



## Fiscal 09-10 YTD Call Statistics Problems and Needs as Reported by Callers

July 1, 2009 - June 30, 2010

### 2-1-1 Broward - All Calls

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
<b>Gender</b>													
Female	8126	8395	8331	8883	7606	7335	6768	5779	6757	6764	6490	6993	88227
<b>Male</b>	3507	3161	3072	3152	3011	3048	3139	3154	3200	2955	3121	2907	37427
<b>Total</b>	11633	11556	11403	12035	10617	10383	9907	8933	9957	9719	9611	9900	125654
<i>% Female</i>	69.9%	72.6%	73.1%	73.8%	71.6%	70.6%	68.3%	64.7%	67.9%	69.6%	67.5%	67.5%	70.2%
<b>Language Spoken On Call</b>													
Creole Speaking	36	38	48	42	43	39	40	42	56	40	44	26	494
English Speaking	11206	11074	10946	11566	10244	9998	9487	8492	9532	9351	9246	9529	120671
Other Language	7	18	13	12	7	7	18	39	7	3	12	7	150
Spanish Speaking	384	426	396	415	323	339	362	360	362	325	309	338	4339
<b>Total</b>	11633	11556	11403	12035	10617	10383	9907	8933	9957	9719	9611	9900	125654
<i>% Other than English</i>	3.7%	4.2%	4.0%	3.9%	3.5%	3.7%	4.2%	4.9%	4.3%	3.8%	3.8%	3.8%	4.0%
<b>Type of Call</b>													
Agency Services	461	252	300	231	204	190	198	268	472	515	506	511	4108
<i>Follow-Up - Complete</i>	477	261	271	310	422	572	397	428	508	408	372	332	4758
<i>Follow-Up - Incomplete</i>	626	311	370	363	476	419	493	541	623	552	538	464	5776
<i>Follow-Up Total</i>	1103	572	641	673	898	991	890	969	1131	960	910	796	10534
Information & Referral	7993	7662	7633	8133	6885	6742	6229	5679	6217	6234	6152	6441	82000
Information Only	1958	2096	2198	2369	2369	2356	2325	1870	2000	1676	1622	1561	24400
<i>Intervention</i>	3	4	3	6	5	1	3	8	2	5	8	3	51
Listening Only	566	646	570	583	563	527	525	554	605	571	553	598	6861
Listening/I&R**	642	885	697	708	583	561	627	552	651	709	766	777	8158
Obscene/Abusive	11	8	4	4	8	7	3	4	10	5	11	6	81
<i>Advocacy (was Youth Advocacy prior to 3/10)</i>	16	7	6	4	2	7	10	3	18	12	20	13	118
Other	2	7	1	7	5	0	0	6	2	9	1	6	46
<b>Help Line Incoming Call Totals</b>	11633	11556	11403	12035	10617	10383	9907	8933	9957	9719	9611	9900	125654
<i>Calls Including Follow-Ups, Advocacy &amp; Intervent</i>	12755	12139	12053	12718	11522	11382	10810	9913	11108	10696	10549	10712	136357
<b>Will this info help?</b>													
No	39	54	99	61	65	65	25	30	31	18	27	24	538
Not Asked	1797	2093	2153	2239	2716	2778	2951	2748	3181	2589	2385	2159	29789
Yes	9708	9328	9069	9659	7794	7484	6888	6117	6690	7064	7148	7669	94618
Unknown	89	81	82	76	42	56	43	38	55	48	51	48	709
<b>Total</b>	11633	11556	11403	12035	10617	10383	9907	8933	9957	9719	9611	9900	125654
<i>% Responding YES</i>	98.7%	98.6%	98.0%	98.6%	98.6%	98.4%	99.0%	98.9%	98.7%	99.1%	98.9%	99.1%	98.7%
<b>Help Line</b>													
DCF Adoption Hotline	0	0	0	0	0	1 of 16	0	0	0	0	0	0	0

**2-1-1 Broward - All Calls**

**Call Stat totals run from July '09 - June '10**

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Family Service	0	0	0	0	0	0	0	0	0	0	0	0	0
2-1-1	9090	9275	9205	9863	8766	8335	8005	7218	8193	8190	7859	8190	102189
Senior Helpline	4	8	5	5	4	4	8	3	11	2	2	5	61
Phone Friend	0	0	1	0	0	0	0	0	1	0	0	0	2
INFOline	5	3	5	6	11	16	17	1	13	2	1	5	85
TDD Line	0	0	0	0	0	0	0	0	0	0	0	0	0
Teen Hotline	1	3	1	2	6	1	1	3	3	3	1	5	30
Homeless Helpline <sup>n</sup>	2533	2267	2186	2159	1830	2027	1876	1708	1736	1522	1748	1695	23287
	11633	11556	11403	12035	10617	10383	9907	8933	9957	9719	9611	9900	125654

2-1-1 Broward - All Calls

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
<b>Problems/Needs</b>													
<b>ABUSE</b>	<b>176</b>	<b>179</b>	<b>171</b>	<b>168</b>	<b>158</b>	<b>156</b>	<b>123</b>	<b>118</b>	<b>185</b>	<b>176</b>	<b>176</b>	<b>186</b>	<b>1972</b>
Child Abuse/Neglect	53	60	54	50	49	32	37	38	52	62	54	43	584
Elderly Abuse	16	16	14	19	11	13	13	24	14	14	16	22	192
Disabled Abuse	9	7	10	6	1	5	11	4	5	5	3	10	76
Domestic Violence	94	85	83	84	94	100	56	48	103	86	97	102	1032
Incest	1	1	0	0	0	2	1	0	1	0	2	4	12
Rape	3	10	10	9	3	4	5	4	10	9	4	5	76
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	176	179	171	168	158	156	123	118	185	176	176	186	1972
<b>CHRONIC MENTAL ILLNESS</b>	<b>289</b>	<b>391</b>	<b>292</b>	<b>293</b>	<b>319</b>	<b>297</b>	<b>302</b>	<b>263</b>	<b>259</b>	<b>269</b>	<b>269</b>	<b>278</b>	<b>3521</b>
General Support	289	390	292	293	319	296	300	261	259	268	268	277	3512
In Crisis	0	1	0	0	0	1	2	2	0	1	1	1	9
	289	391	292	293	319	297	302	263	259	269	269	278	3521
<b>ADDICTIONS</b>	<b>372</b>	<b>297</b>	<b>336</b>	<b>247</b>	<b>282</b>	<b>246</b>	<b>310</b>	<b>278</b>	<b>335</b>	<b>364</b>	<b>402</b>	<b>292</b>	<b>3761</b>
Alcohol-self	31	31	31	24	28	25	28	31	21	59	49	30	388
Alcohol-other	18	24	23	18	18	30	23	17	30	22	44	18	285
†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
zzEating Disorders	0	0	0	0	0	0	0	0	0	0	0	0	0
Education/Prevention	4	4	10	8	5	6	3	6	9	15	7	9	86
Gambling	1	0	5	0	1	0	1	0	2	1	0	0	11
Internet Addictions	0	0	0	0	0	0	1	0	0	0	1	1	3
†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	69	53	62	42	53	45	43	44	61	57	74	48	651
Drugs-other	85	75	71	60	67	50	71	69	84	73	75	64	844
Support Group	26	20	25	9	15	11	14	5	13	24	18	11	191
Marchman Act	17	7	15	12	10	12	14	19	10	8	12	9	145
‡Treatment-Outpatients	26	22	25	27	30	14	33	32	37	36	45	32	359
‡Treatment-Residential	92	59	66	41	52	50	72	48	67	61	72	60	740
Dual Diagnosis	3	2	3	6	3	3	7	7	1	8	5	10	58
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	372	297	336	247	282	246	310	278	335	364	402	292	3761
<b>BASIC NEEDS</b>	<b>7436</b>	<b>7406</b>	<b>7011</b>	<b>8061</b>	<b>6994</b>	<b>6766</b>	<b>6028</b>	<b>5350</b>	<b>5960</b>	<b>5929</b>	<b>5889</b>	<b>6488</b>	<b>79318</b>
Child Support	66	40	44	39	53	53	34	26	49	63	46	50	563
Clothing/Furniture	325	457	232	211	180	190	172	115	134	146	126	155	2443
Shelter-Disaster	0	0	0	0	1	2	18	24	6	2	0	0	53
‡Shelter-Men	1262	1153	1143	1092	1010	1223	1095	1095	1124	898	1260	1090	13445
‡Shelter-Women	612	527	530	464	459	583	468	440	474	461	533	523	6074
‡Shelter-Family	561	598	569	625	513	466	450	290	324	388	444	566	5794
‡Shelter-Teens	55	55	58	32	28	34	25	27	32	29	24	26	425
Food	681	624	671	618	648	588	453	373	467	433	391	467	6414
‡Food Stamps	362	265	258	298	293	249	265	269	334	289	191	266	3339

**2-1-1 Broward - All Calls**

**Call Stat totals run from July '09 - June '10**

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
FPL/Utilities	1031	1177	1164	1132	893	793	603	337	479	538	499	618	9264
Group Home	18	24	16	8	7	11	7	4	14	16	8	15	148
Home Repairs	22	32	31	24	13	18	41	34	25	44	36	36	356
Lost Benefits	0	0	0	1	0	0	0	1	0	0	0	5	7
Housing	350	398	433	1543	1256	1082	948	653	844	856	710	856	9929
Money Management	54	57	34	56	42	36	371	817	578	285	43	20	2393
Rent/Mortgage	1765	1699	1559	1667	1345	1189	879	591	801	1210	1298	1533	15536
Transportation	217	235	214	202	205	196	151	187	213	199	220	196	2435
SSI/Social Security	43	48	41	39	46	46	42	58	55	57	50	59	584
WAGES/TANF	12	17	14	10	2	7	6	9	7	15	10	7	116
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	7436	7406	7011	8061	6994	6766	6028	5350	5960	5929	5889	6488	79318

<b>Client Check</b>	53	95	60	23	20	29	16	7	4	21	41	63	<b>432</b>
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<b>Emotional/Mental</b>	<b>975</b>	<b>891</b>	<b>954</b>	<b>949</b>	<b>827</b>	<b>816</b>	<b>936</b>	<b>917</b>	<b>1019</b>	<b>954</b>	<b>932</b>	<b>856</b>	<b>11026</b>
Counseling	314	281	306	297	261	239	295	298	342	265	252	275	3425
Anger/Anxiety/Stress	329	289	329	350	277	264	293	269	284	300	312	255	3551
Baker Act	15	10	14	6	14	11	6	11	3	16	11	8	125
‡Bereavement	23	15	25	22	24	18	20	18	23	28	16	23	255
Depression	51	49	57	58	53	55	76	69	66	61	53	66	714
Fantasy/Sex Calls	12	5	4	1	1	2	1	0	1	5	1	4	37
Psychiatric Hospitalization	4	8	9	16	6	7	9	14	17	20	16	7	133
Psychiatric Treatment	76	80	72	67	72	89	87	82	88	75	75	76	939
Relationship Problems	32	40	45	48	25	26	19	22	49	35	39	49	429
Sexual Identity	6	1	3	1	1	2	3	3	0	4	4	1	29
Sexual Obsession/Compulsion	3	1	1	2	1	0	2	2	2	1	4	2	21
Support Group	62	53	40	36	52	50	44	42	58	54	55	40	586
Testing/Evaluation	13	12	14	12	8	8	18	38	30	20	36	10	219
^Homicidal Threat	0	0	1	0	0	0	0	0	0	1	0	1	3
Attention Deficit Disorder	16	17	16	16	11	9	15	20	18	17	25	10	190
Bi-Polar	11	16	15	8	10	9	22	20	15	28	11	16	181
Dual Diagnosis	1	0	1	2	4	7	13	2	6	4	6	2	48
Conduct Disorder	5	9	0	4	1	10	6	4	3	7	6	4	59
Severely Emotionally Disturbed	2	5	2	3	6	10	7	3	14	13	10	7	82
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	975	891	954	949	827	816	936	917	1019	954	932	856	11026

<i>Family Service Agency</i>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
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<b>Family Problems</b>	<b>288</b>	<b>335</b>	<b>322</b>	<b>271</b>	<b>210</b>	<b>225</b>	<b>274</b>	<b>292</b>	<b>322</b>	<b>356</b>	<b>349</b>	<b>314</b>	<b>3558</b>
Adoption/Foster Care	27	22	25	21	10	12	28	17	18	20	22	40	262
Caregiver Support	22	15	31	15	13	16	18	19	7	20	5	15	196
Child-Ungovernable	39	41	49	64	52	46	46	60	70	69	60	38	634
Day Care-Adult	4	9	12	9	7	4	7	8	9	13	11	8	101
Day Care-Child	157	214	164	113	95	109	128	142	151	182	190	151	1796
Divorce/Separation	14	7	11	11	10	13	20	25	22	12	20	19	184
Parent/Child Conflict	10	14	15	18	10	13	14	11	22	17	19	21	184
Parental Stress	15	13	15	20	13	12	13	10	23	23	22	22	201

2-1-1 Broward - All Calls

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	288	335	322	271	210	225	274	292	322	356	349	314	3558
<b>Gov't/Community Services</b>	<b>2173</b>	<b>1817</b>	<b>2431</b>	<b>2180</b>	<b>2227</b>	<b>2329</b>	<b>2320</b>	<b>1710</b>	<b>1798</b>	<b>1627</b>	<b>1575</b>	<b>1521</b>	<b>23708</b>
Animal Service	60	35	43	43	43	37	28	23	38	41	40	38	469
Consumer Complaints	133	130	106	92	90	108	106	106	95	120	82	102	1270
First Call for Help	347	193	214	188	195	162	185	213	286	243	228	172	2626
Holiday Gifts	8	31	811	386	291	428	0	0	1	2	4	3	1965
Holiday Food	1	1	22	60	282	72	0	0	3	1	0	0	442
Information - Govt/Public	1440	1271	1125	1310	1207	1391	1657	1186	1192	1057	975	965	14776
Public Library	12	17	7	12	10	2	11	13	12	14	8	13	131
Social Recreation Information	93	82	62	42	31	36	37	44	58	82	173	165	905
<i>zVolunteering/Donations</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	36	21	18	18	41	35	36	30	31	23	29	22	340
Donations	37	26	21	26	35	42	120	44	37	33	22	33	476
Disaster Relief/Recovery	6	10	2	3	2	16	140	51	45	11	14	8	308
Conduct Florida System Check	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	2173	1817	2431	2180	2227	2329	2320	1710	1798	1627	1575	1521	23708
<b>Health Needs</b>	<b>1273</b>	<b>1475</b>	<b>1131</b>	<b>1230</b>	<b>935</b>	<b>924</b>	<b>942</b>	<b>1059</b>	<b>1185</b>	<b>1061</b>	<b>996</b>	<b>996</b>	<b>13207</b>
Chronic Medical Condition	53	90	58	39	35	43	40	59	63	47	44	39	610
Eating Disorder	0	3	0	2	0	4	4	1	8	3	3	4	32
Eye Care	22	32	16	23	23	23	11	18	22	17	21	22	250
Dental Care	109	84	78	71	63	67	73	93	98	104	76	81	997
Financial Assist	79	75	65	44	43	56	35	30	44	42	59	81	653
Health Clinics	353	460	341	414	305	273	236	282	314	270	252	240	3740
Sickle Cell Anemia	3	0	2	1	0	0	1	0	0	0	0	0	7
Hypertension	4	4	1	0	1	1	1	0	2	1	1	3	19
Hemophilia	0	0	0	0	0	0	0	0	0	0	1	0	1
Heart Failure (Congestive)	0	0	1	0	0	0	0	0	0	1	0	0	2
HIV/AIDS	40	27	30	34	32	32	22	40	30	35	26	23	371
Asthma	1	2	1	2	1	0	1	1	0	1	0	0	10
Diabetes	5	6	7	8	7	9	10	7	13	7	9	6	94
Uninsured	179	225	163	110	82	104	95	101	132	104	95	107	1497
Medications	53	77	42	116	48	28	36	38	48	51	51	45	633
Home Health Care	69	74	41	58	51	50	68	63	74	80	73	59	760
Hospital/Physician Referral	62	64	52	52	49	41	64	54	61	55	62	41	657
Medical Equipment	12	15	13	11	18	16	16	14	19	18	9	13	174
Medicare/Medicaid	127	128	120	145	94	101	129	157	125	120	101	93	1440
Nursing Home	9	4	5	4	9	4	11	8	9	13	7	9	92
Pre-Natal	36	43	31	36	31	25	34	33	49	41	47	48	454
Birth Control	15	15	15	16	11	12	16	16	24	10	15	12	177
STD	18	20	18	16	8	15	8	17	24	12	19	24	199
Support Group - Health	6	10	16	19	14	10	16	12	9	16	10	21	159
Transportation-Meds	18	17	15	8	10	10	15	15	16	13	15	22	174
X-Obesity (was Other prior to 05/0	0	0	0	1	0	0	0	0	1	0	0	3	5
	1273	1475	1131	1230	935	924	942	1059	1185	1061	996	996	13207

## 2-1-1 Broward - All Calls

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
<b>Jobs/Training/Education</b>	<b>297</b>	<b>338</b>	<b>304</b>	<b>287</b>	<b>166</b>	<b>220</b>	<b>242</b>	<b>229</b>	<b>307</b>	<b>247</b>	<b>252</b>	<b>262</b>	<b>3151</b>
~Literacy	4	2	5	14	6	3	7	4	7	0	6	5	63
Employment Needs	174	170	172	168	107	158	137	116	167	150	157	174	1850
~GED	8	15	5	13	2	4	11	6	17	5	6	6	98
Job Training	13	10	15	19	10	10	14	8	17	19	12	10	157
Adult/Voc Education	24	29	29	18	13	16	16	29	29	29	23	22	277
Special Education	12	13	18	1	0	1	4	4	3	4	4	1	65
Job Registration	2	5	3	10	5	5	1	7	5	8	1	4	56
Employer's Inquiry	3	6	0	2	0	0	0	2	0	1	0	2	16
Auxilliary Education Programs^~	57	88	57	42	23	23	52	53	62	31	43	38	569
	297	338	304	287	166	220	242	229	307	247	252	262	3151
<b>Legal/Criminal</b>	<b>466</b>	<b>421</b>	<b>387</b>	<b>393</b>	<b>369</b>	<b>379</b>	<b>407</b>	<b>345</b>	<b>490</b>	<b>458</b>	<b>415</b>	<b>479</b>	<b>5009</b>
†Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	9	8	6	8	10	2	7	4	7	6	12	5	84
Discrimination	4	3	3	4	1	2	1	0	6	3	3	4	34
Divorce/Custody	10	16	7	11	12	7	8	12	17	12	20	15	147
†Entitlements Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Mediation	1	4	4	0	1	4	1	1	5	3	3	0	27
Guardianship	6	4	7	4	6	4	1	5	3	4	4	5	53
Immigration/Citizenship	19	7	19	22	20	18	30	27	50	27	25	24	288
Landlord/Tenant	87	58	68	55	71	63	59	49	66	62	58	65	761
Law Enforcement	83	87	72	68	55	71	74	69	92	84	76	71	902
Legal Aid/Attorney Referral	247	234	201	221	193	208	226	178	244	257	214	290	2713
DO NOT USE	0	0	0	0	0	0	0	0	0	0	0	0	0
	466	421	387	393	369	379	407	345	490	458	415	479	5009
<b>Suicide</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>13</b>	<b>20</b>	<b>22</b>	<b>22</b>	<b>15</b>	<b>34</b>	<b>22</b>	<b>15</b>	<b>22</b>	<b>250</b>
‡Suicide 2nd Party	4	5	6	2	5	7	7	1	8	4	2	3	54
Suicide in Progress	3	2	1	0	0	1	0	0	0	1	1	0	9
Suicide Thought/Threats	3	10	11	6	7	6	5	5	8	5	2	6	74
Suicide with Plan	5	1	0	2	2	4	4	3	8	6	5	6	46
Suicide Information/Education	4	3	2	3	4	3	5	6	9	4	3	6	52
Suicide Support Group	2	2	1	0	1	1	0	0	1	2	2	1	13
^Suicide/Homicide Threat	0	0	0	0	1	0	1	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	21	23	21	13	20	22	22	15	34	22	15	22	250
<b>Teen/Youth Issues</b>	<b>31</b>	<b>46</b>	<b>34</b>	<b>54</b>	<b>41</b>	<b>67</b>	<b>90</b>	<b>60</b>	<b>71</b>	<b>95</b>	<b>90</b>	<b>34</b>	<b>713</b>
Counseling Needs	2	1	0	2	2	0	3	0	1	1	1	0	13
Delinquency	0	4	2	2	2	8	10	2	9	3	11	0	53
Family Violence	2	0	2	2	0	2	5	3	4	7	2	2	31
Friends/Peers	0	0	1	2	1	2	1	2	0	1	1	4	15
Gangs/Violence	0	1	1	1	2	2	1	4	1	3	2	0	18
Parent/Child Conflict	6	4	6	5	2	5	7	2	0	2	7	6	52
Pre-Natal	1	1	0	0	1	0	0	1	0	0	0	1	5
Birth Control	0	0	0	0	0	0	0	0	1	1	0	0	2
Relationship Problems	1	2	1	2	1	6 of 16 3	3	5	2	2	4	1	27

2-1-1 Broward - All Calls

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Runaway/Throwaway	7	1	2	4	8	10	13	6	10	17	14	4	96
School Problems	4	13	10	15	13	23	26	21	24	32	28	8	217
Sex Questions	1	2	0	0	0	1	0	1	2	0	0	0	7
Sexual Identity	1	2	0	0	1	0	2	1	0	0	1	0	8
Social Life/Recreation	1	1	1	3	2	2	3	2	0	2	6	1	24
Substance Abuse-self	0	0	0	0	1	0	0	0	1	0	0	0	2
Substance Abuse-other	5	14	8	16	5	9	16	10	16	24	13	7	143
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	31	46	34	54	41	67	90	60	71	95	90	34	713

**CMH Problems & Needs**

	<b>92</b>	<b>89</b>	<b>91</b>	<b>114</b>	<b>101</b>	<b>94</b>	<b>112</b>	<b>131</b>	<b>148</b>	<b>154</b>	<b>134</b>	<b>85</b>	<b>1345</b>
Prevention services	1	3	9	2	6	2	4	3	9	2	3	9	53
Home-based services	7	3	9	20	10	12	8	23	21	19	24	11	167
School-based services	1	4	5	6	4	2	7	12	5	2	8	0	56
Family therapy	7	5	2	10	6	6	13	14	10	15	6	6	100
Family support	5	4	4	7	8	4	3	8	14	5	8	4	74
Respite services	1	2	0	1	0	1	0	3	0	2	0	3	13
Outpatient treatment	30	48	40	39	34	34	46	38	55	60	42	27	493
Day treatment	1	0	0	0	1	1	0	1	0	1	0	0	5
Crisis stabilization	9	4	2	3	5	6	10	3	12	13	8	3	78
Therapeutic foster care	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential treatment	23	15	13	22	23	14	17	21	17	21	29	15	230
Inpatient hospitalization	2	0	1	1	2	0	0	3	3	6	1	1	20
zzCase management	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	2	0	1	0	0	1	3	0	0	4	1	0	12
Transitional services	0	0	0	0	0	0	0	0	0	0	0	0	0
Other mental health service	2	1	4	3	2	6	0	2	1	4	4	4	33
Case Management Request	1	0	1	0	0	5	1	0	1	0	0	2	11
zzCase Management Service Sea	0	0	0	0	0	0	0	0	0	0	0	0	0
zzCase Management Referral/Pla	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>114</b>	<b>101</b>	<b>94</b>	<b>112</b>	<b>131</b>	<b>148</b>	<b>154</b>	<b>134</b>	<b>85</b>	<b>1345</b>

**Special Needs**

	<b>872</b>	<b>591</b>	<b>713</b>	<b>639</b>	<b>514</b>	<b>533</b>	<b>534</b>	<b>572</b>	<b>682</b>	<b>769</b>	<b>700</b>	<b>757</b>	<b>7876</b>
DD - Asperger's Disorder	17	11	39	23	15	8	11	14	22	24	16	11	211
DD - Autism	227	146	147	112	109	130	83	120	116	144	152	124	1610
DD - Cerebral Palsy	53	45	28	31	19	34	39	19	34	48	33	39	422
DD - Down Syndrome	10	26	29	13	22	21	12	25	32	17	18	20	245
DD - Cognitive Impairment	159	87	125	96	55	51	76	117	103	113	103	103	1188
DD - Spina Bifida	n/a	n/a	n/a	0	0	4	0	0	0	5	2	1	12
D - Visual Impairment	37	22	24	48	26	18	11	6	19	19	19	24	273
D - Hearing Impairment	38	32	38	17	14	23	11	15	16	19	22	20	265
D - Speech / Language Disorder	n/a	n/a	n/a	31	25	19	29	22	55	28	37	52	298
D - Traumatic Brain Injury	n/a	n/a	n/a	5	3	5	11	2	2	6	4	6	44
Advocacy	8	11	9	5	4	4	10	9	11	10	5	7	93
Care Coordination	7	8	9	19	25	26	30	17	23	25	18	36	243
Assistive Technology	5	8	3	2	1	2	1	2	1	2	2	4	33
Social / Recreational Activities***	4	2	1	4	3	1	4	6	6	12	14	23	80
Early Intervention	26	19	18	16	10	11	8	12	12	14	17	19	182

**2-1-1 Broward - All Calls**

Call Stat totals run from July '09 - June '10

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS	
Life Skills Training	5	5	5	5	5	2	3	7	4	1	2	2	6	47
School-based Services***	1	0	0	21	9	14	11	12	17	18	19	29	151	
Parent Education / Support	27	22	23	33	16	22	17	13	27	27	22	24	273	
Rehabilitative Therapies	21	22	22	8	14	11	30	16	27	16	18	21	226	
Supported Employment	1	0	2	1	1	0	2	3	4	4	3	6	27	
Transition Support Services	1	5	10	5	3	2	9	3	4	7	4	9	62	
Y - Returned Call	191	89	147	117	116	110	99	114	107	162	120	133	1505	
X - Call Back Needed	34	31	34	27	22	14	23	21	43	47	50	40	386	
<b>TOTAL</b>	<b>872</b>	<b>591</b>	<b>713</b>	<b>639</b>	<b>514</b>	<b>533</b>	<b>534</b>	<b>572</b>	<b>682</b>	<b>769</b>	<b>700</b>	<b>757</b>	<b>7876</b>	
<b>Touchline - incoming</b>	<b>44</b>	<b>34</b>	<b>35</b>	<b>39</b>	<b>65</b>	<b>66</b>	<b>59</b>	<b>53</b>	<b>51</b>	<b>36</b>	<b>42</b>	<b>46</b>	<b>570</b>	
<b>Grand Total</b>													<b>159417</b>	