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Florida Department of Health

FLORIDA HIV/AIDS HOTLINE AND WEBSITE

Quarterly Service Snapshot July - September 2010

Top Counties Calls Originated		Gender of Callers		How Callers Heard About Hotline		Hotline Activity		
Miami - Dade		Female	47%	Internet	33%	Documented Caller Contacts	1,485	
Broward		Male	53%	Friend / Relative	16%	Contacts through Email	16	
Duval				Phone Book	11%	Total Hotline Contacts	1,501	
Orange				Literature	9%	Services Provided		
Hillsborough				Billboards	5%	Information	687	
Palm Beach				City Bus/Bench	4%	Referrals	621	
Leon				Health Provider	4%	Counseling	768	
Volusia				School or Work	3%	Total Number of Referrals Offered	1,235	
Alachua				Radio/Television	3%	Language		
Pinellas				Other	11%	Served by counselors - English	1,000	
Lee						Served by counselors - Spanish	55	
Polk						Served by counselors - Creole	10	
Marion						Website Activity		
						Month	Page Views	Total Visitors
						July 2010	1,853	1,440
						Aug 2010	1,601	1,250
						Sept 2010	1,544	1,232
						Totals	4,998	3,922

Top Caller Concerns *		Top Hotline Referrals	
Category	# Calls		
HIV/AIDS Information	758	HIV/AIDS Services	County Health Dept.
HIV/AIDS Testing	609	HIV/AIDS Program Coordinators	
HIV/AIDS Transmission	275	Catholic Charities	
Mental Health - General	153	Empower U, Inc	
STD	136	Nurse Connect	
ADAP	84	Planned Parenthood	
Indiv/Fam/Community	73	Union Positiva, Inc	
Information Services	58	Jackson Health Svcs	
Medical/Dental General	58	St Joseph's Care	
AIDS Service Org.	54	Big Bend Cares	
HOPWA	49	AIDS Drug Assistance Program	
		Project Link of South Florida	
		Miracle of Love	
		Center for Drug Free Living	
		Hope and Help Center	
		Borinquen Health Care Center	

*Callers often have more than one concern.

www.floridahiv aids.org

1-800-FLA-AIDS (352-2437) English
 1-800-545-SIDA (545-7432) Spanish
 1-800-AIDS-101 (243-7101) Creole
 1-888-503-7118 TTY (Hearing/Speech Impaired)