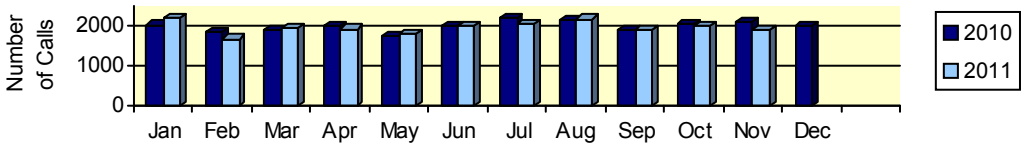
Helpline 2-1-1 Program
November 2011 Service Snapshot

10% Midnight—8 a.m.	**1905**
69% 8 a.m.—4 p.m.	**Total Calls**
21% 4 p.m.—Midnight	**10—11 a.m. Busiest Hour**

Monthly Call Volume



Calls By County

Franklin	7
Gadsden	219
Jefferson	37
Leon	1001
Liberty	15
Madison	40
Taylor	27
Wakulla	101
Unknown/Other	458

Gender

Female	70%
Male	28%
Unknown	2%

Age

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

Race /Ethnicity

White	51%
African-American	44%
Asian	<1%
Hispanic	2%
Haitian	<1%
Other	1%
Unknown	2%

Most Offered Referrals

2,479 Total Referrals Offered

Catholic Charities	270
Community Action Agency	207
Salvation Army Tall. Div.	140
St. Vincent de Paul Society	130
ECHO Outreach Ministries	86
Florida DCF	57
US Marines Toys For Tots	54
Good News Outreach	52
Tabernacle MB Church	49
Big Bend Homeless Coalition	49
Haven of Rest	44
Good Will Industries	42
United Church –Tallahassee	40
Wildwood Church of Tallah.	34
Holy Comforter Episcopal Ch	33
The Shelter	33
Leon County	30
Bond Comm. Health Center	29
Legal Services of N. Florida	29
City of Tallahassee	24
Community Cares Outreach	23
Florida State University	21
Apalachee Center	20

Common Needs Requests**

Category	# Calls
Utilities	261
Loneliness/Stress/Depression	233
Food Assistance	227
Rent/Housing	157
Medical/Health Needs	129
Emergency Shelter	89
Legal Services	79
Substance Abuse	51
Transportation	43
Employment	43
Suicide	24

** Callers often have more than one concern

Need Help? Call Us!

2-1-1 Always Answers.

www.211bigbend.org

Call 2-1-1 or (850) 617-6333

FREE * CONFIDENTIAL * ANONYMOUS

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November Notes

- 10 dental care assistance calls
- 93 holiday assistance calls