



2-1-1 Broward End of Year Summary

July 1, 2009- June 30, 2010

Total Services = 318,383

Response Calls	Female	Male	Unknown	Totals
English Speaking	84421	36217	11	120649
Creole Speaking	364	130	0	494
Spanish Speaking	3319	1022	1	4342
Unknown	7	7	7	21
Other	92	58	0	150
Totals	88203	37434	19	125656

Help Line	
2-1-1 Broward	102191
INFOline	85
PhoneFriend	2
Seniors Helpline	61
TDD Line	0
TeenHotline	30
Homeless Helpline	23287
Total	125656

Service	Type		
Response Calls	Agency Services	4110	3.3%
	Information & Referral	81990	65.2%
	Information Only	24399	19.4%
	Listening Only	6865	5.5%
	Listening/I&R	8169	6.5%
	Obscene/Abusive	81	0.1%
	Other	42	0.0%
Total Response Calls		125656	

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	2959	1061	3	4023
Creole Speaking	8	15	0	23
Spanish Speaking	530	177	0	707
Unknown	1	0	0	1
Other	2	1	0	3
Totals	3500	1254	3	4757

IRis Entries	146828
QA Check	146687

Direct Service Calls	Follow-Up Contacts	4757
	Follow-up Unreached	5774
	Total Follow-Ups	10531
	Advocacy Calls	118
	Intervention Calls	51
	Touchline Calls	41451
	Total Direct Service Calls	52151
Other Services	TeenTapes Calls	5515
	IRis on the Web Hits	134571

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
English Speaking					120649	
Female	446	18359	466	65150	84421	98.6%
Male	90	10079	227	25821	36217	98.8%
Unknown	0	9	0	2	11	100.0%
Creole Speaking					494	
Female	0	99	1	264	364	99.6%
Male	1	38	0	91	130	98.9%
Unknown	0	0	0	0	0	
Spanish Speaking					4342	
Female	1	830	7	2482	3320	99.7%
Male	0	299	4	719	1022	99.4%
Unknown					21	
Female	0	1	0	6	7	100.0%
Male	0	3	0	4	7	100.0%
Unknown	0	6	0	1	7	100.0%
Other					150	
Female	0	38	1	53	92	98.1%
Male	0	24	0	34	58	100.0%
Totals	538	29785	706	94627	125656	98.7%

Information Svcs Calls - IRis	261
Information Svcs Calls - Other*	120
Total Other	140467
NO Calls	10211
Total Referrals	176,695

Total Services This Report 318,274

*Plus 120 bulk InfoSvcs calls made July, 2009

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
1,972	1.2%	ABUSE Includes elderly abuse, child abuse, domestic violence, incest, rape.
3,521	2.2%	CHRONIC MENTAL ILLNESS Includes general support and crisis management.
3,761	2.4%	ADDICTIONS Includes alcohol and other drug abuse by self or significant others.
79,318	50.1%	BASIC NEEDS Includes food, rent/mortgage, FPL, emergency shelter.
12,371	7.8%	EMOTIONAL/MENTAL Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,558	2.2%	FAMILY PROBLEMS Includes day care, divorce, parent/child conflicts, ungovernable child.
23,708	15.0%	GOV'T/COMMUNITY SERVICES Includes consumer complaints, public information.
13,207	8.3%	HEALTH NEEDS Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
3,151	2.0%	JOBS/TRAINING/EDUCATION Includes literacy, GED, job training, job placement, job registration.
5,009	3.2%	LEGAL/CRIMINAL Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
250	0.2%	SUICIDE Includes suicides in progress, thought or threats of suicide, suicide information.
713	0.5%	TEEN/YOUTH ISSUES Includes pregnancy, relationships, parents, runaways, school,
7,876	5.0%	SPECIAL NEEDS Developmental, Hearing, Visual