



2-1-1 Broward End of Year Call Summary Call Statistics for: July 1, 2007 - June 30, 2008

Total Services: 251,747

Response Calls	Female	Male	Unknown	Totals
English Speaking	70593	23529	3	94125
Creole Speaking	132	61	0	193
Spanish Speaking	2192	637	0	2829
Unknown	0	2	2	4
Other	73	38	0	111
Totals	72990	24267	5	97262

Help Line	
Family Service	73
2-1-1 Broward	90902
INFOline	94
PhoneFriend	1
Seniors Helpline	111
TDD Line	2
TeenHotline	38
Homeless Helpline	6051
Total	97272

Service	Type		
Response Calls	Agency Services	3280	3.4%
	Information & Referral	60019	61.7%
	Information Only	17636	18.1%
	Intervention	34	0.0%
	Listening Only	8463	8.7%
	Listening/I&R	7611	7.8%
	Obscene/Abusive	79	0.1%
	Advocacy**	109	0.1%
	Other	41	0.0%
Total Response Calls		97272	

Follow-Up Contacts	Female	Male	Unknown	Totals
English Speaking	1859	727	5	2591
Creole Speaking	5	3	0	8
Spanish Speaking	35	16	0	51
Unknown	0	0	1	1
Other	3	0	0	3
Totals	1902	746	6	2654

IRIS Entries	107692
QA Check	107692
	4280

Direct Service Calls	
Follow-Up Unreached	3223
Follow-Up Contacts	2654
Touchline	52848
Total Direct Service Calls	58725

Automated Contacts	
TeenTapes Calls	6896
IRIS on the Web Hits	88591

Information Svc Calls	
	263

Outcome Survey	NO	Not Asked	Not Sure	Yes	Totals	Pct Positive
English Speaking					94125	
Female	392	17213	560	52428	70593	98.2%
Male	122	7599	206	15602	23529	97.9%
Unknown	0	3	0	0	3	
Creole Speaking					193	
Female	1	27	1	103	132	98.1%
Male	1	15	0	45	61	97.8%
Unknown	0	0	0	0	0	
Spanish Speaking					2829	
Female	6	305	17	1864	2192	98.8%
Male	2	100	3	532	637	99.1%
Unknown					4	
Female	0	0	0	0	0	
Male	0	2	0	0	2	
Unknown	0	2	0	0	2	
Other					111	
Female	3	30	0	40	73	93.0%
Male	2	23	0	13	38	86.7%
Totals	529	25319	787	70627	97262	98.2%

Total Other	95750
Total Referrals	130,645
Total Services	251747
NO Calls	4280

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
1,441	1.2%	ABUSE Includes elderly abuse, child abuse, domestic violence, incest, rape.
4,558	3.7%	CHRONIC MENTAL ILLNESS Includes general support and crisis management.
3,658	3.0%	ADDICTIONS Includes alcohol and other drug abuse by self or significant others.
55,321	44.9%	BASIC NEEDS Includes food, rent/mortgage, FPL, emergency shelter.
11,833	9.6%	EMOTIONAL/MENTAL Includes counseling, relationship issues, psychiatric needs. Includes CMH.
3,812	3.1%	FAMILY PROBLEMS Includes day care, divorce, parent/child conflicts, ungovernable child.
18,157	14.7%	GOV'T/COMMUNITY SERVICES Includes consumer complaints, public information.
11,375	9.2%	HEALTH NEEDS Includes HIV, eye care, dental, home health care, health clinics, pregnancy.
3,330	2.7%	JOBS/TRAINING/EDUCATION Includes literacy, GED, job training, job placement, job registration.
3,471	2.8%	LEGAL/CRIMINAL Includes advocacy, landlord/tenant, family mediation, crime, law enforcement.
376	0.3%	SUICIDE Includes suicides in progress, thought or threats of suicide, suicide information.
847	0.7%	TEEN/YOUTH ISSUES Includes pregnancy, relationships, parents, runaways, school,
4,920	4.0%	SPECIAL NEEDS Developmental, Hearing, Visual

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