



Helpline 2-1-1 Program

July 2014 Service Snapshot

8% Midnight – 8 a.m.
66% 8 a.m. – 4 p.m.
26% 4 p.m. – Midnight

1,680
Total Calls
10 am – 11 am Busiest Hour

Calls By County

Franklin	6
Gadsden	136
Jefferson	20
Leon	1141
Liberty	5
Madison	33
Taylor	38
Wakulla	50
Unknown	170
Out of Area	81

Gender

Female	75 %
Male	24 %
Unknown	1 %

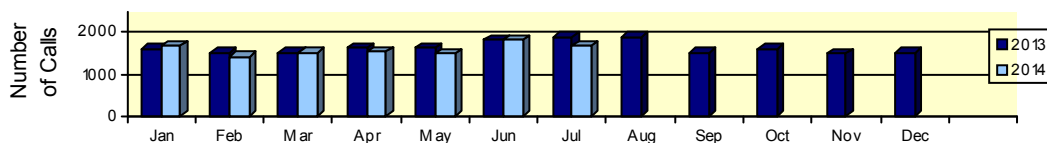
Age

0-12	<1 %
13-17	<1 %
18-35	41 %
36-49	36 %
50-59	15 %
60-64	4 %
65 +	3 %
Unknown	1 %

Race /Ethnicity

White	43 %
African-American	52 %
Asian	<1%
Hispanic	2 %
Haitian	<1 %
Other	<1 %
Unknown	3 %

Monthly Call Volume



Most Offered Referrals

2,267 Total Referrals Offered

Capital Area Action Agency	169
Catholic Charities of NW FL	107
Salvation Army	106
ECHO	90
Good Samaritan Network	74
Big Bend Homeless Coalition	70
Renaissance Community Center	52
City of Tallahassee	50
Florida DCF	43
Goodwill Industries	42
Centers for Medicare & Medicaid	32
Jacob Chapel Baptist Church	32
Legal Services of N. FL	32
Rainbow Housing	32
Apalachee Center	31
Mission Hills Apts.	31
TMH	29
The Shelter	28
Sunrise Place	28
Promise Land Ministries	27
Magnolia Terrace Apts	27
Good News Outreach	25
Refuge House	24
Elder Care Services	23
Area Agency on Aging of N FL	20
Rockbrook Garden Apts	19
Allen Outreach Center	19
Bond Community Health Center	19
Capital Region Career Source	19

July Notes:

- 21 dental care assistance calls
- 1 foreclosure assistance calls

Common Needs Requests**

Category	# Calls
Loneliness/Stress/Depression	228
Utilities	225
Rent/Housing	186
Medical/Health Needs	168
Food Assistance	148
Emergency Shelter	147
Transportation	69
Legal Services	69
Substance Abuse	54
Employment	37
Suicide	15

** Callers often have more than one concern

Need Help? Call Us!
Because life is 24/7, so are we
www.211bigbend.org

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