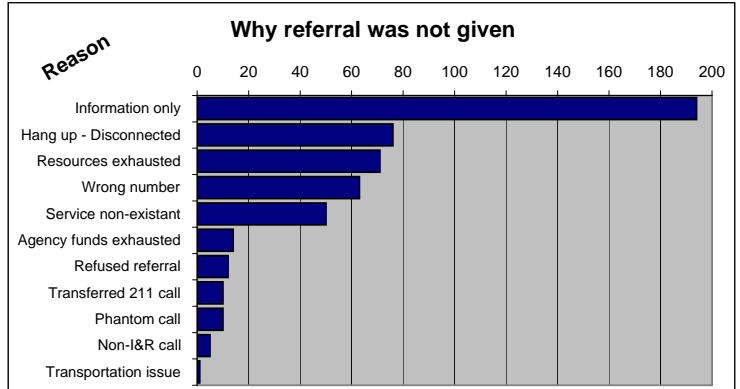
How caller learned about 2-1-1

	Mar-08	Feb-08	Jan-08
Social Service Agency	639	565	612
Word of Mouth	606	558	493
Friend	416	428	450
Utility Company	266	202	197
Referral Card	242	232	239
County Agency	166	198	299
Resource List	130	135	119
Other	103	135	105
School	72	95	110
Church	55	58	75
Cable TV	43	31	28
Law Enforcement	39	39	49
Newspaper	33	55	17
Internet	33	23	20
Phone Book	22	15	20
Radio	15	13	7
Hospital	15	12	15
Out of Town Infoline	12	20	20
Family Doctor	7	8	9
Government Non-County	6	5	13
Brochure	6	4	19
HR	4	5	6
Out of Town Crisis Line	4	1	3
411	2	7	19
Magazine	2	0	2



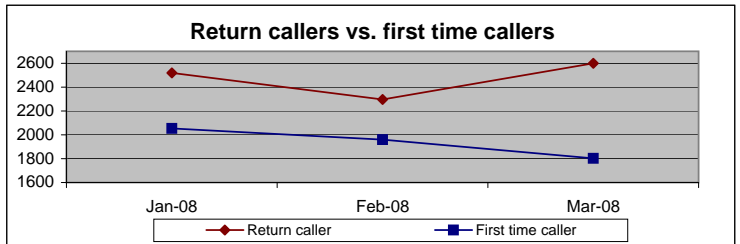
Why referral not given

Reason	Mar-08	Feb-08	Jan-08
Information only	194	191	204
Hang up - Disconnected	76	69	85
Resources exhausted	71	66	91
Wrong number	63	49	54
Service non-existent	50	46	74
Agency funds exhausted	14	12	1
Refused referral	12	15	16
Transferred 211 call	10	13	16
Phantom call	10	11	23
Non-I&R call	5	3	5
Transportation issue	1	2	2
Fire Fund	0	0	2
Returned call	0	0	2



Return callers vs. first time callers

	Mar-08	Feb-08	Jan-08
Return caller	2599	2296	2519
First time caller	1802	1959	2053



Callers affected by October 07 fires

	Mar-08	Feb-08	Jan-08
Was not affected	4398	4249	2611

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Referral Totals			
Agency Name	Mar-08	Feb-08	Jan-08
Catholic Charities of San Bernardino/Riverside	1316	1264	1341
Community Action Partnership of San Bernardino County	929	841	907
Salvation Army-Victor Valley	548	572	550
St. John of God Health Care Services	368	369	393
Inland Valley Council of Churches	264	242	329
Aletheian Christian Foundation	246	187	263
Westside Community Service Center	198	183	185
Mary's Mercy Center, Inc.	146	102	119
Mercy House	136	124	118
Salvation Army - San Bernardino	127	127	145
Salvation Army - Ontario	123	192	223
Frazer Community Center	123	140	135
San Bernardino County Transitional Assistance Department	112	121	137
2-1-1 Los Angeles County	101	108	92
Our Lady of the Desert	100	80	66
Our Lady of Hope	95	79	88
National Community Renaissance	90	89	93
San Bernardino County Housing Authority	82	76	91
Loveland Jubilee Pantry	79	81	89
Employment Development Department	78	86	83
San Bernardino County Department of Behavioral Health	75	57	69
San Bernardino County Department of Public Health	74	70	68
Family Service Association of Redlands	72	82	73
Volunteer Income Tax Assistance (VITA)	71	72	28
Central City Lutheran Mission	70	83	85
Carpenters House	70	72	94
Desert Manna Ministries	68	90	112
Inland Temporary Homes	65	66	79
Legal Aid Society of San Bernardino	65	57	60
Foothill Family Shelter	62	49	75
Social Action Community Health System (SACHS)	58	52	43
San Bernardino County Department of Aging and Adult Services	56	48	50
Victor Valley Rescue Mission	55	19	9
2-1-1 Riverside County	54	60	58
Family Service Agency of San Bernardino	54	47	61
Community Hospital of San Bernardino	50	36	63
Community Health Systems, Inc.	50	36	37
Desert Sanctuary, Inc.	49	38	54
Mountain View Community Church	48	54	62
High Desert Homeless Services, Inc	44	35	38
Moses House Ministries	42	45	55
Para Los Niños	42	33	41
Arrowhead Regional Medical Center	39	34	35
Inland Fair Housing and Mediation Board	38	50	51
G.A.P. Food Bank	36	44	46
Vista Guidance Centers	35	35	35
Circle of Hope	34	39	60
Inland Agency	31	21	24
Telecare High Desert Crisis Walk-In Center	28	23	18
City of Montclair	27	25	31
Bilingual Family Counseling Service, Inc.	27	24	42
Salvation Army - Redlands	26	39	40
Time For Change Foundation	26	30	15
Option House, Inc.	26	17	20
San Bernardino County Superintendent of Schools	24	30	25
Cedar House Rehabilitation Center	24	20	16

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House of Ruth, Inc.	23	11	18
High Desert Child Adolescent and Family Services Center	22	1	2
Pacific Lifeline	21	14	19
Rx Help For Californians	20	11	8
Inland Valley Recovery Services	18	17	14
Superior Court of California, County of San Bernardino	18	11	16
Crosslight/El Faro Family Ministries	17	22	22
His Hands Ministry	16	25	44
East Valley Community Health Center, Inc.	16	10	17
Call for Life Pregnancy Help Center	16	10	12
Partnership for Prescription Assistance	16	10	6
San Bernardino Department of Childrens Services	16	9	14
Salvation Army Service Extension	15	13	12
Operation Provider	15	7	12
Northtown Housing Development Corp.	14	30	23
Rose of Sharon Life Center	14	12	14
San Bernardino County Sheriff's Department	14	8	4
California State University San Bernardino	13	19	27
Gift Ministries	12	19	16
Olive Branch Counseling Center	12	16	9
Chino Neighborhood House	12	9	17
The Community Counseling Center	11	15	12
Oldtimers Foundation	11	14	14
Loma Linda Marriage & Family Therapy Clinic	11	11	15
The Agape House	11	11	9
AARP - State California Office	11	10	1
Neighborhood Housing Services of the Inland Empire, Inc.	10	10	9
Victor Valley Community Dental Service	9	15	12
Libreria del Pueblo, Inc.	9	12	22
First Chance/Y-CHOW, Inc.	9	12	17
Christian Counseling Service of the East Valley	9	7	12
2-1-1 Orange County	9	5	3
St. John's Community Success Center	9	4	11
Catholic Charities - Brother Miguel Center	8	92	131
Social Security Administration	8	12	15
San Bernardino County Department of Child Support Services	8	8	11
Jericho Outreach, Inc.	8	7	5
San Bernardino County Auditor-Controller/Recorder	8	7	3
City Of Montclair	8	0	0
Department of Rehabilitation Inland Empire District	7	14	15
Goodwill Southern California	7	10	13
Higher Ground Christian Intervention Program	7	7	3
Lutheran Social Services of Southern California	7	5	3
Victor Valley Domestic Violence	7	3	6
Job Corps	7	3	3
Clear View Treatment Center	7	2	3
Prison to Peace Outreach	7	1	5
American Red Cross - High Desert Chapter	7	0	0
REACH-St. Catherine of Siena	6	13	11
Provisional Accelerated Learning (PAL) Center	6	10	11
Southern California Edison	6	9	10
Omnitrans	6	8	12
High Desert Domestic Violence Program, Inc.	6	6	6
Alcoholics Anonymous	6	6	5
Young Visionaries Youth Leadership Academy	6	5	9
National Suicide Prevention Lifeline	6	3	5
Loving Hearts International	5	57	87
Tri-County Dental Society	5	16	10
Inland Empire Health Plan	5	12	8

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Planned Parenthood of Orange and San Bernardino Counties	5	11	15
La Salle Medical Associates	5	11	9
Inland Empire United Way	5	9	13
Kids Turf Day Care Center	5	9	12
City of Colton	5	9	4
City of San Bernardino Employment and Training Agency	5	8	0
Associated Clinical Therapists, Inc.	5	6	8
2-1-1 San Diego County	5	5	5
Rolling Start, Inc.	5	5	4
Yucaipa Christian Church	5	4	5
Southwest Gas Company	5	4	4
Inland Regional Center	5	4	3
Rebuilding Mountain Hearts & Lives	5	4	2
West End Family Counseling	5	3	8
First 5 Commission of San Bernardino County	5	3	7
San Antonio Community Hospital	5	3	2
San Bernardino County Public Authority	5	3	1
Town of Apple Valley Fire Protection District	5	3	0
Luvlee's Residential Care Transitional Housing	5	2	11
Inland Caregivers Resource Center	5	2	5
Yucaipa Valley Welfare, Inc	5	1	4
Denti-Cal Referral Line	5	1	3
Meals on Wheels - Ontario, Inc.	5	1	3
San Bernardino County Preschool Services Department	4	7	6
California Department of Motor Vehicles	4	7	2
Casa de San Bernardino	4	4	1
Kids Come First Community Clinic	4	3	5
Benevolent Animal Rescue Committee	4	3	1
Bienestar Human Services	4	2	5
Caring for the Hills	4	2	2
Travelers Aid of the Inland Empire	4	2	2
Gospel Shelter for Women	4	2	1
Boys Town National Hotline	4	1	3
We Tip	4	1	2
Josephine Knopf Senior Center	4	1	1
Loma Linda University Psychology Department	4	1	0
San Bernardino Sexual Assault Services, Inc	4	0	2
Helping Mountain Hearts and Homes	4	0	0
Narcotics Anonymous	3	8	4
San Bernardino County Animal Care & Control	3	7	1
The Unforgettables Foundation	3	6	3
San Bernardino County District Attorney	3	5	6
Healthy Families	3	5	5
California Coalition for Youth	3	4	9
Victor Valley Transit Authority	3	3	6
Volunteers of America	3	3	4
Victims of Crime Resource Center	3	3	3
Adventist Community Team Services	3	3	2
People's Choice, Inc.	3	3	2
Faiths Hope Foundation	3	3	1
Villa de Ninos	3	3	1
San Bernardino County Workforce Development Department	3	2	3
Big Brothers Big Sisters of Greater Los Angeles and the Inland Empire	3	2	2
City of Ontario Fire Department	3	2	1
National Domestic Violence Hotline	3	1	5
Team of Advocates for Special Kids	3	1	1
California Franchise Tax Board	3	1	0
Valley Fellowship- Seventh Day Adventist Church	3	1	0
City of San Bernardino	3	0	2

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Apple Valley Unified School District	3	0	1
Mexican Consulate General	3	0	1
Visiting Nurse Association of the Inland Counties	3	0	1
California Department of Health Services	3	0	0
Cooling Centers	3	0	0
Equal Employment Opportunity Commission	3	0	0
Reach Out Morongo Basin	2	10	6
Inland Valleys Justice Center	2	7	13
St. Mary Medical Center	2	5	4
Kaiser Permanente Medical Center	2	5	3
Inland AIDS Project	2	4	4
Salvation Army - Pomona	2	4	3
San Bernardino County Library	2	4	2
Chino Hills Counseling	2	4	0
San Bernardino City Unified School District	2	3	6
Running Springs Assembly of God	2	3	2
American Red Cross - Claremont Chapter	2	3	1
San Bernardino County Department of Community Development and Housing	2	3	1
YMCA - West End	2	3	1
EyeCare America	2	3	0
Federal Emergency Management Agency FEMA	2	2	3
Morongo Basin Unity Home, Inc.	2	2	2
San Bernardino County Department of Probation	2	2	2
Friends Outside	2	2	1
Casa Colina Centers for Rehabilitation	2	2	0
City of Upland	2	2	0
Inland Hospice Association	2	2	0
Project Cuidar-SB	2	1	6
Lucerne Valley Clinic and Barstow Counseling Center	2	1	5
Project Sister Sexual Assault Crisis and Prevention Services	2	1	2
Redlands Police Department Recreation Bureau	2	1	2
National Health Information Center	2	1	1
City of Hope Medical Center	2	1	0
Modest Needs	2	1	0
Rim Family Services, Inc.	2	1	0
Upland Animal Shelter	2	1	0
Alannah Foster Family Agency and Homes	2	0	2
Annual Credit Report Request Service	2	0	2
California Department of Fair Employment and Housing	2	0	2
City of Fontana	2	0	1
Bethany Christian Services	2	0	0
City of Ontario	2	0	0
Colton Public Library	2	0	0
Federal Bureau of Investigation	2	0	0
San Bernardino Public Library	2	0	0
The David & Margaret Home	2	0	0
Church of the Valley	1	13	74
Southern California Gas Company	1	7	5
Housing and Urban Development Department	1	6	8
DOVES of Big Bear Valley, Inc.	1	6	2
Meals On Wheels- Redlands, Inc	1	4	4
City of Chino	1	4	3
Victor Valley Community Services Council	1	4	3
Assistance League of San Bernardino	1	4	1
Internal Revenue Service	1	4	0
First Steps Child Development Center, Inc.	1	3	1
Merrill Community Services, Inc.	1	3	1
Depression and Bipolar Support Alliance	1	3	0

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Federal Citizen Information Center	1	3	0
Teen Line	1	2	3
Desert Valley Hospital	1	2	2
Hands On Inland Empire	1	2	2
Shepherds Closet	1	2	2
Reach Out West End	1	2	1
Senior Center	1	2	1
Barstow Humane Society	1	2	0
Family Advocate Services	1	2	0
Joslyn Senior Center	1	2	0
OPARC	1	2	0
Pacific Clinics	1	2	0
Redlands Day Nursery	1	2	0
State Bar of California	1	2	0
El Sol Neighborhood Educational Center	1	1	3
Family Solutions	1	1	3
California Department of Labor	1	1	2
City of Hesperia	1	1	2
City of Victorville	1	1	2
Colton-Redlands-Yucaipa ROP	1	1	2
Building a Generation	1	1	1
Drug Alternative Program	1	1	1
Housing and Community Development, State of California	1	1	1
Lucerne Valley Domestic Violence Outreach	1	1	1
NCNW Bethune Center	1	1	1
2-1-1 San Francisco County	1	1	0
American Association of Poison Control Centers	1	1	0
Boys & Girls Club of San Bernardino/Rialto	1	1	0
Disabled American Veterans	1	1	0
Hi-Desert Medical Center	1	1	0
Hotline of San Luis Obispo	1	1	0
James L. Brulte Senior Center	1	1	0
Nightlight Christian Adoptions	1	1	0
Parents, Families & Friends of Lesbians & Gays	1	1	0
SCHEU Family YMCA of Upland	1	1	0
Tri-City Mental Health Center	1	1	0
Victoville Senior Citizens Club, Inc.	1	1	0
Vocational Improvement Program, Inc.	1	1	0
American Red Cross - Empire West Valley Division	1	0	4
Chino Valley TYKES	1	0	4
California Department of Consumer Affairs	1	0	3
Colton Joint Unified School District	1	0	2
Redlands Unified School District	1	0	2
Valley Star Children and Family Services	1	0	2
Alliance Human Services Foster Family	1	0	1
City of Grand Terrace	1	0	1
Families and Friends of Murder Victims	1	0	1
International Hearing Society	1	0	1
National Organization for Rare Disorders	1	0	1
2-1-1 Alameda County	1	0	0

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Calls Handled Statistics

Report: Queue Group Performance by Day of Week

Site: Inland Empire United Way 2-1-1

Device: 005 - All SB QG's

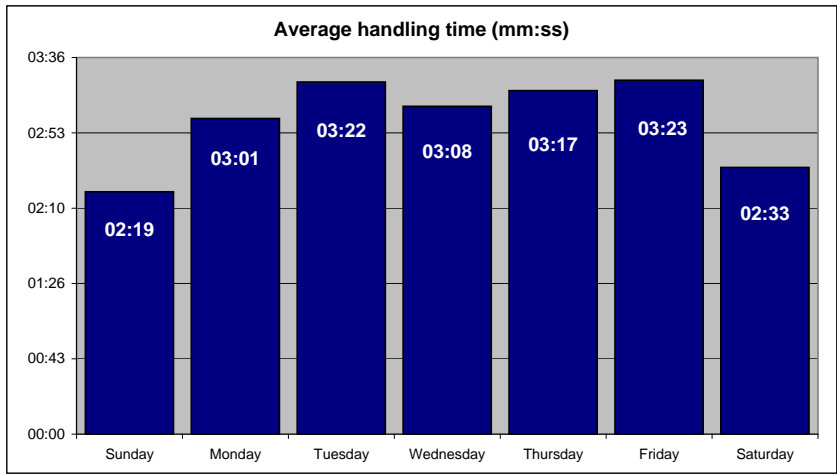
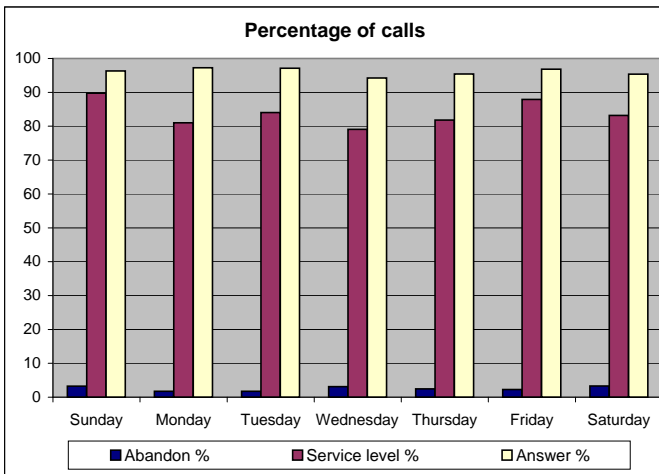
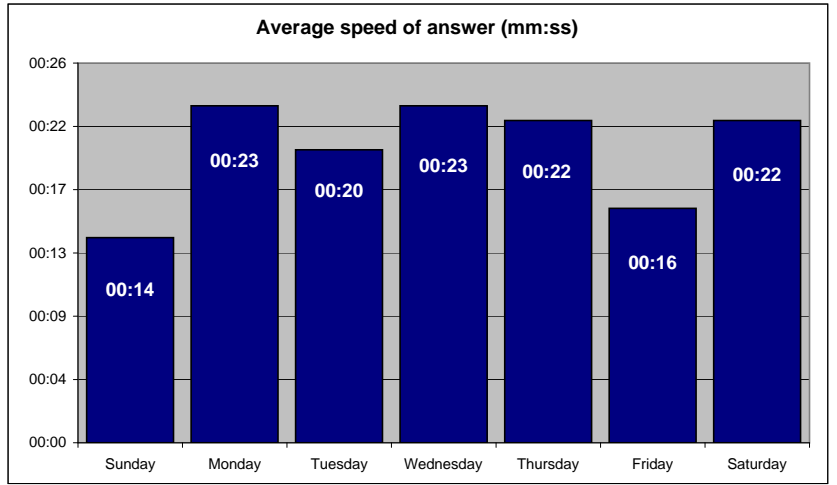
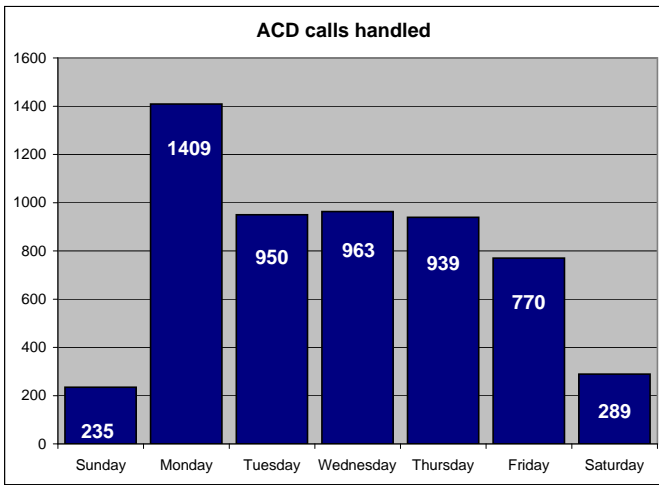
Date range: 3/1/2008 - 3/31/2008 12:00 AM - 12:00 AM

Created on: 4/4/2008

Created by: gmadden

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Sunday	244	235	16	8	1	5	1	235	0	0	0	0:00:14	0:02:02	0:01:01	9:05:27	0:02:19	3.3	89.8	96.3
Monday	1449	1409	47	25	15	42	3	1409	0	0	0	0:00:23	0:01:46	0:01:26	71:04:50	0:03:01	1.7	81.0	97.2
Tuesday	978	950	28	17	11	23	1	950	0	0	0	0:00:20	0:01:48	0:01:20	53:22:08	0:03:22	1.7	84.0	97.1
Wednesday	1022	963	24	32	27	25	0	963	0	0	0	0:00:23	0:01:22	0:01:15	50:22:35	0:03:08	3.1	79.1	94.2
Thursday	984	939	24	24	21	24	2	939	0	0	0	0:00:22	0:02:01	0:01:09	51:24:46	0:03:17	2.4	81.8	95.4
Friday	795	770	14	18	7	23	0	770	0	0	0	0:00:16	0:01:45	0:01:09	43:31:37	0:03:23	2.3	87.9	96.9
Saturday	303	289	15	10	4	4	3	289	0	0	0	0:00:22	0:01:54	0:01:00	12:19:25	0:02:33	3.3	83.2	95.4

Total	5775	5555	168	134	86	146	10	5555	0	0	0	0:00:21	0:01:45	0:01:15	291:10:48	0:03:09	2.3	82.8	96.2
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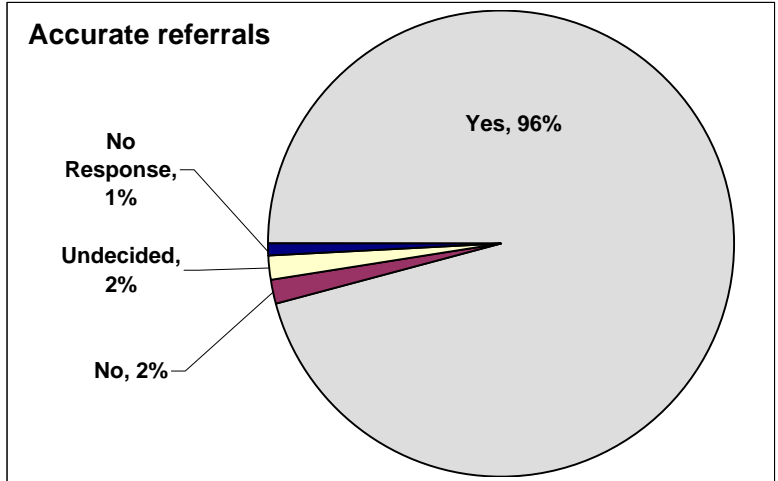


Callback Survey Responses

January - March 2008

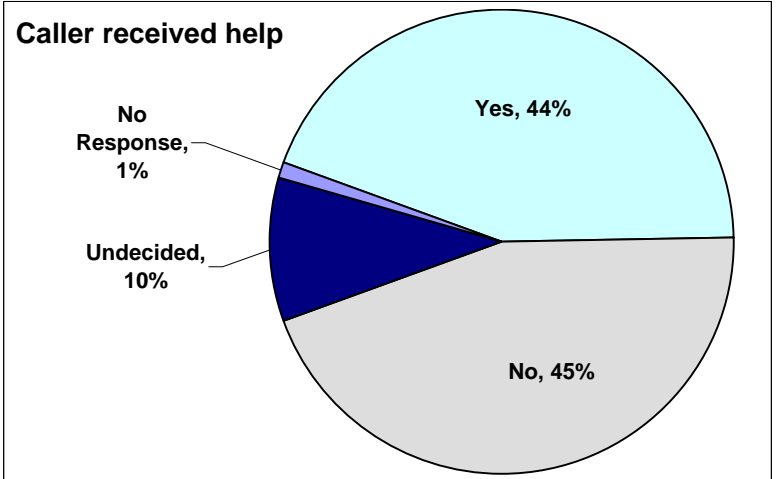
Total of 312 Respondents

Were the referral(s) accurate?	
Yes	96%
No	2%
Undecided	2%
No Response	1%



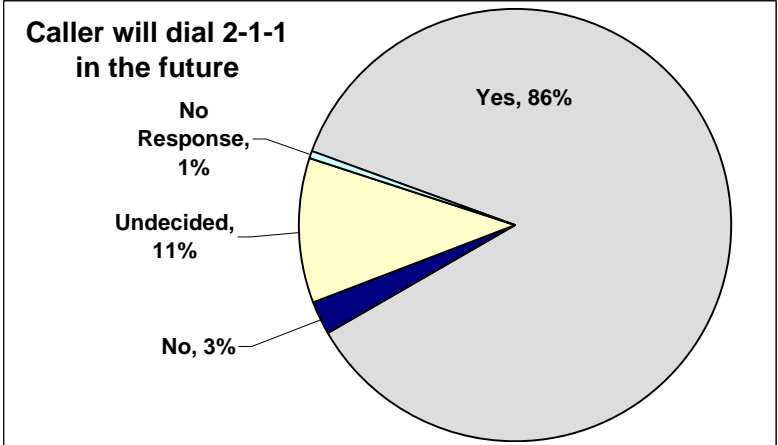
Did you contact the referral agency (ies)?	
Yes	94%
No	5%
Undecided	1%
No Response	0%

If yes, did you get the help you needed?	
Yes	44%
No	45%
Undecided	10%
No Response	1%



Was the information useful?	
Yes	83%
No	5%
Undecided	11%
No Response	1%

Will you call 2-1-1 in the future?	
Yes	86%
No	3%
Undecided	11%
No Response	1%



Are you a registered voter?	
Yes	58%
No	36%
Undecided	2%
No Response	4%