



2009 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
Gender													
Female	6754	6671	6923	7089	6403	7730	8126	8395	8331	8883	7606	7335	13425
Male	2909	2932	3026	3253	3183	3548	3507	3161	3072	3152	3011	3048	5841
Total	9663	9603	9949	10342	9586	11278	11633	11556	11403	12035	10617	10383	19266
<i>% Female Callers</i>	69.9%	69.5%	69.6%	68.5%	66.8%	68.5%	69.9%	72.6%	73.1%	73.8%	71.6%	70.6%	69.7%
Ethnicity													
Creole Speaking	30	37	40	40	29	42	36	38	48	42	43	39	67
English Speaking	9293	8984	9428	9891	9215	10772	11206	11074	10946	11566	10244	9998	18277
Other Language	4	10	12	8	9	6	7	18	13	12	7	7	14
Spanish Speaking	336	572	469	403	333	458	384	426	396	415	323	339	908
Total	9663	9603	9949	10342	9586	11278	11633	11556	11403	12035	10617	10383	19266
<i>% Non-English Calls</i>	3.8%	6.4%	5.2%	4.4%	3.9%	4.5%	3.7%	4.2%	4.0%	3.9%	3.5%	3.7%	5.1%
Type of Call													
Agency Services	300	357	409	439	479	431	461	252	300	231	204	190	657
Follow-Up Complete	267	342	372	429	287	298	477	261	271	310	422	572	609
Follow-Up INCOMPLETE	285	330	401	436	338	466	626	311	370	363	476	419	615
Follow-Up	552	672	773	865	625	764	1103	572	641	673	898	991	1224
Information & Referral	6794	6927	6833	7147	6238	7719	7993	7662	7633	8133	6885	6742	13721
Information Only	1330	1262	1424	1439	1552	1713	1958	2096	2198	2369	2369	2356	2592
Intervention	7	0	2	2	2	1	3	4	3	6	5	1	7
Listening Only	581	506	626	686	709	696	566	646	570	583	563	527	1087
Listening/I&R**	632	541	626	601	587	690	642	885	697	708	583	561	1173
Obscene/Abusive	2	5	9	10	12	12	11	8	4	4	8	7	7
Advocacy	15	3	13	8	6	8	16	7	6	4	2	7	18
Other	2	2	7	10	1	8	2	7	1	7	5	0	4
Total	9663	9603	9949	10342	9586	11278	11633	11556	11403	12035	10617	10383	19266

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
	10215	10275	10722	11207	10211	12042	12755	12139	12053	12718	11522	11382	20490
Will this info help?													
No	41	47	23	45	25	40	39	54	99	61	65	65	88
Not Asked	1883	1764	1842	1884	1760	1740	1797	2093	2153	2239	2716	2778	3647
Yes	7652	7697	7991	8336	7743	9413	9708	9328	9069	9659	7794	7484	15349
Unknown	87	95	93	77	58	85	89	81	82	76	42	56	182
	9663	9603	9949	10342	9586	11278	11633	11556	11403	12035	10617	10383	19266
<i>% Responding YES</i>	98.4%	98.2%	98.6%	98.6%	98.9%	98.7%	98.7%	98.6%	98.0%	98.6%	98.6%	98.4%	98.3%

Help Line

DCF-Adoption-Hotline	0		0	0	0	0	0	0	0	0	0	0	0
Family Service	0		0	0	0	0	0	0	0	0	0	0	0
2-1-1 Broward	7985	8157	7999	8224	7484	8730	9090	9275	9205	9863	8766	8335	16142
Senior Helpline	4	5	8	7	7	5	4	8	5	5	4	4	9
Phone Friend	0	0	1	1	0	1	0	0	1	0	0	0	0
INFOline	4	1	13	4	5	4	5	3	5	6	11	16	5
TDD Line	1	0	0	0	0	0	0	0	0	0	0	0	1
Teen Hotline	1	0	1	1	5	5	1	3	1	2	6	1	1
Homeless Helpline	1668	1440	1927	2105	2085	2533	2533	2267	2186	2159	1830	2027	3108
	9663	9603	9949	10342	9586	11278	11633	11556	11403	12035	10617	10383	19266

Problems/Needs

ABUSE	101	121	149	168	164	198	176	179	171	168	158	156	222
Child Abuse/Neglect	36	34	37	46	46	61	53	60	54	50	49	32	70
Elderly Abuse	18	10	15	21	11	15	16	16	14	19	11	13	28
Disabled Abuse	5	3	10	13	2	6	9	7	10	6	1	5	8
Domestic Violence	35	65	74	74	102	104	94	85	83	84	94	100	100
Incest	0	2	2	1	0	3	1	1	0	0	0	2	2
Rape	6	6	11	12	3	9	3	10	10	9	3	4	12
Other	1	1	0	1	0	0	0	0	0	0	0	0	2
	101	121	149	168	164	198	176	179	171	168	158	156	222

CHRONIC MENTAL ILLNESS

CHRONIC MENTAL ILLNESS	304	276	365	339	388	383	289	391	292	293	319	297	580
General Support	303	273	360	339	387	381	289	390	292	293	319	296	576
In Crisis	1	3	5	0	1	2	0	1	0	0	0	1	4
	304	276	365	339	388	383	289	391	292	293	319	297	580

ADDICTIONS

ADDICTIONS	309	235	323	376	361	362	372	297	336	247	282	246	544
Alcohol-self	28	23	27	32	26	30	31	31	31	24	28	25	51
Alcohol-other	22	14	26	27	21	20	18	24	23	18	18	30	36
†Cocaine-self	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
†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
Education/Prevention	11	4	3	11	10	6	4	4	10	8	5	6	15
Gambling	1	4	2	1	2	2	1	0	5	0	1	0	5
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	58	41	62	69	82	74	69	53	62	42	53	45	99
Drugs-other	73	59	69	68	79	75	85	75	71	60	67	50	132
Support Group	12	21	22	40	18	20	26	20	25	9	15	11	33
Marchman Act	13	10	10	14	9	19	17	7	15	12	10	12	23
‡Treatment-Outpatients	35	17	25	26	27	29	26	22	25	27	30	14	52
‡Treatment-Residential	53	37	70	76	81	80	92	59	66	41	52	50	90
Dual Diagnosis	3	4	7	12	6	7	3	2	3	6	3	3	7
Other	0	1	0	0	0	0	0	0	0	0	0	0	1
	309	235	323	376	361	362	372	297	336	247	282	246	544

BASIC NEEDS	6187	5991	5846	6027	5339	6639	7436	7406	7011	8061	6994	6766	12178
Child Support	34	47	63	54	49	50	66	40	44	39	53	53	81
Clothing/Furniture	150	123	181	189	165	222	325	457	232	211	180	190	273
†Emergency Shelter	1	3	3	3	0	0	0	0	0	0	1	2	4
‡Shelter-Men	867	765	941	1090	1164	1339	1262	1153	1143	1092	1010	1223	1632
‡Shelter-Women	442	432	588	565	406	576	612	527	530	464	459	583	874
‡Shelter-Family	409	228	311	388	434	572	561	598	569	625	513	466	637
‡Shelter-Teens	45	33	62	39	37	62	55	55	58	32	28	34	78
Food	514	410	524	575	489	550	681	624	671	618	648	588	924
‡Food Stamps	282	276	298	297	226	303	362	265	258	298	293	249	558
FPL/Utilities	1347	549	515	525	538	784	1031	1177	1164	1132	893	793	1896
Group Home	7	7	11	13	11	16	18	24	16	8	7	11	14
Home Repairs	14	16	21	25	20	37	22	32	31	24	13	18	30
Lost Benefits	1	0	1	1	0	0	0	0	0	1	0	0	1
Housing	311	339	326	356	341	379	350	398	433	1543	1256	1082	650
Money Management	583	1930	845	413	39	66	54	57	34	56	42	36	2513
Rent/Mortgage	926	640	939	1209	1199	1392	1765	1699	1559	1667	1345	1189	1566
Transportation	186	135	169	230	171	232	217	235	214	202	205	196	321
SSI/Social Security	50	42	30	42	40	48	43	48	41	39	46	46	92
WAGES/TANF	16	11	16	7	10	11	12	17	14	10	2	7	27
Other	2	5	2	6	0	0	0	0	0	0	0	0	7
	6187	5991	5846	6027	5339	6639	7436	7406	7011	8061	6994	6766	12178

Client Check	27	20	28	38	44	42	53	95	60	23	20	29	47
---------------------	----	----	----	----	----	----	----	----	----	----	----	----	-----------

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
Emotional/Mental	850	788	994	1021	1019	1043	975	891	954	949	827	816	1638
Counseling	269	277	305	329	332	341	314	281	306	297	261	239	546
Anger/Anxiety/Stress	276	199	310	330	322	327	329	289	329	350	277	264	475
Baker Act	12	12	16	11	21	9	15	10	14	6	14	11	24
‡Bereavement	24	22	21	20	29	25	23	15	25	22	24	18	46
Depression	54	56	65	58	60	71	51	49	57	58	53	55	110
Fantasy/Sex Calls	3	3	1	9	7	6	12	5	4	1	1	2	6
Psychiatric Hospitalization	10	7	13	16	15	12	4	8	9	16	6	7	17
Psychiatric Treatment	75	65	77	91	81	79	76	80	72	67	72	89	140
Relationship Problems	33	42	38	37	20	56	32	40	45	48	25	26	75
Sexual Identity	0	2	0	3	2	3	6	1	3	1	1	2	2
Sexual Obsession/Compulsion	0	1	0	6	7	2	3	1	1	2	1	0	1
Support Group	37	45	51	44	59	53	62	53	40	36	52	50	82
Testing/Evaluation	19	9	20	15	14	16	13	12	14	12	8	8	28
^Homicidal Threat	0	0	1	1	2	0	0	0	1	0	0	0	0
Attention Deficit Disorder	15	28	33	22	16	15	16	17	16	16	11	9	43
Bi-Polar	9	11	27	11	19	11	11	16	15	8	10	9	20
Dual Diagnosis	4	1	5	6	3	3	1	0	1	2	4	7	5
Conduct Disorder	2	1	5	5	5	10	5	9	0	4	1	10	3
Severely Emotionally Disturbed	8	6	5	7	5	4	2	5	2	3	6	10	14
Other	0	1	1	0	0	0	0	0	0	0	0	0	1
	850	788	994	1021	1019	1043	975	891	954	949	827	816	1638

Family Service Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
------------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---

Family Problems	212	265	327	322	358	396	288	335	322	271	210	225	477
Adoption/Foster Care	17	14	30	18	35	38	27	22	25	21	10	12	31
Caregiver Support	10	13	17	14	29	19	22	15	31	15	13	16	23
Child-Ungovernable	28	35	30	75	53	68	39	41	49	64	52	46	63
Day Care-Adult	5	6	14	12	12	7	4	9	12	9	7	4	11
Day Care-Child	100	143	163	142	166	219	157	214	164	113	95	109	243
Divorce/Separation	7	16	22	12	14	16	14	7	11	11	10	13	23
Parent/Child Conflict	22	13	32	20	24	16	10	14	15	18	10	13	35
Parental Stress	18	22	17	28	25	13	15	13	15	20	13	12	40
Other	5	3	2	1	0	0	0	0	0	0	0	0	8
	212	265	327	322	358	396	288	335	322	271	210	225	477

Gov't/Community Services	1739	1515	1766	1869	1316	2097	2173	1817	2431	2180	2227	2329	3254
Animal Service	26	31	39	53	61	50	60	35	43	43	43	37	57
Consumer Complaints	157	110	105	126	126	112	133	130	106	92	90	108	267

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
First Call for Help	316	329	423	459	479	381	347	193	214	188	195	162	645
Holiday Gifts	0	0	0	2	0	2	8	31	811	386	291	428	0
Holiday Food	0	0	0	0	0	0	1	1	22	60	282	72	0
Information - Govt/Public	1132	919	1019	1025	996	1149	1440	1271	1125	1310	1207	1391	2051
Public Library	16	13	22	14	8	12	12	17	7	12	10	2	29
Social Recreation Information	35	50	85	122	183	290	93	82	62	42	31	36	85
zVolunteering/Donations	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	25	26	32	27	25	38	36	21	18	18	41	35	51
Donations	28	36	35	33	18	46	37	26	21	26	35	42	64
Disaster Relief/Recovery	3	0	4	4	5	16	6	10	2	3	2	16	3
Conduct Florida System Check	0	0	0	0	0	1	0	0	0	0	0	0	0
Other	1	1	2	4	0	0	0	0	0	0	0	0	2
	1739	1515	1766	1869	1901	2097	2173	1817	2431	2180	2227	2329	3254

Health Needs	922	1113	1139	2043	1316	1474	1273	1475	1131	1230	935	924	2035
Chronic Medical Condition	33	26	37	143	79	118	53	90	58	39	35	43	59
~Eating Disorder	2	3	2	4	1	1	0	3	0	2	0	4	5
Eye Care	24	25	20	25	15	16	22	32	16	23	23	23	49
Dental Care	57	85	79	97	66	94	109	84	78	71	63	67	142
‡Financial Assist	50	50	44	50	68	73	79	75	65	44	43	56	100
Health Clinics	226	319	292	478	341	354	353	460	341	414	305	273	545
Sickle Cell Anemia	0	0	2	2	0	1	3	0	2	1	0	0	0
Hypertension	0	0	0	13	6	4	4	4	1	0	1	1	0
Hemophilia	0	0	0	0	0	0	0	0	0	0	0	0	0
Heart Failure (Congestive)	0	2	2	1	1	0	0	0	1	0	0	0	2
HIV/AIDS	42	35	39	49	35	45	40	27	30	34	32	32	77
Asthma	0	1	0	9	6	5	1	2	1	2	1	0	1
Diabetes	2	7	8	18	12	13	5	6	7	8	7	9	9
Uninsured	80	137	134	648	275	288	179	225	163	110	82	104	217
Medications	41	42	45	36	45	40	53	77	42	116	48	28	83
Home Health Care	49	60	55	68	67	86	69	74	41	58	51	50	109
Hospital/Physician Referral	53	59	61	64	61	78	62	64	52	52	49	41	112
Medical Equipment	7	19	18	17	9	9	12	15	13	11	18	16	26
Medicare/Medicaid	147	151	165	187	146	148	127	128	120	145	94	101	298
Nursing Home	6	9	9	5	7	14	9	4	5	4	9	4	15
Pre-natal	35	34	47	65	36	39	36	43	31	36	31	25	69
Birth Control	7	10	17	9	6	13	15	15	15	16	11	12	17
STD	13	15	21	26	15	15	18	20	18	16	8	15	28
Support Group - Health	27	16	31	16	14	10	6	10	16	19	14	10	43
‡Transportation-Meds	21	8	10	13	5	10	18	17	15	8	10	10	29
Other/Chgd to OBESITY 05/02	0	0	1	0	0	0	0	0	0	1	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
	922	1113	1139	2043	1316	1474	1273	1475	1131	1230	935	924	2035
Jobs/Training/Education	262	273	307	335	301	376	297	338	304	287	166	220	535
~Literacy	5	10	12	5	5	11	4	2	5	14	6	3	15
Employment Needs	151	140	163	197	194	233	174	170	172	168	107	158	291
~GED	8	7	4	10	3	5	8	15	5	13	2	4	15
Job Training	19	13	14	19	10	11	13	10	15	19	10	10	32
Adult/Voc Education	15	13	21	26	17	26	24	29	29	18	13	16	28
Special Education	10	13	20	7	11	11	12	13	18	1	0	1	23
Job Registration	2	1	7	6	0	6	2	5	3	10	5	5	3
Employer's Inquiry	0	2	2	0	0	1	3	6	0	2	0	0	2
Other	52	74	64	65	61	72	57	88	57	42	23	23	126
	262	273	307	335	301	376	297	338	304	287	166	220	535
Legal/Criminal	357	334	410	449	376	401	466	421	387	393	369	379	691
†Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	10	1	10	8	8	7	9	8	6	8	10	2	11
Discrimination	4	4	4	2	3	1	4	3	3	4	1	2	8
Divorce/Custody	5	13	15	19	8	14	10	16	7	11	12	7	18
†Entitlements Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Mediation	1	1	6	2	1	0	1	4	4	0	1	4	2
Guardianship	5	5	2	6	6	4	6	4	7	4	6	4	10
Immigration/Citizenship	12	10	7	14	10	16	19	7	19	22	20	18	22
Landlord/Tenant	63	34	42	67	51	75	87	58	68	55	71	63	97
Law Enforcement	67	63	91	95	83	70	83	87	72	68	55	71	130
Legal Aid/Attorney Referral	190	202	231	236	206	214	247	234	201	221	193	208	392
Other	0	1	2	0	0	0	0	0	0	0	0	0	1
	357	334	410	449	376	401	466	421	387	393	369	379	691
Suicide	25	14	28	36	14	29	21	23	21	13	20	22	39
‡Suicide 2nd Party	6	2	5	3	4	9	4	5	6	2	5	7	8
Suicide in Progress	0	0	0	1	0	0	3	2	1	0	0	1	0
Suicide Thought/Threats	9	8	17	18	3	17	3	10	11	6	7	6	17
Suicide with Plan	5	1	1	4	0	0	5	1	0	2	2	4	6
Suicide Information/Education	3	3	5	8	7	3	4	3	2	3	4	3	6
Suicide Support Group	2	0	0	1	0	0	2	2	1	0	1	1	2
^Suicide/Homicide Threat	0	0	0	1	0	0	0	0	0	0	1	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	25	14	28	36	14	29	21	23	21	13	20	22	39

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
Teen/Youth Issues	28	44	58	64	76	64	31	46	34	54	41	67	72
Counseling Needs	3	0	3	3	1	3	2	1	0	2	2	0	3
Delinquency	0	5	6	7	3	5	0	4	2	2	2	8	5
Family Violence	0	0	1	0	2	2	2	0	2	2	0	2	0
Friends/Peers	2	2	1	1	4	2	0	0	1	2	1	2	4
Gangs/Violence	2	1	2	2	2	1	0	1	1	1	2	2	3
Parent/Child Conflict	3	3	7	4	14	9	6	4	6	5	2	5	6
Pre-natal	2	2	5	2	2	0	1	1	0	0	1	0	4
Birth Control	2	1	1	0	0	2	0	0	0	0	0	0	3
Relationship Problems	1	2	1	2	5	4	1	2	1	2	1	3	3
Runaway/Throwaway	2	3	5	9	9	7	7	1	2	4	8	10	5
School Problems	2	16	14	15	21	9	4	13	10	15	13	23	18
Sex Questions	0	0	1	3	1	0	1	2	0	0	0	1	0
Sexual Identity	2	3	0	2	0	2	1	2	0	0	1	0	5
Social Life/Recreation	3	1	1	0	3	0	1	1	1	3	2	2	4
Substance Abuse-self	0	0	0	0	2	1	0	0	0	0	1	0	0
Substance Abuse-other	4	5	10	14	7	17	5	14	8	16	5	9	9
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	28	44	58	64	76	64	31	46	34	54	41	67	72

CMH Problems & Needs	111	152	178	144	162	103	92	89	91	114	101	94	263
Prevention services	17	27	35	35	30	17	1	3	9	2	6	2	44
Home-based services	6	11	10	14	8	5	7	3	9	20	10	12	17
School-based services	7	3	11	10	10	1	1	4	5	6	4	2	10
Family therapy	6	18	7	7	8	3	7	5	2	10	6	6	24
Family support	9	5	2	3	6	1	5	4	4	7	8	4	14
Respite services	0	1	3	0	1	1	1	2	0	1	0	1	1
Outpatient treatment	50	59	73	50	75	40	30	48	40	39	34	34	109
Day treatment	1	0	3	0	0	0	1	0	0	0	1	1	1
Crisis stabilization	3	4	11	4	3	7	9	4	2	3	5	6	7
Therapeutic foster care	0	0	1	1	1	0	0	0	0	0	0	0	0
Residential treatment	9	9	9	12	13	25	23	15	13	22	23	14	18
Inpatient hospitalization	1	5	4	2	3	1	2	0	1	1	2	0	6
zzCase management	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	0	3	2	3	3	1	2	0	1	0	0	1	3
Transitional services	0	1	0	0	0	0	0	0	0	0	0	0	1
Other mental health service	1	3	3	3	1	1	2	1	4	3	2	6	4
Case Management Request	1	3	4	0	0	0	1	0	1	0	0	5	4
Case Management Service Search	0	0	0	0	0	0	0	0	0	0	0	0	0
Case Management Referral/Placement	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	111	152	178	144	162	103	92	89	91	114	101	94	263

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
Special Needs	542	462	639	529	524	598	872	591	713	639	514	533	1004
DD - Asperger's Disorder	1	10	7	3	2	11	17	11	39	23	15	8	11
DD - Autism	131	135	147	87	106	130	227	146	147	112	109	130	266
DD - Cerebral Palsy	45	53	56	55	45	48	53	45	28	31	19	34	98
DD - Down Syndrome	21	7	22	32	20	31	10	26	29	13	22	21	28
DD - Mental Retardation	101	64	108	118	116	111	159	87	125	96	55	51	165
DD - Spina Bifida								n/a		0	0	4	0
D - Visual Impairment	20	15	19	17	15	20	37	22	24	48	26	18	35
D - Hearing Impairment	29	27	33	35	35	22	38	32	38	17	14	23	56
D - Speech / Language Disorder								n/a		31	25	19	0
D - Traumatic Brain Injury								n/a		5	3	5	0
Advocacy	4	5	9	3	4	6	8	11	9	5	4	4	9
Care Coordination	12	3	10	3	9	3	7	8	9	19	25	26	15
Assistive Technology	2	0	2	1	5	8	5	8	3	2	1	2	2
Social / Recreational Activities***	0	1	3	2	1	1	4	2	1	4	3	1	1
Early Intervention	17	10	26	14	8	14	26	19	18	16	10	11	27
Life Skills Training	1	6	6	4	8	0	5	5	5	5	2	3	7
School-based Services***	1	2	0	0	0	0	1	0	0	21	9	14	3
Parent Education / Support	12	21	37	18	15	9	27	22	23	33	16	22	33
Rehabilitative Therapies	13	10	13	11	17	23	21	22	22	8	14	11	23
Supported Employment	3	0	0	0	0	2	1	0	2	1	1	0	3
Transition Support Services	5	2	5	4	5	4	1	5	10	5	3	2	7
Y - Returned Call	91	69	106	96	98	118	191	89	147	117	116	110	160
X - Call Back Needed	33	22	30	26	15	37	34	31	34	27	22	14	55
TOTAL	542	462	639	529	524	598	872	591	713	639	514	533	1004

Touchline - incoming	47	39	53	59	58	77	44	34	35	39	65	66	86
-----------------------------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

Grand Total

23665

†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