



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

12% Midnight—8 a.m.

1497

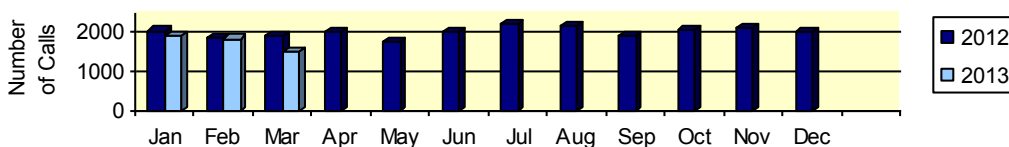
60% 8 a.m.—4 p.m.

Total Calls

28% 4 p.m.—Midnight

11 —12 Noon Busiest Hour

### Monthly Call Volume



### Calls By County

Franklin	8
Gadsden	169
Jefferson	26
Leon	836
Liberty	5
Madison	32
Taylor	15
Wakulla	48
Unknown/Other	358

### Gender

Female	66%
Male	31%
Unknown	3%

### Age

0-12	<1%
13-17	<1%
18-35	39%
36-49	37%
50-59	14%
60-64	5%
65+	2%
Unknown	2%

### Race /Ethnicity

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

### Most Offered Referrals

1,828 Total Referrals Offered

Community Action Agency	148
Catholic Charities	142
Tax Preparation Assistance	102
Salvation Army Tall. Div.	91
Florida DCF	49
Neighborhood Health Services	41
All About Love, Inc.	39
Leon County	37
Bond Community Health Ctr	36
Good Samaritan Network	30
Goodwill Industries	29
Apalachee Center	29
Tallahassee Memorial	27
Good News Outreach	26
City of Tallahassee	24
Big Bend Homeless Coalition	24
Legal Services of N. Florida	24
The Shelter	20
Florida AHCA	20
ECHO Outreach Ministries	19
Elder Care Services	16

### Common Needs Requests\*\*

Category	# Calls
Loneliness/Stress/Depression	200
Utilities	159
Tax Preparation Assistance	142
Medical/Health Needs	140
Rent/Housing	130
Food Assistance	84
Legal Services	75
Emergency Shelter	68
Substance Abuse	39
Transportation	33
Employment	29
Suicide	16
** Callers often have more than one concern	

Need Help? Call Us!

Because life is 24/7, so are we

[www.211bigbend.org](http://www.211bigbend.org)

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

FREE \* CONFIDENTIAL \* ANONYMOUS

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### March Notes

- 24 dental care assistance calls
- 3 foreclosure assistance calls