



The Volunteer Center of Battle Creek

Community Update
February 23, 2006

The Volunteer Center of Battle Creek mobilizes volunteers and connects people, information, and services to build a strong, caring community.



2-1-1 Call Center Report (2005)



2-1-1 Call Center Operations (Cost Analysis)



Focus on the Mission



2-1-1 Call Center Report (2005)



25,694 calls in 2005



2141 calls each month



70 calls each day

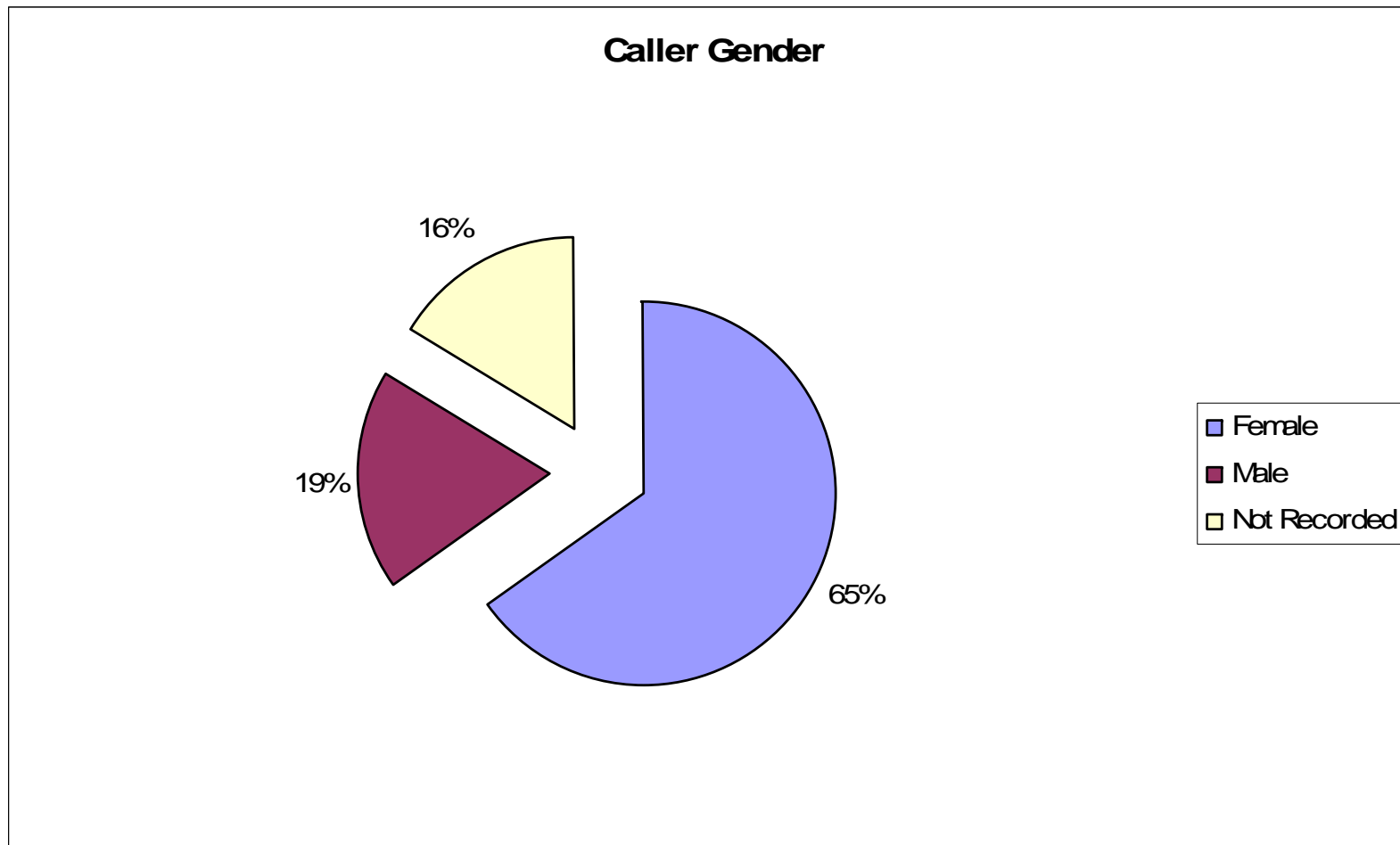


1300 more calls than 2004



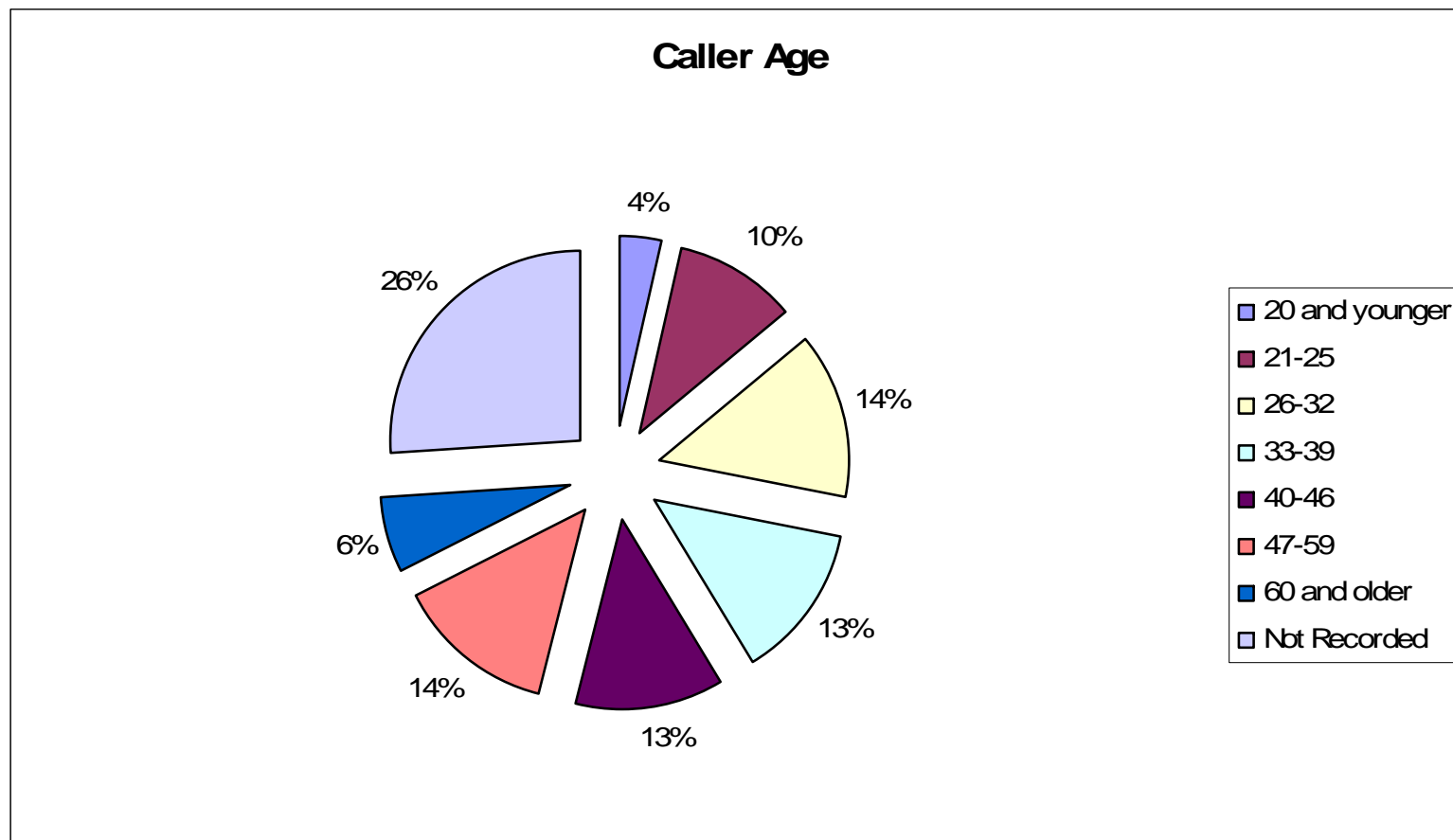


2-1-1 Call Center Report (2005)



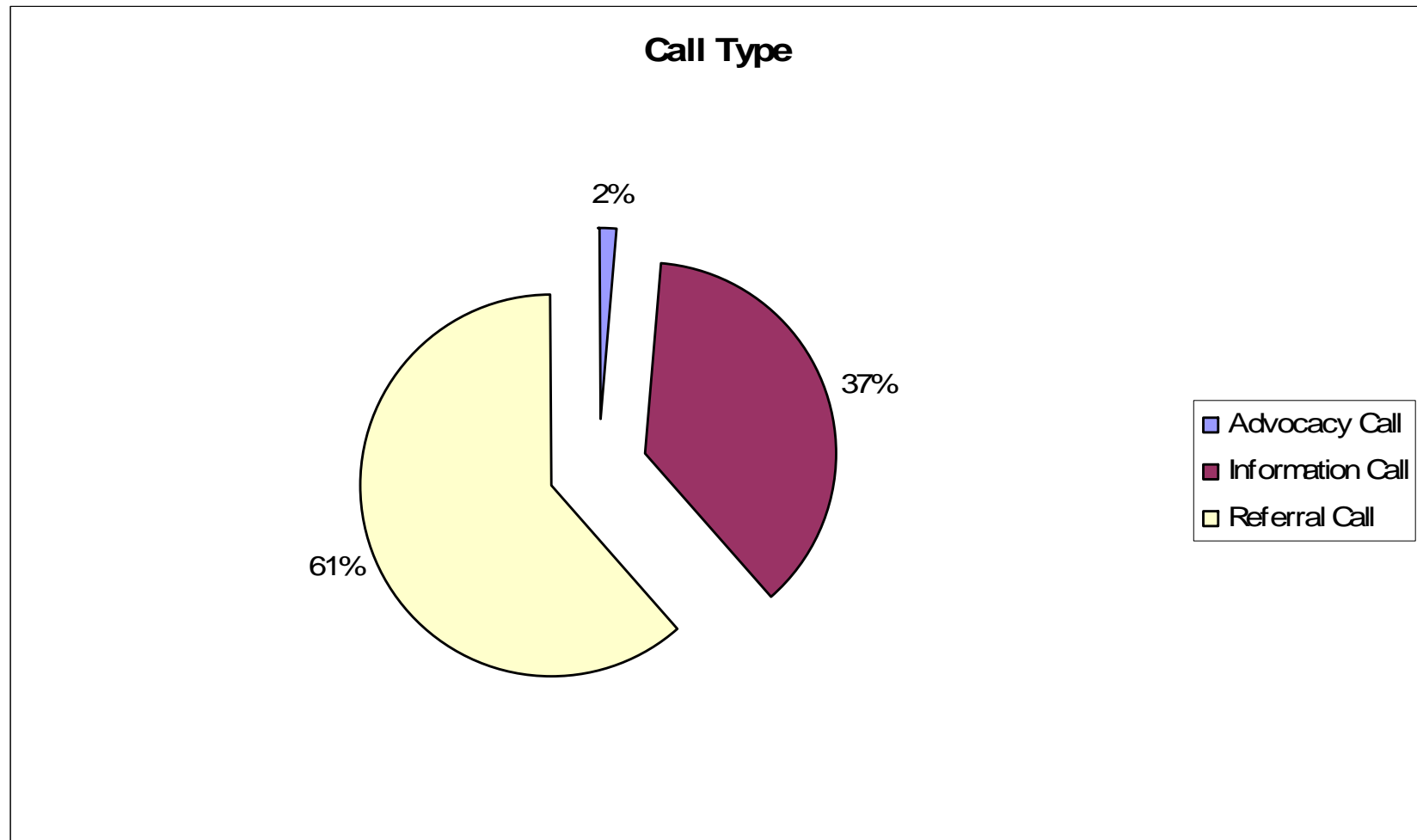


2-1-1 Call Center Report (2005)



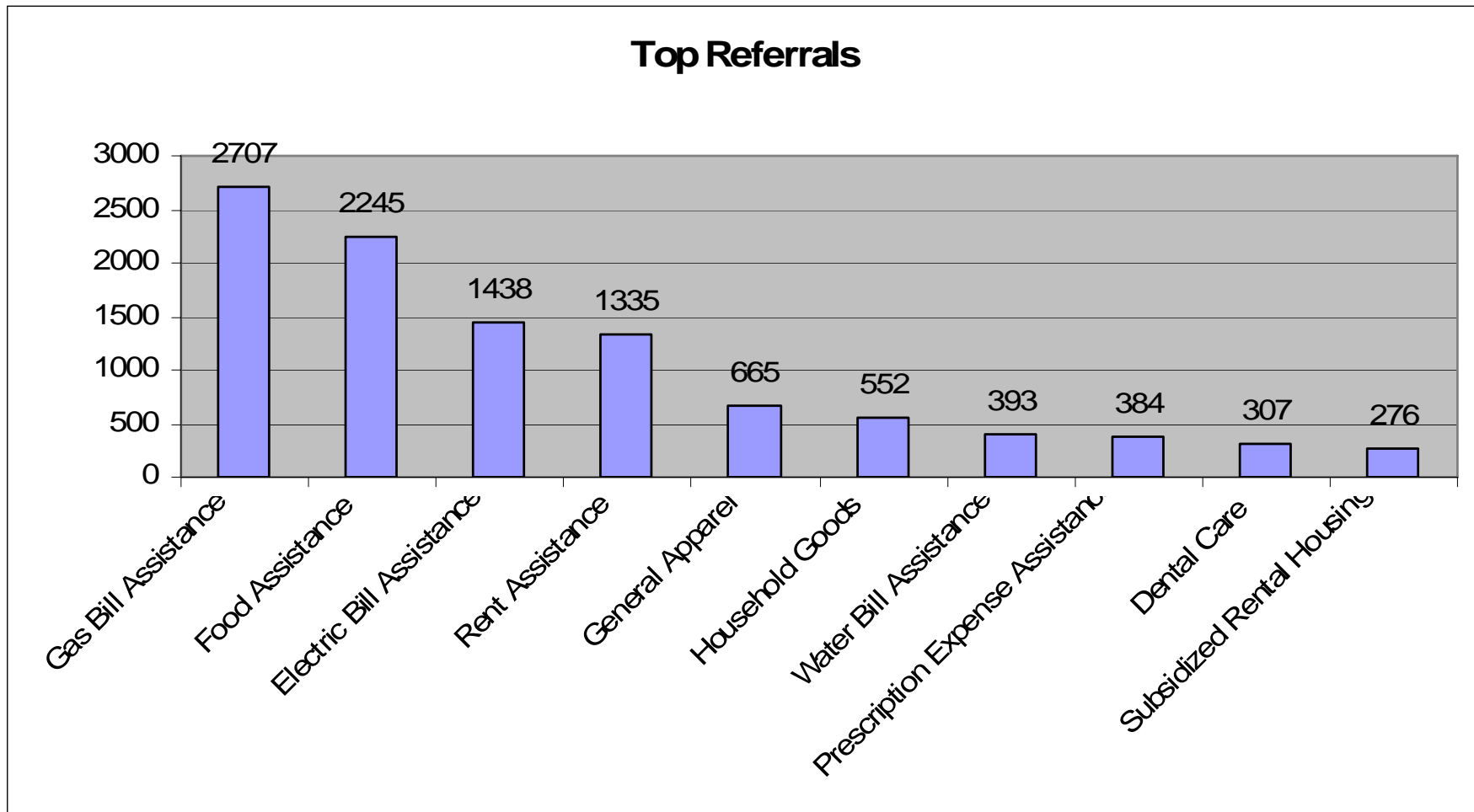


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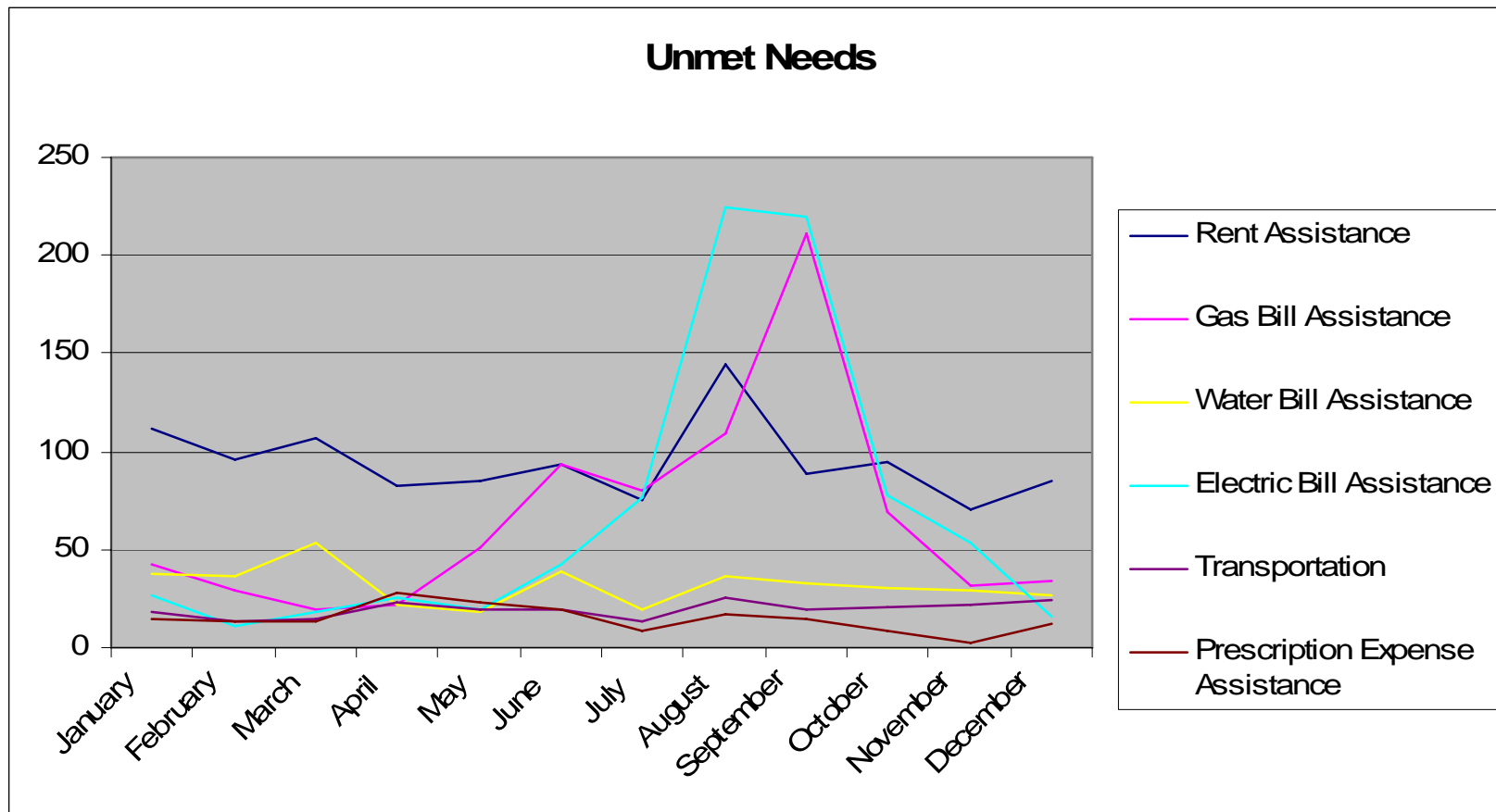


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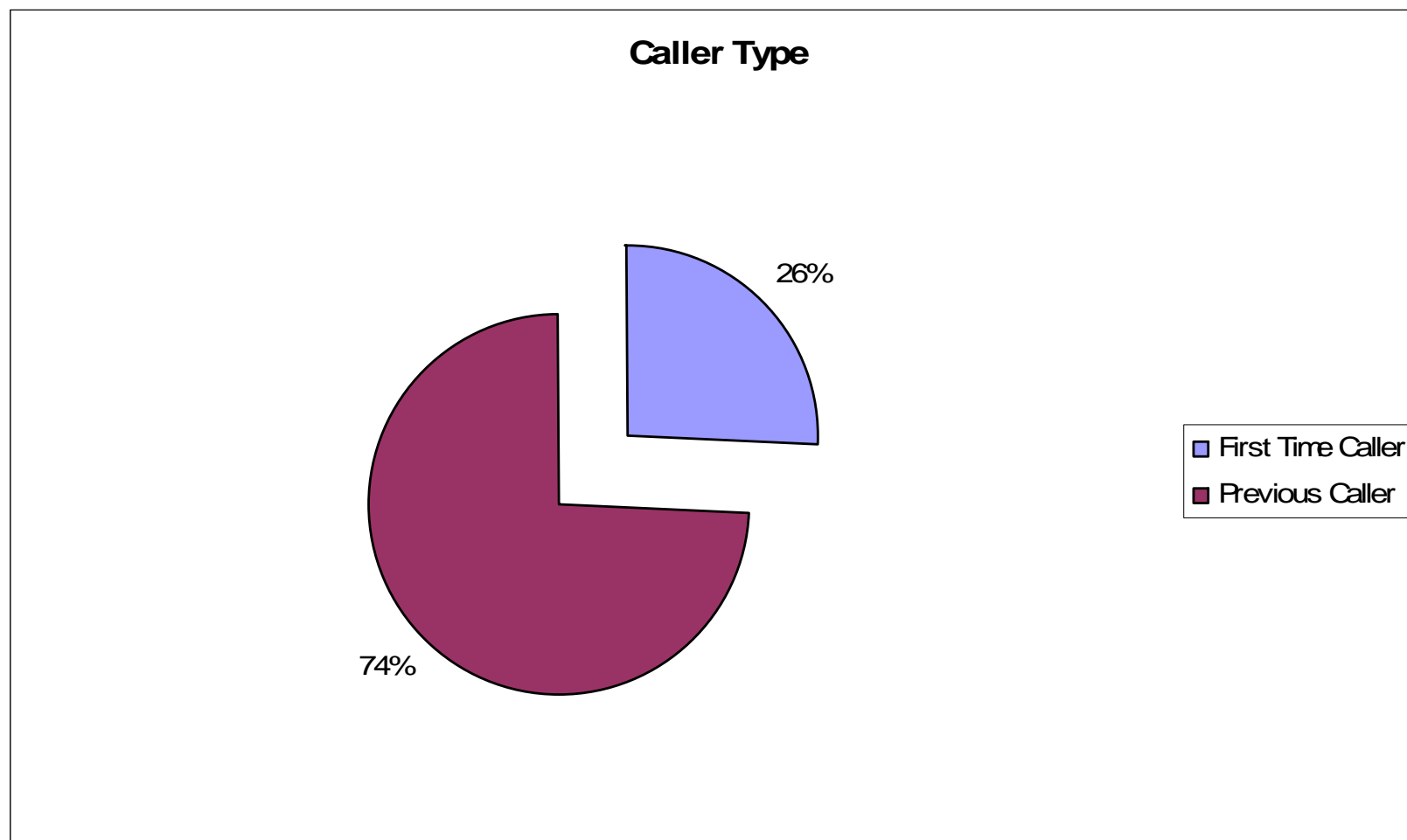


2-1-1 Call Center Report (2005)





2-1-1 Call Center Report (2005)





2-1-1 Call Center Operations (Cost Analysis)



2006 2-1-1 Call Center Budget: \$224,398



Estimated calls in 2006: 26,793



Cost per call in 2006: \$8.38



Estimated Service Requests in 2006: 32,151



Cost per service request in 2006: \$6.98



2-1-1 Call Center Operations (Cost Analysis)

- United Way
- Senior Millage
- W.K. Kellogg Foundation
- Battle Creek Community Foundation
- Miller Foundation
- Contracts & Endowments



Hundreds
of Service
Agencies



Call to Action

- Identify 2-1-1 as your information and referral resource in your grant proposals



Focus on the Mission



Promoting Volunteerism



Local Agency Support



Information and Referral



Focus on the Mission



Local Agency Support

- How can we help?
- How can we improve?
- How can we best serve the needs of your volunteers?



Focus on the Mission



Promoting Volunteerism

- Strengthening Communities *Youth-At-Risk Initiative*
- VISTA (Volunteers in Service to America)



Call to Action

- Provide input for the Youth-At-Risk Initiative
- Meet with Luanne and Paco to help identify service-learning projects



QUESTIONS?