

## 2-1-1 Broward End of Year Call Summary January 1, 2009 - December 31, 2009

**Total Services: 302,201**

Response Calls	Female	Male	Unknown	Totals
English Speaking	86012	36533	3	122548
Creole Speaking	321	140	0	461
Spanish Speaking	3784	1067	0	4851
Unknown	1	4	2	7
Other	81	32	0	113
<b>Totals</b>	<b>90199</b>	<b>37776</b>	<b>5</b>	<b>127980</b>

Help Line	
Family Service	0
2-1-1 Helpline	103050
INFOline	77
PhoneFriend	4
Seniors Helpline	65
TDD Line	1
TeenHotline	27
Homeless Helpline	24756
<b>Total</b>	<b>127980</b>

Service	Type		
<b>Response Calls</b>	Agency Services	4052	3.2%
	Information & Referral	86688	67.7%
	Information Only	22067	17.2%
	(outgoing calls) <i>Intervention</i>	36	0.0%
	Listening Only	7262	5.7%
	Listening/I&R	7770	6.1%
	Obscene/Abusive	92	0.1%
	(outgoing calls) <i>Advocacy**</i>	95	0.1%
	Other	49	0.0%
	<b>Total Incoming Calls</b>	<b>127980</b>	

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	2450	925	3	3378
Creole Speaking	8	11	0	19
Spanish Speaking	701	210	0	911
Unknown	1	0	0	1
Other	4	0	0	4
<b>Totals</b>	<b>3164</b>	<b>1146</b>	<b>3</b>	<b>4313</b>

<b>Direct Service Calls</b>	Follow-Up Unreached	4313
	<b>Follow-Up Contacts</b>	<b>4820</b>
	Touchline	43334
<b>Total</b>	<b>52467</b>	
<b>Automated Contacts</b>	TeenTapes Calls	6832
	IRIS on the Web Hits	114301
<b>Information Svc Calls</b>		490

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
<b>English Speaking</b>					<b>122548</b>	
Female	488	15899	609	69016	86012	<b>98.4%</b>
Male	107	7891	289	28246	36533	<b>98.6%</b>
Unknown	0	2	0	1	3	<b>100.0%</b>
<b>Creole Speaking</b>					<b>461</b>	
Female	1	78	1	241	321	<b>99.2%</b>
Male	0	24	1	115	140	<b>99.1%</b>
Unknown	0	0	0	0	0	
<b>Spanish Speaking</b>					<b>4851</b>	
Female	4	504	11	3265	3784	<b>99.5%</b>
Male	3	166	7	891	1067	<b>98.9%</b>
<b>Unknown</b>					<b>7</b>	
Female	0	1	0	0	1	
Male	0	2	0	2	4	<b>100.0%</b>
Unknown	0	2	0	0	2	
<b>Other</b>					<b>113</b>	
Female	0	14	1	66	81	<b>98.5%</b>
Male	0	9	0	23	32	<b>100.0%</b>
<b>Totals</b>	<b>603</b>	<b>24592</b>	<b>919</b>	<b>101866</b>	<b>127980</b>	<b>98.5%</b>

<b>Total Other Contacts</b>	<b>121623</b>
<b>Total Referrals</b>	<b>177429</b>
<b>Total Outgoing Calls</b>	<b>131</b>
<b>Total Services</b>	<b>302201</b>

**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
1,909	1.2%	<b>ABUSE</b> Includes elderly abuse, child abuse, domestic violence, incest, rape.
3,937	2.5%	<b>CHRONIC MENTAL ILLNESS</b> Includes general support and crisis management.
3,747	2.3%	<b>ADDICTIONS</b> Includes alcohol and other drug abuse by self or significant others.
79,712	49.6%	<b>BASIC NEEDS</b> Includes food, rent/mortgage, FPL, emergency shelter.
12,558	7.8%	<b>EMOTIONAL/MENTAL</b> Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,535	2.2%	<b>FAMILY PROBLEMS</b> Includes day care, divorce, parent/child conflicts, ungovernable child.
24,042	15.0%	<b>GOV'T/COMMUNITY SERVICES</b> Includes consumer complaints, public information.
14,972	9.3%	<b>HEALTH NEEDS</b> Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
3,464	2.2%	<b>JOBS/TRAINING/EDUCATION</b> Includes literacy, GED, job training, job placement, job registration.
4,742	3.0%	<b>LEGAL/CRIMINAL</b> Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
265	0.2%	<b>SUICIDE</b> Includes suicides in progress, thought or threats of suicide, suicide information.
619	0.4%	<b>TEEN/YOUTH ISSUES</b> Includes pregnancy, relationships, parents, runaways, school,
7,157	4.5%	<b>SPECIAL NEEDS</b> Parents and caregivers of children with developmental, hearing or vision disabilities