



2008-2009 Call Statistics Problem and Needs as Reported by Callers

2-1-1 Broward - All Calls

Call Stat totals run from July 08 - June 09

Call Statistics	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	TOTALS
Gender													
Female	7823	8827	9762	9955	7649	6879	6754	6671	6923	7089	6403	7730	92465
Male	2701	3309	3338	3535	3017	2945	2909	2932	3026	3253	3183	3548	37696
Total	10524	12136	13100	13490	10666	9824	9663	9603	9949	10342	9586	11278	130161
<i>% Female</i>	<i>74.3%</i>	<i>72.7%</i>	<i>74.5%</i>	<i>73.8%</i>	<i>71.7%</i>	<i>70.0%</i>	<i>69.9%</i>	<i>69.5%</i>	<i>69.6%</i>	<i>68.5%</i>	<i>66.8%</i>	<i>68.5%</i>	<i>71.0%</i>
Language Spoken On Call													
Creole Speaking	27	32	48	51	25	30	30	37	40	40	29	42	431
English Speaking	10227	11847	12750	13099	10366	9545	9293	8984	9428	9891	9215	10772	125417
Other Language	6	13	9	15	9	5	4	10	12	8	9	6	106
Spanish Speaking	264	244	293	325	266	244	336	572	469	403	333	458	4207
Total	10524	12136	13100	13490	10666	9824	9663	9603	9949	10342	9586	11278	130161
<i>% Other than English</i>	<i>2.8%</i>	<i>2.4%</i>	<i>2.7%</i>	<i>2.9%</i>	<i>2.8%</i>	<i>2.8%</i>	<i>3.8%</i>	<i>6.4%</i>	<i>5.2%</i>	<i>4.4%</i>	<i>3.9%</i>	<i>4.5%</i>	<i>3.6%</i>
Type of Call													
Agency Services	452	445	437	489	396	397	300	357	409	439	479	431	5031
Follow-Up - Complete	275	182	201	226	379	279	267	342	372	429	287	298	3537
Follow-Up - Incomplete	340	250	242	311	378	301	285	330	401	436	338	466	4078
Follow-Up Total	615	432	443	537	757	580	552	672	773	865	625	764	7615
Information & Referral	6907	8263	9469	9529	7160	6587	6794	6927	6833	7147	6238	7719	89573
Information Only	1826	1672	1627	1842	1678	1609	1330	1262	1424	1439	1552	1713	18974
Intervention	0	4	7	4	2	2	7	0	2	2	2	1	33
Listening Only	709	807	690	890	889	661	581	506	626	686	709	696	8450
Listening/I&R**	601	925	857	712	522	550	632	541	626	601	587	690	7844
Obscene/Abusive	7	3	7	7	6	7	2	5	9	10	12	12	87
Advocacy (was Youth Advocacy prior to 3/04)	9	12	3	10	7	10	15	3	13	8	6	8	104
Other	13	5	3	7	6	1	2	2	7	10	1	8	65
Help Line Response Call Totals	10524	12136	13100	13490	10666	9824	9663	9603	9949	10342	9586	11278	130057
Calls Including Follow-Ups	11139	12568	13543	14027	11423	10404	10215	10275	10722	11207	10211	12042	137776

Will this info help?

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No	16	28	22	75	94	78	41	47	23	45	25	40	534
Not Asked	2684	2969	2720	2551	2485	2283	1883	1764	1842	1884	1760	1740	26565
Yes	7752	9050	10265	10737	8011	7389	7652	7697	7991	8336	7743	9413	102036
Unknown	72	89	93	127	76	74	87	95	93	77	58	85	1026
	10524	12136	13100	13490	10666	9824	9663	9603	9949	10342	9586	11278	130161
<i>% Responding YES</i>	98.9%	98.7%	98.9%	98.2%	97.9%	98.0%	98.4%	98.2%	98.6%	98.6%	98.9%	98.7%	98.5%
Help Line													
DCF Adoption Hotline	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Service	0	0	0	0	0	0	0	0	0	0	0	0	0
2-1-1	8633	9988	10738	11022	8630	7939	7985	8157	7999	8224	7484	8730	105529
Senior Helpline	21	22	8	11	5	5	4	5	8	7	7	5	108
Phone Friend	1	0	0	0	0	0	0	0	1	1	0	1	4
INFOline	8	4	5	11	4	3	4	1	13	4	5	4	66
TDD Line	0	0	0	1	0	0	1	0	0	0	0	0	2
Teen Hotline	4	4	6	7	1	2	1	0	1	1	5	5	37
Homeless Helpline ⁿ	1857	2118	2343	2438	2026	1875	1668	1440	1927	2105	2085	2533	24415
	10524	12136	13100	13490	10666	9824	9663	9603	9949	10342	9586	11278	130161

Problems/Needs

ABUSE	88	97	121	80	90	83	101	121	149	168	164	198	1460
Child Abuse/Neglect	29	31	40	19	28	25	36	34	37	46	46	61	432
Elderly Abuse	12	11	15	8	12	11	18	10	15	21	11	15	159
Disabled Abuse	4	3	2	2	5	6	5	3	10	13	2	6	61
Domestic Violence	38	47	61	48	39	35	35	65	74	74	102	104	722
Incest	2	1	1	0	3	1	0	2	2	1	0	3	16
Rape	3	3	2	2	2	5	6	6	11	12	3	9	64
Other	0	1	0	1	1	0	1	1	0	1	0	0	6
	88	97	121	80	90	83	101	121	149	168	164	198	1460
CHRONIC MENTAL ILLNESS	494	535	360	502	530	376	304	276	365	339	388	383	4852
General Support	789	532	360	500	525	375	303	273	360	339	387	381	5124
In Crisis	5	3	0	2	5	1	1	3	5	0	1	2	28
	794	535	360	502	530	376	304	276	365	339	388	383	5152
ADDICTIONS	327	348	363	289	238	258	309	235	323	376	361	362	3789
Alcohol-self	25	30	27	19	31	20	28	23	27	32	26	30	318
Alcohol-other	27	23	20	14	22	18	22	14	26	27	21	20	254
†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	3	4	5	1	5	11	4	3	11	10	6	66

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Gambling	3	0	1	0	3	2	1	4	2	1	2	2	21
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	39	65	74	53	31	43	58	41	62	69	82	74	691
Drugs-other	73	76	75	77	56	78	73	59	69	68	79	75	858
Support Group	25	24	35	12	13	13	12	21	22	40	18	20	255
Marchman Act	7	16	13	10	8	12	13	10	10	14	9	19	141
‡Treatment-Outpatients	34	31	25	20	17	21	35	17	25	26	27	29	307
‡Treatment-Residential	83	76	87	70	53	40	53	37	70	76	81	80	806
Dual Diagnosis	8	4	2	9	2	5	3	4	7	12	6	7	69
Other	0	0	0	0	1	1	0	1	0	0	0	0	3
	327	348	363	289	238	258	309	235	323	376	361	362	3789

BASIC NEEDS	6755	7819	8474	9088	6514	6147	6187	5991	5846	6027	5339	6639	80826
Child Support	41	41	27	41	38	39	34	47	63	54	49	50	524
Clothing/Furniture	286	337	189	241	182	174	150	123	181	189	165	222	2439
Shelter-Disaster	1	12	16	1	2	1	1	3	3	3	0	0	43
‡Shelter-Men	780	977	1178	1147	1006	1029	867	765	941	1090	1164	1339	12283
‡Shelter-Women	457	554	555	592	487	463	442	432	588	565	406	576	6117
‡Shelter-Family	510	605	673	667	448	408	409	228	311	388	434	572	5653
‡Shelter-Teens	49	83	43	80	58	45	45	33	62	39	37	62	636
Food	632	711	739	804	717	593	514	410	524	575	489	550	7258
‡Food Stamps	201	206	222	322	228	270	282	276	298	297	226	303	3131
FPL/Utilities	1668	2153	2682	2934	1723	1534	1347	549	515	525	538	784	16952
Group Home	19	15	9	11	5	11	7	7	11	13	11	16	135
Home Repairs	13	21	19	34	13	20	14	16	21	25	20	37	253
Lost Benefits	0	1	2	2	0	0	1	0	1	1	0	0	8
Housing	389	463	487	359	255	251	311	339	326	356	341	379	4256
Money Management	76	51	32	59	36	37	583	1930	845	413	39	66	4167
Rent/Mortgage	1421	1367	1372	1546	1130	1043	926	640	939	1209	1199	1392	14184
Transportation	177	181	173	191	140	171	186	135	169	230	171	232	2156
SSI/Social Security	27	28	48	38	35	49	50	42	30	42	40	48	477
WAGES/TANF	6	12	7	14	10	8	16	11	16	7	10	11	128
Other	2	1	1	5	1	1	2	5	2	6	0	0	26
	6755	7819	8474	9088	6514	6147	6187	5991	5846	6027	5339	6639	80826

Client Check	32	20	9	5	29	16	27	20	28	38	44	42	310
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Emotional/Mental	1006	1019	1082	1066	715	830	850	788	994	1021	1019	1043	11433
Counseling	313	293	298	300	218	250	269	277	305	329	332	341	3525
Anger/Anxiety/Stress	355	393	412	394	219	243	276	199	310	330	322	327	3780

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Baker Act	10	7	10	5	10	10	12	12	16	11	21	9	133
‡Bereavement	26	21	14	39	16	10	24	22	21	20	29	25	267
Depression	55	65	70	76	63	67	54	56	65	58	60	71	760
Fantasy/Sex Calls	4	2	1	2	2	3	3	3	1	9	7	6	43
Psychiatric Hospitalization	13	12	11	18	6	13	10	7	13	16	15	12	146
Psychiatric Treatment	79	64	83	50	62	69	75	65	77	91	81	79	875
Relationship Problems	27	29	48	50	30	52	33	42	38	37	20	56	462
Sexual Identity	8	2	1	1	1	3	0	2	0	3	2	3	26
Sexual Obsession/Compulsion	4	3	2	1	3	2	0	1	0	6	7	2	31
Support Group	66	61	43	47	44	37	37	45	51	44	59	53	587
Testing/Evaluation	14	21	22	23	6	13	19	9	20	15	14	16	192
^Homicidal Threat	0	0	0	0	0	0	0	0	1	1	2	0	4
Attention Deficit Disorder	4	16	25	20	12	17	15	28	33	22	16	15	223
Bi-Polar	15	19	21	27	9	15	9	11	27	11	19	11	194
Dual Diagnosis	2	2	5	3	1	6	4	1	5	6	3	3	41
Conduct Disorder	7	7	9	5	6	7	2	1	5	5	5	10	69
Severely Emotionally Disturbed	4	2	6	5	6	10	8	6	5	7	5	4	68
Other	0	0	1	0	1	3	0	1	1	0	0	0	7
	1006	1019	1082	1066	715	830	850	788	994	1021	1019	1043	11433

<i>Family Service Agency</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
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Family Problems	265	404	315	265	209	208	212	265	327	322	358	396	3546
Adoption/Foster Care	32	23	21	18	17	16	17	14	30	18	35	38	279
Caregiver Support	17	19	15	19	11	21	10	13	17	14	29	19	204
Child-Ungovernable	20	19	18	24	15	23	28	35	30	75	53	68	408
Day Care-Adult	10	9	6	10	9	8	5	6	14	12	12	7	108
Day Care-Child	140	294	175	122	102	93	100	143	163	142	166	219	1859
Divorce/Separation	8	8	10	22	8	8	7	16	22	12	14	16	151
Parent/Child Conflict	14	8	38	20	27	15	22	13	32	20	24	16	249
Parental Stress	22	24	31	26	18	22	18	22	17	28	25	13	266
Other	2	0	1	4	2	2	5	3	2	1	0	0	22
	265	404	315	265	209	208	212	265	327	322	358	396	3546

Gov't/Community Services	2003	2447	2931	2677	2544	2188	1739	1515	1766	1869	1316	2097	25092
Animal Service	38	32	32	27	22	30	26	31	39	53	61	50	441
Consumer Complaints	148	156	139	185	192	160	157	110	105	126	126	112	1716
First Call for Help	418	451	462	395	337	355	316	329	423	459	479	381	4805
Holiday Gifts	11	29	521	349	521	456	0	0	0	2	0	2	1891
Holiday Food	0	2	16	84	326	66	0	0	0	0	0	0	494
Information - Govt/Public	1233	1404	1513	1493	1014	1007	1132	919	1019	1025	996	1149	13904
Public Library	8	8	15	21	9	11	16	13	22	14	8	12	157

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Call Statistics	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	TOTALS
Social Recreation Information	67	102	30	35	27	24	35	50	85	122	183	290	1050
<i>zVolunteering/Donations</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Volunteering	27	19	41	15	51	49	25	26	32	27	25	38	375
Donations	43	38	49	56	42	25	28	36	35	33	18	46	449
Disaster Relief/Recovery	6	205	113	9	2	5	3	0	4	4	5	16	372
Conduct Florida System Check	1	0	0	0	0	0	0	0	0	0	0	1	2
Other	3	1	0	8	1	0	1	1	2	4	0	0	21
	2003	2447	2931	2677	2544	2188	1739	1515	1766	1869	1901	2097	25677

Health Needs	884	918	855	962	743	821	922	1113	1139	2043	1316	1474	13190
Chronic Medical Condition	33	41	38	42	30	24	33	26	37	143	79	118	644
Eating Disorder	2	3	0	3	1	4	2	3	2	4	1	1	26
Eye Care	25	26	18	16	17	16	24	25	20	25	15	16	243
Dental Care	81	49	63	51	43	60	57	85	79	97	66	94	825
‡Financial Assist	51	44	47	40	40	46	50	50	44	50	68	73	603
Health Clinics	222	228	234	286	166	207	226	319	292	478	341	354	3353
Sickle Cell Anemia	0	2	0	0	1	0	0	0	2	2	0	1	8
Hypertension	0	0	0	0	1	0	0	0	0	13	6	4	24
Hemophilia	0	0	0	0	0	0	0	0	0	0	0	0	0
Heart Failure (Congestive)	0	1	1	1	0	0	0	2	2	1	1	0	9
HIV/AIDS	29	38	39	36	27	34	42	35	39	49	35	45	448
Asthma	1	1	0	0	1	0	0	1	0	9	6	5	24
Diabetes	5	6	2	9	7	5	2	7	8	18	12	13	94
Uninsured	70	61	60	73	76	76	80	137	134	648	275	288	1978
Medications	36	54	39	42	41	36	41	42	45	36	45	40	497
Home Health Care	53	39	49	49	34	49	49	60	55	68	67	86	658
Hospital/Physician Referral	59	68	41	49	39	38	53	59	61	64	61	78	670
Medical Equipment	22	30	17	20	15	9	7	19	18	17	9	9	192
Medicare/Medicaid	112	120	125	136	111	133	147	151	165	187	146	148	1681
Nursing Home	2	10	10	9	3	7	6	9	9	5	7	14	91
Pre-Natal	32	26	31	40	48	31	35	34	47	65	36	39	464
Birth Control	10	13	7	8	6	11	7	10	17	9	6	13	117
STD	14	23	8	14	7	10	13	15	21	26	15	15	181
Support Group - Health	14	22	12	15	17	10	27	16	31	16	14	10	204
‡Transportation-Meds	11	13	14	23	12	15	21	8	10	13	5	10	155
X-Obesity (was Other prior to 05/02)	0	0	0	0	0	0	0	0	1	0	0	0	1
	884	918	855	962	743	821	922	1113	1139	2043	1316	1474	13190

Jobs/Training/Education	287	460	318	340	237	207	262	273	307	335	301	376	3703
~Literacy	7	13	6	7	2	1	5	10	12	5	5	11	84
Employment Needs	157	139	163	196	155	142	151	140	163	197	194	233	2030

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~GED	5	4	4	8	5	2	8	7	4	10	3	5	65
Job Training	18	13	18	25	13	17	19	13	14	19	10	11	190
Adult/Voc Education	31	25	20	24	15	11	15	13	21	26	17	26	244
Special Education	16	20	13	9	6	4	10	13	20	7	11	11	140
Job Registration	3	6	1	8	7	3	2	1	7	6	0	6	50
Employer's Inquiry	3	2	4	2	1	1	0	2	2	0	0	1	18
Auxilliary Education Programs^~	47	238	89	61	33	26	52	74	64	65	61	72	882
	287	460	318	340	237	207	262	273	307	335	301	376	3703

Legal/Criminal	340	349	398	419	295	329	357	334	410	449	376	401	4457
‡Advocacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Victim	3	8	8	8	4	3	10	1	10	8	8	7	78
Discrimination	6	8	8	4	1	0	4	4	4	2	3	1	45
Divorce/Custody	19	21	16	17	14	12	5	13	15	19	8	14	173
†Entitlements Denied	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Mediation	1	3	2	0	0	0	1	1	6	2	1	0	17
Guardianship	3	5	4	5	4	6	5	5	2	6	6	4	55
Immigration/Citizenship	10	11	6	17	7	8	12	10	7	14	10	16	128
Landlord/Tenant	46	34	63	69	53	58	63	34	42	67	51	75	655
Law Enforcement	73	79	91	68	58	66	67	63	91	95	83	70	904
Legal Aid/Attorney Referral	177	179	200	224	154	174	190	202	231	236	206	214	2387
Other	2	1	0	7	0	2	0	1	2	0	0	0	15
	340	349	398	419	295	329	357	334	410	449	376	401	4457

Suicide	15	24	33	38	23	19	25	14	28	36	14	29	298
‡Suicide 2nd Party	5	4	3	10	6	3	6	2	5	3	4	9	60
Suicide in Progress	0	1	2	3	0	0	0	0	0	1	0	0	7
Suicide Thought/Threats	8	13	15	19	10	12	9	8	17	18	3	17	149
Suicide with Plan	0	2	7	1	3	2	5	1	1	4	0	0	26
Suicide Information/Education	2	3	5	3	2	2	3	3	5	8	7	3	46
Suicide Support Group	0	1	1	1	2	0	2	0	0	1	0	0	8
^Suicide/Homicide Threat	0	0	0	1	0	0	0	0	0	1	0	0	2
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	15	24	33	38	23	19	25	14	28	36	14	29	298

Teen/Youth Issues	26	28	49	33	28	48	28	44	58	64	76	64	546
Counseling Needs	3	4	3	3	2	1	3	0	3	3	1	3	29
Delinquency	5	1	6	1	2	3	0	5	6	7	3	5	44
Family Violence	2	0	0	1	0	7	0	0	1	0	2	2	15
Friends/Peers	0	3	4	2	2	1	2	2	1	1	4	2	24
Gangs/Violence	1	0	0	0	0	0	2	1	2	2	2	1	11
Parent/Child Conflict	1	4	6	8	3	11	3	3	7	4	14	9	73

2-1-1 Broward - All Calls

Call Stat totals run from July 08 - June 09

Call Statistics	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	TOTALS
Pre-Natal	1	0	1	2	2	0	2	2	5	2	2	0	19
Birth Control	0	1	1	1	1	1	2	1	1	0	0	2	11
Relationship Problems	1	1	3	2	1	4	1	2	1	2	5	4	27
Runaway/Throwaway	4	4	6	5	4	8	2	3	5	9	9	7	66
School Problems	2	3	14	3	7	6	2	16	14	15	21	9	112
Sex Questions	0	1	2	1	3	1	0	0	1	3	1	0	13
Sexual Identity	1	1	0	0	0	1	2	3	0	2	0	2	12
Social Life/Recreation	1	0	1	2	0	0	3	1	1	0	3	0	12
Substance Abuse-self	0	0	0	0	0	0	0	0	0	0	2	1	3
Substance Abuse-other	4	4	2	2	1	4	4	5	10	14	7	17	74
Other	0	1	0	0	0	0	0	0	0	0	0	0	1
	26	28	49	33	28	48	28	44	58	64	76	64	546

CMH Problems & Needs

Prevention services	5	6	6	13	27	15	17	27	35	35	30	17	233
Home-based services	3	5	3	3	2	4	6	11	10	14	8	5	74
School-based services	2	2	7	11	11	5	7	3	11	10	10	1	80
Family therapy	8	6	5	15	5	16	6	18	7	7	8	3	104
Family support	6	6	2	10	5	7	9	5	2	3	6	1	62
Respite services	2	3	0	3	1	2	0	1	3	0	1	1	17
Outpatient treatment	13	20	32	65	38	20	50	59	73	50	75	40	535
Day treatment	0	1	0	0	1	0	1	0	3	0	0	0	6
Crisis stabilization	2	6	3	2	5	1	3	4	11	4	3	7	51
Therapeutic foster care	0	0	0	1	0	0	0	0	1	1	1	0	4
Residential treatment	10	14	6	8	7	14	9	9	9	12	13	25	136
Inpatient hospitalization	0	0	3	0	1	1	1	5	4	2	3	1	21
<i>zzCase management</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Services for sex offense victims	1	1	1	1	1	1	0	3	2	3	3	1	18
Transitional services	1	0	0	0	0	0	0	1	0	0	0	0	2
Other mental health service	0	7	2	7	4	0	1	3	3	3	1	1	32
Case Management Request	1	2	1	0	1	0	1	3	4	0	0	0	13
<i>zzCase Management Service Search</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>zzCase Management Referral/Placemen</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	54	79	71	139	109	86	111	152	178	144	162	103	1388

Special Needs

DD - Asperger's Disorder	8	6	7	9	1	13	1	10	7	3	2	11	78
DD - Autism	118	137	129	126	90	71	131	135	147	87	106	130	1407
DD - Cerebral Palsy	18	27	34	38	36	34	45	53	56	55	45	48	489
DD - Down Syndrome	21	16	14	13	10	19	21	7	22	32	20	31	226
DD - Cognitive Impairment	68	99	84	88	85	83	101	64	108	118	116	111	1125
D - Visual Impairment	23	18	25	12	13	18	20	15	19	17	15	20	215

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Call Statistics	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	TOTALS
D - Hearing Impairment	15	22	25	17	16	27	29	27	33	35	35	22	303
Advocacy	10	14	14	9	6	6	4	5	9	3	4	6	90
Care Coordination	1	4	4	4	7	4	12	3	10	3	9	3	64
Communication Devices	1	3	3	3	1	5	2	0	2	1	5	8	34
Developmental Assessment	0	3	0	0	1	0	0	1	3	2	1	1	12
Early Intervention	6	11	7	7	10	13	17	10	26	14	8	14	143
Life Skills Training	4	3	0	1	1	3	1	6	6	4	8	0	37
Nutrition Assessment	0	1	1	0	0	0	1	2	0	0	0	0	5
Parent Education / Support	17	25	20	16	9	15	12	21	37	18	15	9	214
Rehabilitative Therapies	11	11	13	14	13	5	13	10	13	11	17	23	154
Supported Employment	6	2	0	2	3	0	3	0	0	0	0	2	18
Transition Support Services	1	5	1	2	1	0	5	2	5	4	5	4	35
Y - Returned Call	93	79	83	56	45	54	91	69	106	96	98	118	988
X - Call Back Needed	29	41	20	26	17	18	33	22	30	26	15	37	314
TOTAL	450	527	484	443	365	388	542	462	639	529	524	598	5951
Touchline - incoming	74	60	56	49	47	61	47	39	53	59	58	77	680
Grand Total													161521

†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