



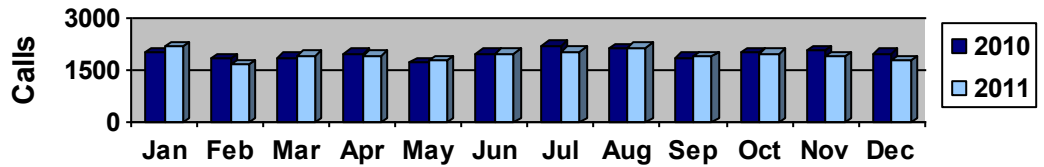
Helpline 2-1-1 Program 2011 Service Snapshot

23,367 Calls **31,449 Referrals**

Need Help? Call Us.

Call 2-1-1 or (850) 617-6333 FREE * CONFIDENTIAL * ANONYMOUS

Monthly Call Volume



Calls By County	
Franklin	132
Gadsden	2,149
Jefferson	397
Leon	13,428
Liberty	94
Madison	433
Taylor	424
Wakulla	833
Unknown/Other	5,477

Gender	
Female	73%
Male	26%
Unknown	1%

Age	
0-12	<1%
13-17	<1%
18-35	42%
36-49	37%
50-59	14%
60-64	3%
65+	2%
Unknown	1%

Race / Ethnicity	
White	48%
African-	46%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	1%
Unknown	3%

Most Offered Referrals

31,449 Total Referrals Offered

Catholic Charities	3,495
Community Action Agency	2,808
Salvation Army Tallahassee	1,366
United Way of the Big Bend	1,268
Florida DCF	1,066
ECHO Outreach Ministries	943
U.S. Dept. of Housing	728
City of Tallahassee	587
Leon County	526
Good News Outreach	520
Big Bend Homeless Coalition	512
Haven of Rest	502
Legal Services of NF	389
Goodwill Industries Big Bend	385
St. Vincent de Paul Society	383
FSU	345
Apalachee Center	335
Bond Community Health Ctr	334
The Shelter	326
Elder Care Services	281
Area Agency on Aging for N.F.	244
TMH	241

This represents **56%** of all referrals. Counselors referred callers to many other agencies but fewer times than those listed above.

Common Needs Requests**

Category	# Calls
Utilities	3,269
Rent/Housing Assistance	2,692
Stress/Depression/Loneliness	2,458
Food Assistance	1,792
Medical/ Health Needs	1,784
Tax Preparation Assistance	1,344
Emergency Shelter	1,119
Legal Assistance	988
Employment	680
Substance Abuse	671
Transportation	590
Suicide	255

** Callers often have more than one concern

- **45 percent of all calls were from people who had previously used our hotline services.**
- **Franklin, Liberty, Taylor, and Wakulla Counties had an increase in the number of people served.**

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