



Helpline 2-1-1 Program February 2013 Service Snapshot

11% Midnight—8 a.m.

1510

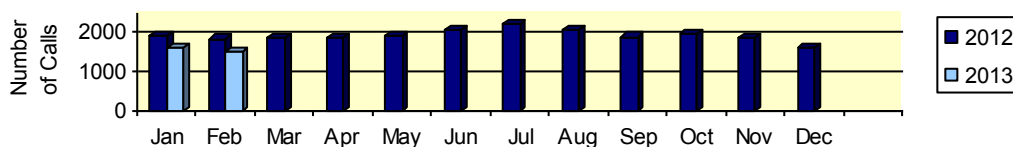
63% 8 a.m.—4 p.m.

Total Calls

26% 4 p.m.—Midnight

10—11 a.m. Busiest Hour

Monthly Call Volume



Calls By County

Franklin	11
Gadsden	165
Jefferson	24
Leon	861
Liberty	6
Madison	18
Taylor	25
Wakulla	51
Unknown/Other	349
Gender	
Female	70%
Male	28%
Unknown	2%

Age

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

Race /Ethnicity

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

Most Offered Referrals

1,760 Total Referrals Offered

Catholic Charities	143
United Way Tax Assistance	141
Community Action Agency	110
Salvation Army Tall. Div	86
Florida DCF	40
Neighborhood Health Services	40
All About Love, Inc.	37
Big Bend Homeless Coalition	35
Leon County	34
City of Tallahassee	31
ECHO Outreach Ministries	28
Good Samaritan Network	27
Bond Community Health Ctr	27
Apalachee Center	26
Goodwill Industries	25
AARP Tax Aide Project	22
TMH	21
Good News Outreach	20
Elder Care Services	18
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	

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

- 23 dental care assistance calls
- 6 foreclosure assistance calls