



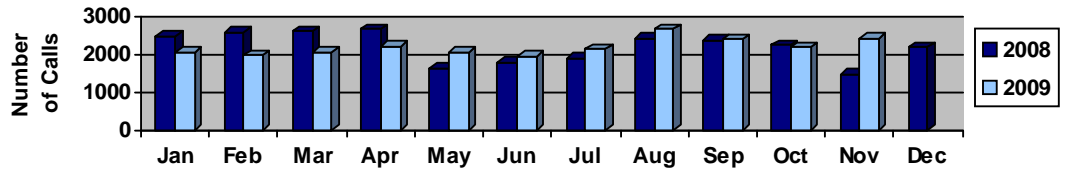
Helpline 2-1-1 Program

November 2009 Service Snapshot

Call Frequency:
 Midnight—8 a.m. 20%
 8 a.m.—4 p.m. 61%
 4 p.m.—Midnight 19%
Busiest Hour: 8:00 am - 9:00 am

Total Calls in November:
2,419

Monthly Call Volume



Calls By County	
Franklin	11
Gadsden	198
Jefferson	50
Leon	1,259
Liberty	10
Madison	31
Taylor	48
Wakulla	73
Unknown/Other	739

Gender	
Female	75%
Male	23%
Unknown	2%

Age	
0-12	<1%
13-17	1%
18-35	50%
36-49	37%
50-59	8%
60-64	2%
65+	1%
Unknown	<1%

Race /Ethnicity	
African-American	46%
White	46%
Hispanic	3%
Haitian	0%
Other	<1%
Unknown	4%

Most Offered Referrals

3,593 Total Referrals Offered

Catholic Charities	434
Community Action Agency	380
ECHO Outreach Ministries	161
Help & Hope Project (United Way)	133
US Marine Corp - Toys for Tots	113
Salvation Army	103
Brehon Institute	97
Tabernacle Outreach	92
FL Dept. Child. & Families - Cir 2	75
Angel Food Ministries	56
City of Tallahassee	53
Good News Outreach	52
Tallahassee Housing Authority	46
Legal Services of N Florida	38
Refuge House	37
HUD, Sect. 8 Program	32
Chelsea's House	30
FSU	30
Goodwill Industries Big Bend	30
Lutheran Social Services	30
Helping from the Heart	29
Big Bend Homeless Coalition	27
Project Annie	26

This represents 59% of all referrals offered to our callers. Counselors referred callers to many other agencies but fewer times than those listed above.

Common Needs Requests**

Category	# Calls
Utilities Assistance	440
Rent/Housing Assistance	322
Food Assistance	206
Medical/Health Needs	201
Stress/Depression/Loneliness	199
Emergency Shelter	113
Legal Assistance	101
Substance Abuse	74
Employment Assistance	66

** Callers often have more than one concern

Need Help? Call Us?
2-1-1 Always Answers.
www.211bigbend.org

No issue is too big or too small.
 Call 2-1-1 or 850-617-6333.
 FREE * CONFIDENTIAL * ANONYMOUS
 www.211bigbend.org

November Notes:

- 171 callers were seeking holiday assistance (e.g., Thanksgiving meals, holiday toys, etc.)
- 30 callers requested dental care assistance
- 12 callers expressed needs related to housing foreclosures