

United Way of Greater New Orleans Report – Quarter 2 - 2010/2011

	Oct 10'	Nov 10'	Dec 10'	Total
Total Calls Received	5041	4599	4249	13889
Total Calls Answered	4729	4297	3996	13022
Average Call Waiting Time	11 Sec.	11 Sec.	11 Sec.	11 Sec.
Average Talk Time	4 Min. 13 Sec.	3 Min. 59 Sec.	3 Min. 53 Sec.	4 Min. 1 Sec.
Call Sheets Entered	4287/89.6%	3909/91%	3511/87.9%	11706/90.0%

ABANDONMENT RATES

	Quarter	%
Comprehensive	798	6.81%
Calls Abandoned After 10 Sec	407	3.47%
Calls Abandoned After 60 Sec	249	2.13%

CALLER INFORMATION

	Qtr 1	%
Callers who are Female	7610	65.0%
Callers who are Male	2063	17.6%
Crisis/Suicide Counseling Calls	1060	9.1%
Information & Referral Calls	8116	69.3%
Callers w/o Insurance	4963	42.4%
Oil Spill Calls	125	1.1%

CALLER ETHNICITY PROFILE

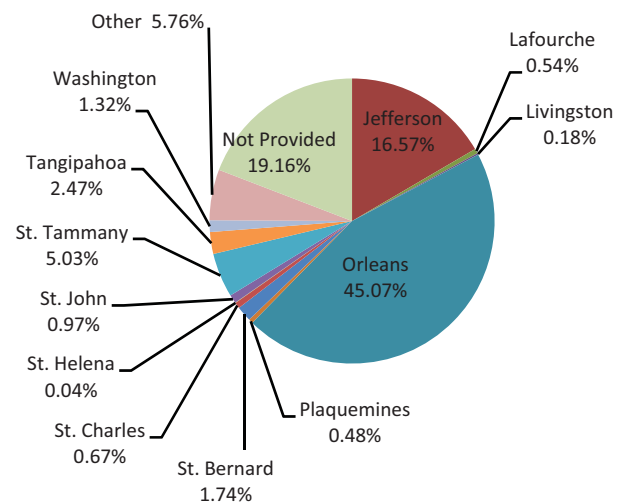
	Qtr 1	%
African American/Black	5201	44.4%
Caucasian/White	2184	18.7%
Asian	30	.3%
Hispanic	102	.9%
Multi-Racial	1043	8.9%
Native American	12	0.1%
Other	16	.1%
Not Provided by Caller	3118	26.6%

TOP TEN SERVICE REQUESTS

	Qtr 1	%
Housing/Shelter	3317	28%
Basic Needs	1114	9%
Helpline Counseling	1060	9%
Health Care	820	7%
Food	607	5%
Public Assistance & Social Insurance	559	5%
Temporary Financial Assistance	547	5%
Organizational Development/Mgmt.	476	4%
Criminal Justice & Legal Services	462	4%
Other Community Services	399	3%

PERCENTAGE OF CALLS BY PARISH

	QTR 1	%
Jefferson Parish	2054	17.55%
Lafourche Parish	85	.73%
Livingston Parish	32	.27%
Orleans Parish	5100	43.57%
Plaquemines Parish	43	.37%
St. Bernard Parish	230	1.96%
St. Charles Parish	104	.89%
St. Helena Parish	4	.03%
St. John the Baptist Parish	102	.87%
St. Tammany Parish	590	5.04%
Tangipahoa Parish	349	2.98%
Washington Parish	125	1.07%
Other Parishes	546	4.66%
Not Provided by Caller	2342	20.01%



Number of Calls Monitored:	300
Number of Counselors Requiring Plan:	3
Plans in Progress:	2
Improvement Plans Successfully Implemented:	2