



Calendar 2010 Call Statistics Problems and Needs as Reported by Callers

January 1, 2010 - December 31, 2010

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Gender | | | | | | | | | | | | | |
| Female | 6768 | 5779 | 6757 | 6764 | 6490 | 6993 | 6721 | 7767 | 6970 | 6516 | 6109 | 6113 | 79747 |
| Male | 3139 | 3154 | 3200 | 2955 | 3121 | 2907 | 3067 | 3219 | 2830 | 2637 | 2528 | 2567 | 35324 |
| Total | 9907 | 8933 | 9957 | 9719 | 9611 | 9900 | 9788 | 10986 | 9800 | 9153 | 8637 | 8680 | 115071 |
| % Female | 68.3% | 64.7% | 67.9% | 69.6% | 67.5% | 67.5% | 68.7% | 70.7% | 71.1% | 71.2% | 70.7% | 70.4% | 69.3% |
| Language Spoken On Call | | | | | | | | | | | | | |
| Creole Speaking | 40 | 42 | 56 | 40 | 44 | 26 | 20 | 28 | 41 | 27 | 25 | 12 | 401 |
| English Speaking | 9487 | 8492 | 9532 | 9351 | 9246 | 9529 | 9451 | 10596 | 9460 | 8863 | 8363 | 8386 | 110756 |
| Other Language | 18 | 39 | 7 | 3 | 12 | 7 | 8 | 8 | 9 | 5 | 4 | 9 | 129 |
| Spanish Speaking | 362 | 360 | 362 | 325 | 309 | 338 | 309 | 354 | 290 | 258 | 245 | 273 | 3785 |
| Total | 9907 | 8933 | 9957 | 9719 | 9611 | 9900 | 9788 | 10986 | 9800 | 9153 | 8637 | 8680 | 115071 |
| % Other than English | 4.2% | 4.9% | 4.3% | 3.8% | 3.8% | 3.8% | 3.4% | 3.5% | 3.5% | 3.2% | 3.2% | 3.4% | 3.7% |
| Type of Call | | | | | | | | | | | | | |
| Agency Services | 198 | 268 | 472 | 515 | 506 | 511 | 450 | 441 | 239 | 190 | 181 | 176 | 4147 |
| <i>Follow-Up - Complete</i> | 397 | 428 | 508 | 408 | 372 | 332 | 244 | 334 | 385 | 316 | 238 | 310 | 4272 |
| <i>Follow-Up - Incomplete</i> | 493 | 541 | 623 | 552 | 538 | 464 | 363 | 448 | 547 | 455 | 417 | 441 | 5882 |
| <i>Follow-Up Total</i> | 890 | 969 | 1131 | 960 | 910 | 796 | 607 | 782 | 932 | 771 | 655 | 751 | 10154 |
| Information & Referral | 6229 | 5679 | 6217 | 6234 | 6152 | 6441 | 6572 | 6873 | 5958 | 5356 | 5133 | 4990 | 71834 |
| Information Only | 2325 | 1870 | 2000 | 1676 | 1622 | 1561 | 1377 | 1875 | 1982 | 1755 | 1653 | 1768 | 21464 |
| <i>Intervention</i> | 3 | 8 | 2 | 5 | 8 | 3 | 5 | 3 | 5 | 3 | 2 | 6 | 53 |
| Listening Only | 525 | 554 | 605 | 571 | 553 | 598 | 627 | 666 | 554 | 599 | 577 | 511 | 6940 |
| Listening/I&R** | 627 | 552 | 651 | 709 | 766 | 777 | 760 | 1128 | 1065 | 1239 | 1086 | 1212 | 10572 |
| Obscene/Abusive | 3 | 4 | 10 | 5 | 11 | 6 | 2 | 2 | 1 | 8 | 7 | 16 | 75 |
| <i>Advocacy (was Youth Advocacy prior to 3/1)</i> | 10 | 3 | 18 | 12 | 20 | 13 | 9 | 13 | 15 | 6 | 9 | 8 | 136 |
| Other | 0 | 6 | 2 | 9 | 1 | 6 | 0 | 1 | 1 | 6 | 0 | 7 | 39 |
| Help Line Incoming Call Totals | 9907 | 8933 | 9957 | 9719 | 9611 | 9900 | 9788 | 10986 | 9800 | 9153 | 8637 | 8680 | 115071 |
| Calls Including Follow-Ups, Advocacy & Interven | 10810 | 9913 | 11108 | 10696 | 10549 | 10712 | 10409 | 11784 | 10752 | 9933 | 9303 | 9445 | 125414 |

Will this info help?

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| No | 25 | 30 | 31 | 18 | 27 | 24 | 36 | 60 | 53 | 40 | 62 | 69 | 475 |
| Not Asked | 2951 | 2748 | 3181 | 2589 | 2385 | 2159 | 1942 | 2284 | 1945 | 1952 | 1856 | 1938 | 27930 |
| Yes | 6888 | 6117 | 6690 | 7064 | 7148 | 7669 | 7758 | 8586 | 7748 | 7122 | 6679 | 6642 | 86111 |
| Unknown | 43 | 38 | 55 | 48 | 51 | 48 | 52 | 56 | 54 | 39 | 40 | 31 | 555 |
| | 9907 | 8933 | 9957 | 9719 | 9611 | 9900 | 9788 | 10986 | 9800 | 9153 | 8637 | 8680 | 115071 |
| <i>% Responding YES</i> | 99.0% | 98.9% | 98.7% | 99.1% | 98.9% | 99.1% | 98.9% | 98.7% | 98.6% | 98.9% | 98.5% | 98.5% | 98.8% |
| Help Line | | | | | | | | | | | | | |
| DCF Adoption Hotline | 0 | 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 | 0 |
| 2-1-1 | 8005 | 7218 | 8193 | 8190 | 7859 | 8190 | 7936 | 8976 | 8068 | 7439 | 7078 | 7019 | 94171 |
| Senior Helpline | 8 | 3 | 11 | 2 | 2 | 5 | 8 | 4 | 3 | 1 | 7 | 7 | 61 |
| Phone Friend | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| INFOline | 17 | 1 | 13 | 2 | 1 | 5 | 11 | 9 | 8 | 7 | 6 | 4 | 84 |
| TDD Line | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Teen Hotline | 1 | 3 | 3 | 3 | 1 | 5 | 2 | 4 | 4 | 3 | 2 | 5 | 36 |
| Homeless Helpline ⁿ | 1876 | 1708 | 1736 | 1522 | 1748 | 1695 | 1831 | 1993 | 1717 | 1703 | 1544 | 1645 | 20718 |
| | 9907 | 8933 | 9957 | 9719 | 9611 | 9900 | 9788 | 10986 | 9800 | 9153 | 8637 | 8680 | 115071 |

Problems/Needs

| | | | | | | | | | | | | | |
|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| ABUSE | 123 | 118 | 185 | 176 | 176 | 186 | 138 | 146 | 150 | 135 | 101 | 119 | 1753 |
| Child Abuse/Neglect | 37 | 38 | 52 | 62 | 54 | 43 | 33 | 43 | 49 | 44 | 29 | 38 | 522 |
| Elderly Abuse | 13 | 24 | 14 | 14 | 16 | 22 | 13 | 7 | 15 | 8 | 9 | 15 | 170 |
| Disabled Abuse | 11 | 4 | 5 | 5 | 3 | 10 | 5 | 5 | 5 | 3 | 1 | 3 | 60 |
| Domestic Violence | 56 | 48 | 103 | 86 | 97 | 102 | 79 | 88 | 77 | 77 | 56 | 54 | 923 |
| Incest | 1 | 0 | 1 | 0 | 2 | 4 | 3 | 1 | 1 | 1 | 1 | 2 | 17 |
| Rape | 5 | 4 | 10 | 9 | 4 | 5 | 5 | 2 | 3 | 2 | 5 | 7 | 61 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 123 | 118 | 185 | 176 | 176 | 186 | 138 | 146 | 150 | 135 | 101 | 119 | 1753 |

| | | | | | | | | | | | | | |
|-------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| CHRONIC MENTAL ILLNESS | 302 | 263 | 259 | 269 | 269 | 278 | 308 | 311 | 260 | 267 | 242 | 235 | 3263 |
| General Support | 300 | 261 | 259 | 268 | 268 | 277 | 306 | 310 | 259 | 265 | 242 | 234 | 3249 |
| In Crisis | 2 | 2 | 0 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 0 | 1 | 14 |
| | 302 | 263 | 259 | 269 | 269 | 278 | 308 | 311 | 260 | 267 | 242 | 235 | 3263 |

| | | | | | | | | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| ADDICTIONS | 310 | 278 | 335 | 364 | 402 | 292 | 278 | 352 | 291 | 188 | 253 | 212 | 3555 |
| Alcohol-self | 28 | 31 | 21 | 59 | 49 | 30 | 22 | 38 | 38 | 14 | 24 | 25 | 379 |
| Alcohol-other | 23 | 17 | 30 | 22 | 44 | 18 | 29 | 21 | 13 | 12 | 19 | 17 | 265 |
| †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 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| <i>zzEating Disorders</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Education/Prevention | 3 | 6 | 9 | 15 | 7 | 9 | 4 | 10 | 5 | 3 | 6 | 4 | 81 |
| Gambling | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 2 | 3 | 2 | 0 | 13 |
| Internet Addictions | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 4 |
| <i>†Opiates-self</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>†Opiates-other</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Drugs-self | 43 | 44 | 61 | 57 | 74 | 48 | 34 | 68 | 44 | 36 | 41 | 36 | 586 |
| Drugs-other | 71 | 69 | 84 | 73 | 75 | 64 | 61 | 76 | 65 | 35 | 43 | 45 | 761 |
| Support Group | 14 | 5 | 13 | 24 | 18 | 11 | 13 | 18 | 17 | 13 | 16 | 6 | 168 |
| Marchman Act | 14 | 19 | 10 | 8 | 12 | 9 | 18 | 11 | 12 | 9 | 12 | 7 | 141 |
| ‡Treatment-Outpatients | 33 | 32 | 37 | 36 | 45 | 32 | 26 | 31 | 35 | 14 | 31 | 20 | 372 |
| ‡Treatment-Residential | 72 | 48 | 67 | 61 | 72 | 60 | 65 | 75 | 57 | 47 | 53 | 47 | 724 |
| Dual Diagnosis | 7 | 7 | 1 | 8 | 5 | 10 | 5 | 3 | 2 | 2 | 6 | 5 | 61 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 310 | 278 | 335 | 364 | 402 | 292 | 278 | 352 | 291 | 188 | 253 | 212 | 3555 |
| BASIC NEEDS | 6028 | 5350 | 5960 | 5929 | 5889 | 6488 | 6967 | 7728 | 6803 | 6314 | 5963 | 5872 | 75291 |
| Child Support | 34 | 26 | 49 | 63 | 46 | 50 | 35 | 50 | 54 | 40 | 30 | 35 | 512 |
| Clothing/Furniture | 172 | 115 | 134 | 146 | 126 | 155 | 203 | 367 | 158 | 143 | 148 | 166 | 2033 |
| Shelter-Disaster | 18 | 24 | 6 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 53 |
| ‡Shelter-Men | 1095 | 1095 | 1124 | 898 | 1260 | 1090 | 1162 | 1196 | 998 | 1007 | 860 | 903 | 12688 |
| ‡Shelter-Women | 468 | 440 | 474 | 461 | 533 | 523 | 476 | 504 | 498 | 553 | 520 | 527 | 5977 |
| ‡Shelter-Family | 450 | 290 | 324 | 388 | 444 | 566 | 587 | 740 | 635 | 629 | 571 | 493 | 6117 |
| ‡Shelter-Teens | 25 | 27 | 32 | 29 | 24 | 26 | 16 | 36 | 34 | 26 | 24 | 21 | 320 |
| Food | 453 | 373 | 467 | 433 | 391 | 467 | 461 | 516 | 445 | 430 | 506 | 456 | 5398 |
| ‡Food Stamps | 265 | 269 | 334 | 289 | 191 | 266 | 293 | 275 | 261 | 193 | 193 | 220 | 3049 |
| FPL/Utilities | 603 | 337 | 479 | 538 | 499 | 618 | 800 | 1051 | 909 | 656 | 569 | 583 | 7642 |
| Group Home | 7 | 4 | 14 | 16 | 8 | 15 | 13 | 11 | 4 | 7 | 7 | 8 | 114 |
| Home Repairs | 41 | 34 | 25 | 44 | 36 | 36 | 23 | 22 | 35 | 27 | 16 | 22 | 361 |
| Lost Benefits | 0 | 1 | 0 | 0 | 0 | 5 | 2 | 2 | 1 | 1 | 1 | 2 | 15 |
| Housing | 948 | 653 | 844 | 856 | 710 | 856 | 952 | 1052 | 1045 | 983 | 1132 | 1090 | 11121 |
| Money Management | 371 | 817 | 578 | 285 | 43 | 20 | 19 | 45 | 30 | 38 | 25 | 29 | 2300 |
| Rent/Mortgage | 879 | 591 | 801 | 1210 | 1298 | 1533 | 1724 | 1612 | 1451 | 1381 | 1126 | 1061 | 14667 |
| Transportation | 151 | 187 | 213 | 199 | 220 | 196 | 158 | 191 | 183 | 158 | 191 | 206 | 2253 |
| SSI/Social Security | 42 | 58 | 55 | 57 | 50 | 59 | 32 | 51 | 55 | 33 | 36 | 39 | 567 |
| WAGES/TANF | 6 | 9 | 7 | 15 | 10 | 7 | 11 | 7 | 6 | 8 | 7 | 9 | 102 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 6028 | 5350 | 5960 | 5929 | 5889 | 6488 | 6967 | 7728 | 6803 | 6314 | 5963 | 5870 | 75289 |
| Client Check | 16 | 7 | 4 | 21 | 41 | 63 | 29 | 27 | 21 | 19 | 6 | 14 | 268 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Emotional/Mental | 936 | 917 | 1019 | 954 | 932 | 856 | 832 | 1029 | 1000 | 947 | 835 | 865 | 11122 |
| Counseling | 295 | 298 | 342 | 265 | 252 | 275 | 248 | 214 | 194 | 218 | 144 | 143 | 2888 |
| Anger/Anxiety/Stress | 293 | 269 | 284 | 300 | 312 | 255 | 279 | 459 | 413 | 375 | 403 | 386 | 4028 |
| Baker Act | 6 | 11 | 3 | 16 | 11 | 8 | 9 | 10 | 16 | 7 | 7 | 9 | 113 |
| ‡Bereavement | 20 | 18 | 23 | 28 | 16 | 23 | 15 | 14 | 35 | 26 | 16 | 16 | 250 |
| Depression | 76 | 69 | 66 | 61 | 53 | 66 | 55 | 74 | 78 | 78 | 70 | 66 | 812 |
| Fantasy/Sex Calls | 1 | 0 | 1 | 5 | 1 | 4 | 1 | 2 | 2 | 0 | 1 | 3 | 21 |
| Psychiatric Hospitalization | 9 | 14 | 17 | 20 | 16 | 7 | 7 | 9 | 15 | 12 | 5 | 13 | 144 |
| Psychiatric Treatment | 87 | 82 | 88 | 75 | 75 | 76 | 75 | 63 | 65 | 62 | 42 | 87 | 877 |
| Relationship Problems | 19 | 22 | 49 | 35 | 39 | 49 | 44 | 42 | 60 | 47 | 36 | 33 | 475 |
| Sexual Identity | 3 | 3 | 0 | 4 | 4 | 1 | 2 | 7 | 3 | 4 | 4 | 5 | 40 |
| Sexual Obsession/Compulsion | 2 | 2 | 2 | 1 | 4 | 2 | 0 | 1 | 1 | 4 | 0 | 2 | 21 |
| Support Group | 44 | 42 | 58 | 54 | 55 | 40 | 51 | 56 | 39 | 42 | 25 | 40 | 546 |
| Testing/Evaluation | 18 | 38 | 30 | 20 | 36 | 10 | 10 | 24 | 23 | 23 | 32 | 20 | 284 |
| ^Homicidal Threat | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| Attention Deficit Disorder | 15 | 20 | 18 | 17 | 25 | 10 | 12 | 13 | 16 | 17 | 14 | 18 | 195 |
| Bi-Polar | 22 | 20 | 15 | 28 | 11 | 16 | 15 | 16 | 20 | 15 | 17 | 13 | 208 |
| Dual Diagnosis | 13 | 2 | 6 | 4 | 6 | 2 | 3 | 5 | 2 | 2 | 2 | 1 | 48 |
| Conduct Disorder | 6 | 4 | 3 | 7 | 6 | 4 | 2 | 6 | 3 | 5 | 9 | 5 | 60 |
| Severely Emotionally Disturbed | 7 | 3 | 14 | 13 | 10 | 7 | 4 | 14 | 15 | 10 | 7 | 5 | 109 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 936 | 917 | 1019 | 954 | 932 | 856 | 832 | 1029 | 1000 | 947 | 835 | 865 | 11122 |
| <i>Family Service Agency</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Family Problems | 274 | 292 | 322 | 356 | 349 | 314 | 234 | 341 | 331 | 250 | 230 | 224 | 3517 |
| Adoption/Foster Care | 28 | 17 | 18 | 20 | 22 | 40 | 22 | 13 | 14 | 8 | 5 | 13 | 220 |
| Caregiver Support | 18 | 19 | 7 | 20 | 5 | 15 | 13 | 19 | 17 | 18 | 20 | 18 | 189 |
| Child-Ungovernable | 46 | 60 | 70 | 69 | 60 | 38 | 29 | 40 | 51 | 40 | 44 | 54 | 601 |
| Day Care-Adult | 7 | 8 | 9 | 13 | 11 | 8 | 5 | 5 | 9 | 12 | 5 | 7 | 99 |
| Day Care-Child | 128 | 142 | 151 | 182 | 190 | 151 | 117 | 197 | 173 | 99 | 95 | 91 | 1716 |
| Divorce/Separation | 20 | 25 | 22 | 12 | 20 | 19 | 10 | 19 | 16 | 18 | 10 | 14 | 205 |
| Parent/Child Conflict | 14 | 11 | 22 | 17 | 19 | 21 | 17 | 16 | 20 | 30 | 23 | 10 | 220 |
| Parental Stress | 13 | 10 | 23 | 23 | 22 | 22 | 21 | 32 | 31 | 25 | 28 | 17 | 267 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 274 | 292 | 322 | 356 | 349 | 314 | 234 | 341 | 331 | 250 | 230 | 224 | 3517 |
| Gov't/Community Services | 2320 | 1710 | 1798 | 1627 | 1575 | 1521 | 1343 | 1687 | 1497 | 1372 | 1606 | 1537 | 19593 |
| Animal Service | 28 | 23 | 38 | 41 | 40 | 38 | 27 | 38 | 38 | 28 | 23 | 38 | 400 |
| Consumer Complaints | 106 | 106 | 95 | 120 | 82 | 102 | 81 | 104 | 110 | 98 | 84 | 63 | 1151 |
| First Call for Help | 185 | 213 | 286 | 243 | 228 | 172 | 73 | 95 | 97 | 103 | 94 | 124 | 1913 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|------------------------------------|------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Holiday Gifts | 0 | 0 | 1 | 2 | 4 | 3 | 10 | 26 | 134 | 229 | 276 | 364 | 1049 |
| Holiday Food | 0 | 0 | 3 | 1 | 0 | 0 | 1 | 3 | 13 | 29 | 207 | 75 | 332 |
| Information - Govt/Public | 1657 | 1186 | 1192 | 1057 | 975 | 965 | 1031 | 1280 | 1016 | 816 | 832 | 789 | 12796 |
| Public Library | 11 | 13 | 12 | 14 | 8 | 13 | 12 | 9 | 13 | 10 | 14 | 6 | 135 |
| Social Recreation Information | 37 | 44 | 58 | 82 | 173 | 165 | 56 | 78 | 34 | 20 | 21 | 19 | 787 |
| <i>zVolunteering/Donations</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Volunteering | 36 | 30 | 31 | 23 | 29 | 22 | 16 | 20 | 18 | 19 | 40 | 21 | 305 |
| Donations | 120 | 44 | 37 | 33 | 22 | 33 | 19 | 28 | 17 | 15 | 15 | 35 | 418 |
| Disaster Relief/Recovery | 140 | 51 | 45 | 11 | 14 | 8 | 17 | 6 | 7 | 5 | 0 | 3 | 307 |
| 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 |
| | 2320 | 1710 | 1798 | 1627 | 1575 | 1521 | 1343 | 1687 | 1497 | 1372 | 1606 | 1537 | 19593 |
| Health Needs | 942 | 1059 | 1185 | 1061 | 996 | 996 | 899 | 989 | 948 | 879 | 739 | 757 | 11450 |
| Chronic Medical Condition | 40 | 59 | 63 | 47 | 44 | 39 | 40 | 54 | 46 | 46 | 40 | 23 | 541 |
| Eating Disorder | 4 | 1 | 8 | 3 | 3 | 4 | 0 | 2 | 0 | 2 | 0 | 3 | 30 |
| Eye Care | 11 | 18 | 22 | 17 | 21 | 22 | 17 | 15 | 30 | 33 | 15 | 16 | 237 |
| Dental Care | 73 | 93 | 98 | 104 | 76 | 81 | 73 | 80 | 72 | 77 | 67 | 45 | 939 |
| ‡Financial Assist | 35 | 30 | 44 | 42 | 59 | 81 | 51 | 52 | 47 | 41 | 43 | 52 | 577 |
| Health Clinics | 236 | 282 | 314 | 270 | 252 | 240 | 258 | 310 | 232 | 232 | 178 | 180 | 2984 |
| Sickle Cell Anemia | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 3 |
| Hypertension | 1 | 0 | 2 | 1 | 1 | 3 | 1 | 2 | 0 | 0 | 0 | 0 | 11 |
| Hemophilia | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Heart Failure (Congestive) | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 4 |
| HIV/AIDS | 22 | 40 | 30 | 35 | 26 | 23 | 20 | 20 | 25 | 19 | 20 | 21 | 301 |
| Asthma | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 2 | 0 | 1 | 9 |
| Diabetes | 10 | 7 | 13 | 7 | 9 | 6 | 5 | 8 | 8 | 10 | 2 | 6 | 91 |
| Uninsured Medications | 95 | 101 | 132 | 104 | 95 | 107 | 105 | 98 | 107 | 102 | 86 | 72 | 1204 |
| Home Health Care | 68 | 63 | 74 | 80 | 73 | 59 | 36 | 47 | 56 | 45 | 33 | 49 | 683 |
| Hospital/Physician Referral | 64 | 54 | 61 | 55 | 62 | 41 | 47 | 42 | 54 | 43 | 45 | 50 | 618 |
| Medical Equipment | 16 | 14 | 19 | 18 | 9 | 13 | 19 | 13 | 22 | 15 | 17 | 14 | 189 |
| Medicare/Medicaid | 129 | 157 | 125 | 120 | 101 | 93 | 88 | 97 | 126 | 84 | 98 | 111 | 1329 |
| Nursing Home | 11 | 8 | 9 | 13 | 7 | 9 | 5 | 2 | 6 | 4 | 3 | 7 | 84 |
| Pre-Natal | 34 | 33 | 49 | 41 | 47 | 48 | 28 | 47 | 39 | 32 | 29 | 34 | 461 |
| Birth Control | 16 | 16 | 24 | 10 | 15 | 12 | 20 | 10 | 6 | 14 | 7 | 9 | 159 |
| STD | 8 | 17 | 24 | 12 | 19 | 24 | 11 | 19 | 11 | 12 | 9 | 9 | 175 |
| Support Group - Health | 16 | 12 | 9 | 16 | 10 | 21 | 11 | 11 | 15 | 23 | 5 | 6 | 155 |
| ‡Transportation-Meds | 15 | 15 | 16 | 13 | 15 | 22 | 20 | 17 | 7 | 9 | 10 | 11 | 170 |
| X-Obesity (was Other prior to 05/C | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| | 942 | 1059 | 1185 | 1061 | 996 | 996 | 899 | 989 | 948 | 879 | 739 | 757 | 11450 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Jobs/Training/Education | 242 | 229 | 307 | 247 | 252 | 262 | 235 | 265 | 231 | 215 | 191 | 171 | 2847 |
| ~Literacy | 7 | 4 | 7 | 0 | 6 | 5 | 6 | 9 | 3 | 9 | 1 | 7 | 64 |
| Employment Needs | 137 | 116 | 167 | 150 | 157 | 174 | 172 | 146 | 144 | 138 | 104 | 111 | 1716 |
| ~GED | 11 | 6 | 17 | 5 | 6 | 6 | 7 | 4 | 6 | 7 | 9 | 6 | 90 |
| Job Training | 14 | 8 | 17 | 19 | 12 | 10 | 6 | 3 | 6 | 7 | 12 | 6 | 120 |
| Adult/Voc Education | 16 | 29 | 29 | 29 | 23 | 22 | 15 | 23 | 20 | 25 | 23 | 20 | 274 |
| Special Education | 4 | 4 | 3 | 4 | 4 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 25 |
| Job Registration | 1 | 7 | 5 | 8 | 1 | 4 | 0 | 0 | 1 | 0 | 5 | 1 | 33 |
| Employer's Inquiry | 0 | 2 | 0 | 1 | 0 | 2 | 2 | 1 | 2 | 0 | 0 | 1 | 11 |
| Auxilliary Education Programs^~ | 52 | 53 | 62 | 31 | 43 | 38 | 26 | 78 | 49 | 27 | 37 | 18 | 514 |
| | 242 | 229 | 307 | 247 | 252 | 262 | 235 | 265 | 231 | 215 | 191 | 171 | 2847 |
| Legal/Criminal | 407 | 345 | 490 | 458 | 415 | 479 | 415 | 473 | 492 | 480 | 412 | 358 | 5224 |
| ‡Advocacy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Crime Victim | 7 | 4 | 7 | 6 | 12 | 5 | 9 | 9 | 8 | 12 | 8 | 8 | 95 |
| Discrimination | 1 | 0 | 6 | 3 | 3 | 4 | 5 | 3 | 3 | 5 | 0 | 0 | 33 |
| Divorce/Custody | 8 | 12 | 17 | 12 | 20 | 15 | 14 | 8 | 16 | 15 | 15 | 10 | 162 |
| †Entitlements Denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Family Mediation | 1 | 1 | 5 | 3 | 3 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 18 |
| Guardianship | 1 | 5 | 3 | 4 | 4 | 5 | 3 | 8 | 3 | 8 | 4 | 4 | 52 |
| Immigration/Citizenship | 30 | 27 | 50 | 27 | 25 | 24 | 17 | 16 | 23 | 18 | 9 | 6 | 272 |
| Landlord/Tenant | 59 | 49 | 66 | 62 | 58 | 65 | 51 | 68 | 93 | 78 | 70 | 54 | 773 |
| Law Enforcement | 74 | 69 | 92 | 84 | 76 | 71 | 66 | 88 | 79 | 71 | 55 | 70 | 895 |
| Legal Aid/Attorney Referral | 226 | 178 | 244 | 257 | 214 | 290 | 250 | 272 | 266 | 271 | 250 | 206 | 2924 |
| DO NOT USE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 407 | 345 | 490 | 458 | 415 | 479 | 415 | 473 | 492 | 480 | 412 | 358 | 5224 |
| Suicide | 22 | 15 | 34 | 22 | 15 | 22 | 24 | 21 | 37 | 8 | 18 | 21 | 259 |
| ‡Suicide 2nd Party | 7 | 1 | 8 | 4 | 2 | 3 | 7 | 6 | 13 | 1 | 7 | 6 | 65 |
| Suicide in Progress | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 | 1 | 0 | 1 | 7 |
| Suicide Thought/Threats | 5 | 5 | 8 | 5 | 2 | 6 | 4 | 6 | 7 | 3 | 3 | 3 | 57 |
| Suicide with Plan | 4 | 3 | 8 | 6 | 5 | 6 | 4 | 4 | 2 | 1 | 3 | 5 | 51 |
| Suicide Information/Education | 5 | 6 | 9 | 4 | 3 | 6 | 8 | 4 | 11 | 0 | 4 | 5 | 65 |
| Suicide Support Group | 0 | 0 | 1 | 2 | 2 | 1 | 1 | 0 | 1 | 2 | 1 | 1 | 12 |
| ^Suicide/Homicide Threat | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 22 | 15 | 34 | 22 | 15 | 22 | 24 | 21 | 37 | 8 | 18 | 21 | 259 |
| Teen/Youth Issues | 90 | 60 | 71 | 95 | 90 | 34 | 36 | 47 | 59 | 49 | 61 | 52 | 744 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---------------------------------------|------------|------------|------------|------------|------------|-----------|------------|-----------|------------|------------|------------|------------|-------------|
| Counseling Needs | 3 | 0 | 1 | 1 | 1 | 0 | 2 | 1 | 1 | 1 | 0 | 0 | 11 |
| Delinquency | 10 | 2 | 9 | 3 | 11 | 0 | 2 | 3 | 2 | 2 | 1 | 0 | 45 |
| Family Violence | 5 | 3 | 4 | 7 | 2 | 2 | 0 | 3 | 6 | 6 | 6 | 2 | 46 |
| Friends/Peers | 1 | 2 | 0 | 1 | 1 | 4 | 3 | 0 | 2 | 3 | 3 | 2 | 22 |
| Gangs/Violence | 1 | 4 | 1 | 3 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 13 |
| Parent/Child Conflict | 7 | 2 | 0 | 2 | 7 | 6 | 9 | 1 | 4 | 3 | 4 | 3 | 48 |
| Pre-Natal | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 4 | 1 | 1 | 1 | 12 |
| Birth Control | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 5 |
| Relationship Problems | 3 | 5 | 2 | 2 | 4 | 1 | 4 | 4 | 1 | 2 | 4 | 5 | 37 |
| Runaway/Throwaway | 13 | 6 | 10 | 17 | 14 | 4 | 6 | 8 | 7 | 6 | 3 | 4 | 98 |
| School Problems | 26 | 21 | 24 | 32 | 28 | 8 | 1 | 10 | 17 | 12 | 19 | 17 | 215 |
| Sex Questions | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 5 |
| Sexual Identity | 2 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 3 | 10 |
| Social Life/Recreation | 3 | 2 | 0 | 2 | 6 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 15 |
| Substance Abuse-self | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Substance Abuse-other | 16 | 10 | 16 | 24 | 13 | 7 | 7 | 12 | 12 | 12 | 17 | 15 | 161 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 90 | 60 | 71 | 95 | 90 | 34 | 36 | 47 | 59 | 49 | 61 | 52 | 744 |
| CMH Problems & Needs | 112 | 131 | 148 | 154 | 134 | 85 | 110 | 95 | 117 | 133 | 122 | 120 | 1461 |
| Prevention services | 4 | 3 | 9 | 2 | 3 | 9 | 8 | 3 | 4 | 6 | 6 | 1 | 58 |
| Home-based services | 8 | 23 | 21 | 19 | 24 | 11 | 20 | 26 | 28 | 17 | 20 | 29 | 246 |
| School-based services | 7 | 12 | 5 | 2 | 8 | 0 | 3 | 7 | 8 | 9 | 4 | 10 | 75 |
| Family therapy | 13 | 14 | 10 | 15 | 6 | 6 | 10 | 6 | 8 | 10 | 11 | 9 | 118 |
| Family support | 3 | 8 | 14 | 5 | 8 | 4 | 9 | 6 | 5 | 17 | 9 | 8 | 96 |
| Respite services | 0 | 3 | 0 | 2 | 0 | 3 | 0 | 2 | 2 | 0 | 2 | 2 | 16 |
| Outpatient treatment | 46 | 38 | 55 | 60 | 42 | 27 | 38 | 27 | 33 | 50 | 42 | 40 | 498 |
| Day treatment | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 5 |
| Crisis stabilization | 10 | 3 | 12 | 13 | 8 | 3 | 4 | 6 | 4 | 7 | 7 | 6 | 83 |
| Therapeutic foster care | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Residential treatment | 17 | 21 | 17 | 21 | 29 | 15 | 10 | 8 | 19 | 12 | 16 | 13 | 198 |
| Inpatient hospitalization | 0 | 3 | 3 | 6 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 14 |
| <i>zzCase management</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Services for sex offense victims | 3 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 11 |
| Transitional services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Other mental health service | 0 | 2 | 1 | 4 | 4 | 4 | 6 | 1 | 4 | 2 | 3 | 0 | 31 |
| Case Management Request | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 2 | 1 | 0 | 9 |
| <i>zzCase Management Service Sea</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>zzCase Management Referral/Pla</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 112 | 131 | 148 | 154 | 134 | 85 | 110 | 95 | 117 | 133 | 122 | 120 | 1461 |

2-1-1 Broward - All Calls

| Call Statistics | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTALS |
|-------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| Special Needs | 534 | 572 | 682 | 769 | 700 | 757 | 586 | 524 | 721 | 639 | 549 | 627 | 7660 |
| DD - Asperger's Disorder | 11 | 14 | 22 | 24 | 16 | 11 | 16 | 12 | 8 | 20 | 21 | 23 | 198 |
| DD - Autism | 83 | 120 | 116 | 144 | 152 | 124 | 135 | 107 | 126 | 117 | 86 | 129 | 1439 |
| DD - Cerebral Palsy | 39 | 19 | 34 | 48 | 33 | 39 | 25 | 32 | 42 | 20 | 25 | 22 | 378 |
| DD - Down Syndrome | 12 | 25 | 32 | 17 | 18 | 20 | 20 | 10 | 17 | 23 | 19 | 14 | 227 |
| DD - Cognitive Impairment | 76 | 117 | 103 | 113 | 103 | 103 | 39 | 58 | 86 | 89 | 102 | 114 | 1103 |
| DD - Spina Bifida | 0 | 0 | 0 | 5 | 2 | 1 | 2 | 0 | 0 | 1 | 0 | 2 | 13 |
| D - Visual Impairment | 11 | 6 | 19 | 19 | 19 | 24 | 22 | 20 | 32 | 10 | 9 | 23 | 214 |
| D - Hearing Impairment | 11 | 15 | 16 | 19 | 22 | 20 | 14 | 17 | 29 | 13 | 14 | 14 | 204 |
| D - Speech / Language Disorder | 29 | 22 | 55 | 28 | 37 | 52 | 52 | 50 | 58 | 48 | 40 | 38 | 509 |
| D - Traumatic Brain Injury | 11 | 2 | 2 | 6 | 4 | 6 | 1 | 1 | 2 | 3 | 4 | 1 | 43 |
| Advocacy | 10 | 9 | 11 | 10 | 5 | 7 | 5 | 4 | 8 | 8 | 9 | 8 | 94 |
| Care Coordination | 30 | 17 | 23 | 25 | 18 | 36 | 18 | 14 | 21 | 24 | 14 | 23 | 263 |
| Assistive Technology | 1 | 2 | 1 | 2 | 2 | 4 | 2 | 4 | 5 | 3 | 3 | 1 | 30 |
| Social / Recreational Activities*** | 4 | 6 | 6 | 12 | 14 | 23 | 10 | 2 | 13 | 8 | 10 | 6 | 114 |
| Early Intervention | 8 | 12 | 12 | 14 | 17 | 19 | 12 | 20 | 16 | 12 | 9 | 9 | 160 |
| Life Skills Training | 7 | 4 | 1 | 2 | 2 | 6 | 3 | 3 | 5 | 8 | 4 | 8 | 53 |
| School-based Services*** | 11 | 12 | 17 | 18 | 19 | 29 | 18 | 20 | 22 | 19 | 20 | 21 | 226 |
| Parent Education / Support | 17 | 13 | 27 | 27 | 22 | 24 | 17 | 19 | 32 | 22 | 15 | 30 | 265 |
| Rehabilitative Therapies | 30 | 16 | 27 | 16 | 18 | 21 | 17 | 21 | 26 | 18 | 17 | 16 | 243 |
| Supported Employment | 2 | 3 | 4 | 4 | 3 | 6 | 3 | 0 | 0 | 5 | 0 | 2 | 32 |
| Transition Support Services | 9 | 3 | 4 | 7 | 4 | 9 | 3 | 2 | 7 | 9 | 4 | 9 | 70 |
| Y - Returned Call | 99 | 114 | 107 | 162 | 120 | 133 | 128 | 75 | 132 | 129 | 92 | 90 | 1381 |
| X - Call Back Needed | 23 | 21 | 43 | 47 | 50 | 40 | 24 | 33 | 34 | 30 | 32 | 24 | 401 |
| TOTAL | 534 | 572 | 682 | 769 | 700 | 757 | 586 | 524 | 721 | 639 | 549 | 627 | 7660 |
| Touchline - incoming | 59 | 53 | 51 | 36 | 42 | 46 | 37 | 42 | 41 | 45 | 37 | 51 | 540 |
| Grand Total | | | | | | | | | | | | | 148547 |