



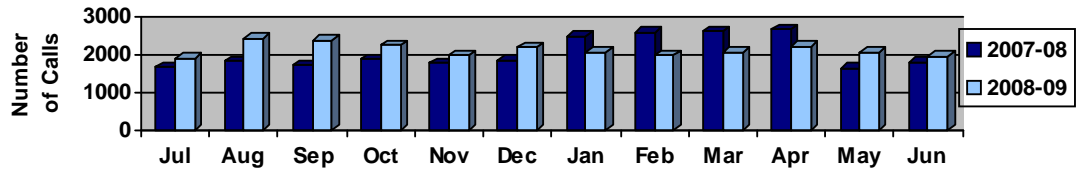
# Helpline 2-1-1 Program

## 2008-09 Fiscal Year Service Snapshot

**25,342 Helpline 2-1-1 Calls in 2008-09**

Total calls increased from **24,349** (2007-08) to **25,342** (2008-09) representing a **4% increase** in Call Volume (\* See Note Below)

### Monthly Call Volume



| Calls By County              |        |
|------------------------------|--------|
| Franklin                     | 69     |
| Gadsden                      | 1,652  |
| Jefferson                    | 327    |
| Leon                         | 14,498 |
| Liberty                      | 83     |
| Madison                      | 406    |
| Taylor                       | 523    |
| Wakulla                      | 623    |
| Unknown                      | 2,386  |
| Outside Primary Service Area | 4,775  |

| Gender  |     |
|---------|-----|
| Female  | 76% |
| Male    | 22% |
| Unknown | 2%  |

| Age     |     |
|---------|-----|
| 0-12    | <1% |
| 13 -17  | <1% |
| 18-35   | 51% |
| 36-59   | 42% |
| 60 +    | 4%  |
| Unknown | 2%  |

| Race /Ethnicity  |     |
|------------------|-----|
| African-American | 47% |
| White            | 45% |
| Hispanic         | 4%  |
| Haitian          | <1% |
| Other            | <1% |
| Unknown          | 4%  |

### Most Common Referrals

**33,305** Referrals were made to **1,574** Programs

|                                 |       |
|---------------------------------|-------|
| Catholic Charities              | 3,694 |
| Community Action Agency         | 3,006 |
| Salvation Army                  | 1,824 |
| FL Dept. of Children & Families | 1,440 |
| United Way BEST Tax Asst.       | 1,213 |
| ECHO Outreach Ministries        | 1,134 |
| Good News Outreach              | 592   |
| City of Tallahassee Services    | 523   |
| Leon County Government Svcs.    | 446   |
| Big Bend Homeless Coalition     | 391   |
| Refuge House                    | 350   |
| Florida State University        | 334   |
| Elder Care Services             | 331   |
| Legal Services of North Florida | 327   |
| The Shelter                     | 327   |
| Apalachee Center                | 304   |
| Neighborhood Health Services    | 289   |
| Tallahassee Urban League        | 256   |
| Tallahassee Memorial Hospital   | 245   |
| U.S. Marines Toys for Tots      | 211   |
| Area Agency for Aging N FL      | 210   |
| St. Vincent de Paul Society     | 205   |
| Tallahassee Housing Authority   | 200   |
| Workforce Plus                  | 189   |
| DISC Village                    | 180   |
| Capital Medical Society         | 140   |

The above referrals represent **55%** of all referrals given to our callers.

### Common Needs Requests\*\*

| Category                           | # Calls |
|------------------------------------|---------|
| Utilities Assistance               | 4,228   |
| Rent/Housing Assistance            | 3,630   |
| Relationship Concerns              | 2,869   |
| Health/Medical Needs               | 2,387   |
| Food Assistance                    | 1,885   |
| Emergency Shelter                  | 1,446   |
| Tax Assistance (VITA/BEST Project) | 1,329   |
| Substance Abuse                    | 1,083   |
| Legal Assistance                   | 1,033   |
| Situational Adjustment Issues      | 943     |
| Job Assistance                     | 938     |
| Depression                         | 643     |
| Transportation                     | 611     |
| Stress                             | 549     |
| Loneliness                         | 489     |
| Disaster Relief                    | 439     |
| Victimization                      | 338     |
| Suicide                            | 331     |

\*\* Callers often have more than one concern

\* Note: Overall, calls increased by 4 percent from the previous year. However, in FY07-08 Helpline 2-1-1 received 4,020 tax assistance calls compared to only 1,329 such calls in FY08-09, mainly in the months January through April. When tax assistance calls are removed from the totals of each year, there is an increase of 3,684 calls of all other types, representing an 18 percent increase in calls not related to tax assistance. Most of the call increases were related to basic needs assistance. Tax assistance calls decreased significantly in FY08-09 because advertisements directed people to the tax assistance website as the primary information resource rather than the 2-1-1 hotline.

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