

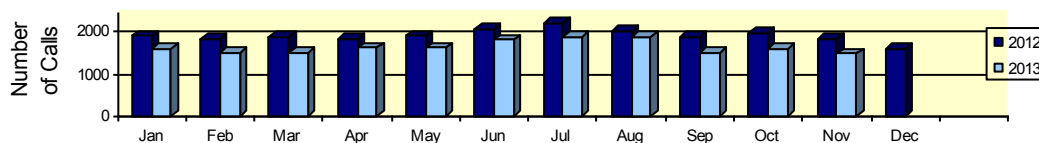


Helpline 2-1-1 Program November 2013 Service Snapshot

9% Midnight – 8 a.m.
63% 8 a.m. – 4 p.m.
28% 4 p.m. – Midnight

1,490
Total Calls
11am – 12pm Busiest Hour

Monthly Call Volume



Calls By County

Franklin	11
Gadsden	134
Jefferson	23
Leon	978
Liberty	4
Madison	27
Taylor	38
Wakulla	38
Unknown/Other	237

Gender

Female	76%
Male	22%
Unknown	2%

Age

0-12	<1%
13 -17	<1%
18-35	37%
36-49	38%
50-59	15%
60-64	5%
65 +	3%
Unknown	1%

Race /Ethnicity

White	44%
African-American	50%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	<1%
Unknown	2%

Most Offered Referrals

2,142 Total Referrals Offered

Catholic Charities	168
Community Action Agency	167
Salvation Army	81
Big Bend Homeless Coalition, Inc	63
Tabernacle Baptist Church	62
Centers for Medicare & Medicaid	51
ECHO	51
Shady Grove Baptist Church	45
Good Samaritan Network	41
Jacob Chapel Baptist Church	40
Renaissance Community Center	35
The Shelter	33
Good News Outreach	32
City of Tallahassee	32
Bond Community Health Center	29
Church of Christ	29
Big Bend Community Development	28
Elder Care Services	28
Refuge House	28
Florida DCF	27
Goodwill Industries Big Bend, Inc	25
Project Annie	25
Neighborhood Medical Center	24
Leon County	22
City Walk Urban Mission	21
Holy Comforter Church	21
Legal Services of N Florida	20
United Church in Tallahassee	20
All About Love, Inc	18
Area Agency for Aging N Florida	18

Common Needs Requests**

Category	# Calls
Utilities	190
Food Assistance	188
Loneliness/Stress/Depression	159
Rent/Housing	153
Medical/Health Needs	142
Emergency Shelter	108
Legal Services	52
Employment	43
Substance Abuse	33
Transportation	32
Suicide	9
** 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
www.211bigbend.org

November Notes

- 12 dental care assistance calls
- 4 foreclosure assistance calls