Helpline 2-1-1 Program
October 2014 Service Snapshot

7% Midnight – 8 a.m.
67% 8 a.m. – 4 p.m.
26% 4 p.m. – Midnight

Total Calls: 1580
12 pm – 1 pm Busiest Hour

Calls By County

Franklin	11
Gadsden	209
Jefferson	22
Leon	988
Liberty	11
Madison	31
Taylor	39
Wakulla	45
Unknown	132
Out of Area	92

Gender

Female	77%
Male	22 %
Unknown	1 %

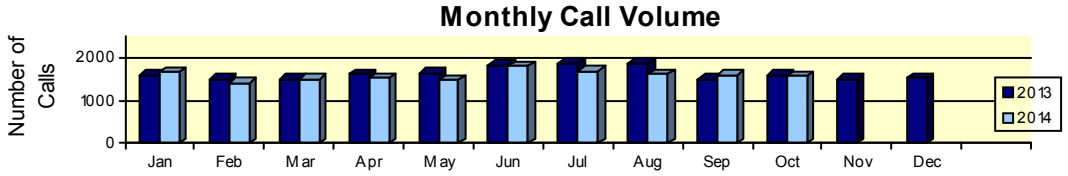
Age

0-12	<1 %
13 -17	.2 %
18-35	33 %
36-49	43 %
50-59	12 %
60-64	6 %
65 +	4 %
Unknown	.9 %

Race /Ethnicity

White	43 %
African-American	52 %
Asian	.2 %
Hispanic	2 %
Haitian	0 %
Other	.5 %
Unknown	2 %

Monthly Call Volume



Most Offered Referrals

2,467 Total Referrals Offered

Catholic Charities of NWFL	249
Capital Area Community Action	152
Salvation Army	109
ECHO	83
Big Bend Homeless Coalition	67
Good Samaritan Network	62
Elder Care Services	51
Centers for Medicare & Medicaid	46
City of Tallahassee	46
Goodwill Industries Big Bend	43
FL Dept. of Children & Families	34
Good News Outreach	34
Jacob Chapel Baptist Church	33
Renaissance Community Center	31
Allen Outreach Center	30
Bond Community Health Center	30
Legal Services of North Florida	30
Promise Land Ministries	30
The Florida Bar	29
Leon County Government	27
Area Agency on Aging for N. FL	26
Neighborhood Medical Center	26
CareerSource Capital Region	25
Disability Rights Florida	24
Big Bend Community Dev. Corp	22
Florida State University	20
Magnolia Terrace Apartments	20
Sunrise Place	20
Tabernacle Missionary Baptist	20
The Shelter	19
Tallahassee Memorial HealthCare	19

Common Needs Requests**

Category	# Calls
Utilities	299
Loneliness/Stress/Depression	231
Medical/Health Needs	203
Rent/Housing	200
Food Assistance	170
Emergency Shelter	116
Legal Services	88
Employment	63
Substance Abuse	55
Transportation	50
Suicide	16

** Callers often have more than one concern

October Notes:

- 11 dental care assistance calls
- 6 foreclosure assistance calls

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