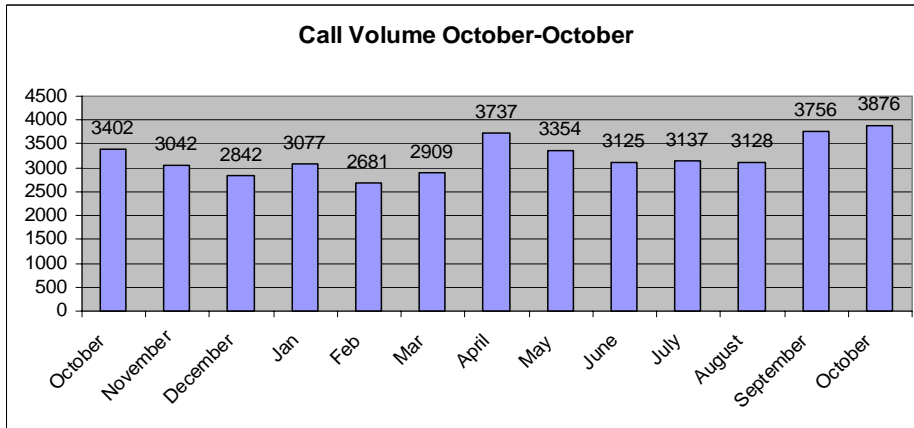
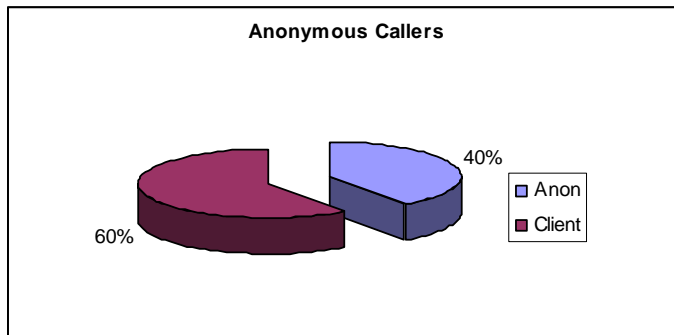




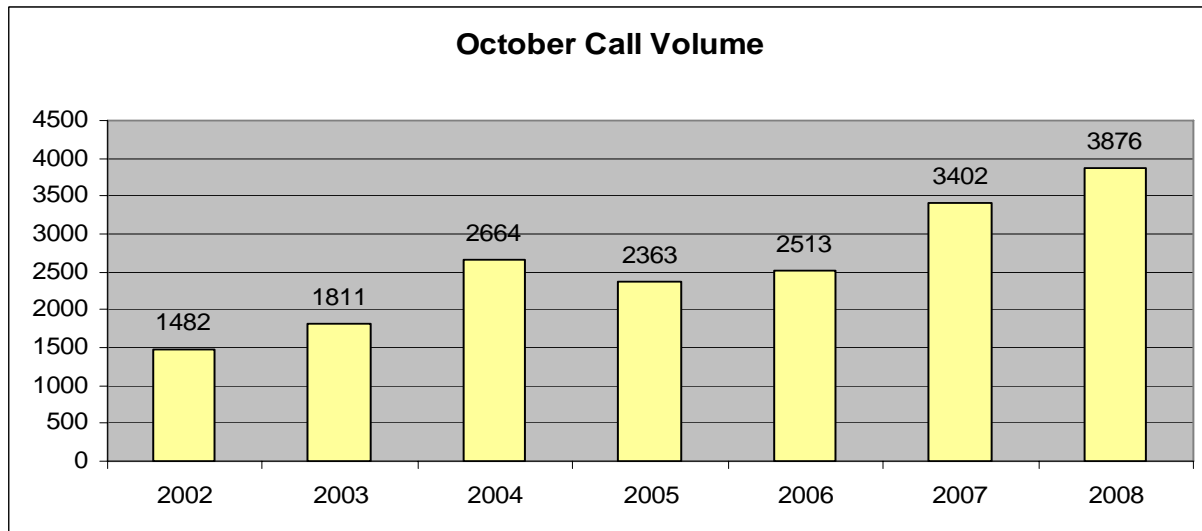
Call Volume



This figure shows call volume over the course of the year. Call specialists took 3,876 calls in October.



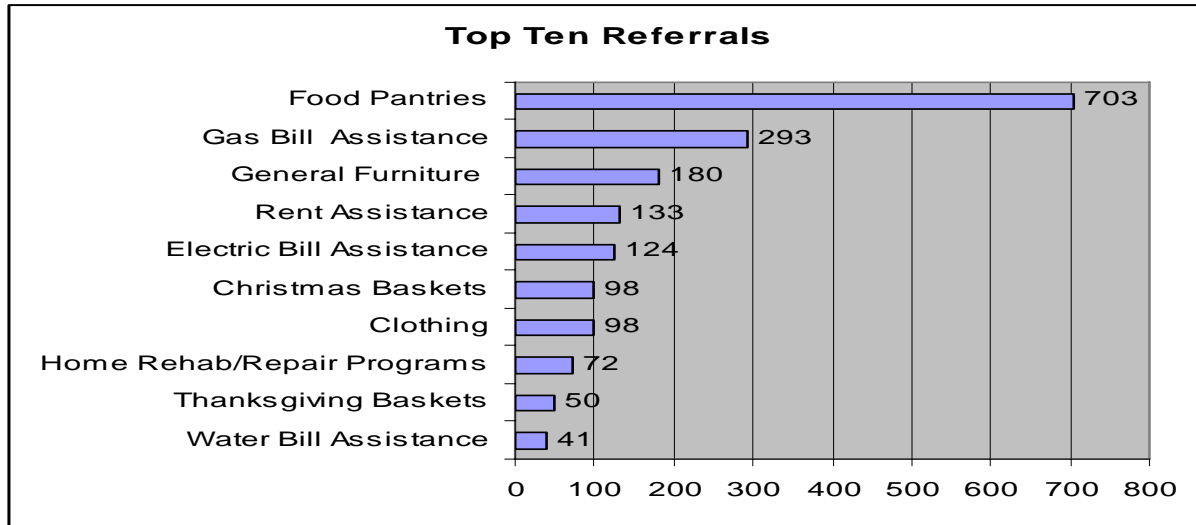
Each person who calls the 211 Call Center has the option of remaining anonymous. This means that no personal contact information is associated with that call. This figure shows the percentage of calls in October that were anonymous (40%).



This chart shows the call volume trend for the month of October over the past seven years. In October 2007, call specialists took 3,402 calls and in October 2008 they took 3,876 calls.



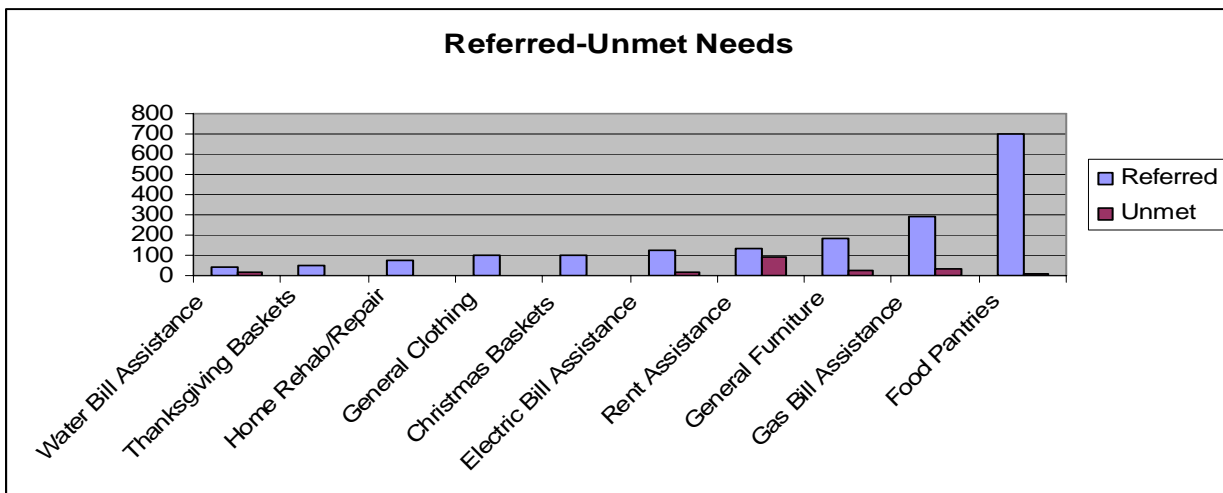
Referrals



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

Dept. of Human Services	489
Tri-County Food Pantry	461
Community Action	259
Habitat for Humanity	248
Salvation Army	204
Santa's Helper	124
Calhoun Health Plan	122
Charitable Union	93
Legal Services	80
Albion Interfaith Ministries (AIM)	74

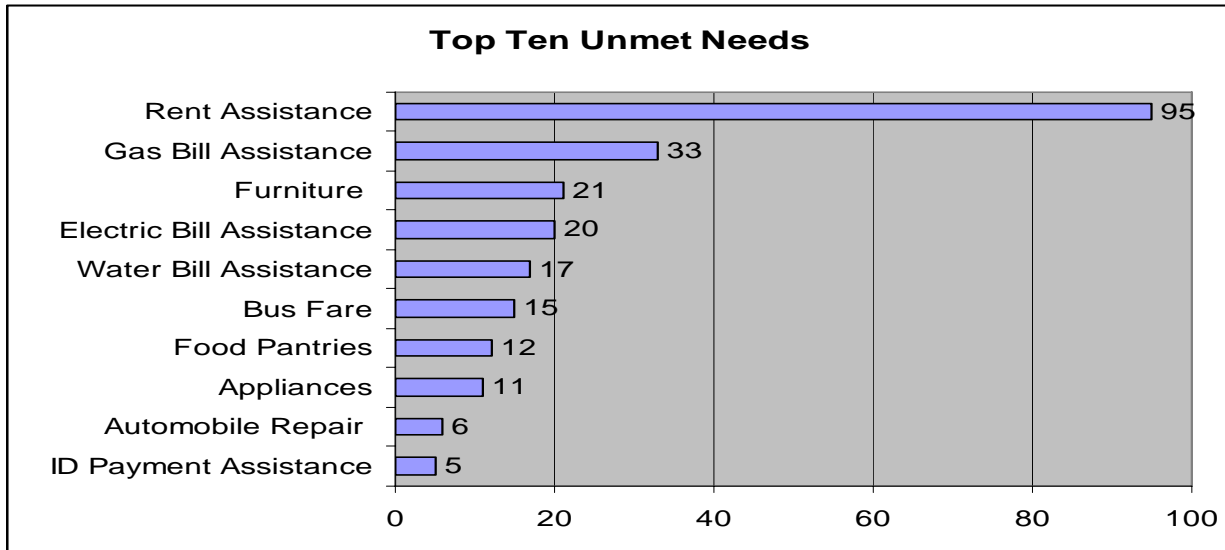
These are the agencies to which the highest numbers of referrals were made during the month of October.



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

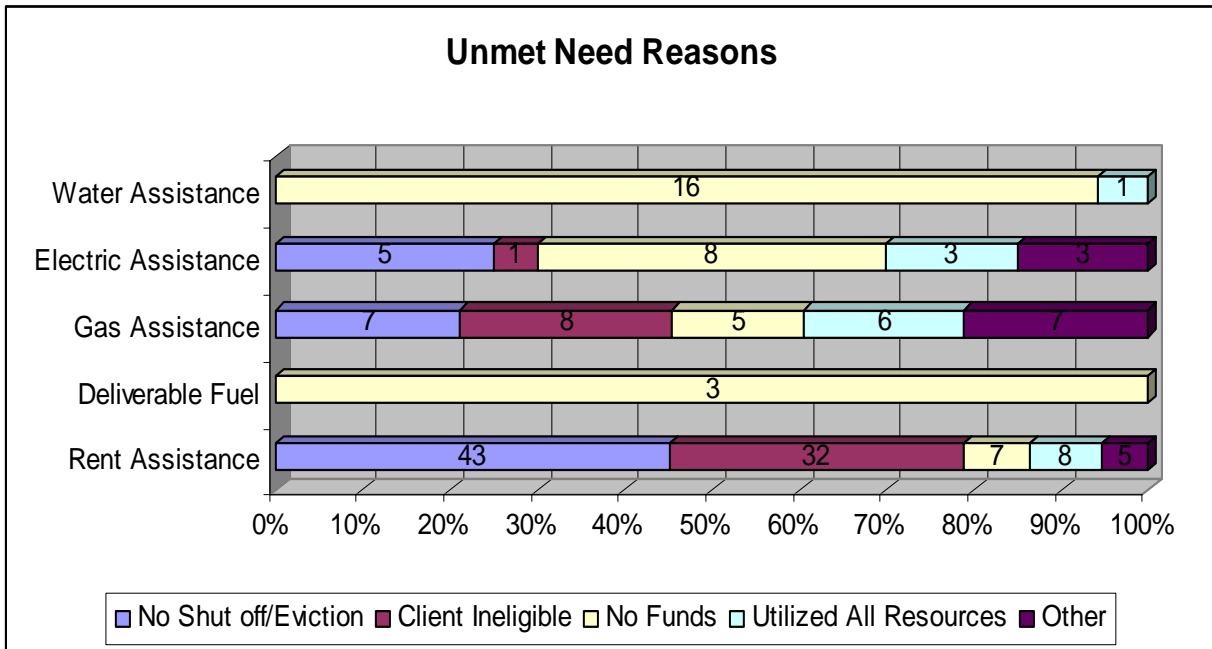


Unmet Needs



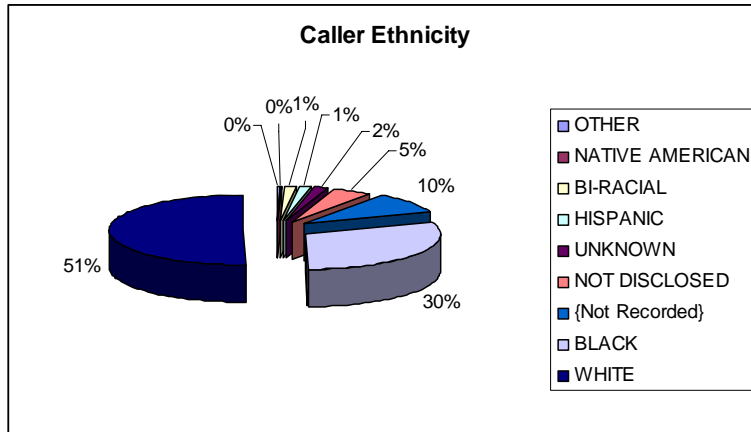
The above figure shows the top ten unmet needs categories during October. These are relatively low numbers for unmet needs in the community.

The bottom figure shows reasons that referrals could not be made for rent and utility unmet needs.

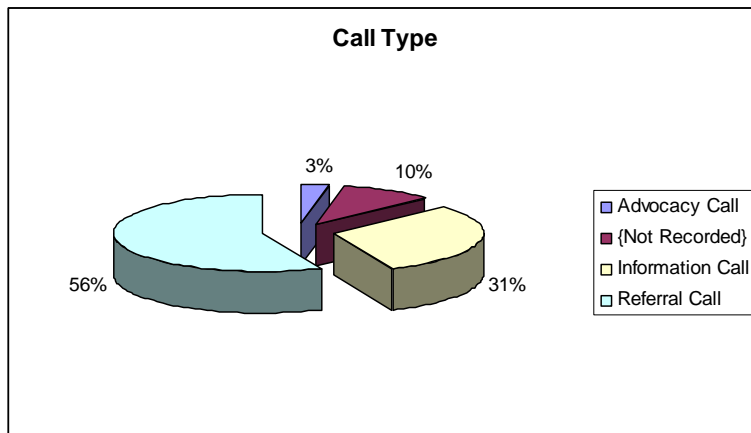




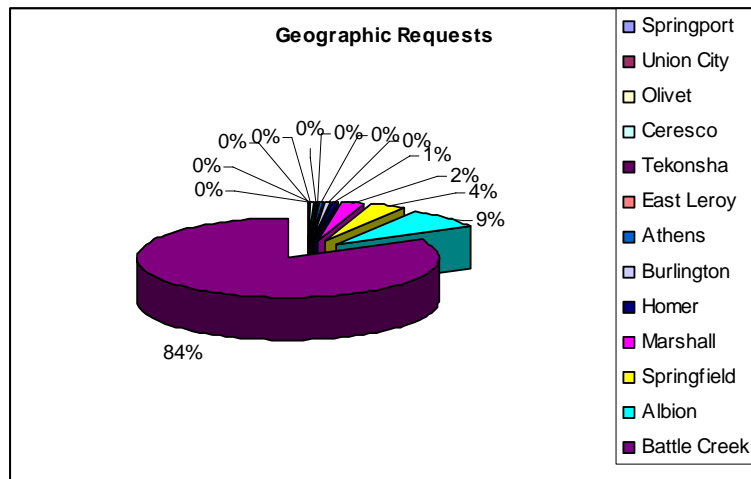
Demographic Data



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 October came from Battle Creek residents. Albion callers made 9% of requests, and Marshall callers made 2%.

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.

