



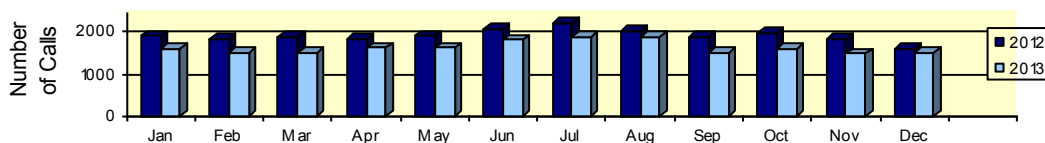
# Helpline 2-1-1 Program 2013 YTD Snapshot

**19,562 Calls**      **26,016 Referrals**

**Need Help? Call Us.**

Call 2-1-1 or 850.617.6333 \* FREE \* CONFIDENTIAL \* ANONYMOUS

## Monthly Call Volume



## Calls By County

Franklin	115
Gadsden	1,911
Jefferson	330
Leon	11,688
Liberty	72
Madison	370
Taylor	368
Wakulla	630
Unknown	2,078
Outside Primary Service Area	2,000

## Gender

Female	74%
Male	24%
Unknown	2%

## Age

0-12	<1%
13-17	<1%
18-35	40%
36-49	38%
50-59	14%
60-64	4%
65 +	3%
Unknown	1%

## Race /Ethnicity

African-American	50%
White	43%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	<1%
Unknown	3%

## Most Common Referrals

**26,016** referrals were offered

Catholic Charities	2,348
Community Action Agency	2,142
Salvation Army	1,242
All About Love, Inc.	585
ECHO Outreach Ministries	559
Big Bend Homeless Coalition	547
FL Dept. of Children & Families	508
City of Tallahassee Services	427
Good Samaritan Network	419
Bond Community Health Center	385
Neighborhood Medical Center	369
Goodwill Industries Big Bend	334
The Shelter	330
Renaissance Community Ctr	313
Good News Outreach	302
Apalachee Center	293
Elder Care Services	284
Leon County	282
Legal Services of North Florida	281
FL Dept of Agriculture	278
Tallahassee Memorial Hospital	250
Mothers in Crisis	242
Refuge House	236
Church of Christ	218
The Florida Bar	193
Area Agency for Aging N Florida	191
Tabernacle Baptist Church	187
Florida State University	182

The above referrals represent **54%** of all referrals given to our callers.

## Common Needs Requests\*

Category	# Calls
Loneliness/Stress/Depression	2729
Utilities Assistance	2511
Rent/Housing Assistance	2066
Health/Medical Needs	1976
Food Assistance	1906
Emergency Shelter	1178
Legal Assistance	860
Substance Abuse	562
Job Assistance	527
Transportation	520
Tax Prep Assistance (VITA Project)	421
Suicide**	227

\* Callers often have more than one concern

\*\* In addition to the Helpline 2-1-1 program calls, 2-1-1 Big Bend counselors answer the National Suicide Prevention Lifeline when someone calls from North Florida. They answered 1,472 calls on Lifeline (Jan-Nov 2013); 924 were related to suicide.

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