



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

### Call Frequency:

Midnight—8 a.m. 17%  
8 a.m.—4 p.m. 60%  
4 p.m.—Midnight 23%

**Busiest Hour: 8:00 am - 9:00 am**

### Total Calls in September:

**2,399**

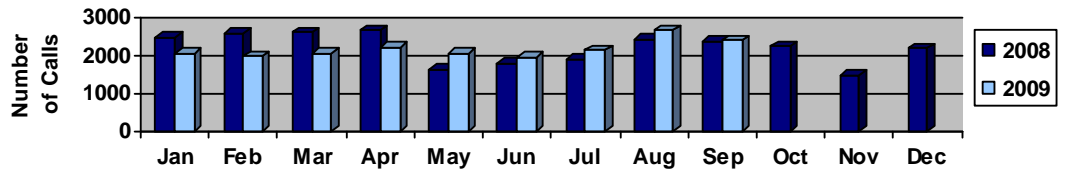
Calls By County	
Franklin	5
Gadsden	178
Jefferson	41
Leon	1,102
Liberty	10
Madison	47
Taylor	26
Wakulla	66
Unknown/Other	924

Gender	
Female	72%
Male	24%
Unknown	4%

Age	
0-12	<1%
13 -17	1%
18-35	56%
36-49	28%
50-59	9%
60-64	2%
65 +	2%
Unknown	2%

Race /Ethnicity	
African-American	43.5%
White	42.5%
Hispanic	5.5%
Haitian	<1%
Other	1%
Unknown	7.5%

### Monthly Call Volume



### Top Referrals

**3,199 Total Referrals Offered**

Catholic Charities	353
Community Action Agency	334
Salvation Army	165
FL Dept. of Children and Families	140
ECHO Outreach Ministries	112
HUD, Sect. 8 Program	63
Lutheran Social Services	46
City of Tallahassee	43
Legal Services of N Florida	43
Big Bend Homeless Coalition	41
FSU	40
Angel Food Ministries	37
Good News Outreach	37
Chelsea's House, Good Samaritan	33
Refuge House	30
Suwannee River Economic Council	30
Neighborhood Health Services	27
Goodwill Industries Big Bend	25
Wildwood Pres. Church—Food Prg	24
The Shelter	23
Help & Hope Project (United Way)	23

**This represents 53% of all referrals offered to our callers.**

### Common Needs Requests\*\*

Category	# Calls
Utilities Assistance	459
Rent/Housing Assistance	338
Health/Medical Needs	232
Stress/Depression/Loneliness	227
Food Assistance	160
Legal Assistance	135
Emergency Shelter	121
Substance Abuse	84
Job Assistance	74

**\*\* Callers often have more than one concern**

### September Notes:

- 13 callers expressed concerns about housing foreclosures
- Increased calls in the following areas were noted in Sept. compared to August:
  - Dental Care Assistance 88%
  - Depression 66%
  - Legal Assistance 24%
  - Housing Assistance 16%
- 31 volunteers joined our Fall 2009 hotline volunteer training class

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