

## Call Center Numbers



**2,508**  
In-Bound  
Calls



**4,757**  
Out-Bound  
Calls



**7,265**  
Handled  
Calls



Avg. Speed of  
Answer  
**2 min 31 sec**



Avg. Handle Time  
**18 min 11 sec**



Voicemails  
**360**



Referrals by  
211OC to  
HMG  
**150**



New Services in  
Resource  
Inventory  
**99**

## Post-Contact Successes



Positive  
Outcomes  
/Connections  
**70.8%**



Met Needs  
**98%**



Overall  
Customer  
Satisfaction  
**100%**