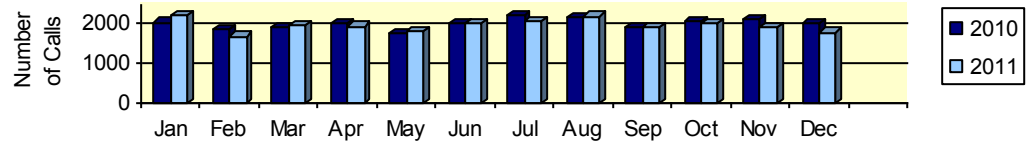




Helpline 2-1-1 Program December 2011 Service Snapshot

11% Midnight—8 a.m. 1780
 66% 8 a.m.—4 p.m. Total Calls
 23% 4 p.m.—Midnight 9—10 a.m. Busiest Hour

Monthly Call Volume



Calls By County	
Franklin	8
Gadsden	191
Jefferson	35
Leon	948
Liberty	5
Madison	38
Taylor	32
Wakulla	69
Unknown/Other	454

Gender	
Female	71%
Male	27%
Unknown	2%

Age	
0-12	<1%
13-17	<1%
18-35	40%
36-49	39%
50-59	14%
60-64	3%
65+	2%
Unknown	2%

Race / Ethnicity	
White	49%
African-American	44%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	1%
Unknown	3%

Most Offered Referrals

2,274 Total Referrals Offered

Catholic Charities	238
Community Action Agency	204
St. Vincent de Paul Society	116
Salvation Army Tall. Div.	81
Florida DCF	77
ECHO Outreach Ministries	73
Leon County	49
Good News Outreach	43
Goodwill Industries	42
Big Bend Homeless Coalition	40
Haven of Rest	39
US Marines Toys For Tots	37
City of Tallahassee	37
Tabernacle MB Church	34
Refuge House	31
Legal Services of N. Florida	28
Apalachee Center	26
Bond Comm. Health Center	25
The Shelter	25
United Church –Tallahassee	24
Florida State University	23
Neighborhood Health Service	21
Agency for Health Care Adm	21

Common Needs Requests**

Category	# Calls
Utilities	235
Loneliness/Stress/Depression	227
Rent/Housing	172
Food Assistance	144
Medical/Health Needs	130
Holiday Assistance	105
Emergency Shelter	100
Substance Abuse	67
Legal Services	64
Transportation	56
Employment	44
Suicide	19
** Callers often have more than one concern	

Need Help? Call Us!
 2-1-1 Always Answers.
www.211bigbend.org
 Call 2-1-1 or (850) 617-6333
 FREE * CONFIDENTIAL * ANONYMOUS
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December Notes

- 15 dental care assistance calls
- 6 foreclosure assistance calls