



Fiscal 10-11 YTD Call Statistics Problems and Needs as Reported by Callers

July 1, 2010 - June 30, 2011

2-1-1 Broward - All Calls Call Statistics	Call Stat totals run from July '10 - June '11												
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Gender													
Female	6721												6721
Male	3067												3067
Total	9788	0	0	0	0	0	0	0	0	0	0	0	9788
<i>% Female</i>	68.7%												68.7%
Language Spoken On Call													
Creole Speaking	20												20
English Speaking	9451												9451
Other Language	8												8
Spanish Speaking	309												309
Total	9788	0	0	0	0	0	0	0	0	0	0	0	9788
<i>% Other than English</i>	3.4%												3.4%
Type of Call													
Agency Services	450												450
Follow-Up - Complete	244												244
Follow-Up - Incomplete	363												363
Follow-Up Total	607	0	0	0	0	0	0	0	0	0	0	0	607
Information & Referral	6572												6572
Information Only	1377												1377
Intervention	5												5
Listening Only	627												627
Listening/I&R**	760												760
Obscene/Abusive	2												2
Advocacy (was Youth Advocacy prior to 3/10)	9												9
Other	0												0
Help Line Incoming Call Totals	9788	0	0	0	0	0	0	0	0	0	0	0	9788
Calls Including Follow-Ups, Advocacy & Intervention	10409	0	0	0	0	0	0	0	0	0	0	0	10409
Will this info help?													
No	36												36
Not Asked	1942												1942
Yes	7758												7758
Unknown	52												52
Total	9788	0	0	0	0	0	0	0	0	0	0	0	9788
<i>% Responding YES</i>	98.9%												98.9%
Help Line													
DCF Adoption Hotline	0	0	0	0	0	1 of 8	0	0	0	0	0	0	0

2-1-1 Broward - All Calls							Call Stat totals run from July '10 - June '11						
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	7936												7936
Senior Helpline	8												8
Phone Friend	0												0
INFOline	11												11
TDD Line	0												0
Teen Hotline	2												2
Homeless Helpline ⁿ	1831												1831
	9788	0	0	0	0	0	0	0	0	0	0	0	9788

2-1-1 Broward - All Calls	Call Stat totals run from July '10 - June '11												
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Problems/Needs													
ABUSE	138												138
Child Abuse/Neglect	33												33
Elderly Abuse	13												13
Disabled Abuse	5												5
Domestic Violence	79												79
Incest	3												3
Rape	5												5
Other	0												0
	138	0	0	0	0	0	0	0	0	0	0	0	138
CHRONIC MENTAL ILLNESS	308												308
General Support	306												306
In Crisis	2												2
	308	0	0	0	0	0	0	0	0	0	0	0	308
ADDICTIONS	278												278
Alcohol-self	22												22
Alcohol-other	29												29
†Cocaine-self	0												0
†Cocaine-other	0												0
zzEating Disorders	0												0
Education/Prevention	4												4
Gambling	1												1
Internet Addictions	0												0
†Opiates-self	0												0
†Opiates-other	0												0
Drugs-self	34												34
Drugs-other	61												61
Support Group	13												13
Marchman Act	18												18
‡Treatment-Outpatients	26												26
‡Treatment-Residential	65												65
Dual Diagnosis	5												5
Other	0												0
	278	0	0	0	0	0	0	0	0	0	0	0	278
BASIC NEEDS	6967												6967
Child Support	35												35
Clothing/Furniture	203												203
Shelter-Disaster	0												0
‡Shelter-Men	1162												1162
‡Shelter-Women	476												476
‡Shelter-Family	587												587
‡Shelter-Teens	16												16
Food	461												461
‡Food Stamps	293												293

2-1-1 Broward - All Calls	Call Stat totals run from July '10 - June '11												
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
FPL/Utilities	800												800
Group Home	13												13
Home Repairs	23												23
Lost Benefits	2												2
Housing	952												952
Money Management	19												19
Rent/Mortgage	1724												1724
Transportation	158												158
SSI/Social Security	32												32
WAGES/TANF	11												11
Other	0												0
	6967	0	0	0	0	0	0	0	0	0	0	0	6967
Client Check	29												29
Emotional/Mental	832												832
Counseling	248												248
Anger/Anxiety/Stress	279												279
Baker Act	9												9
‡Bereavement	15												15
Depression	55												55
Fantasy/Sex Calls	1												1
Psychiatric Hospitalization	7												7
Psychiatric Treatment	75												75
Relationship Problems	44												44
Sexual Identity	2												2
Sexual Obsession/Compulsion	0												0
Support Group	51												51
Testing/Evaluation	10												10
^Homicidal Threat	0												0
Attention Deficit Disorder	12												12
Bi-Polar	15												15
Dual Diagnosis	3												3
Conduct Disorder	2												2
Severely Emotionally Disturbed	4												4
Other	0												0
	832	0	0	0	0	0	0	0	0	0	0	0	832
<i>Family Service Agency</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Problems	234												234
Adoption/Foster Care	22												22
Caregiver Support	13												13
Child-Ungovernable	29												29
Day Care-Adult	5												5
Day Care-Child	117												117
Divorce/Separation	10												10
Parent/Child Conflict	17												17
Parental Stress	21												21

2-1-1 Broward - All Calls	Call Stat totals run from July '10 - June '11												
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Other	0												0
	234	0	0	0	0	0	0	0	0	0	0	0	234
Gov't/Community Services	1343												1343
Animal Service	27												27
Consumer Complaints	81												81
First Call for Help	73												73
Holiday Gifts	10												10
Holiday Food	1												1
Information - Govt/Public	1031												1031
Public Library	12												12
Social Recreation Information	56												56
<i>zVolunteering/Donations</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	16												16
Donations	19												19
Disaster Relief/Recovery	17												17
Conduct Florida System Check	0												0
Other	0												0
	1343	0	0	0	0	0	0	0	0	0	0	0	1343
Health Needs	899												899
Chronic Medical Condition	40												40
Eating Disorder	0												0
Eye Care	17												17
Dental Care	73												73
Financial Assist	51												51
Health Clinics	258												258
Sickle Cell Anemia	0												0
Hypertension	1												1
Hemophilia	0												0
Heart Failure (Congestive)	2												2
HIV/AIDS	20												20
Asthma	1												1
Diabetes	5												5
Uninsured	105												105
Medications	41												41
Home Health Care	36												36
Hospital/Physician Referral	47												47
Medical Equipment	19												19
Medicare/Medicaid	88												88
Nursing Home	5												5
Pre-Natal	28												28
Birth Control	20												20
STD	11												11
Support Group - Health	11												11
Transportation-Meds	20												20
X-Obesity (was Other prior to 05/0	0												0
	899	0	0	0	0	0	0	0	0	0	0	0	899

2-1-1 Broward - All Calls	Call Stat totals run from July '10 - June '11												
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Jobs/Training/Education	235												235
~Literacy	6												6
Employment Needs	172												172
~GED	7												7
Job Training	6												6
Adult/Voc Education	15												15
Special Education	1												1
Job Registration	0												0
Employer's Inquiry	2												2
Auxilliary Education Programs^~	26												26
	235	0	0	0	0	0	0	0	0	0	0	0	235
Legal/Criminal	415												415
†Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	9												9
Discrimination	5												5
Divorce/Custody	14												14
†Entitlements Denied	0												0
Family Mediation	0												0
Guardianship	3												3
Immigration/Citizenship	17												17
Landlord/Tenant	51												51
Law Enforcement	66												66
Legal Aid/Attorney Referral	250												250
DO NOT USE	0	0	0	0	0	0	0	0	0	0	0	0	0
	415	0	0	0	0	0	0	0	0	0	0	0	415
Suicide	24												24
‡Suicide 2nd Party	7												7
Suicide in Progress	0												0
Suicide Thought/Threats	4												4
Suicide with Plan	4												4
Suicide Information/Education	8												8
Suicide Support Group	1												1
^Suicide/Homicide Threat	0												0
Other	0												0
	24	0	0	0	0	0	0	0	0	0	0	0	24
Teen/Youth Issues	36												36
Counseling Needs	2												2
Delinquency	2												2
Family Violence	0												0
Friends/Peers	3												3
Gangs/Violence	0												0
Parent/Child Conflict	9												9
Pre-Natal	1												1
Birth Control	0												0
Relationship Problems	4												4

2-1-1 Broward - All Calls	Call Stat totals run from July '10 - June '11												
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Runaway/Throwaway	6												6
School Problems	1												1
Sex Questions	0												0
Sexual Identity	1												1
Social Life/Recreation	0												0
Substance Abuse-self	0												0
Substance Abuse-other	7												7
Other	0												0
	36	0	0	0	0	0	0	0	0	0	0	0	36
CMH Problems & Needs	110												110
Prevention services	8												8
Home-based services	20												20
School-based services	3												3
Family therapy	10												10
Family support	9												9
Respite services	0												0
Outpatient treatment	38												38
Day treatment	0												0
Crisis stabilization	4												4
Therapeutic foster care	1												1
Residential treatment	10												10
Inpatient hospitalization	0												0
zzCase management	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	0												0
Transitional services	0												0
Other mental health service	6												6
Case Management Request	1												1
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
Total	110	0	0	0	0	0	0	0	0	0	0	0	110
Special Needs	586												586
DD - Asperger's Disorder	16												16
DD - Autism	135												135
DD - Cerebral Palsy	25												25
DD - Down Syndrome	20												20
DD - Cognitive Impairment	39												39
DD - Spina Bifida	2												2
D - Visual Impairment	22												22
D - Hearing Impairment	14												14
D - Speech / Language Disorder	52												52
D - Traumatic Brain Injury	1												1
Advocacy	5												5
Care Coordination	18												18
Assistive Technology	2												2
Social / Recreational Activities***	10												10
Early Intervention	12												12
Life Skills Training	3					7 of 8							3

2-1-1 Broward - All Calls							Call Stat totals run from July '10 - June '11						
Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
School-based Services***	18												18
Parent Education / Support	17												17
Rehabilitative Therapies	17												17
Supported Employment	3												3
Transition Support Services	3												3
Y - Returned Call	128												128
X - Call Back Needed	24												24
TOTAL	586	0	0	0	0	0	0	0	0	0	0	0	586
Touchline - incoming	37												37
Grand Total													12471