



Helpline 2-1-1 Program February 2012 Service Snapshot

13% Midnight—8 a.m.

1823

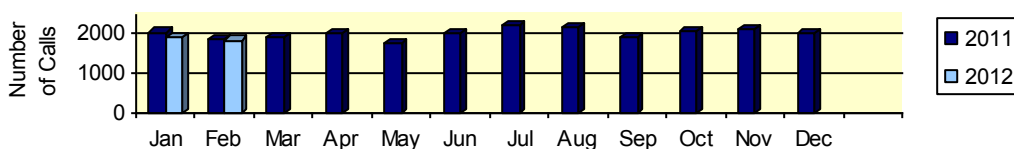
63% 8 a.m.—4 p.m.

Total Calls

24% 4 p.m.—Midnight

10—11 a.m. Busiest Hour

Monthly Call Volume



Calls By County

Franklin	9
Gadsden	243
Jefferson	31
Leon	939
Liberty	7
Madison	30
Taylor	24
Wakulla	33
Unknown/Other	507

Gender

Female	63%
Male	35%
Unknown	2%

Age

0-12	<1%
13-17	<1%
18-35	38%
36-49	38%
50-59	16%
60-64	4%
65+	2%
Unknown	1%

Race / Ethnicity

White	52%
African-American	41%
Asian	<1%
Hispanic	3%
Haitian	<1%
Other	<1%
Unknown	3%

Most Offered Referrals

1,808 Total Referrals Offered

United Way Tax Assistance	146
Community Action Agency	137
Catholic Charities	120
All About Love, Inc.	61
Florida DCF	47
ECHO Outreach Ministries	44
Salvation Army Tall. Div.	40
City of Tallahassee	39
Leon County	39
Good News Outreach	34
Big Bend Homeless Coalition	32
Haven of Rest	32
Goodwill Industries	29
Legal Services of N. Florida	29
Bond Community Health Ctr	26
Apalachee Center	24
AARP Tax Aide Project	21
The Shelter	18
Rainbow Housing Assist. Corp	18
Community Action Agency	

Common Needs Requests**

Category	# Calls
Loneliness/Stress/Depression	281
Tax Preparation Assistance	201
Medical/Health Needs	138
Rent/Housing	130
Utilities	121
Food Assistance	104
Emergency Shelter	88
Legal Services	69
Employment	47
Transportation	41
Substance Abuse	30
Suicide	24
** Callers often have more than one concern	

Need Help? Call Us!

Because life is 24/7, so are we

www.211bigbend.org

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

FREE * CONFIDENTIAL * ANONYMOUS

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February Notes

- 20 dental care assistance calls
- 4 foreclosure assistance calls