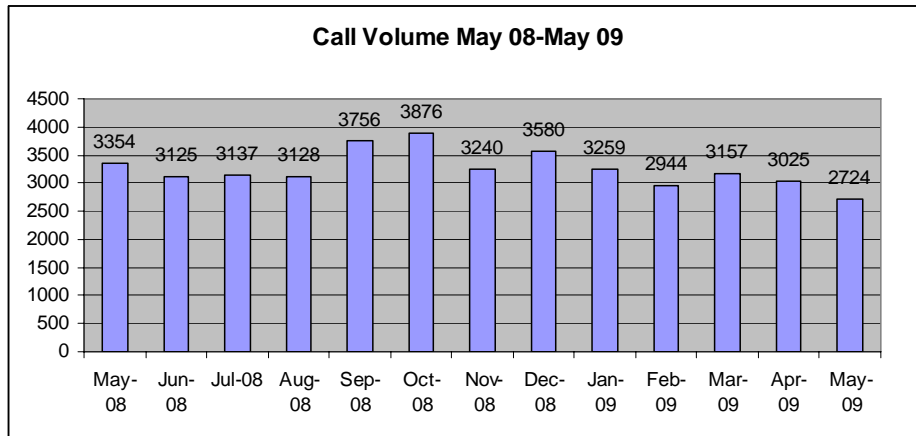
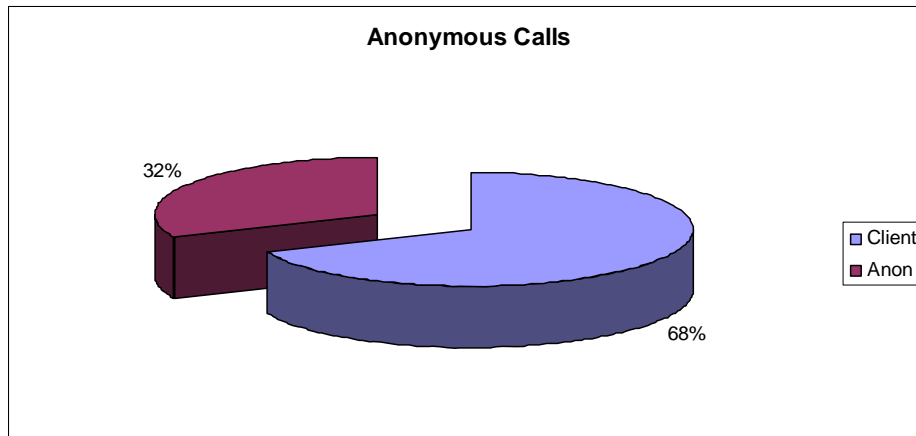




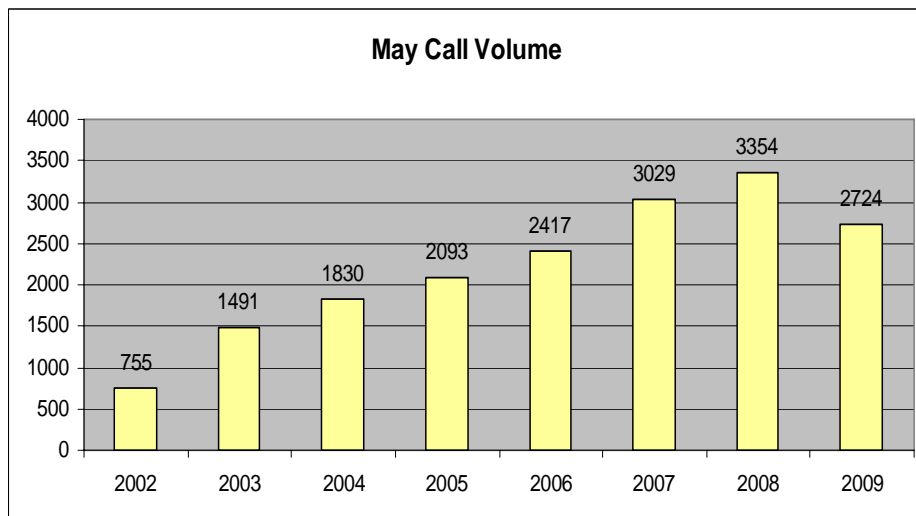
Call Volume



This figure shows call volume over the course of the year. Call specialists took 2,724 calls in May.



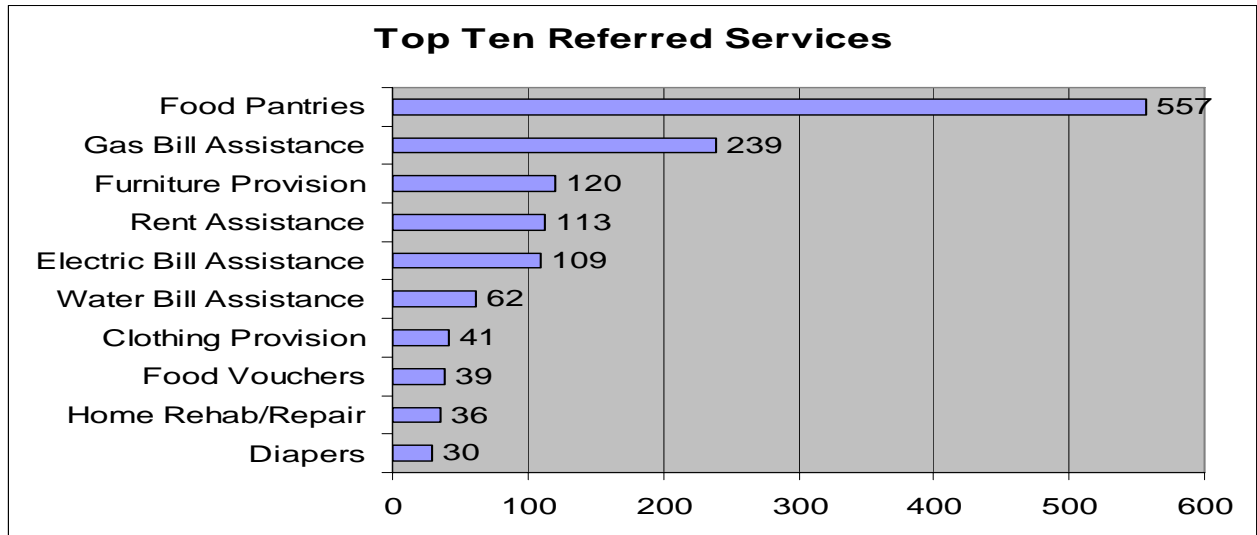
Each person who calls the 211 Call Center has the option of remaining anonymous. This means that no personal contact information is associated with that call. This figure shows the percentage of calls in April that were anonymous (32%).



This chart shows the call volume trend for the month of May over the past eight years. In May 2008, call specialists took 3,354 calls and in May 2009 they took 2,724 calls.



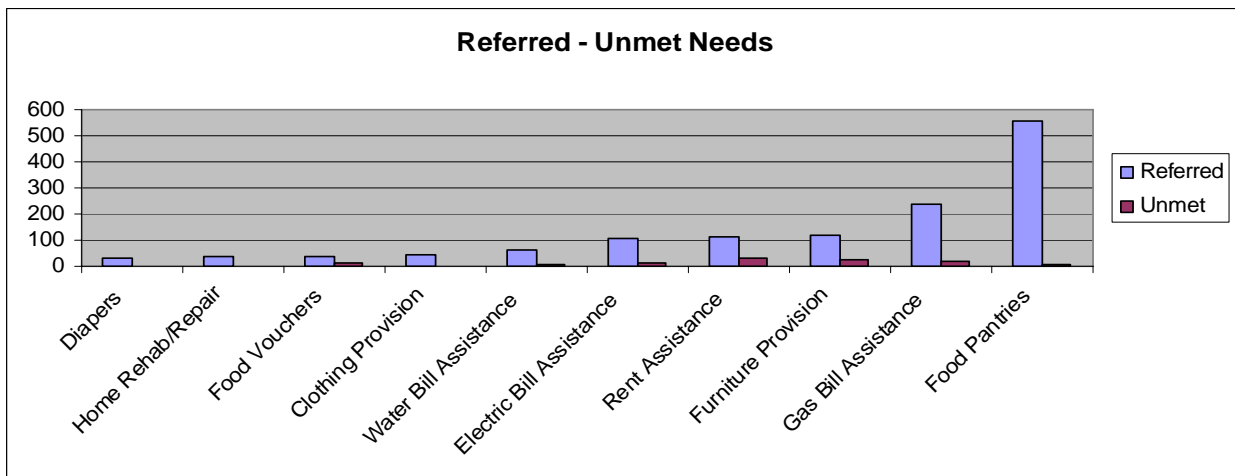
Referrals



This figure lists the top ten services for which referrals were made in May, along with the number of referrals made for each service.

Tri-County Food Pantry	428
Community Action	291
Dept. of Human Services	195
Salvation Army	166
Habitat for Humanity	158
Calhoun Health Plan	48
Albion Interfaith Ministries	42
Legal Services	39
First Congregational Church	39
Charitable Union	39

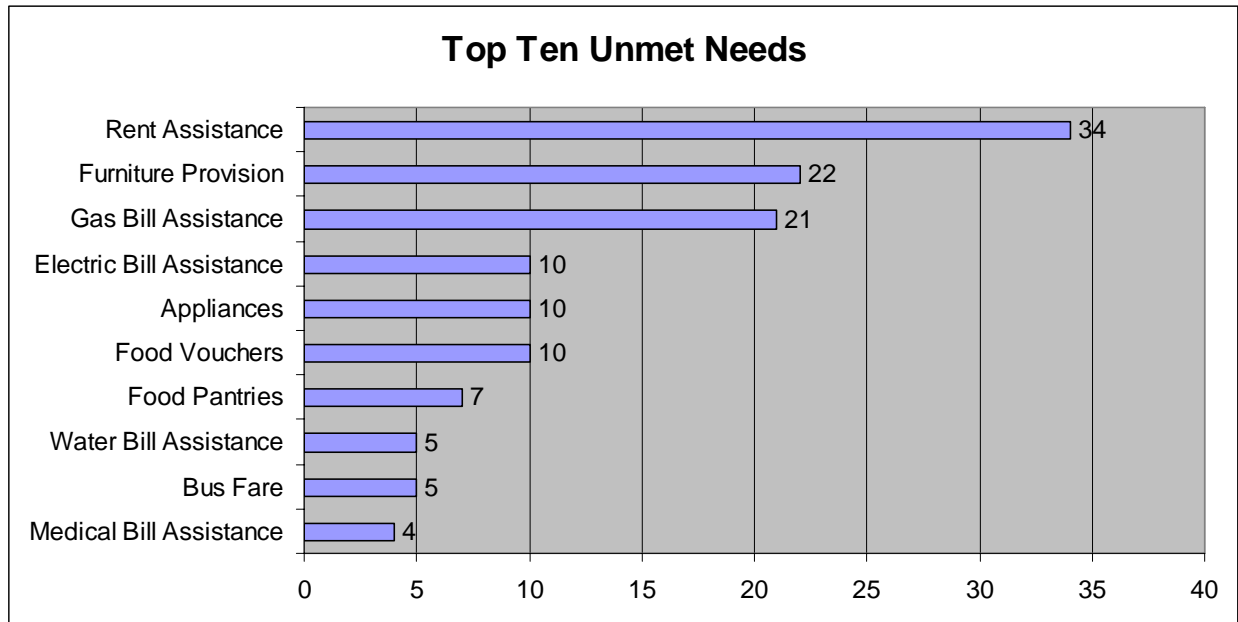
These are the agencies to which the highest numbers of referrals were made during the month of May.



This chart shows the proportion of referrals to unmet needs for each of the top ten referral categories.

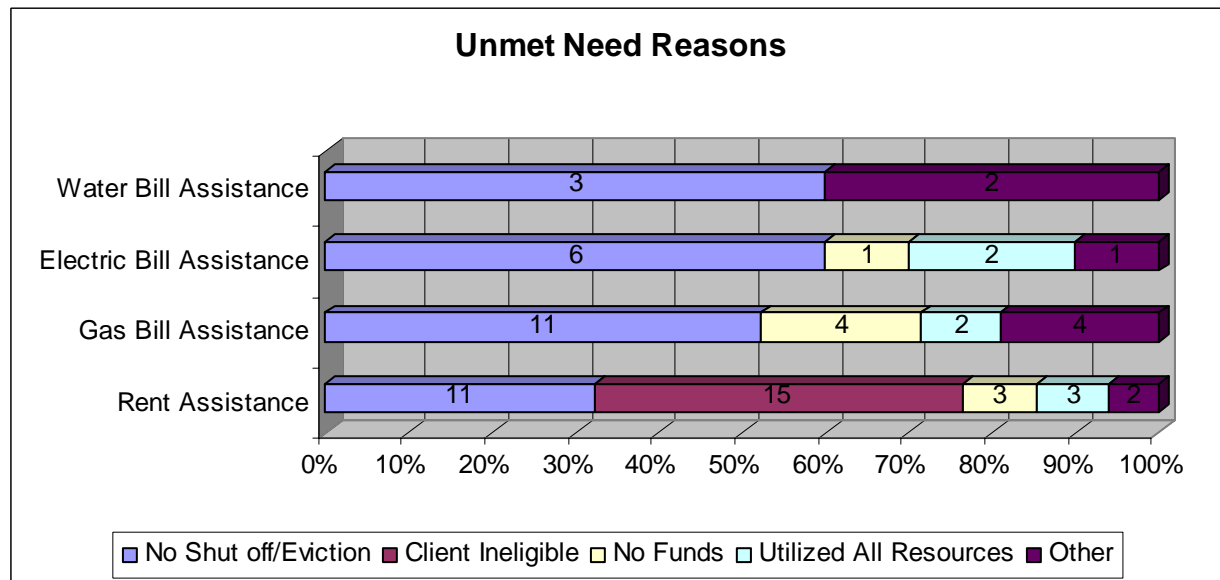


Unmet Needs

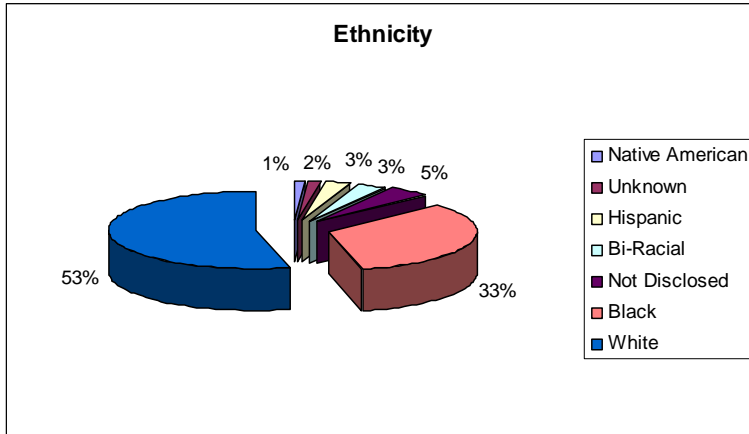


The above figure shows the top ten unmet needs categories during May, along with the number of unmet needs for each service.

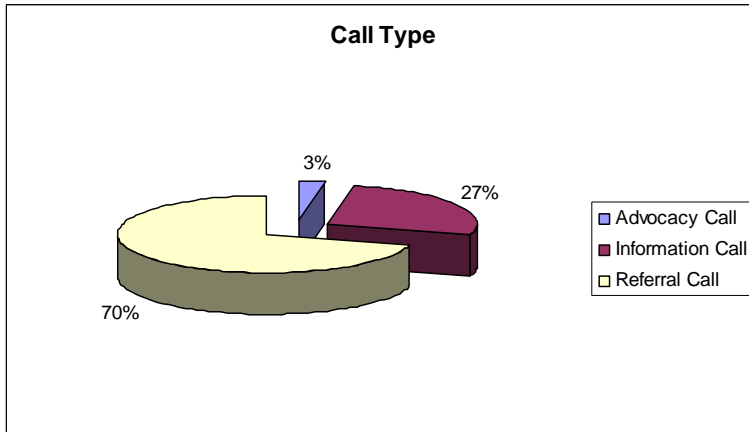
The bottom figure shows reasons that referrals could not be made for rent and utility unmet needs. There were no unmet needs for Deliverable Fuel in Calhoun County for the month of May.



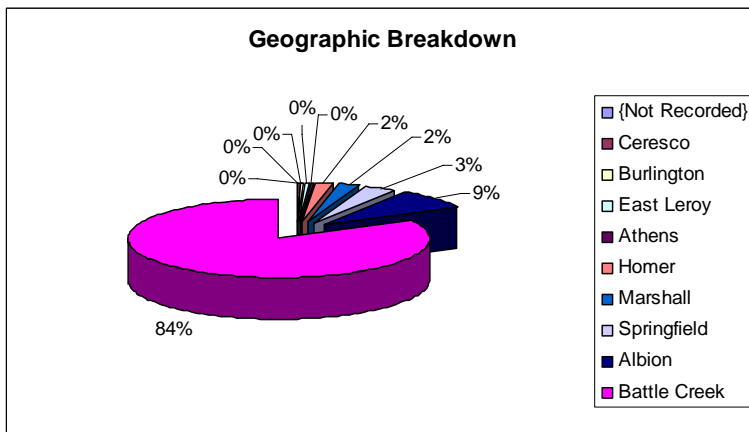
Demographic Data



Ethnicity is asked of each caller. The client can choose to “not disclose” their ethnicity. The “not recorded” number reflects those individuals that were anonymous, or calls that came from agencies on behalf of a client.



An information call is one where the caller is looking for information; this could be a phone number, hours, etc. A referral call is one where a referral is given to one or more services. An advocacy call is one where 211 staff members offer advocacy to ensure that people receive the benefits and services to which they are entitled.



This figure breaks out service requests geographically. The majority of requests in May came from Battle Creek residents. Albion callers made 9% of requests, and Springfield callers made 3%.

HandsOn Battle Creek’s 211 Call Center is nationally accredited by the Alliance of Information & Referral Systems (AIRS). To receive additional copies of this report, or to be added to the monthly email distribution list, contact Rachel Osborn at rosborn@lifecareems.org or call (269) 966-4189.

