



Helpline 2-1-1 Program June 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 June:

1,956

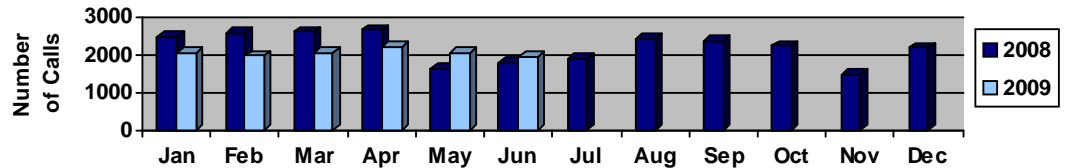
Calls By County	
Franklin	3
Gadsden	108
Jefferson	31
Leon	1,108
Liberty	7
Madison	39
Taylor	39
Wakulla	34
Unknown	195
Outside Primary Service Area	392

Gender	
Female	78%
Male	20%
Unknown	2%

Age	
0-12	<1%
13-17	1%
18-35	53%
36-59	40%
60+	4%
Unknown	1%

Race /Ethnicity	
African-American	45%
White	48%
Hispanic	3%
Haitian	<1%
Other	<1%
Unknown	3%

Monthly Call Volume



Top Referrals

2,735 Referrals made to 551 Programs

Catholic Charities	305
Community Action Agency	292
Salvation Army	171
FL Dept. of Children and Families	123
ECHO Outreach Ministries	95
Good News Outreach	54
Elder Care Services	36
Holy Comforter	34
Big Bend Homeless Coalition	33
Goodwill Industries Big Bend	31
Neighborhood Health Services	29
Refuge House	27
Lutheran Social Services	26
Apalachee Center	25
The Shelter	24
Wildwood Presbyterian Church	24
Area Agency on Aging for N. FL	22

This represents 49% of all referrals given to our callers.

Most Common Needs Requests**

Category	# Calls
Utilities Assistance	339
Rent/Housing Assistance	333
Health/Medical Needs	187
Relationship Concerns	174
Food Assistance	131
Stress/Depression/Loneliness	125
Legal Assistance	106
Emergency Shelter	105
Other Basic Financial Needs	93
Substance Abuse	77
Job Assistance	58

** Callers often have more than one concern

June Notes:

- In June 2009, 2-1-1 Big Bend received 9% more calls than in June 2008
- Compared to the same month in 2008, there were 22% more utility assistance calls and 11% more rent/housing assistance calls
- 33 callers expressed concerns about housing foreclosures
- During the past 12 months, calls increased by 4% overall; however, if you take out the effect of tax assistance calls (4,020 in FY 07-08 vs. 1,329 in FY 08-09) the hotline experienced an 18% increase in calls related to non tax assistance needs

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