



Helpline 2-1-1 Program March 2012 Service Snapshot

17% Midnight—8 a.m. 1872
 57% 8 a.m.—4 p.m. Total Calls
 26% 4 p.m.—Midnight 11 —12 Noon Busiest Hour

Calls By County

Franklin	7
Gadsden	202
Jefferson	27
Leon	933
Liberty	11
Madison	27
Taylor	20
Wakulla	61
Unknown/Other	584

Gender

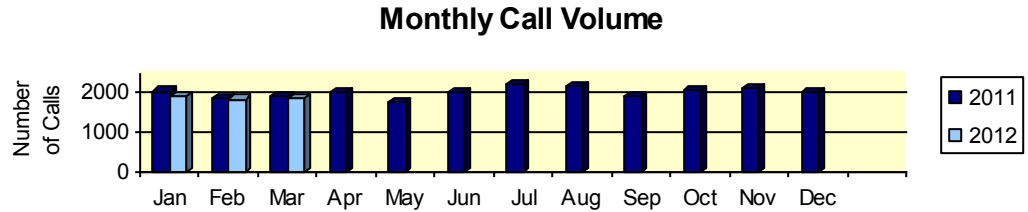
Female	62%
Male	36%
Unknown	2%

Age

0-12	<1%
13-17	<1%
18-35	37%
36-49	40%
50-59	15%
60-64	4%
65+	2%
Unknown	2%

Race /Ethnicity

White	51%
African-American	41%
Asian	<1%
Hispanic	2%
Haitian	1%
Other	3%
Unknown	2%



Most Offered Referrals

2,001 Total Referrals Offered

Community Action Agency	154
Catholic Charities	134
United Way Tax Assistance	85
All About Love, Inc.	69
Florida DCF	57
ECHO Outreach Ministries	55
Salvation Army Tall. Div.	45
Leon County	44
City of Tallahassee	41
Big Bend Homeless Coalition	39
Good News Outreach	35
Legal Services of N. Florida	31
Bond Community Health Ctr	30
Apalachee Center	24
Haven of Rest	25
The Shelter	24
Goodwill Industries	23
FSU	21
United Church Food Pantry	20
Tallahassee Bar Association	18
Elder Care Services	17

Common Needs Requests**

Category	# Calls
Loneliness/Stress/Depression	305
Medical/Health Needs	140
Rent/Housing	134
Utilities	125
Food Assistance	116
Legal Services	92
Tax Preparation Assistance	85
Emergency Shelter	69
Substance Abuse	60
Transportation	51
Employment	32
Suicide	24

** 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

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March Notes

- 12 dental care assistance calls
- 4 foreclosure assistance calls