



# Helpline 2-1-1 Program April 2009 Service Snapshot

### Call Frequency:

Midnight—8 a.m. 13%  
8 a.m.—4 p.m. 62%  
4 p.m.—Midnight 25%

### Total Calls in April:

**2,202**

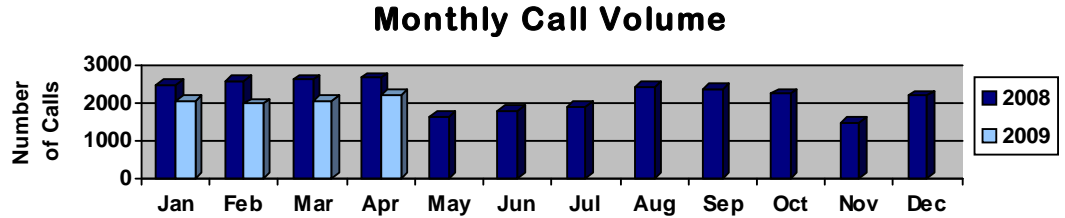
**Busiest Hour: 11:00 am - 12:00 pm**

Calls By County	
Franklin	7
Gadsden	167
Jefferson	25
Leon	1,394
Liberty	7
Madison	40
Taylor	46
Wakulla	50
Unknown	190
Outside Primary Service Area	276

Gender	
Female	74%
Male	25%
Unknown	1%

Age	
0-12	<1%
13 -17	<1%
18-35	51%
36-59	41%
60 +	5%
Unknown	2%

Race /Ethnicity	
African-American	48%
White	45%
Hispanic	2%
Haitian	<1%
Other	1%
Unknown	3%



### Top Referrals

**3,052 Referrals made to 565 Programs**

Catholic Charities	311
Community Action Agency	292
United Way BEST Tax Assistance	227
Salvation Army	173
Dept. of Children and Families	87
ECHO Outreach Ministries	78
Good News Outreach	52
Big Bend Homeless Coalition	39
Leon County Health Dept	32
St. Vincent de Paul	31
HUD, Section 8 Program	31
Holy Comforter Food Closet	30
Refuge House	29
Area Agency on Aging for North FL	28
Legal Services of North Florida	26
The Shelter	25
Neighborhood Health Services	23
City of Tallahassee Utilities	23
Tallahassee Urban League	20

**This represents 51% of all referrals given to our callers.**

### Most Common Needs Requests\*\*

Category	# Calls
Utilities Assistance	330
Rent/Housing Assistance	272
Tax Assistance (VITA/BEST Project)	253
Health/Medical Needs	242
Relationship Concerns	184
Stress/Depression/Loneliness	144
Food Assistance	126
Emergency Shelter	105
Other Basic Financial Needs	88
Legal Assistance	73
Job Assistance	68
Substance Abuse	64

\*\* Callers often have more than one concern

### Notes:

- Flooding in Madison County contributed to increases in Emergency Shelter calls and other basic needs during April
- Utilities Assistance calls were up 35% from the April 2008 levels
- In April, 4,050 people visited the 2-1-1 Big Bend online database to search for resource information

**2-1-1 Always Answers.  
[www.211bigbend.org](http://www.211bigbend.org)**