

2-1-1 Call Information

April 29, 2009 – May 8, 2009

Summary

- 2-1-1 answered 3,998 calls between April 29, 2009 and May 8, 2009. In 2008 1,870 calls were answered in this time period.
- Of the needs identified in this time period, 1,410 were flu related out of 4,119 needs (34% of all needs were flu related).
- The top health related referrals from April 29, 2009 and May 8, 2009 were:

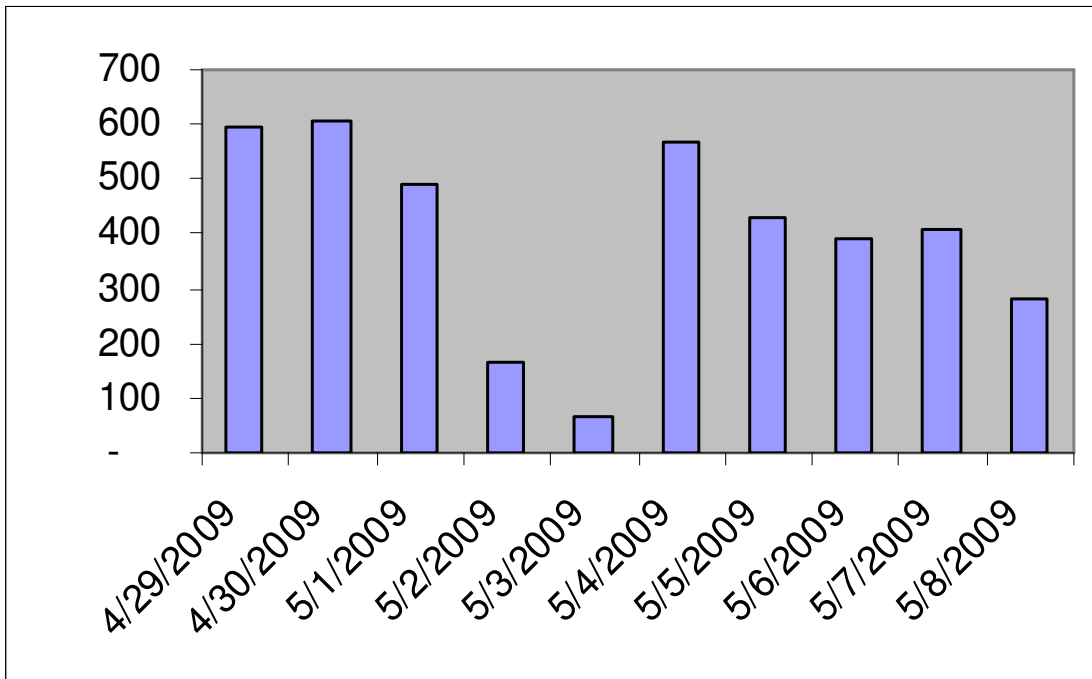
211 Information And Referral	934 *
Centers for Disease Control	163
Intermountain Neighborhood Clinic	64
Salt Lake Epidemiology Line	55
South Main Public Health Center	50
Midvale Family Health Clinic	42
Central City Community Health Center	34
Salt Lake Valley Health Department	33
Intermountain North Temple Clinic	32
Maliheh Free Clinic	29
Stephen D. Ratcliff Community Health Center	26
Central City Community Health Center	19
Oquirrh View Community Health Center	16
Midtown Community Health Clinic	13
Ellis R. Shipp Public Health Center	12
Fourth Street Clinic	12
Midtown Community Health Center - Davis	12

* These are for calls needing information only, no referral

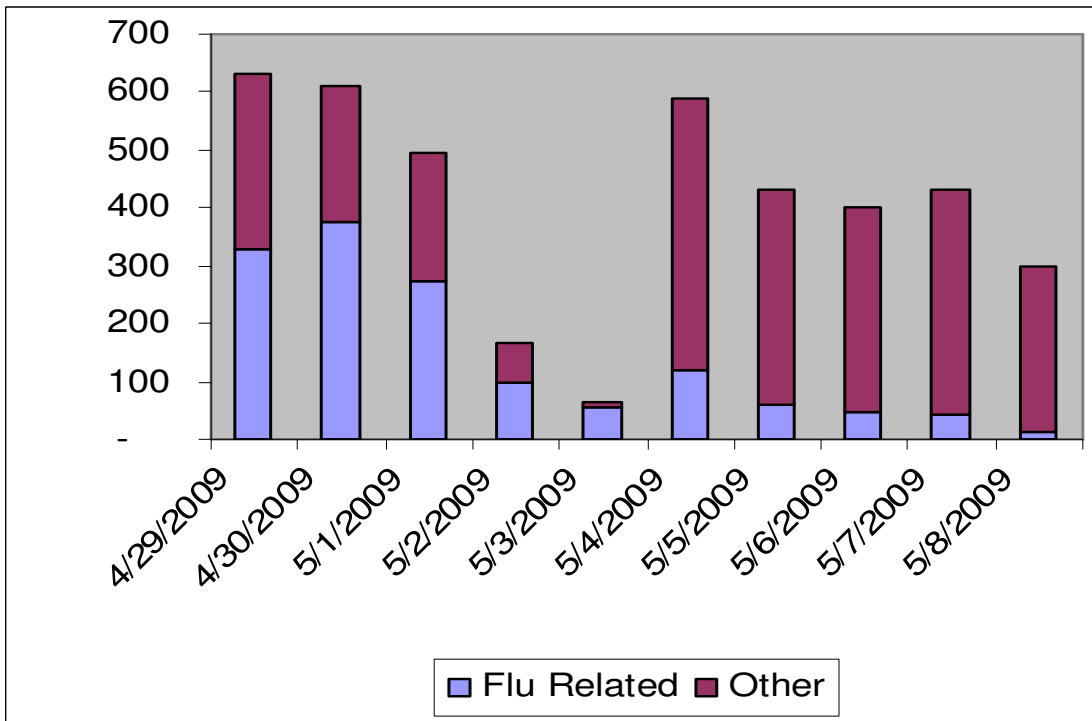
- The most number of total calls from April 29, 2009 – May 8, 2009 came from the following counties:

Salt Lake	2,916	75.35%
Davis	286	7.39%
Weber	253	6.54%
Utah	118	3.05%

Total Calls Answered



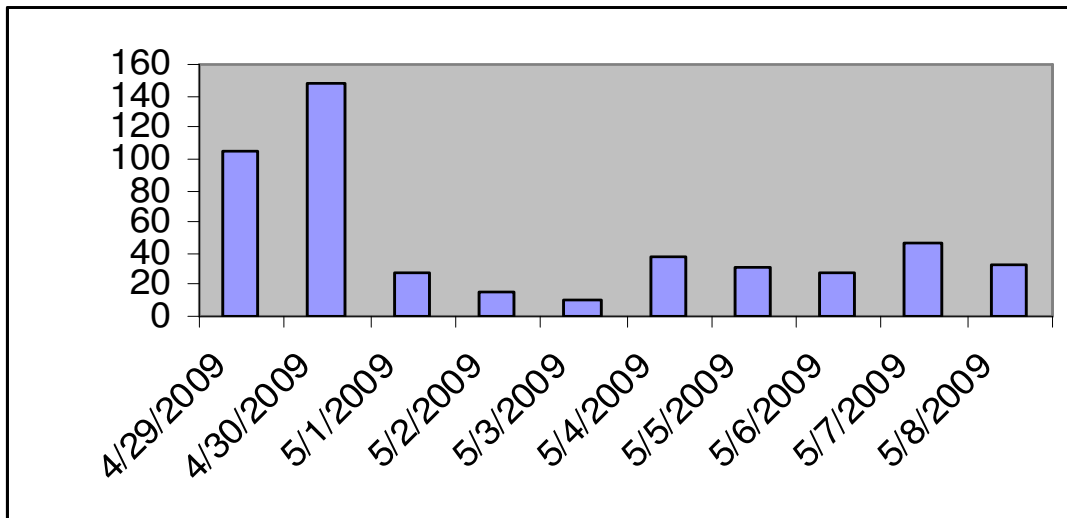
Total Needs and Flu Related Needs (Calls to needs = 1:1.03)



Total Calls by County (Other state counties are omitted)

SALT LAKE	2916	75.35%
DAVIS	286	7.39%
WEBER	253	6.54%
UTAH	118	3.05%
TOOELE	49	1.27%
SUMMIT	42	1.09%
CACHE	33	0.85%
WASHINGTON	33	0.85%
BOX ELDER	16	0.41%
SEVIER	11	0.28%
CARBON	9	0.23%
DUCHESNE	8	0.21%
IRON	6	0.16%
JUAB	5	0.13%
MILLARD	5	0.13%
SANPETE	5	0.13%
UINTAH	5	0.13%
WASATCH	5	0.13%
KANE	4	0.10%
MORGAN	4	0.10%
EMERY	3	0.08%
SAN JUAN	3	0.08%
BEAVER	2	0.05%
GARFIELD	1	0.03%

Average Number of Seconds Waiting on Hold by Day (10 day average is 1:04 minutes)



Organizations Who Provided Volunteer Call Takers

- Southern Baptist Disaster Relief
- Salt Lake City Emergency Response
- LDS Church
- American Red Cross

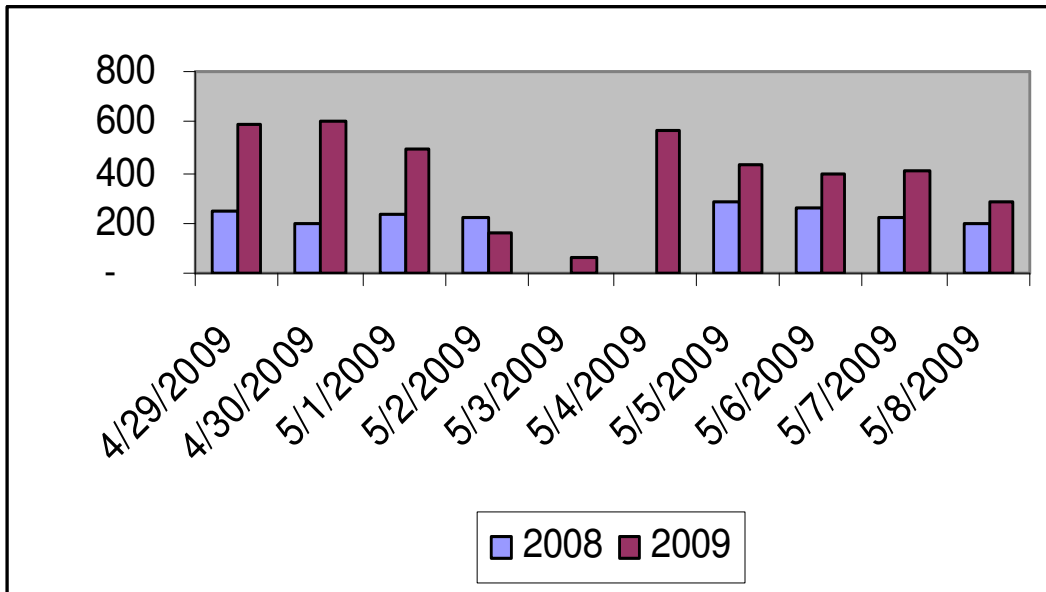
Data - Total Calls

Date	2008	2009
29-Apr	251	594
30-Apr	200	605
1-May	233	489
2-May	224	166
3-May	-	64
4-May	-	566
5-May	286	429
6-May	256	394
7-May	223	409
8-May	197	282
	1,870	3,998

Data - Total Needs and Flu Related Needs

Date	Flu Related	Other	Total
29-Apr	328	304	632
30-Apr	374	236	610
1-May	273	222	495
2-May	99	67	166
3-May	55	9	64
4-May	119	472	591
5-May	59	370	429
6-May	47	355	402
7-May	43	388	431
8-May	13	286	299
	1,410	2,709	4,119

Total 2-1-1 Calls 2008 vs. 2009



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