



# Helpline 2-1-1 Program July 2009 Service Snapshot

### Call Frequency:

Midnight—8 a.m. 19%  
8 a.m.—4 p.m. 55%  
4 p.m.—Midnight 26%

**Busiest Hour: 10:00 am - 11:00 am**

### Total Calls in July:

**2,128**

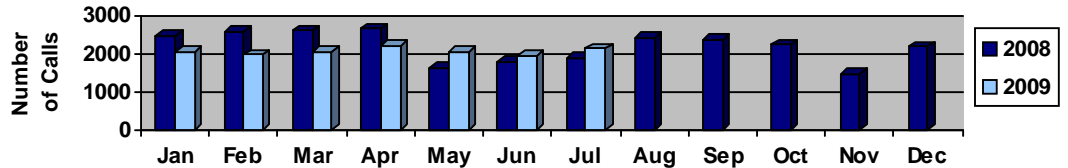
Calls By County	
Franklin	10
Gadsden	153
Jefferson	44
Leon	1,094
Liberty	2
Madison	38
Taylor	40
Wakulla	51
Unknown/Other	696

Gender	
Female	75%
Male	19%
Unknown	6%

Age	
0-12	<1%
13-17	<1%
18-35	53%
36-49	27%
50-59	9%
60-64	2%
65+	1%
Unknown	6%

Race /Ethnicity	
African-American	42%
White	41%
Hispanic	5%
Haitian	<1%
Other	1%
Unknown	11%

### Monthly Call Volume



### Top Referrals

**3,207 Total Referrals Offered**

Community Action Agency	338
Catholic Charities	317
FL Dept. of Children and Families	199
Salvation Army	196
ECHO Outreach Ministries	110
City of Tallahassee	51
Lutheran Social Services	50
St Vincent de Paul	46
Neighborhood Health Services	45
Refuge House	40
Good News Outreach	39
Goodwill Industries Big Bend	39
Legal Services of N Florida	39
FSU	38
Big Bend Homeless Coalition	34
The Shelter	31
Chelsea's House, Good Samaritan	31
Leon County Schools	30

**This represents 52% of all referrals offered to our callers.**

### Common Needs Requests\*\*

Category	# Calls
Utilities Assistance	318
Rent/Housing Assistance	271
Stress/Depression/Loneliness	175
Health/Medical Needs	174
Food Assistance	131
Emergency Shelter	110
Legal Assistance	93
Substance Abuse	78
Job Assistance	54

\*\* Callers often have more than one concern

### July Notes:

- In July 2009, 2-1-1 Big Bend received 12% more calls than in July 2008
- Compared to the same month one year ago, we saw a 71% increase in situational adjustment concerns, an 87% increase in stress management issues, and a 45% increase in requests for referrals to therapists
- 16 callers expressed concerns about housing foreclosures

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