



2-1-1 Broward End of Year Summary

July 1, 2008- June 30, 2009

Total Services = 303,267

Response Calls	Female	Male	Unknown	Totals
English Speaking	88831	36507	11	125349
Creole Speaking	285	146	0	431
Spanish Speaking	3206	1001	0	4207
Unknown	30	17	20	67
Other	80	26	0	106
Totals	92432	37697	31	130160

Help Line	
2-1-1 Broward	105528
INFOline	66
PhoneFriend	4
Seniors Helpline	108
TDD Line	2
TeenHotline	37
Homeless Helpline	24415
Total	130160

Service	Type		
Response Calls	Agency Services	5031	3.9%
	Information & Referral	89563	68.8%
	Information Only	18974	14.6%
	Intervention	34	0.0%
	Listening Only	8452	6.5%
	Listening/I&R	7851	6.0%
	Obscene/Abusive	87	0.1%
	Advocacy**	104	0.1%
	Other	64	0.0%
Total Response Calls		130160	

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	2094	806	2	2902
Creole Speaking	6	7	0	13
Spanish Speaking	480	143	0	623
Unknown	0	0	0	0
Other	3	0	0	3
Totals	2583	956	2	3541

IRIS Entries	146924
QA Check	146924

Direct Service Calls	Follow-Up Unreached	4076
	Follow-Up Contacts	3541
	Touchline	47710
Total Direct Service Calls		55327
Automated Contacts	TeenTapes Calls	7567
	IRIS on the Web Hits	109909
Information Svc Calls		304

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
English Speaking					125349	
Female	412	17759	704	69956	88831	98.4%
Male	110	8254	301	27842	36507	98.5%
Unknown	0	2	0	9	11	100.0%
Creole Speaking					431	
Female	1	79	1	204	285	99.0%
Male	0	27	1	118	146	99.2%
Unknown	0	0	0	0	0	
Spanish Speaking					4207	
Female	4	276	12	2914	3206	99.5%
Male	5	112	6	878	1001	98.8%
Unknown					67	
Female	1	16	0	13	30	92.9%
Male	0	7	0	10	17	100.0%
Unknown	0	10	0	10	20	100.0%
Other					106	
Female	0	18	1	61	80	98.4%
Male	0	7	0	19	26	100.0%
Totals	533	26567	1026	102034	130160	98.5%

Total Other	117780
NO Calls	8843

Referrals	Total Referrals	176,695
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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.

Total Services **303,267**

Occurrences	Percent of Total	Problem/Needs by Major Category
1,460	0.9%	ABUSE Includes elderly abuse, child abuse, domestic violence, incest, rape.
5,152	3.2%	CHRONIC MENTAL ILLNESS Includes general support and crisis management.
3,789	2.4%	ADDICTIONS Includes alcohol and other drug abuse by self or significant others.
80,826	50.3%	BASIC NEEDS Includes food, rent/mortgage, FPL, emergency shelter.
12,821	8.0%	EMOTIONAL/MENTAL Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,546	2.2%	FAMILY PROBLEMS Includes day care, divorce, parent/child conflicts, ungovernable child.
25,092	15.6%	GOV'T/COMMUNITY SERVICES Includes consumer complaints, public information.
13,190	8.2%	HEALTH NEEDS Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
3,703	2.3%	JOBS/TRAINING/EDUCATION Includes literacy, GED, job training, job placement, job registration.
4,457	2.8%	LEGAL/CRIMINAL Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
298	0.2%	SUICIDE Includes suicides in progress, thought or threats of suicide, suicide information.
546	0.3%	TEEN/YOUTH ISSUES Includes pregnancy, relationships, parents, runaways, school,
5,951	3.7%	SPECIAL NEEDS Developmental, Hearing, Visual

** Changed from "Youth Advocacy" as of 3/1/2004