

United Way of Greater New Orleans Report – Quarter 3 2009/2010

	January 10'	February 10'	March 10'	Total
Total Calls Received	5310	4130	6031	15471
Total Calls Answered	4947	3888	5541	14376
Average Call Waiting Time	14 Sec.	10 Sec.	13 Sec.	12 Sec
Average Talk Time	4 Min 17 Sec.	4 Min 39 Sec.	4 Min 19 Sec.	4 Min 25 Sec
Call Sheets Entered	4730/95.6%	3755/96.6%	5541/100%	14026/97.6%

ABANDONMENT RATES

	Quarter	%
Comprehensive	1094	7.80%
Calls Abandoned After 10 Sec	636	4.11%
Calls Abandoned After 60 Sec	365	2.36%

CALLER INFORMATION

	Jan 10'	Feb 10'	Mar 10'
Callers who are Female	65.1%	61.2%	59.1%
Callers who are Male	18.3%	21.3%	21.2%
Crisis/Suicide Counseling Calls	9.2%	11.3%	8.8%
Information & Referral Calls	71.6%	67.2%	71.5%
Callers w/o Insurance	39.1%	41.3%	44.5%

CALLER ETHNICITY PROFILE

	Jan 10'	Feb 10'	Mar 10'
African American/Black	46.7%	43.2%	43.8%
Caucasian/White	22.1%	21.8%	19.7%
Hispanic	.6%	.8%	.7%
Multi-Racial	11.8%	11.6%	9.1%
Native American	.06%	.05%	.1%
Other	.1%	.1%	.07%
Unknown	19.2%	22.4%	26.4%

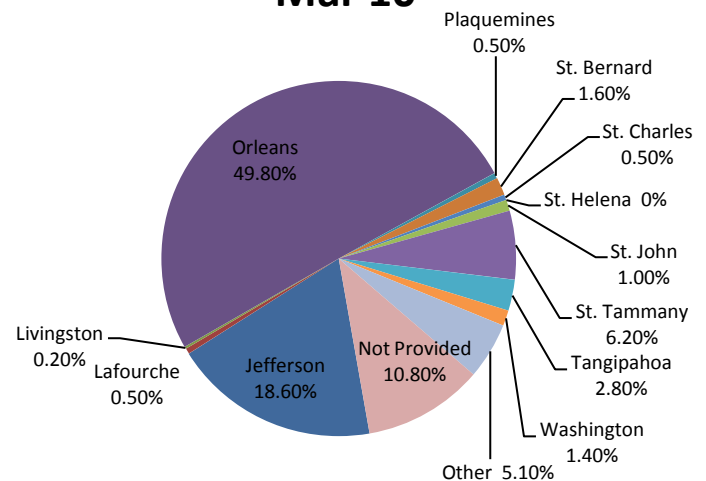
TOP TEN SERVICE REQUESTS

	Jan 10'	Feb 10'	Mar 10'
Electric Bill Payment Assistance	1394	1089	1489
Rent Payment Assistance	1023	527	834
Community Shelters	263	178	278
VITA Program Sites	67	81	263
Comprehensive I&R	108	135	220
Transitional Housing/Shelter	157	98	203
Ongoing Emergency Food	222	135	165
Helpline/Warmline	103	61	108
Furniture	95	45	104
Low Income Subsidized Rentals	57	40	103

PERCENTAGE OF CALLS BY PARISH

	Jan 10'	Feb 10'	Mar 10'
Jefferson Parish	20.0%	18.1%	18.6%
Lafourche Parish	.3%	.6%	.5%
Livingston Parish	.1%	.2%	.2%
Orleans Parish	49.1%	49.2%	49.8%
Plaquemines Parish	.7%	.5%	.5%
St. Bernard Parish	1.8%	1.4%	1.6%
St. Charles Parish	.5%	.7%	.5%
St. Helena Parish	.02%	.1%	0%
St. John the Baptist Parish	.8%	1.3%	1.0%
St. Tammany Parish	6.7%	6.5%	6.2%
Tangipahoa Parish	2.3%	2.9%	2.8%
Washington Parish	1.5%	1.6%	1.4%
Other Parishes	5.5%	6.6%	5.1%
Not Provided by Caller	10.7%	10.3%	10.8%

Mar 10'



Number of Calls Monitored:	345
Number of Counselors Requiring Plan:	3
Plans in Progress:	2
Improvement Plans Successfully Implemented:	1