

## 2-1-1 Broward End of Year Call Summary January 1, 2010 - December 31, 2010

**Total Services: 329,003**

Response Calls	Female	Male	Unknown	Totals
English Speaking	76573	34141	21	110735
Creole Speaking	284	117	0	401
Spanish Speaking	2766	1020	2	3788
Unknown	6	5	7	18
Other	84	45	0	129
<b>Totals</b>	<b>79713</b>	<b>35328</b>	<b>30</b>	<b>115071</b>

Help Line	
2-1-1 Helpline	94169
INFOline	84
PhoneFriend	1
Seniors Helpline	61
TDD Line	0
TeenHotline	36
Homeless Helpline	20720
<b>Total</b>	<b>115071</b>

Service	Type		
<b>Response Calls</b>	Agency Services	4149	3.6%
	Information & Referral	71825	62.4%
	Information Only	21461	18.7%
	(outgoing calls) <i>Intervention</i>	53	0.0%
	Listening Only	6943	6.0%
	Listening/I&R	10582	9.2%
	Obscene/Abusive	75	0.1%
	(outgoing calls) <i>Advocacy**</i>	136	0.1%
	Other	36	0.0%
	(outgoing calls) HPRP Complete	62	0.1%
(outgoing calls) HPRP Incomplete	177	0.2%	
<b>Total Incoming Calls</b>		<b>115071</b>	

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	2710	1057	1	3768
Creole Speaking	8	8	0	16
Spanish Speaking	350	135	0	485
Unknown	0	0	0	0
Other	1	1	0	2
<b>Totals</b>	<b>3069</b>	<b>1201</b>	<b>1</b>	<b>4271</b>

<b>Direct Service Calls</b>	Follow-Up Unreached	5883
	<b>Follow-Up Contacts</b>	<b>4271</b>
	Touchline	40482
<b>Total</b>	<b>50636</b>	
<b>Automated Contacts</b>	TeenTapes Calls	11744
	IRis on the Web Hits	150794
<b>Information Svc Calls</b>		330

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
<b>English Speaking</b>					<b>110735</b>	
Female	367	16662	364	59180	76573	98.8%
Male	105	10062	184	23790	34141	98.8%
Unknown	0	14	1	6	21	85.7%
<b>Creole Speaking</b>					<b>401</b>	
Female	2	84	0	198	284	99.0%
Male	1	39	0	77	117	98.7%
Unknown	0	0	0	0	0	
<b>Spanish Speaking</b>					<b>3788</b>	
Female	0	696	4	2068	2768	99.8%
Male	1	299	0	720	1020	99.9%
<b>Unknown</b>					<b>18</b>	
Female	0	0	0	6	6	100.0%
Male	0	1	0	4	5	100.0%
Unknown	0	6	0	1	7	100.0%
<b>Other</b>					<b>129</b>	
Female	0	42	0	42	84	100.0%
Male	0	21	0	24	45	100.0%
<b>Totals</b>	<b>476</b>	<b>27926</b>	<b>553</b>	<b>86116</b>	<b>115071</b>	<b>98.8%</b>

<b>Total Other Contacts</b>	<b>162868</b>
<b>Total Referrals</b>	<b>165422</b>
<b>Total Outgoing Calls</b>	<b>428</b>
<b>Total Services</b>	<b>329003</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
1,753	1.2%	<b>ABUSE</b> Includes elderly abuse, child abuse, domestic violence, incest, rape.
3,262	2.2%	<b>CHRONIC MENTAL ILLNESS</b> Includes general support and crisis management.
3,553	2.4%	<b>ADDICTIONS</b> Includes alcohol and other drug abuse by self or significant others.
75,295	51.0%	<b>BASIC NEEDS</b> Includes food, rent/mortgage, FPL, emergency shelter.
12,590	8.5%	<b>EMOTIONAL/MENTAL</b> Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,523	2.4%	<b>FAMILY PROBLEMS</b> Includes day care, divorce, parent/child conflicts, ungovernable child.
19,591	13.3%	<b>GOV'T/COMMUNITY SERVICES</b> Includes consumer complaints, public information.
11,448	7.7%	<b>HEALTH NEEDS</b> Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
2,848	1.9%	<b>JOBS/TRAINING/EDUCATION</b> Includes literacy, GED, job training, job placement, job registration.
5,227	3.5%	<b>LEGAL/CRIMINAL</b> Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
259	0.2%	<b>SUICIDE</b> Includes suicides in progress, thought or threats of suicide, suicide information.
746	0.5%	<b>TEEN/YOUTH ISSUES</b> Includes pregnancy, relationships, parents, runaways, school.
7,662	5.2%	<b>SPECIAL NEEDS</b> Parents and caregivers of children with developmental, hearing or vision disabilities