



Helpline 2-1-1 Program October 2013 Service Snapshot

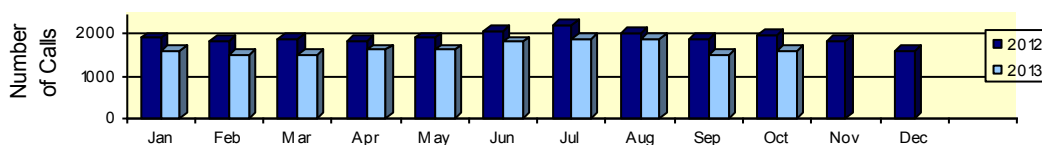
8% Midnight – 8 a.m.
72% 8 a.m. – 4 p.m.
20% 4 p.m. – Midnight

1,607

Total Calls

9am – 10am Busiest Hour

Monthly Call Volume



Calls By County

| | |
|---------------|------|
| Franklin | 15 |
| Gadsden | 143 |
| Jefferson | 23 |
| Leon | 1032 |
| Liberty | 2 |
| Madison | 20 |
| Taylor | 31 |
| Wakulla | 65 |
| Unknown/Other | 276 |

Gender

| | |
|---------|-----|
| Female | 75% |
| Male | 24% |
| Unknown | 1% |

Age

| | |
|---------|-----|
| 0-12 | <1% |
| 13 -17 | <1% |
| 18-35 | 41% |
| 36-49 | 37% |
| 50-59 | 13% |
| 60-64 | 5% |
| 65 + | 2% |
| Unknown | <1% |

Race /Ethnicity

| | |
|------------------|-----|
| White | 45% |
| African-American | 49% |
| Asian | <1% |
| Hispanic | 2% |
| Haitian | <1% |
| Other | <1% |
| Unknown | 3% |

Most Offered Referrals

2,353 Total Referrals Offered

| | |
|----------------------------------|-----|
| Catholic Charities | 255 |
| Community Action Agency | 191 |
| Salvation Army, Tall. Div. | 90 |
| Centers for Medicare & Medicaid | 76 |
| ECHO Outreach Ministries | 62 |
| Mothers in Crisis, Inc | 50 |
| Leon County | 49 |
| City of Tallahassee | 48 |
| Big Bend Homeless Coalitions | 40 |
| Good Samaritan Network | 40 |
| Renaissance Community Ctr | 36 |
| Florida DCF | 35 |
| U.S. Marines Toys for Tots | 33 |
| All About Love, Inc | 32 |
| Legal Services of N Florida, Inc | 30 |
| The Shelter | 30 |
| Neighborhood Medical Center | 29 |
| Church of Christ | 28 |
| Bond Community Health Center | 27 |
| Tabernacle Baptist Church | 27 |
| Goodwill Industries | 26 |
| Apalachee Center Inc | 25 |
| Good News Outreach | 25 |
| TMH | 24 |
| Jacob Chapel Baptist Church | 24 |

Common Needs Requests**

| Category | # Calls |
|---|---------|
| Loneliness/Stress/Depression | 263 |
| Utilities | 247 |
| Medical/Health Needs | 191 |
| Rent/Housing | 178 |
| Food Assistance | 164 |
| Emergency Shelter | 91 |
| Legal Services | 90 |
| Substance Abuse | 55 |
| Employment | 50 |
| Transportation | 44 |
| Suicide | 17 |
| ** 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

October Notes

- 13 dental care assistance calls
- 15 foreclosure assistance calls