



## 2008 Call Statistics Problem and Needs as Reported by Callers

### First Call for Help - All Calls

### Call Stats by Calendar Year

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<b>Gender</b>													
Female	5844	5232	5906	6109	6088	6479	7823	8827	9762	9955	7649	6879	11076
Male	2529	2274	2439	2366	2442	2570	2701	3309	3338	3535	3017	2945	4803
<b>Total</b>	<b>8373</b>	<b>7506</b>	<b>8345</b>	<b>8475</b>	<b>8530</b>	<b>9049</b>	<b>10524</b>	<b>12136</b>	<b>13100</b>	<b>13490</b>	<b>10666</b>	<b>9824</b>	<b>15879</b>
<b>Ethnicity</b>													
Creole Speaking	13	17	15	18	25	21	27	32	48	51	25	30	30
English Speaking	8156	7264	7934	8138	8279	8784	10227	11847	12750	13099	10366	9545	15420
Other Language	5	4	10	40	5	5	6	13	9	15	9	5	9
Spanish Speaking	199	221	386	279	221	239	264	244	293	325	266	244	420
<b>Total</b>	<b>8373</b>	<b>7506</b>	<b>8345</b>	<b>8475</b>	<b>8530</b>	<b>9049</b>	<b>10524</b>	<b>12136</b>	<b>13100</b>	<b>13490</b>	<b>10666</b>	<b>9824</b>	<b>15879</b>
<b>Type of Call</b>													
Agency Services	208	214	342	461	510	410	452	445	437	489	396	397	422
<i>Follow-Up Complete</i>	239	257	300	171	183	193	275	182	201	226	379	279	496
<i>Follow-Up INCOMPLETE</i>	296	247	385	221	256	207	340	250	242	311	378	301	543
<i>Follow-Up</i>	535	504	685	392	439	400	615	432	443	537	757	580	1039
Information & Referral	5244	4813	5495	5329	5167	5747	6907	8263	9469	9529	7160	6587	10057
Information Only	1399	1261	1271	1426	1372	1320	1826	1672	1627	1842	1678	1609	2660
Intervention	9	1	2	3	1	3	0	4	7	4	2	2	10
Listening Only	775	702	754	726	900	818	709	807	690	890	889	661	1477
Listening/I&R**	717	487	464	517	562	690	601	925	857	712	522	550	1204
Obscene/Abusive	2	2	3	3	7	7	7	3	7	7	6	7	4
Youth Advocacy	16	13	10	6	6	8	9	12	3	10	7	10	29
Other	3	13	4	4	5	46	13	5	3	7	6	1	16
<b>Total</b>	<b>8373</b>	<b>7506</b>	<b>8345</b>	<b>8475</b>	<b>8530</b>	<b>9049</b>	<b>10524</b>	<b>12136</b>	<b>13100</b>	<b>13490</b>	<b>10666</b>	<b>9824</b>	<b>15879</b>
	8908	8010	9030	8867	8969	9449	11139	12568	13543	14027	11423	10404	16918

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<b>Will this info help?</b>													
No	25	24	20	31	26	12	16	28	22	75	94	78	49
Not Asked	2334	1846	2043	2335	2758	2659	2684	2969	2720	2551	2485	2283	4180
Yes	5962	5588	6239	6032	5675	6319	7752	9050	10265	10737	8011	7389	11550
Unknown	52	48	43	77	71	59	72	89	93	127	76	74	100
	8373	7506	8345	8475	8530	9049	10524	12136	13100	13490	10666	9824	15879
	98.7%	98.7%	99.0%	98.2%	98.3%	98.9%	98.9%	98.7%	98.9%	98.2%	97.9%	98.0%	

**Help Line**

DCF Adoption Hotline	0	0	0	0	0		0	0	0	0			0
Family Service	0	0	0	0	0		0	0	0	0			0
First Call for Help	7324	6697	7500	7585	7404	7613	8633	9988	10738	11021	8630	7939	14021
Senior Helpline	8	9	5	11	9	11	21	22	8	11	5	5	17
Phone Friend	0	0	0	0	0	0	1	0	0	0	0	0	0
INFOline	2	8	7	4	7	3	8	4	5	11	4	3	10
TDD Line	0	0	0	0	2	0	0	0	0	1	0	0	0
Teen Hotline	1	2	4	2	4	4	4	4	6	7	1	2	3
Wefare Transition Hotline	1038	790	829	873	1104	1418	1857	2118	2343	2438	2026	1875	1828
	8373	7506	8345	8475	8530	9049	10524	12136	13100	13489	10666	9824	15879

**Problems/Needs**

<b>ABUSE</b>	<b>112</b>	<b>119</b>	<b>135</b>	<b>107</b>	<b>106</b>	<b>85</b>	<b>88</b>	<b>97</b>	<b>121</b>	<b>80</b>	<b>90</b>	<b>83</b>	<b>231</b>
Child Abuse/Neglect	50	35	47	37	36	21	29	31	40	19	28	25	85
Elderly Abuse	10	12	15	13	10	16	12	11	15	8	12	11	22
Disabled Abuse	5	3	3	7	2	3	4	3	2	2	5	6	8
Domestic Violence	42	63	61	34	50	40	38	47	61	48	39	35	105
Incest	0	0	4	1	1	0	2	1	1	0	3	1	0
Rape	5	6	5	14	7	5	3	3	2	2	2	5	11
Other	0	0	0	1	0	0	0	1	0	1	1	0	0
	112	119	135	107	106	85	88	97	121	80	90	83	231

**CHRONIC MENTAL ILLNESS**

<b>CHRONIC MENTAL ILLNESS</b>	<b>429</b>	<b>485</b>	<b>467</b>	<b>489</b>	<b>650</b>	<b>543</b>	<b>494</b>	<b>535</b>	<b>360</b>	<b>502</b>	<b>530</b>	<b>376</b>	<b>914</b>
General Support	428	483	464	488	648	542	789	532	360	500	525	375	911
In Crisis	1	2	3	1	2	1	5	3	0	2	5	1	3
	429	485	467	489	650	543	794	535	360	502	530	376	914

**ADDICTIONS**

<b>ADDICTIONS</b>	<b>364</b>	<b>344</b>	<b>315</b>	<b>333</b>	<b>349</b>	<b>250</b>	<b>327</b>	<b>348</b>	<b>363</b>	<b>289</b>	<b>238</b>	<b>258</b>	<b>708</b>
Alcohol-self	42	35	25	21	18	19	25	30	27	19	31	20	77
Alcohol-other	21	21	20	27	20	20	27	23	20	14	22	18	42
†Cocaine-self	0	0	0	0	0	0	0	0	0	0	0	0	0
†Cocaine-other	0	0	0	0	0	0	0	0	0	0	0	0	0
~Eating Disorders	0	0	0	0	0	0	0	0	0	0	0	0	0

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Education/Prevention	7	8	8	7	12	2	3	3	3	4	5	1	5	15
Gambling	2	0	1	3	2	3	3	0	1	0	3	2	2	
Internet Addictions	0	0	0	0	0	0	0	0	0	0	0	0	0	
†Opiates-self	0	0	0	0	0	0	0	0	0	0	0	0	0	
†Opiates-other	0	0	0	0	0	0	0	0	0	0	0	0	0	
Drugs-self	51	47	37	35	62	32	39	65	74	53	31	43	98	
Drugs-other	70	63	70	74	73	60	73	76	75	77	56	78	133	
Support Group	28	19	17	29	27	8	25	24	35	12	13	13	47	
Marchman Act	7	9	6	13	18	11	7	16	13	10	8	12	16	
‡Treatment-Outpatients	46	47	37	41	35	32	34	31	25	20	17	21	93	
‡Treatment-Residential	87	87	89	77	79	56	83	76	87	70	53	40	174	
Dual Diagnosis	3	8	4	6	3	7	8	4	2	9	2	5	11	
Other	0	0	1	0	0	0	0	0	0	0	1	1	0	
	364	344	315	333	349	250	327	348	363	289	238	258	708	

<b>BASIC NEEDS</b>	<b>5288</b>	<b>4286</b>	<b>4485</b>	<b>4656</b>	<b>4405</b>	<b>5435</b>	<b>6755</b>	<b>7819</b>	<b>8474</b>	<b>9088</b>	<b>6514</b>	<b>6147</b>	<b>9574</b>
Child Support	36	39	45	48	48	35	41	41	27	41	38	39	75
Clothing/Furniture	125	114	142	145	125	149	286	337	189	241	182	174	239
†Emergency Shelter	4	1	6	0	5	6	1	12	16	1	2	1	5
‡Shelter-Men	871	533	464	324	462	650	780	977	1178	1147	1006	1029	1404
‡Shelter-Women	455	236	265	206	291	404	457	554	555	592	487	463	691
‡Shelter-Family	347	176	175	223	301	368	510	605	673	667	448	408	523
‡Shelter-Teens	43	48	49	44	42	67	49	83	43	80	58	45	91
Food	448	347	417	453	435	593	632	711	739	804	717	593	795
‡Food Stamps	152	162	196	207	185	210	201	206	222	322	228	270	314
FPL/Utilities	1190	788	833	1117	1050	1255	1668	2153	2682	2934	1723	1534	1978
Group Home	22	18	15	24	23	14	19	15	9	11	5	11	40
Home Repairs	18	19	13	22	24	21	13	21	19	34	13	20	37
Lost Benefits	1	1	0	2	0	2	0	1	2	2	0	0	2
Housing	294	245	278	285	273	320	389	463	487	359	255	251	539
Money Management	230	717	653	436	86	61	76	51	32	59	36	37	947
Rent/Mortgage	850	664	769	928	881	1089	1421	1367	1372	1546	1130	1043	1514
Transportation	137	121	126	130	130	170	177	181	173	191	140	171	258
SSI/Social Security	48	41	24	44	37	17	27	28	48	38	35	49	89
WAGES/TANF	13	9	4	13	6	0	6	12	7	14	10	8	22
Other	4	7	11	5	1	4	2	1	1	5	1	1	11
	5288	4286	4485	4656	4405	5435	6755	7819	8474	9088	6514	6147	9574

<b>Client Check</b>	2	0	1	22	23	27	32	20	9	5	29	16	2
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<b>Emotional/Mental Counseling</b>	946	806	895	915	910	870	1006	1019	1082	1066	715	830	1752
	342	318	377	329	292	285	313	293	298	300	218	250	660

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Anger/Anxiety/Stress	217	150	143	197	226	262	355	393	412	394	219	243	367
Baker Act	13	10	8	9	9	10	10	7	10	5	10	10	23
‡Bereavement	21	27	24	14	28	14	26	21	14	39	16	10	48
Depression	75	78	77	87	78	75	55	65	70	76	63	67	153
Fantasy/Sex Calls	6	1	4	5	4	3	4	2	1	2	2	3	7
Psychiatric Hospitalization	12	12	14	9	14	13	13	12	11	18	6	13	24
Psychiatric Treatment	72	71	77	99	92	74	79	64	83	50	62	69	143
Relationship Problems	43	32	32	39	32	30	27	29	48	50	30	52	75
Sexual Identity	0	1	0	1	2	3	8	2	1	1	1	3	1
Sexual Obsession/Compulsion	1	2	1	4	4	1	4	3	2	1	3	2	3
Support Group	68	41	54	43	41	47	66	61	43	47	44	37	109
Testing/Evaluation	24	15	21	26	20	16	14	21	22	23	6	13	39
^Homicidal Threat	0	0	0	0	1	0	0	0	0	0	0	0	0
Attention Deficit Disorder	26	14	18	18	18	13	4	16	25	20	12	17	40
Bi-Polar	20	13	23	15	27	16	15	19	21	27	9	15	33
Dual Diagnosis		5	3	8	4	1	2	2	5	3	1	6	5
Conduct Disorder	3	12	16	7	16	7	7	7	9	5	6	7	15
Severely Emotionally Disturbed	2	2	3	4	2	0	4	2	6	5	6	10	4
Other	1	2	0	1	0	0	0	0	1	0	1	3	3
	946	806	895	915	910	870	1006	1019	1082	1066	715	830	1752

<b>Family Service Agency</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
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<b>Family Problems</b>	<b>269</b>	<b>306</b>	<b>326</b>	<b>340</b>	<b>295</b>	<b>260</b>	<b>265</b>	<b>404</b>	<b>315</b>	<b>265</b>	<b>209</b>	<b>208</b>	<b>575</b>
Adoption/Foster Care	23	19	20	32	18	30	32	23	21	18	17	16	42
Caregiver Support	8	19	13	13	14	20	17	19	15	19	11	21	27
Child-Ungovernable	17	45	26	32	31	11	20	19	18	24	15	23	62
Day Care-Adult	6	10	8	14	12	12	10	9	6	10	9	8	16
Day Care-Child	139	146	183	183	147	148	140	294	175	122	102	93	285
Divorce/Separation	22	12	8	11	16	9	8	8	10	22	8	8	34
Parent/Child Conflict	30	23	36	30	28	14	14	8	38	20	27	15	53
Parental Stress	24	32	30	24	29	13	22	24	31	26	18	22	56
Other	0	0	2	1	0	3	2	0	1	4	2	2	0
	269	306	326	340	295	260	265	404	315	265	209	208	575

<b>Gov't/Community Services</b>	<b>1089</b>	<b>1046</b>	<b>1351</b>	<b>1613</b>	<b>1827</b>	<b>1902</b>	<b>2003</b>	<b>2447</b>	<b>2931</b>	<b>2677</b>	<b>2544</b>	<b>2188</b>	<b>2135</b>
Animal Service	27	26	37	34	27	40	38	32	32	27	22	30	53
Consumer Complaints	104	102	107	146	140	139	148	156	139	185	192	160	206
First Call for Help	218	226	285	416	475	397	418	451	462	395	337	355	444
Holiday Gifts	0	0	1	0	1	1	11	29	521	349	521	456	0
Holiday Food	0	0	0	0	0	0	0	2	16	84	326	66	0
Information - Govt/Public	634	579	751	845	952	1049	1233	1404	1513	1493	1014	1007	1213

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Public Library	10	5	12	10	11	10	8	8	15	21	9	11	15
Social Recreation Information	36	59	87	105	163	203	67	102	30	35	27	24	95
zVolunteering/Donations	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	21	14	31	22	27	24	27	19	41	15	51	49	35
Donations	30	27	31	26	23	26	43	38	49	56	42	25	57
Disaster Relief/Recovery	6	5	3	9	7	11	6	205	113	9	2	5	11
Conduct Florida System Check	0	0	0	0	0	0	1	0	0	0	0	0	0
Other	3	3	6	0	1	2	3	1	0	8	1	0	6
	1089	1046	1351	1613	1827	1902	2003	2447	2931	2677	2544	2188	2135

<b>Health Needs</b>	<b>967</b>	<b>1033</b>	<b>1110</b>	<b>938</b>	<b>853</b>	<b>787</b>	<b>884</b>	<b>918</b>	<b>855</b>	<b>962</b>	<b>743</b>	<b>821</b>	<b>2000</b>
Chronic Medical Condition	53	29	35	25	41	30	33	41	38	42	30	24	82
~Eating Disorder	3	3	2	4	4	6	2	3	0	3	1	4	6
Eye Care	25	32	29	24	20	15	25	26	18	16	17	16	57
Dental Care	64	65	76	56	47	55	81	49	63	51	43	60	129
‡Financial Assist	49	75	76	44	53	64	51	44	47	40	40	46	124
Health Clinics	177	184	236	216	202	174	222	228	234	286	166	207	361
Sickle Cell Anemia	0	0	1	1	1	1	0	2	0	0	1	0	0
Hypertension	0	0	2	0	0	0	0	0	0	0	1	0	0
Hemophilia	0	0	1	0	0	0	0	0	0	0	0	0	0
Heart Failure (Congestive)	1	1	0	0	0	0	0	1	1	1	0	0	2
HIV/AIDS	30	23	28	40	37	28	29	38	39	36	27	34	53
Asthma	3	3	2	0	1	1	1	1	0	0	1	0	6
Diabetes	5	16	10	7	9	7	5	6	2	9	7	5	21
Uninsured	100	155	142	119	88	73	70	61	60	73	76	76	255
Medications	39	58	45	39	34	47	36	54	39	42	41	36	97
Home Health Care	77	45	61	61	43	40	53	39	49	49	34	49	122
Hospital/Physician Referral	46	58	49	44	53	47	59	68	41	49	39	38	104
Medical Equipment	18	25	27	17	19	24	22	30	17	20	15	9	43
Medicare/Medicaid	143	155	169	136	107	78	112	120	125	136	111	133	298
Nursing Home	13	5	12	7	5	9	2	10	10	9	3	7	18
Pre-natal	32	38	47	40	30	35	32	26	31	40	48	31	70
Birth Control	18	10	13	4	12	10	10	13	7	8	6	11	28
STD	8	19	17	21	22	12	14	23	8	14	7	10	27
Support Group - Health	30	20	19	23	11	13	14	22	12	15	17	10	50
‡Transportation-Meds	33	14	11	10	14	18	11	13	14	23	12	15	47
Other/Chgd to OBESITY 05/02	0	0	0	0	0	0	0	0	0	0	0	0	0
	967	1033	1110	938	853	787	884	918	855	962	743	821	2000

<b>Jobs/Training/Education</b>	<b>268</b>	<b>254</b>	<b>250</b>	<b>287</b>	<b>281</b>	<b>278</b>	<b>287</b>	<b>460</b>	<b>318</b>	<b>340</b>	<b>237</b>	<b>207</b>	<b>522</b>
~Literacy	8	7	6	7	10	8	7	13	6	7	2	1	15

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Employment Needs	137	120	127	148	133	149	157	139	163	196	155	142	257
~GED	5	14	0	11	15	6	5	4	4	8	5	2	19
Job Training	20	15	17	22	26	23	18	13	18	25	13	17	35
Adult/Voc Education	8	15	17	16	21	20	31	25	20	24	15	11	23
Special Education	10	13	17	14	11	12	16	20	13	9	6	4	23
Job Registration	2	0	4	1	5	3	3	6	1	8	7	3	2
Employer's Inquiry	0	2	1	0	0	1	3	2	4	2	1	1	2
Other	78	68	61	68	60	56	47	238	89	61	33	26	146
	268	254	250	287	281	278	287	460	318	340	237	207	522

<b>Legal/Criminal</b>	<b>319</b>	<b>261</b>	<b>328</b>	<b>320</b>	<b>272</b>	<b>285</b>	<b>340</b>	<b>349</b>	<b>398</b>	<b>419</b>	<b>295</b>	<b>329</b>	<b>580</b>
†Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	8	4	1	6	2	2	3	8	8	8	4	3	12
Discrimination	1	3	2	8	6	5	6	8	8	4	1	0	4
Divorce/Custody	35	20	20	28	20	34	19	21	16	17	14	12	55
†Entitlements Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Mediation	3	2	5	6	4	2	1	3	2	0	0	0	5
Guardianship	5	7	6	2	3	5	3	5	4	5	4	6	12
Immigration/Citizenship	13	14	8	16	10	3	10	11	6	17	7	8	27
Landlord/Tenant	29	17	26	34	34	33	46	34	63	69	53	58	46
Law Enforcement	62	49	72	59	48	51	73	79	91	68	58	66	111
Legal Aid/Attorney Referral	160	144	186	161	145	150	177	179	200	224	154	174	304
Other	3	1	2	0	0	0	2	1	0	7	0	2	4
	319	261	328	320	272	285	340	349	398	419	295	329	580

<b>Suicide</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>23</b>	<b>23</b>	<b>16</b>	<b>15</b>	<b>24</b>	<b>33</b>	<b>38</b>	<b>23</b>	<b>19</b>	<b>96</b>
‡Suicide 2nd Party	14	12	9	10	11	7	5	4	3	10	6	3	26
Suicide in Progress	1	1	2	0	0	1	0	1	2	3	0	0	2
Suicide Thought/Threats	20	22	16	6	4	5	8	13	15	19	10	12	42
Suicide with Plan	4	1	7	2	4	1	0	2	7	1	3	2	5
Suicide Information/Education	5	10	11	4	4	2	2	3	5	3	2	2	15
Suicide Support Group	1	2	1	0	0	0	0	1	1	1	2	0	3
^Suicide/Homicide Threat	1	2	0	1	0	0	0	0	0	1	0	0	3
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	46	50	46	23	23	16	15	24	33	38	23	19	96

<b>Teen/Youth Issues</b>	<b>51</b>	<b>56</b>	<b>79</b>	<b>66</b>	<b>85</b>	<b>29</b>	<b>26</b>	<b>28</b>	<b>49</b>	<b>33</b>	<b>28</b>	<b>48</b>	<b>107</b>
Counseling Needs	2	2	5	6	6	4	3	4	3	3	2	1	4
Delinquency	6	5	5	2	8	2	5	1	6	1	2	3	11
Family Violence	3	0	0	0	0	0	2	0	0	1	0	7	3
Friends/Peers	1	1	4	6	5	1	0	3	4	2	2	1	2
Gangs/Violence	0	1	1	0	2	0	1	0	0	0	0	0	1

**First Call for Help - All Calls**

**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Parent/Child Conflict	4	1	8	4	12	1	1	4	6	8	3	11	5
Pre-natal	1	1	1	2	5	0	1	0	1	2	2	0	2
Birth Control	0	0	0	0	0	0	0	1	1	1	1	1	0
Relationship Problems	2	4	1	9	8	3	1	1	3	2	1	4	6
Runaway/Throwaway	1	6	6	3	5	0	4	4	6	5	4	8	7
School Problems	15	20	30	15	12	0	2	3	14	3	7	6	35
Sex Questions	2	3	2	2	2	1	0	1	2	1	3	1	5
Sexual Identity	2	1		1	3	1	1	1	0	0	0	1	3
Social Life/Recreation	0	4	4	4	5	12	1	0	1	2	0	0	4
Substance Abuse-self	0	0	0	0	0	1	0	0	0	0	0	0	0
Substance Abuse-other	11	6	11	12	10	2	4	4	2	2	1	4	17
Other	1	1	1	0	2	1	0	1	0	0	0	0	2
	51	56	79	66	85	29	26	28	49	33	28	48	107

<b>CMH Problems &amp; Needs</b>	<b>104</b>	<b>112</b>	<b>125</b>	<b>121</b>	<b>169</b>	<b>94</b>	<b>54</b>	<b>79</b>	<b>71</b>	<b>139</b>	<b>109</b>	<b>86</b>	<b>216</b>
Prevention services	14	23	26	17	25	9	5	6	6	13	27	15	37
Home-based services	5	5	3	12	8	7	3	5	3	3	2	4	10
School-based services	7	11	11	9	8	11	2	2	7	11	11	5	18
Family therapy	6	5	10	12	29	13	8	6	5	15	5	16	11
Family support	3	4	5	4	7	2	6	6	2	10	5	7	7
Respite services	1	1	0	1	1	0	2	3	0	3	1	2	2
Outpatient treatment	38	44	32	51	61	26	13	20	32	65	38	20	82
Day treatment	1	1	3	0	1	2	0	1	0	0	1	0	2
Crisis stabilization	7	7	7	3	11	5	2	6	3	2	5	1	14
Therapeutic foster care	2	0	0	0	1	2	0	0	0	1	0	0	2
Residential treatment	12	6	20	8	10	8	10	14	6	8	7	14	18
Inpatient hospitalization	2	1	1	3	2	3	0	0	3	0	1	1	3
zzCase management	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	0	1	0	0	0	0	1	1	1	1	1	1	1
Transitional services	0	0	0	0	0	0	1	0	0	0	0	0	0
Other mental health service	5	3	5	1	5	5	0	7	2	7	4	0	8
Case Management Request	1	0	2	0	0	1	1	2	1	0	1	0	1
Case Management Service Search	0	0	0	0	0	0	0	0	0	0	0	0	0
Case Management Referral/Placemen	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>104</b>	<b>112</b>	<b>125</b>	<b>121</b>	<b>169</b>	<b>94</b>	<b>54</b>	<b>79</b>	<b>71</b>	<b>139</b>	<b>109</b>	<b>86</b>	<b>216</b>

<b>Special Needs</b>	<b>311</b>	<b>353</b>	<b>588</b>	<b>464</b>	<b>433</b>	<b>450</b>	<b>450</b>	<b>527</b>	<b>484</b>	<b>443</b>	<b>365</b>	<b>388</b>	<b>664</b>
DD - Asperger's Disorder	1	1	19	13	15	17	8	6	7	9	1	13	2
DD - Autism	91	100	119	95	106	106	118	137	129	126	90	71	191
DD - Cerebral Palsy	26	33	40	46	39	29	18	27	34	38	36	34	59
DD - Down Syndrome	15	10	19	14	27	25	21	16	14	13	10	19	25
DD - Mental Retardation	64	56	111	70	49	62	68	99	84	88	85	83	120

**First Call for Help - All Calls**
**Call Stats by Calendar Year**

Call Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
DD - Spina Bifida													0
D - Visual Impairment	12	7	26	33	16	26	23	18	25	12	13	18	19
D - Hearing Impairment	19	27	23	17	14	21	15	22	25	17	16	27	46
D - Speech / Language Disorder													0
D - Traumatic Brain Injury													0
Advocacy	4	12	12	11	8	12	10	14	14	9	6	6	16
Care Coordination	7	8	8	5	7	1	1	4	4	4	7	4	15
Assistive Technology	2	1	3	3	1	1	1	3	3	3	1	5	3
Social / Recreational Activities***	0	1	1	2	0	0	0	3	0	0	1	0	1
Early Intervention	1	5	5	3	7	6	6	11	7	7	10	13	6
Life Skills Training	4	3	10	1	0	3	4	3	0	1	1	3	7
School-based Services***	0	0	0	0	0	0	0	1	1	0	0	0	0
Parent Education / Support	5	20	28	17	14	15	17	25	20	16	9	15	25
Rehabilitative Therapies	15	17	25	12	8	7	11	11	13	14	13	5	32
Supported Employment	3	4	5	1	3	5	6	2	0	2	3	0	7
Transition Support Services	4	2	15	5	4	7	1	5	1	2	1	0	6
Y - Returned Call	23	30	88	85	81	77	93	79	83	56	45	54	53
X - Call Back Needed	15	16	31	31	34	30	29	41	20	26	17	18	31
<b>TOTAL</b>	<b>311</b>	<b>353</b>	<b>588</b>	<b>464</b>	<b>433</b>	<b>450</b>	<b>450</b>	<b>527</b>	<b>484</b>	<b>443</b>	<b>365</b>	<b>388</b>	<b>664</b>

<b>Touchline - incoming</b>	<b>84</b>	<b>74</b>	<b>92</b>	<b>86</b>	<b>85</b>	<b>66</b>	<b>74</b>	<b>60</b>	<b>56</b>	<b>49</b>	<b>47</b>	<b>61</b>	<b>158</b>
<b>Grand Total</b>													<b>19570</b>

†Discontinued use on November 22, 1997

‡Added on November 22, 1997

^Added on July 2, 1998

\*\*New category as of 8/21/98

z Category split as of 11/20/98

Adjustments

~Changed from GED/Literacy 3/26/99

| Added May, 1999

**CAP Targets beginning 3/1/01**















