



Helpline 2-1-1 Program May 2009 Service Snapshot

Call Frequency:

Midnight—8 a.m.	22%
8 a.m.—4 p.m.	50%
4 p.m.—Midnight	28%

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

Total Calls in May:

2,049

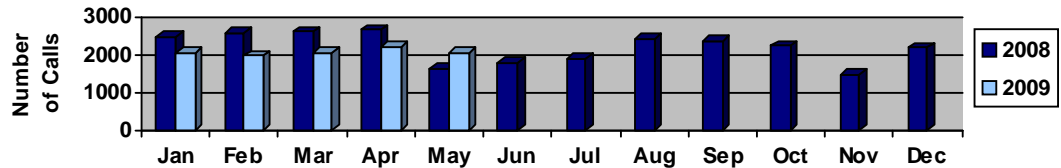
Calls By County	
Franklin	3
Gadsden	114
Jefferson	25
Leon	1,103
Liberty	6
Madison	28
Taylor	40
Wakulla	34
Unknown	184
Outside Primary Service Area	512

Gender	
Female	75%
Male	24%
Unknown	1%

Age	
0-12	<1%
13 -17	<1%
18-35	54%
36-59	40%
60 +	4%
Unknown	1%

Race /Ethnicity	
African-American	46%
White	47%
Hispanic	4%
Haitian	<1%
Other	<1%
Unknown	2%

Monthly Call Volume



Top Referrals

**2,776 Referrals made to
556 Programs**

Community Action Agency	274
Catholic Charities	259
Salvation Army	166
ECHO Outreach Ministries	103
FL Dept. of Children and Families	81
Good News Outreach	55
Big Bend Homeless Coalition	40
Refuge House	35
St. Vincent de Paul	35
HUD, Section 8 Program	34
Goodwill Industries Big Bend	33
The Shelter	30
Apalachee Center	28
Neighborhood Health Services	25
City of Tallahassee Utilities	24
Lutheran Social Services	24
Wildwood Presbyterian Church	22

**This represents 47% of all referrals
given to our callers.**

Most Common Needs Requests**

Category	# Calls
Rent/Housing Assistance	342
Utilities Assistance	317
Health/Medical Needs	222
Relationship Concerns	175
Stress/Depression/Loneliness	142
Emergency Shelter	132
Food Assistance	125
Other Basic Financial Needs	86
Job Assistance	84
Substance Abuse	64
Legal Assistance	63

** Callers often have more than one concern

Notes:

- In May 2009, 2-1-1 Big Bend received 26% more calls than in May 2008
- There were 30 housing foreclosure calls in May which was a 20% increase from April
- Requests for emergency shelter and rent/housing assistance increased from April by 26%

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