



## Helpline 2-1-1 Program December 2013 Service Snapshot

**10%** Midnight – 8 a.m.

**63%** 8 a.m. – 4 p.m.

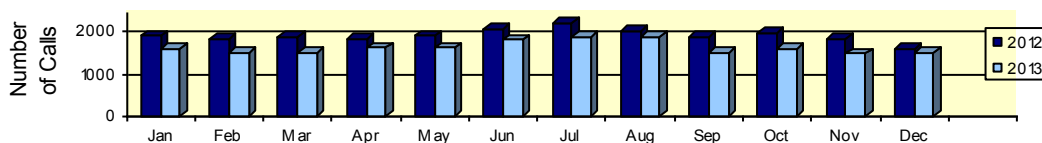
**27%** 4 p.m. – Midnight

**1,516**

**Total Calls**

**9am – 10am Busiest Hour**

**Monthly Call Volume**



### Calls By County

Franklin	12
Gadsden	120
Jefferson	17
Leon	997
Liberty	4
Madison	22
Taylor	24
Wakulla	36
Unknown	197
Out of Area	33

### Gender

Female	73%
Male	24%
Unknown	3%

### Age

0-12	<1%
13 -17	<1%
18-35	43%
36-49	34%
50-59	12%
60-64	4%
65 +	4%
Unknown	2%

### Race /Ethnicity

White	43%
African-American	50%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	<1%
Unknown	4%

### Most Offered Referrals

**1,808 Total Referrals Offered**

Community Action Agency	189
Salvation Army	125
Catholic Charities	108
Big Bend Homeless Coalition, Inc	55
Jacob Chapel Baptist Church	48
Good Samaritan Network	40
Bond Community Health Center	36
Tabernacle Baptist Church	36
Florida DCF	35
City Human Resources	32
ECHO	30
Neighborhood Medical Center	28
Refuge House	24
The Shelter	24
TMH	21
Apalachee Center	20
Renaissance Community Center	19
Elder Care	18
Church of Christ	17
Goodwill Industries	17
Legal Services of N Florida	17
Leon County	17
US Marine Corps	17
Trinity United Methodist Church	16

### Common Needs Requests\*\*

Category	# Calls
Loneliness/Stress/Depression	186
Utilities	176
Rent/Housing	164
Medical/Health Needs	156
Food Assistance	115
Emergency Shelter	92
Transportation	60
Legal Services	45
Substance Abuse	39
Employment	33
Suicide	20
** Callers often have more than one concern	

**Need Help? Call Us!**

**Because life is 24/7, so are we**

**[www.211bigbend.org](http://www.211bigbend.org)**

**Call 2-1-1 or (850) 617-6333**

**FREE \* CONFIDENTIAL \* ANONYMOUS**

**[www.211bigbend.org](http://www.211bigbend.org)**

### November Notes

- 17 dental care assistance calls
- 4 foreclosure assistance calls