

Calls By County		
Franklin	11	
Gadsden	165	
Jefferson	24	
Leon	861	
Liberty	6	
Madison	18	
Taylor	25	
Wakulla	51	
Unknown/Oth	ier 349	
Gender		
Female	70%	
Male	28%	

Age		
0-12	<1%	
13 -17	<1%	
18-35	40%	
36-49	37%	
50-59	15%	
60-64	4%	
65 +	2%	
Unknown	1%	

2%

Unknown

### **Race / Ethnicity**

White	45%
African- American	<b>47</b> %
Asian	1%
Hispanic	2%
Haitian	<1%
Other	1%
Unknown	3%

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

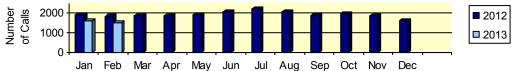
11% Midnight—8 a.m.
63% 8 a.m.—4 p.m.
26% 4 p.m.—Midnight

1510 Total Calls

10—11 a.m. Busiest Hour

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Monthly Call Volume



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Most Offered Referrals

#### 1,760 Total Referrals Offered

Catholic Charities143United Way Tax Assistance141Community Action Agency110Salvation Army Tall. Div86Florida DCF40Neighborhood Health Services40All About Love, Inc.37Big Bend Homeless Coalition35Leon County34City of Tallahassee31ECHO Outreach Ministries28Good Samaritan Network27Apalachee Center26Goodwill Industries25AARP Tax Aide Project22TMH21Good News Outreach18Legal Services of N. Florida17The Shelter17		
Community Action Agency110Salvation Army Tall. Div86Florida DCF40Neighborhood Health Services40All About Love, Inc.37Big Bend Homeless Coalition35Leon County34City of Tallahassee31ECHO Outreach Ministries28Good Samaritan Network27Apalachee Center26Goodwill Industries25AARP Tax Aide Project22TMH21Good News Outreach18Legal Services of N. Florida17	Catholic Charities	143
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All About Love, Inc.37Big Bend Homeless Coalition35Leon County34City of Tallahassee31ECHO Outreach Ministries28Good Samaritan Network27Bond Community Health Ctr27Apalachee Center26Goodwill Industries25AARP Tax Aide Project22TMH21Good News Outreach20Elder Care Services18Legal Services of N. Florida17	Florida DCF	40
Big Bend Homeless Coalition35Leon County34City of Tallahassee31ECHO Outreach Ministries28Good Samaritan Network27Bond Community Health Ctr27Apalachee Center26Goodwill Industries25AARP Tax Aide Project22TMH21Good News Outreach20Elder Care Services18Legal Services of N. Florida17	Neighborhood Health Services	40
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Elder Care Services18Legal Services of N. Florida17	ТМН	21
Legal Services of N. Florida 17	Good News Outreach	20
	Elder Care Services	18
The Shelter 17	Legal Services of N. Florida	17
	The Shelter	17

## Common Needs Requests\*\*

Category	# Calls	
Tax Preparation Assistance	221	
Loneliness/Stress/Depression	187	
Utilities	156	
Medical/Health Needs	143	
Rent/Housing	95	
Food Assistance	94	
Legal Services	72	
Emergency Shelter	61	
Substance Abuse	56	
Employment	37	
Transportation	36	
Suicide	27	
** Callers often have more than one concern		

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www.211bigbend.org

#### **February Notes**

- 23 dental care assistance calls
- 6 foreclosure assistance calls
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A United Way Agency.

For additional information e-mail president@211BigBend.org