



Helpline 2-1-1 Program March 2009 Service Snapshot

Call Frequency:

Midnight—8 a.m. 13%
8 a.m.—4 p.m. 64%
4 p.m.—Midnight 23%

Total Calls in March:

2,047

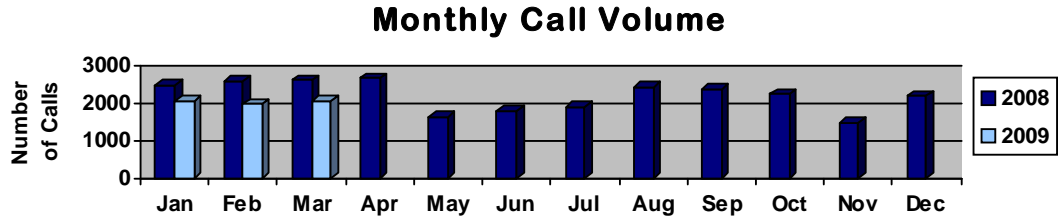
Busiest Hour: 9:00 am - 10:00 pm

Calls By County	
Franklin	2
Gadsden	149
Jefferson	26
Leon	1,324
Liberty	7
Madison	32
Taylor	42
Wakulla	47
Unknown	166
Outside Primary Service Area	252

Gender	
Female	77%
Male	22%
Unknown	1%

Age	
0-12	<1%
13 -17	<1%
18-35	50%
36-59	41%
60 +	6%
Unknown	2%

Race /Ethnicity	
African-American	48%
White	44%
Hispanic	3%
Haitian	<1%
Other	1%
Unknown	3%



Top Referrals

2,863 Referrals made to 561 Programs

Catholic Charities	308
Community Action Agency	299
United Way BEST Tax Assistance	262
Salvation Army	157
Dept. of Children and Families	94
ECHO Outreach Ministries	85
Good News Outreach	55
Leon County Health Dept	37
Big Bend Homeless Coalition	35
Legal Services of North Florida	35
St. Vincent de Paul	29
Wildwood Presbyterian	27
Neighborhood Health Services	25
Refuge House	25
Holy Comforter Food Closet	24
The Shelter	19
Tallahassee Urban League	18

This represents 54% of all referrals given to our callers.

Most Common Needs Requests**

Category	# Calls
Utilities Assistance	319
Tax Assistance (VITA/BEST Project)	267
Rent/Housing Assistance	251
Health/Medical Needs	211
Relationship Concerns	186
Food Assistance	151
Stress/Depression/Loneliness	126
Substance Abuse	85
Emergency Shelter	83
Legal Assistance	83
Job Assistance	79
Other Basic Financial Needs	78

** Callers often have more than one concern

Notes:

- Calls for tax assistance referrals related to the United Way B.E.S.T. Project were 721 fewer during March 2009 compared to March 2008; more people have been using the B.E.S.T. website for referral information rather than calling 2-1-1
- However, excluding the B.E.S.T. Project tax assistance calls, there was an 11% increase in calls during March 2009 compared to March 2008
- Significant increases over February calls were related to Rent/Housing Assistance (59%), Utilities Assistance (51%), and Food Assistance (41%)
- There were 43 calls related to Housing Foreclosure Assistance

**2-1-1 Always Answers.
www.211bigbend.org**