



Helpline 2-1-1 Program August 2009 Service Snapshot

Call Frequency:

Midnight—8 a.m. 14%
8 a.m.—4 p.m. 65%
4 p.m.—Midnight 21%

Busiest Hour: 11:00 am - 12:00 pm

Total Calls in August:

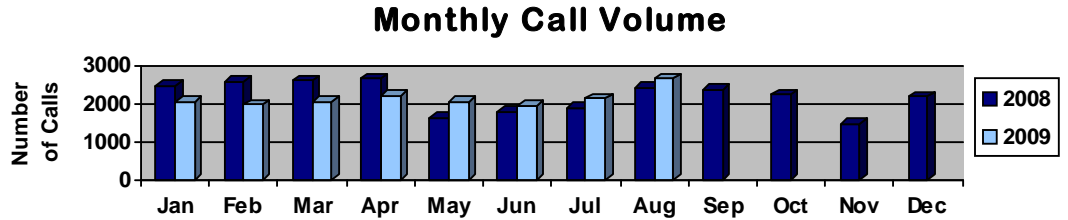
2,644

Calls By County	
Franklin	10
Gadsden	150
Jefferson	47
Leon	1,219
Liberty	6
Madison	41
Taylor	46
Wakulla	63
Unknown/Other	1,062

Gender	
Female	72%
Male	20%
Unknown	8%

Age	
0-12	<1%
13-17	1%
18-35	58%
36-49	25%
50-59	8%
60-64	2%
65+	1%
Unknown	5%

Race /Ethnicity	
African-American	44%
White	39%
Hispanic	5%
Haitian	<1%
Other	<1%
Unknown	12%



Top Referrals

3,586 Total Referrals Offered

Community Action Agency	364
Catholic Charities	350
FL Dept. of Children and Families	189
Salvation Army	181
ECHO Outreach Ministries	94
Lutheran Social Services	87
Good News Outreach	63
The Shelter	54
City of Tallahassee	53
Chelsea's House, Good Samaritan	51
FSU	49
HUD, Sect. 8 Program	47
Refuge House	44
Goodwill Industries Big Bend	42
Legal Services of N Florida	39
Big Bend Homeless Coalition	36
Mission Hills Apartments	36
Magnolia Terrace Apartments	35
Angel Food Ministries	35
Neighborhood Health Services	30

This represents 52% of all referrals

Common Needs Requests**

Category	# Calls
Utilities Assistance	453
Rent/Housing Assistance	291
Health/Medical Needs	208
Food Assistance	167
Stress/Depression/Loneliness	162
Emergency Shelter	134
Legal Assistance	109
Substance Abuse	87
Job Assistance	78

**** Callers often have more than one concern**

August Notes:

- 6,686 people visited our free online searchable directory (www.211bigbend.org)
- 12 callers expressed concerns about housing foreclosures
- Increased calls in the following areas were noted in August compared to July:
 - Employment Assistance 44%
 - Utility Assistance 42%
 - Food Assistance 22%
 - Housing Assistance 21%

**2-1-1 Always Answers.
www.211bigbend.org**