



# Helpline 2-1-1 Program May 2012 Service Snapshot

12% Midnight—8 a.m. 1898  
 60% 8 a.m.—4 p.m. Total Calls  
 28% 4 p.m.—Midnight 10 am —11am Busiest Hour

## Calls By County

Franklin	11
Gadsden	184
Jefferson	26
Leon	1079
Liberty	5
Madison	29
Taylor	54
Wakulla	72
Unknown/Other	438

## Gender

Female	71%
Male	29%
Unknown	<1%

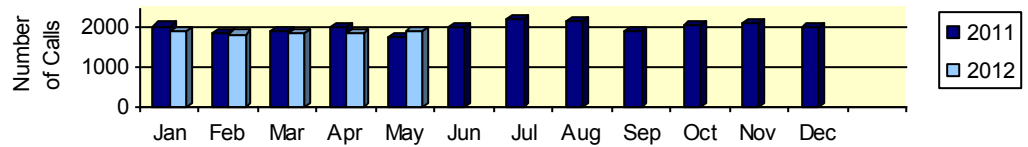
## Age

0-12	<1%
13 -17	1%
18-35	43%
36-49	37%
50-59	14%
60-64	3%
65 +	2%
Unknown	<1%

## Race /Ethnicity

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

## Monthly Call Volume



## Most Offered Referrals

**2,336 Total Referrals Offered**

Catholic Charities	220
Community Action Agency	205
All About Love, Inc.	115
Florida DCF	88
Good News Outreach	58
ECHO Outreach Ministries	56
Haven of Rest	53
Goodwill Industries	52
City of Tallahassee	47
Leon County	46
Big Bend Homeless Coalition	43
Salvation Army Tall. Div.	42
The Shelter	36
United Church Food Pantry	34
Legal Services of N. Florida	31
Bond Community Health Ctr	29
Griffin Heights Apartments	28
Leon Arms Apartments	28
Holy Comforter Food Pantry	27
Church of Christ	25
Magnolia Terrace	25
Rainbow Housing Assistance	23

## Common Needs Requests\*\*

Category	# Calls
Loneliness/Stress/Depression	416
Rent/Housing	230
Food Assistance	189
Utilities	189
Mental/Health Needs	140
Emergency Shelter	101
Legal Services	89
Transportation	58
Employment	54
Substance Abuse	43
Suicide	29

\*\* 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

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

## May Notes

- 16 dental care assistance calls
- 9 foreclosure assistance calls