

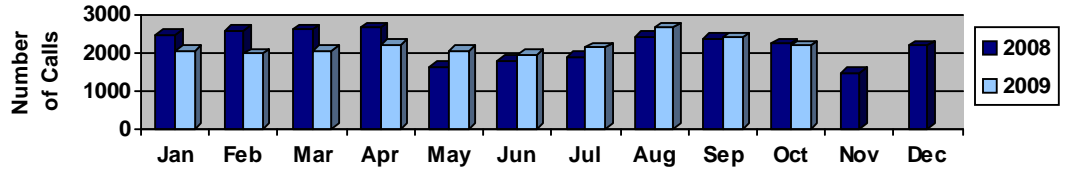


# Helpline 2-1-1 Program

## October 2009 Service Snapshot

<b>Call Frequency:</b>		<b>Total Calls in October:</b>
Midnight—8 a.m.	19%	<b>2,174</b>
8 a.m.—4 p.m.	60%	
4 p.m.—Midnight	21%	
<b>Busiest Hour: 10:00 am - 11:00 am</b>		

### Monthly Call Volume



Calls By County	
Franklin	4
Gadsden	165
Jefferson	35
Leon	1,165
Liberty	21
Madison	27
Taylor	46
Wakulla	58
Unknown/Other	653

Gender	
Female	72%
Male	26%
Unknown	2%

Age	
0-12	<1%
13-17	1%
18-35	45%
36-49	37%
50-59	12%
60-64	2%
65+	2%
Unknown	1%

Race /Ethnicity	
African-American	44%
White	47%
Hispanic	4%
Haitian	<1%
Other	1%
Unknown	4%

### Most Offered Referrals

**3,104 Total Referrals Offered**

Catholic Charities	352
Community Action Agency	360
Help & Hope Project (United Way)	178
FL Dept. Child. & Families - Cir 2	103
Salvation Army	78
ECHO Outreach Ministries	76
City of Tallahassee	71
HUD, Sect. 8 Program	50
Angel Food Ministries	47
Good News Outreach	36
US Marine Corp - Toys for Tots	36
Lutheran Social Services	35
Refuge House	35
Goodwill Industries Big Bend	33
Area Agency Aging N FL	29
Legal Services of N Florida	29
FSU	28
Big Bend Homeless Coalition	26
Tabernacle Outreach	26
Bond Community Health Center	25

**This represents 52% 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	407
Rent/Housing Assistance	298
Stress/Depression/Loneliness	206
Medical/Health Needs	173
Food Assistance	152
Legal Assistance	104
Emergency Shelter	100
Substance Abuse	77
Employment Assistance	76

\*\* Callers often have more than one concern

**2-1-1 Always Answers.**  
**[www.211bigbend.org](http://www.211bigbend.org)**

#### October Notes:

- 27 callers requested dental care assistance
- 13 callers expressed needs related to housing foreclosures

#### New Hotline Program Serving Military Families Launched in October

The **Florida BrAlve Helpline** for military personnel and veterans who have been deployed to Afghanistan or Iraq (OEF/OIF) and their families was established on October 1, 2009. 2-1-1 Big Bend is one of four 2-1-1 centers in Florida that will be answering this Helpline. The BrAlve Helpline number is **1-877-BRAIVE-8**. A statewide resource database is available online at [www.floridabraive.org](http://www.floridabraive.org).