



Helpline 2-1-1 Program July 2010 Service Snapshot

Call Frequency:

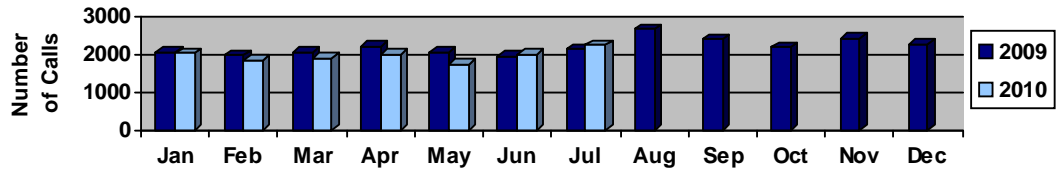
Midnight—8 a.m. 9%
8 a.m.—4 p.m. 67%
4 p.m.—Midnight 24%

Total Calls in July:

2,223

Busiest Hour: 9:00 am - 10:00 am

Monthly Call Volume



County	Number of Calls
Franklin	4
Gadsden	198
Jefferson	45
Leon	1,238
Liberty	4
Madison	34
Taylor	34
Wakulla	92
Unknown/Other	574

Gender	Percentage
Female	74%
Male	25%
Unknown	1%

Age Group	Percentage
0-12	0%
13-17	<1%
18-35	44%
36-49	41%
50-59	10%
60-64	3%
65+	2%
Unknown	0%

Race / Ethnicity	Percentage
African-American	45%
White	50%
Asian	<1%
Hispanic	3%
Haitian	<1%
Other	<1%
Unknown	2%

Most Offered Referrals

3593 Total Referrals Offered

Catholic Charities	475
Community Action Agency	383
FL Dept. Child. & Families - Cir 2	213
Salvation Army	178
ECHO Outreach Ministries	122
Big Bend Homeless Coalition	60
Legal Services of N FL	53
Angel Food Ministries	47
The Shelter	46
Refuge House	45
Florida State University	43
Leon County Government Services	43
Good News Outreach	42
Haven of Rest	39
Lutheran Social Services	37
Workforce Plus	36
Apalachee Center	29
Elder Care Services	29
Tallahassee City Utilities Cust. Svc.	27
Goodwill Industries	26
Holy Comforter Food Closet	25
Area Agency on Aging N FL	24
Wildwood Church	24
Bond Community Health Center	23
Brehon Institute	23

This represents **58%** of all referrals offered to our callers. Counselors referred callers to many other agencies but fewer times than those listed above.

Common Needs Requests**

Category	# Calls
Utilities Assistance	399
Rent/ Housing Assistance	375
Stress/ Depression/ Loneliness	199
Medical/ Health Needs	182
Food Assistance	165
Legal Assistance	149
Emergency Shelter	129
Employment Assistance	89
Substance Abuse	51
Suicide Prevention	25

** Callers often have more than one concern

Need Help? Call Us?
2-1-1 Always Answers.
www.211bigbend.org

No issue is too big or too small.
Call 2-1-1 or 850-617-6333.

July Notes:

- 10 callers requested assistance with foreclosures
- 25 callers requested assistance with dental assistance
- 42% increase in legal assistance requests
- 32% increase in emergency shelter requests
- 30% increase in medical assistance requests
- 18% increase in utility assistance requests