



Helpline 2-1-1 Program January 2009 Service Snapshot

Call Frequency:

Midnight—8 a.m. 14%
8 a.m.—4 p.m. 62%
4 p.m.—Midnight 24%

Total Calls in January:

2,040

Busiest Hour: 10 a.m.—11 a.m.

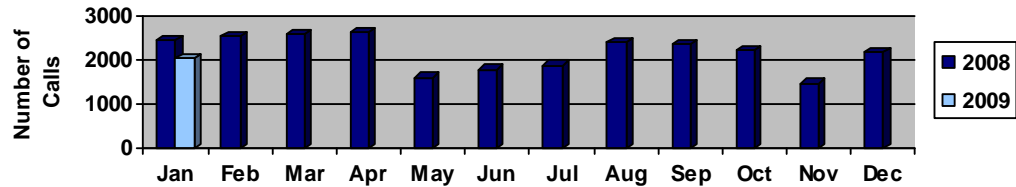
Calls By County	
Franklin	11
Gadsden	160
Jefferson	19
Leon	1,219
Liberty	2
Madison	32
Taylor	35
Wakulla	54
Unknown	159
Outside Primary Service Area	349

Gender	
Female	77%
Male	21%
Unknown	2%

Age	
0-12	<1%
13-17	<1%
18-35	54%
36-59	40%
60+	3%
Unknown	2%

Race /Ethnicity	
African-American	50%
White	42%
Hispanic	4%
Haitian	<1%
Other	<1%
Unknown	4%

Monthly Call Volume



Top Referrals

2,786 Referrals made to
556 Programs

Catholic Charities	292
Community Action Agency	267
United Way BEST Tax Assistance	248
Salvation Army	156
ECHO Outreach Ministries	87
Good News Outreach	47
Big Bend Homeless Coalition	43
FL Dept. of Children & Families	41
Refuge House	34
St. Vincent de Paul Society	32
Angel Food Ministries	24
Elder Care Services	24
Wildwood Presbyterian Church	24
City of Tallahassee Utilities	23
The Shelter	23
Holy Comforter Food Closet	22

This represents 50% of all referrals given to our callers.

Most Common Needs Requests**

Category	# Calls
Utilities Assistance	337
Tax Assistance (VITA/BEST Project)	257
Rent/Housing Assistance	253
Relationship Concerns	242
Health/Medical Needs	198
Basic Financial Needs	187
Food Assistance	175
Stress/Depression/Loneliness	131
Job Assistance	115
Emergency Shelter	104
Legal Assistance	97
Substance Abuse	85

** Callers often have more than one concern

Notes:

- Calls for tax assistance referrals increase from January to April every year because of United Way B.E.S.T. Project promotions. In 2009 these promotions have been broadened to include the B.E.S.T. website resulting in 64% fewer calls to 2-1-1 for tax assistance during January 2009 compared to January 2008
- Food Assistance calls were up 82% from the January 2008 levels
- Utilities Assistance calls were up 22% from the January 2008 levels

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