



2-1-1 Broward End of Year Call Summary
Call Statistics for: January 1, 2008 - December 31, 2008

Total Services: 285,980

Response Calls	Female	Male	Unknown	Totals
English Speaking	83811	32498	13	116322
Creole Speaking	217	104	0	321
Spanish Speaking	2362	819	0	3181
Unknown	30	17	21	68
Other	81	45	0	126
Totals	86501	33483	34	120018

Help Line	
Family Service	0
2-1-1 Helpline	101075
INFOline	65
PhoneFriend	1
Seniors Helpline	125
TDD Line	3
TeenHotline	41
Homeless Helpline	18708
Total	120018

Service	Type			
Response Calls	Agency Services	4761	4.0%	
	Information & Referral	79728	66.4%	
	Information Only	18306	15.3%	
	Intervention	38	0.0%	
	Listening Only	9322	7.8%	
	Listening/I&R	7628	6.4%	
	Obscene/Abusive	60	0.0%	
	Advocacy**	110	0.1%	
	Other	65	0.1%	
	Total	120018		

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	1965	751	3	2719
Creole Speaking	3	6	0	9
Spanish Speaking	111	44	0	155
Unknown	0	0	0	0
Other	2	0	0	2
Totals	2081	801	3	2885

Direct Service Calls	Follow-Up Unreached	3435
	Follow-Up Contacts	2885
	Touchline	50849
Total	57169	
Automated Contacts	TeenTapes Calls	6825
	IRis on the Web Hits	101701
Information Svc Calls		267

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
English Speaking					116322	
Female	343	19779	618	63071	83811	98.5%
Male	95	9287	249	22867	32498	98.5%
Unknown	0	4	0	9	13	100.0%
Creole Speaking					321	
Female	0	62	2	153	217	98.7%
Male	0	24	0	80	104	100.0%
Unknown	0	0	0	0	0	
Spanish Speaking					3181	
Female	1	288	8	2065	2362	99.6%
Male	4	116	4	695	819	98.9%
Unknown					68	
Female	1	16	0	13	30	92.9%
Male	0	9	0	8	17	100.0%
Unknown	0	11	0	10	21	100.0%
Other					126	
Female	3	28	1	49	81	92.5%
Male	2	24	0	19	45	90.5%
Totals	449	29648	882	89039	120018	98.5%

Total Other Contacts	108793
Total Referrals	158872
Total Services	285980

Outcome Survey:

To determine the impact of the Helpline intervention, callers are asked: "Do you feel this (information, conversation, referral, etc.) will help you with your situation?" The following callers are inappropriate for survey: sexually inappropriate callers, callers severely impaired by alcohol, drugs, or psychological states of paranoia, mania, delusion, and repeat/frequent callers.

Occurrences	Percent of Total	Problem/Needs by Major Category
1,227	0.8%	ABUSE Includes elderly abuse, child abuse, domestic violence, incest, rape.
5,859	4.0%	CHRONIC MENTAL ILLNESS Includes general support and crisis management.
3,784	2.6%	ADDICTIONS Includes alcohol and other drug abuse by self or significant others.
73,357	49.5%	BASIC NEEDS Includes food, rent/mortgage, FPL, emergency shelter.
12,328	8.3%	EMOTIONAL/MENTAL Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,466	2.3%	FAMILY PROBLEMS Includes day care, divorce, parent/child conflicts, ungovernable child.
23,619	15.9%	GOV'T/COMMUNITY SERVICES Includes consumer complaints, public information.
10,869	7.3%	HEALTH NEEDS Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
3,466	2.3%	JOBS/TRAINING/EDUCATION Includes literacy, GED, job training, job placement, job registration.
3,916	2.6%	LEGAL/CRIMINAL Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
361	0.2%	SUICIDE Includes suicides in progress, thought or threats of suicide, suicide information.
581	0.4%	TEEN/YOUTH ISSUES Includes pregnancy, relationships, parents, runaways, school,
5,270	3.6%	SPECIAL NEEDS Parents and caregivers of children with developmental, hearing or vision disabilities