

2-1-1 Broward Call Statistics

First Call for Help - All Calls

Call Stat totals run from July 07 - June 08

Call Statistics	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	TOTALS
Gender													
Female	5546	6806	6029	7692	5905	5382	5844	5232	5906	6109	6088	6479	73018
Male	1363	1554	1454	1862	1781	1620	2529	2274	2439	2366	2442	2570	24254
Total	6909	8360	7483	9554	7686	7002	8373	7506	8345	8475	8530	9049	97272
Ethnicity													
Creole Speaking	10	27	18	14	6	10	13	17	15	18	25	21	194
English Speaking	6712	8034	7288	9241	7497	6811	8156	7264	7934	8138	8279	8784	94138
Other Language	4	5	6	20	1	6	5	10	4	40	5	5	111
Spanish Speaking	183	294	171	279	182	175	199	221	386	279	221	239	2829
Total	6909	8360	7483	9554	7686	7002	8373	7512	8339	8475	8530	9049	97272
Type of Call													
Agency Services	168	183	176	248	188	174	208	214	342	461	510	410	3282
<i>Follow-Up - Complete</i>	237	283	212	199	194	185	239	257	300	171	183	193	2653
<i>Follow-Up - Incomplete</i>	250	408	233	255	242	222	296	247	385	221	256	207	3222
<i>Follow-Up Total</i>	<i>487</i>	<i>691</i>	<i>445</i>	<i>454</i>	<i>436</i>	<i>407</i>	<i>535</i>	<i>504</i>	<i>685</i>	<i>392</i>	<i>439</i>	<i>400</i>	<i>5875</i>
Information & Referral	4471	5421	4579	5493	4524	3720	5244	4813	5495	5329	5167	5747	60003
Information Only	1336	1484	1579	2158	1503	1520	1399	1261	1271	1426	1372	1320	17629
Intervention	2	0	2	3	2	6	9	1	2	3	1	3	34
Listening Only	418	469	459	785	815	841	775	702	754	726	900	818	8462
Listening/I&R**	505	794	670	842	621	718	717	487	464	517	562	690	7587
Obscene/Abusive	6	0	8	6	21	15	2	2	3	3	7	7	80
Advocacy (was Youth Advocacy prior to 3/04)	3	4	6	17	12	8	16	13	10	6	6	8	109
Other	0	5	4	2	0	0	3	13	4	4	5	46	86
Help Line Response Call Totals	6909	8360	7483	9554	7686	7002	8373	7506	8345	8475	8530	9049	97272
Calls Including Follow-Ups	7396	9051	7928	10008	8122	7409	8908	8010	9030	8867	8969	9449	103147
Will this info help?													
No	29	59	113	149	31	11	25	24	20	31	26	12	530
Not Asked	1204	1474	1615	2513	2156	2409	2334	1846	2043	2335	2758	2659	25346
Yes	5613	6703	5685	6804	5445	4544	5962	5588	6239	6032	5675	6319	70609
Unknown	63	124	70	88	54	38	52	48	43	77	71	59	787
Total	6909	8360	7483	9554	7686	7002	8373	7506	8345	8475	8530	9049	97272
	98.4%	97.3%	96.9%	96.6%	98.5%	98.9%	98.7%	98.7%	99.0%	98.2%	98.3%	98.9%	98.2%
Help Line													
DCF Adoption Hotline	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Service	17	26	10	0	0	0	0	0	0	0	0	0	53
2-1-1	6867	8313	7452	9533	7652	6980	7324	6697	7500	7585	7404	7613	90920
Senior Helpline	9	6	8	11	13	11	8	9	5	11	9	11	111
Phone Friend	0	0	0	0	0	1	0	0	0	0	0	0	1
INFOline	10	12	9	7	17	9	2	8	7	4	7	3	95
TDD Line	0	0	0	0	0	0	0	0	0	0	2	0	2
Teen Hotline	6	3	4	3	4	1	1	2	4	2	4	4	38
Homeless Helpline ¹	0	0	0	0	0	0	1038	790	829	873	1104	1418	6052
Total	6909	8360	7483	9554	7686	7002	8373	7506	8345	8475	8530	9049	97272

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Call Statistics	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	TOTALS
Problems/Needs													
ABUSE	112	126	127	159	134	113	112	119	135	107	106	85	1435
Child Abuse/Neglect	18	34	31	55	28	32	50	35	47	37	36	21	424
Elderly Abuse	9	13	7	14	14	9	10	12	15	13	10	16	142
Disabled Abuse	3	3	9	5	5	4	5	3	3	7	2	3	52
Domestic Violence	71	71	77	64	68	57	42	63	61	34	50	40	698
Incest	0	0	0	4	6	8	0	0	4	1	1	0	24
Rape	11	5	3	17	13	2	5	6	5	14	7	5	93
Other	0	0	0	0	0	1	0	0	0	1	0	0	2
	112	126	127	159	134	113	112	119	135	107	106	85	1435
CHRONIC MENTAL ILLNESS	175	179	183	265	306	388	429	485	467	489	650	543	4559
General Support	175	178	183	263	304	386	428	483	464	488	648	542	4542
In Crisis	0	1	0	2	2	2	1	2	3	1	2	1	17
	175	179	183	265	306	388	429	485	467	489	650	543	4559
ADDICTIONS	305	288	258	284	279	280	364	344	315	333	349	250	3649
Alcohol-self	23	22	13	19	27	20	42	35	25	21	18	19	284
Alcohol-other	11	20	15	25	26	21	21	21	20	27	20	20	247
†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
zzEating Disorders	0	0	0	0	0	0	0	0	0	0	0	0	0
Education/Prevention	3	9	2	6	7	5	7	8	8	7	12	2	76
Gambling	1	0	1	1	2	1	2	0	1	3	2	3	17
Internet Addictions	0	0	0	0	0	0	0	0	0	0	0	0	0
†Opiates-self	0	0	0	0	0	0	0	0	0	0	0	0	0
†Opiates-other	0	0	0	0	0	0	0	0	0	0	0	0	0
Drugs-self	45	44	34	31	37	41	51	47	37	35	62	32	496
Drugs-other	56	54	59	66	61	69	70	63	70	74	73	60	775
Support Group	32	15	16	24	23	16	28	19	17	29	27	8	254
Marchman Act	7	13	10	10	4	9	7	9	6	13	18	11	117
‡Treatment-Outpatients	44	34	34	30	40	31	46	47	37	41	35	32	451
‡Treatment-Residential	80	68	72	69	48	65	87	87	89	77	79	56	877
Dual Diagnosis	3	9	2	3	3	2	3	8	4	6	3	7	53
Other	0	0	0	0	1	0	0	0	1	0	0	0	2
	305	288	258	284	279	280	364	344	315	333	349	250	3649
BASIC NEEDS	4208	4724	4477	5463	4259	3564	5288	4286	4485	4656	4405	5435	55250
Child Support	35	39	30	35	48	50	36	39	45	48	48	35	488
Clothing/Furniture	258	316	162	231	189	136	125	114	142	145	125	149	2092
Shelter-Disaster	2	0	0	3	0	0	4	1	6	0	5	6	27
‡Shelter-Men	102	105	119	137	121	166	871	533	464	324	462	650	4054
‡Shelter-Women	158	156	145	167	134	150	455	236	265	206	291	404	2767

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‡Shelter-Family	250	259	208	266	196	181	347	176	175	223	301	368	2950
‡Shelter-Teens	41	30	33	31	26	32	43	48	49	44	42	67	486
Food	472	506	476	552	558	447	448	347	417	453	435	593	5704
‡Food Stamps	181	170	195	146	149	132	152	162	196	207	185	210	2085
FPL/Utilities	1225	1622	1622	2086	1443	1130	1190	788	833	1117	1050	1255	15361
Group Home	17	9	22	17	15	7	22	18	15	24	23	14	203
Home Repairs	17	21	16	17	15	13	18	19	13	22	24	21	216
Lost Benefits	1	0	0	0	1	1	1	1	0	2	0	2	9
Housing	231	255	213	270	217	216	294	245	278	285	273	320	3097
Money Management	28	34	33	35	28	31	230	717	653	436	86	61	2372
Rent/Mortgage	1006	1025	1045	1285	974	709	850	664	769	928	881	1089	11225
Transportation	122	124	115	142	104	118	137	121	126	130	130	170	1539
SSI/Social Security	35	35	25	29	31	33	48	41	24	44	37	17	399
WAGES/TANF	15	18	17	14	10	11	13	9	4	13	6	0	130
Other	12	0	1	0	0	1	4	7	11	5	1	4	46
	4208	4724	4477	5463	4259	3564	5288	4286	4485	4656	4405	5435	55250

Client Check	14	20	24	16	5	0	2	0	1	22	23	27	154
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Emotional/Mental	757	939	819	1044	845	827	946	806	895	915	910	870	10573
Counseling	212	291	245	361	305	281	342	318	377	329	292	285	3638
Anger/Anxiety/Stress	213	268	218	209	179	201	217	150	143	197	226	262	2483
Baker Act	10	10	6	13	7	11	13	10	8	9	9	10	116
‡Bereavement	10	14	17	20	30	27	21	27	24	14	28	14	246
Depression	50	75	70	102	73	57	75	78	77	87	78	75	897
Fantasy/Sex Calls	6	3	5	5	22	10	6	1	4	5	4	3	74
Psychiatric Hospitalization	25	12	11	5	4	12	12	12	14	9	14	13	143
Psychiatric Treatment	99	105	99	88	63	84	72	71	77	99	92	74	1023
Relationship Problems	60	54	53	61	32	35	43	32	32	39	32	30	503
Sexual Identity	0	7	6	1	3	2	0	1	0	1	2	3	26
Sexual Obsession/Compulsion	3	2	4	6	0	11	1	2	1	4	4	1	39
Support Group	30	50	29	56	40	42	68	41	54	43	41	47	541
Testing/Evaluation	20	31	30	40	25	17	24	15	21	26	20	16	285
^Homicidal Threat	0	0	1	0	1	0	0	0	0	0	1	0	3
Attention Deficit Disorder	13	4	8	20	21	6	26	14	18	18	18	13	179
Bi-Polar	4	8	11	30	30	17	20	13	23	15	27	16	214
Dual Diagnosis	1	0	3	6	1	2		5	3	8	4	1	34
Conduct Disorder	0	3	1	13	3	3	3	12	16	7	16	7	84
Severely Emotionally Disturbed	1	2	2	8	6	9	2	2	3	4	2	0	41
Other	0	0	0	0	0	0	1	2	0	1	0	0	4
	757	939	819	1044	845	827	946	806	895	915	910	870	10573

Family Service Agency	0	0	0	1	0	0	0	0	0	0	0	0	1
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Family Problems	233	585	287	375	312	218	269	306	326	340	295	260	3806
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Adoption/Foster Care	19	17	23	23	14	21	23	19	20	32	18	30	259
Caregiver Support	7	11	16	20	13	12	8	19	13	13	14	20	166
Child-Ungovernable	8	10	19	32	37	19	17	45	26	32	31	11	287
Day Care-Adult	7	10	12	11	9	9	6	10	8	14	12	12	120
Day Care-Child	150	484	150	179	137	93	139	146	183	183	147	148	2139
Divorce/Separation	13	13	8	23	27	13	22	12	8	11	16	9	175
Parent/Child Conflict	16	16	26	42	32	27	30	23	36	30	28	14	320
Parental Stress	12	24	33	45	42	23	24	32	30	24	29	13	331
Other	0	0	0	0	1	1	0	0	2	1	0	3	8
	232	585	287	375	312	218	269	306	326	340	295	260	3805
Gov't/Community Services	1064	1320	1334	2078	1811	1706	1089	1046	1351	1613	1827	1902	18141
Animal Service	27	23	17	16	27	22	27	26	37	34	27	40	323
Consumer Complaints	114	132	146	137	136	118	104	102	107	146	140	139	1521
First Call for Help	88	103	100	147	142	175	218	226	285	416	475	397	2772
Holiday Gifts	8	23	328	711	354	603	0	0	1	0	1	1	2030
Holiday Food	0	3	19	135	220	42	0	0	0	0	0	0	419
Information - Govt/Public	677	909	607	802	802	635	634	579	751	845	952	1049	9242
Public Library	6	9	6	10	4	7	10	5	12	10	11	10	100
Social Recreation Information	79	55	46	61	30	34	36	59	87	105	163	203	958
zVolunteering/Donations	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	22	20	17	25	44	36	21	14	31	22	27	24	303
Donations	29	32	40	28	48	32	30	27	31	26	23	26	372
Disaster Relief/Recovery	12	11	8	6	4	2	6	5	3	9	7	11	84
Conduct Florida System Check	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	3	3	6	0	1	2	17
	1064	1320	1334	2078	1811	1706	1089	1046	1351	1613	1827	1902	18141
Health Needs	872	1037	820	1158	922	865	967	1033	1110	938	853	787	11362
Chronic Medical Condition	34	32	33	52	37	46	53	29	35	25	41	30	447
Eating Disorder	1	4	4	9	4	5	3	3	2	4	4	6	49
Eye Care	17	22	20	22	9	23	25	32	29	24	20	15	258
Dental Care	40	66	54	66	49	51	64	65	76	56	47	55	689
‡Financial Assist	50	68	51	65	70	52	49	75	76	44	53	64	717
Health Clinics	188	245	150	242	190	143	177	184	236	216	202	174	2347
Sickle Cell Anemia	1	0	2	0	0	1	0	0	1	1	1	1	8
Hypertension	1	1	1	0	1	0	0	0	2	0	0	0	6
Hemophilia	0	0	0	0	0	0	0	0	1	0	0	0	1
Heart Failure (Congestive)	1	0	0	2	1	0	1	1	0	0	0	0	6
HIV/AIDS	26	27	44	36	23	33	30	23	28	40	37	28	375
Asthma	2	2	2	3	3	1	3	3	2	0	1	1	23
Diabetes	2	12	7	5	6	4	5	16	10	7	9	7	90
Uninsured	86	102	84	148	138	106	100	155	142	119	88	73	1341
Medications	42	75	27	57	36	48	39	58	45	39	34	47	547
Home Health Care	43	67	45	71	52	51	77	45	61	61	43	40	656

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Hospital/Physician Referral	61	56	34	47	37	47	46	58	49	44	53	47	579
Medical Equipment	9	13	14	23	17	15	18	25	27	17	19	24	221
Medicare/Medicaid	173	159	136	192	140	139	143	155	169	136	107	78	1727
Nursing Home	4	5	1	7	1	10	13	5	12	7	5	9	79
Pre-Natal	37	31	36	39	33	30	32	38	47	40	30	35	428
Birth Control	9	12	15	15	18	12	18	10	13	4	12	10	148
STD	7	9	11	17	18	17	8	19	17	21	22	12	178
Support Group - Health	16	14	28	15	23	14	30	20	19	23	11	13	226
‡Transportation-Meds	22	15	21	25	16	17	33	14	11	10	14	18	216
X-Obesity (was Other prior to 05/02)	0	0	0	0	0	0	0	0	0	0	0	0	0
	872	1037	820	1158	922	865	967	1033	1110	938	853	787	11362

Jobs/Training/Education	253	492	285	272	230	177	268	254	250	287	281	278	3327
~Literacy	16	28	10	9	10	5	8	7	6	7	10	8	124
Employment Needs	106	108	131	140	107	92	137	120	127	148	133	149	1498
~GED	13	9	7	9	11	3	5	14	0	11	15	6	103
Job Training	16	20	28	25	18	10	20	15	17	22	26	23	240
Adult/Voc Education	10	15	7	8	10	18	8	15	17	16	21	20	165
Special Education	10	11	9	8	7	8	10	13	17	14	11	12	130
Job Registration	0	1	2	3	2	2	2	0	4	1	5	3	25
Employer's Inquiry	1	5	4	0	0	0	0	2	1	0	0	1	14
Auxilliary Education Programs^~	81	295	87	70	65	39	78	68	61	68	60	56	1028
	253	492	285	272	230	177	268	254	250	287	281	278	3327

Legal/Criminal	287	305	263	316	256	255	319	261	328	320	272	285	3467
†Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	8	10	9	7	7	4	8	4	1	6	2	2	68
Discrimination	3	1	2	3	1	1	1	3	2	8	6	5	36
Divorce/Custody	35	32	24	43	20	17	35	20	20	28	20	34	328
†Entitlements Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Mediation	1	5	2	6	4	1	3	2	5	6	4	2	41
Guardianship	8	10	3	10	5	4	5	7	6	2	3	5	68
Immigration/Citizenship	7	11	14	8	11	8	13	14	8	16	10	3	123
Landlord/Tenant	29	33	22	34	31	22	29	17	26	34	34	33	344
Law Enforcement	60	50	44	61	39	54	62	49	72	59	48	51	649
Legal Aid/Attorney Referral	135	153	142	143	138	144	160	144	186	161	145	150	1801
Other	1	0	1	1	0	0	3	1	2	0	0	0	9
	287	305	263	316	256	255	319	261	328	320	272	285	3467

Suicide	22	18	22	38	33	34	46	50	46	23	23	16	371
‡Suicide 2nd Party	3	4	5	6	8	10	14	12	9	10	11	7	99
Suicide in Progress	0	0	0	0	0	0	1	1	2	0	0	1	5
Suicide Thought/Threats	9	9	9	17	10	14	20	22	16	6	4	5	141
Suicide with Plan	5	2	3	2	6	3	4	1	7	2	4	1	40

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Suicide Information/Education	2	2	2	8	4	3	5	10	11	4	4	2	57
Suicide Support Group	1	1	1	4	3	3	1	2	1	0	0	0	17
^Suicide/Homicide Threat	1	0	2	1	2	1	1	2	0	1	0	0	11
Other	1	0	0	0	0	0	0	0	0	0	0	0	1
	22	18	22	38	33	34	46	50	46	23	23	16	371

Teen/Youth Issues	68	69	78	102	83	79	51	56	79	66	85	29	845
Counseling Needs	7	2	4	5	4	5	2	2	5	6	6	4	52
Delinquency	10	11	4	11	11	14	6	5	5	2	8	2	89
Family Violence	0	0	0	1	0	0	3	0	0	0	0	0	4
Friends/Peers	5	1	7	7	3	4	1	1	4	6	5	1	45
Gangs/Violence	1	0	0	1	2	0	0	1	1	0	2	0	8
Parent/Child Conflict	4	5	9	7	4	5	4	1	8	4	12	1	64
Pre-Natal	1	2	0	3	3	6	1	1	1	2	5	0	25
Birth Control	1	2	1	1	1	1	0	0	0	0	0	0	7
Relationship Problems	5	4	10	7	6	6	2	4	1	9	8	3	65
Runaway/Throwaway	11	5	5	12	14	9	1	6	6	3	5	0	77
School Problems	3	24	27	26	19	12	15	20	30	15	12	0	203
Sex Questions	2	0	2	3	2	2	2	3	2	2	2	1	23
Sexual Identity	2	2	0	3	1	1	2	1		1	3	1	17
Social Life/Recreation	5	3	4	1	3	3	0	4	4	4	5	12	48
Substance Abuse-self	0	0	0	1	0	0	0	0	0	0	0	1	2
Substance Abuse-other	11	7	5	12	10	10	11	6	11	12	10	2	107
Other	0	1	0	1	0	1	1	1	1	0	2	1	9
	68	69	78	102	83	79	51	56	79	66	85	29	845

CMH Problems & Needs	58	59	77	131	96	122	104	112	125	121	169	94	1268
Prevention services	5	9	13	17	9	14	14	23	26	17	25	9	181
Home-based services	3	7	1	8	8	8	5	5	3	12	8	7	75
School-based services	5	5	0	7	6	7	7	11	11	9	8	11	87
Family therapy	7	5	4	9	4	9	6	5	10	12	29	13	113
Family support	1	4	6	7	8	3	3	4	5	4	7	2	54
Respite services	0	0	0	0	1	2	1	1	0	1	1	0	7
Outpatient treatment	23	18	35	40	38	43	38	44	32	51	61	26	449
Day treatment	0	1	1	2	2	4	1	1	3	0	1	2	18
Crisis stabilization	3	3	5	7	5	7	7	7	7	3	11	5	70
Therapeutic foster care	0	0	0	0	1	0	2	0	0	0	1	2	6
Residential treatment	2	3	7	23	10	12	12	6	20	8	10	8	121
Inpatient hospitalization	1	0	2	3	1	2	2	1	1	3	2	3	21
zzCase management	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	1	0	0	1	0	0	0	1	0	0	0	0	3
Transitional services	0	0	0	1	0	1	0	0	0	0	0	0	2
Other mental health service	6	3	3	4	3	7	5	3	5	1	5	5	50
Case Management Request	1	1	0	2	0	3	1	0	2	0	0	1	11
Case Management Service Search	0	0	0	0	0	0	0	0	0	0	0	0	0

2-1-1 Broward Call Statistics

First Call for Help - All Calls	Call Stat totals run from July 07 - June 08												
Call Statistics	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	TOTALS
Case Management Referral/Placement	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	58	59	77	131	96	122	104	112	125	121	169	94	1268
Special Needs	283	386	395	557	394	291	311	353	588	464	433	450	4905
DD - Asperger's Disorder	1	11	13	9	11	12	1	1	19	13	15	17	123
DD - Autism	84	110	100	122	75	59	91	100	119	95	106	106	1167
DD - Cerebral Palsy	35	23	33	54	19	21	26	33	40	46	39	29	398
DD - Down Syndrome	6	15	12	21	14	8	15	10	19	14	27	25	186
DD - Mental Retardation	32	38	36	84	84	64	64	56	111	70	49	62	750
D - Visual Impairment	4	13	12	15	14	16	12	7	26	33	16	26	194
D - Hearing Impairment	18	24	14	47	37	16	19	27	23	17	14	21	277
Advocacy	6	9	14	18	12	8	4	12	12	11	8	12	126
Care Coordination	17	11	8	18	12	9	7	8	8	5	7	1	111
Communication Devices	4	3	1	2	0	1	2	1	3	3	1	1	22
Developmental Assessment	1	8	1	2	3	1	0	1	1	2	0	0	20
Early Intervention	0	6	8	10	10	5	1	5	5	3	7	6	66
Life Skills Training	2	4	4	3	2	4	4	3	10	1	0	3	40
Nutrition Assessment	0	0	1	0	0	0	0	0	0	0	0	0	1
Parent Education / Support	4	9	19	24	12	6	5	20	28	17	14	15	173
Rehabilitative Therapies	7	12	27	15	8	11	15	17	25	12	8	7	164
Supported Employment	7	7	11	4	3	2	3	4	5	1	3	5	55
Transition Support Services	2	3	7	3	3	3	4	2	15	5	4	7	58
Y - Returned Call	32	53	44	66	49	27	23	30	88	85	81	77	655
X - Call Back Needed	21	27	30	40	26	18	15	16	31	31	34	30	319
TOTAL	283	386	395	557	394	291	311	353	588	464	433	450	4905
Touchline - incoming	101	94	78	91	116	89	84	74	92	86	85	66	1056
Grand Total													124169

†Discontinued use on November 22, 1997

‡Added on November 22, 1997

^Added on July 2, 1998

**New category as of 8/21/98

z Category split as of 11/20/98

Adjustments

~Changed from GED/Literacy 3/26/99

| Added May, 1999