



Fiscal 2011-2012 Call Statistics Problems and Needs as Reported by Callers

July 1, 2011 - June 30, 2012

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
Gender													
Female	6446	7603	6531										20580
Male	2612	3005	2788										8405
Total	9058	10608	9319	0	0	0	0	0	0	0	0	0	28985
<i>% Female</i>	71.2%	71.7%	70.1%										71.0%
Language Spoken On Call													
Creole Speaking	23	29	16										68
English Speaking	8787	10266	8937										27990
Other Language	10	8	45										63
Spanish Speaking	238	305	321										864
	9058	10608	9319	0	0	0	0	0	0	0	0	0	28985
<i>% Other than English</i>	3.0%	3.2%	4.1%										3.4%
Type of Call													
Agency Services	145	228	193										566
<i>Follow-Up - Complete</i>	227	345	213										785
<i>Follow-Up - Incomplete</i>	413	668	447										1528
<i>Follow-Up Total</i>	640	1013	660	0	0	0	0	0	0	0	0	0	2313
Information & Referral	5214	6377	5666										17257
Information Only	2158	2264	1796										6218
<i>Intervention</i>	9	6	8										23
Listening Only	572	559	603										1734
Listening/I&R**	964	1164	1053										3181
Obscene/Abusive	5	8	6										19
<i>Advocacy (was Youth Advocacy prior to 3/1)</i>	16	10	4										30
Other	0	8	2										10
Help Line Incoming Call Totals	9058	10608	9319	0	0	0	0	0	0	0	0	0	28985
<i>Calls Including Follow-Ups, Advocacy & Intervent</i>	9723	11637	9991	0	0	0	0	0	0	0	0	0	31351
Will this info help?													
No	44	68	42										154
Not Asked	2069	2369	2262										6700
Yes	6899	8119	6955										21973
Unknown	46	52	60										158
	9058	10608	9319	0	0	0	0	0	0	0	0	0	28985
<i>% Responding YES</i>	98.7%	98.5%	98.6%										98.6%

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Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Family Service													
2-1-1	7289	8621	7341										23251
Senior Helpline	5	5	5										15
Phone Friend	0	0	0										0
INFOline	26	27	21										74
TDD Line	0	0	0										0
Teen Hotline	29	31	10										70
Homeless Helpline ⁿ	1709	1924	1942										5575
	9058	10608	9319	0	0	0	0	0	0	0	0	0	28985

Call Statistics	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Problems/Needs													
ABUSE	161	177	152										490
Child Abuse/Neglect	36	41	36										113
Elderly Abuse/Neglect	21	19	13										53
Disabled Abuse/Neglect	7	9	11										27
Domestic Violence	91	103	83										277
Incest	2	0	2										4
Rape	4	5	7										16
Education/Prevention	0	0	0										0
	161	177	152	0	0	0	0	0	0	0	0	0	490
CHRONIC MENTAL ILLNESS	270	263	266										799
General Support	270	263	266										799
In Crisis	0	0	0										0
	270	263	266	0	0	0	0	0	0	0	0	0	799
ADDICTIONS	243	238	234										715
Alcohol-self	23	19	23										65
Alcohol-other	21	16	21										58
Detoxification	0	1	27										28
Testing/Evaluation	0	0	2										2
Methadone Maintenance	0	0	0										0
Education/Prevention	5	4	3										12
Gambling	0	3	0										3
Internet Addictions	0	0	0										0
Prescription Abuse - Self	0	0	0										0
Prescription Abuse - Other	0	1	1										2
Drugs-self	36	51	41										128
Drugs-other	67	59	41										167
Support Group - Addictions	15	12	12										39
Marchman Act	13	10	6										29
‡Treatment-Outpatients	18	22	7										47
‡Treatment-Residential	39	35	34										108
Co-occurring MH/SA	6	5	7										18
Halfway / Transitional	0	0	9										9
	243	238	234	0	0	0	0	0	0	0	0	0	715
BASIC NEEDS	7016	7854	6633										21503
Child Support	20	34	23										77
Clothing/Furniture	178	384	133										695
Shelter-Disaster	1	1	1										3
‡Shelter-Men	1131	1356	1156										3643
‡Shelter-Women	595	652	613										1860
‡Shelter-Family	663	778	759										2200
‡Shelter-Teens	30	32	24										86
Food	566	571	476										1613
‡Food Stamps	292	333	281										906

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	674	845	797										2316
Group Home	4	17	6										27
Home Repairs	31	37	31										99
Baby/Maternity Supplies	0	8	32										40
Housing	1335	889	681										2905
Money Management	38	39	35										112
Rent/Mortgage/Foreclosure	1257	1587	1339										4183
Transportation	169	250	194										613
SSI/Social Security	25	32	30										87
TANF/WTP/Pub Benefits/Cash As	7	9	14										30
Personal Care Items	0	0	8										8
	7016	7854	6633	0	0	0	0	0	0	0	0	0	21503

Client Check 0 22 14 **36**

Emotional/Mental	802	881	834										2517
Counseling	194	207	169										570
Anger/Anxiety/Stress	327	397	372										1096
Baker Act	6	10	5										21
‡Bereavement	30	20	18										68
Depression	77	63	69										209
Fantasy/Sex Calls	0	3	4										7
Psychiatric Hospitalization	6	11	23										40
Psychiatric Treatment	46	59	64										169
Relationship Problems	20	29	20										69
Sexual Identity	0	1	3										4
Sexual Obsession/Compulsion	3	0	1										4
Support Group	32	30	34										96
Testing/Evaluation	15	8	9										32
^Homicidal Threat	0	1	1										2
Attention Deficit Disorder	11	14	9										34
Bi-Polar	11	7	12										30
Co-occurring MH/SA	2	1	1										4
Conduct Disorder	11	12	8										31
Severe-Persistent Mental Illness	11	6	8										25
Case Management - Psychiatric	0	2	4										6
	802	881	834	0	0	0	0	0	0	0	0	0	2517

Family Service Agency 0 0 0 0 0 0 0 0 0 0 0 0 0 **0**

Family Problems	227	319	196										742
Adoption/Foster Care	13	15	10										38
Caregiver Support	16	20	15										51
Child-Ungovernable	9	23	14										46
Day Care-Adult	8	4	10										22
Day Care-Child	95	191	98										384
Divorce/Separation	17	12	6										35
Parent/Child Conflict	23	14	13										50
Parental Stress	46	36	22				4 of 8						104

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
Parent Education	0	4	8										12
	227	319	196	0	0	0	0	0	0	0	0	0	742
Gov't/Community Services	1036	1180	1053										3269
Animal Service	26	33	29										88
Consumer Complaints	84	108	87										279
2-1-1 Broward Services	100	111	97										308
Holiday Gifts	6	10	67										83
Holiday Food	0	1	6										7
Govt / Public Services	731	787	653										2171
Public Library	11	15	12										38
Social Recreation Information	43	39	42										124
After School / Out of School	0	2	13										15
Volunteering	15	14	12										41
Donations	17	25	26										68
Disaster Prep/Recovery - Local	3	34	4										41
Disaster Prep/Recovery - Other	0	1	1										2
Tax Preparation Assistance	0	0	4										4
	1036	1180	1053	0	0	0	0	0	0	0	0	0	3269
Health Needs	806	1079	833										2718
Chronic Medical Condition	47	69	51										167
Eating Disorder	0	1	2										3
Eye Care	20	22	20										62
Dental Care	62	87	60										209
‡Financial Assist	49	74	39										162
Health Clinics	193	276	231										700
Health Screenings/Physicals	1	3	10										14
Health Insurance	0	1	6										7
Cancer	0	2	2										4
Heart Disease	0	1	1										2
HIV/AIDS	20	15	16										51
Asthma	0	0	0										0
Diabetes	5	8	4										17
Uninsured	95	139	80										314
Medications	33	46	36										115
Home Health Care	57	64	49										170
Hospital/Physician Referral	58	60	38										156
Medical Equipment	11	10	15										36
Medicare/Medicaid	74	104	76										254
Nursing Home	1	9	8										18
Pre-Natal	33	31	41										105
Birth Control	6	7	7										20
STD	13	10	17										40
Support Group - Health	14	27	18										59
Transportation-Medical	14	13	5										32
Rehabilitative Therapies	0	0	1										1
	806	1079	833	0	0	0	0	0	0	0	0	0	2718

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	209	260	179										648
~Literacy	4	3	2										9
Employment Needs	139	151	103										393
~GED	8	3	9										20
Job Training	9	12	8										29
Adult/Voc Education	17	29	16										62
Special Education	1	0	3										4
Unemployment Compensation	0	3	5										8
Auxilliary Education Programs^~	0	1	6										7
Auxilliary Education/Tutoring	31	58	27										116
	209	260	179	0	0	0	0	0	0	0	0	0	648
Legal/Criminal	441	445	380										1266
Court Services	0	2	6										8
Crime Victim	7	6	9										22
Discrimination	3	1	1										5
Divorce/Custody	15	10	12										37
Identity Theft / Fraud	0	1	0										1
Family Mediation	1	1	3										5
Guardianship	7	4	5										16
Immigration/Citizenship	20	17	11										48
Landlord/Tenant	44	59	43										146
Law Enforcement	60	66	62										188
Legal Aid/Attorney Referral	284	278	226										788
Probation /Parole/Corrections	0	0	2										2
	441	445	380	0	0	0	0	0	0	0	0	0	1266
Suicide	22	26	34										82
Second Party	4	4	4										12
In Progress	1	1	1										3
Thoughts/Threats w/No Plan	6	10	13										29
Has a Plan	6	3	9										18
Information/Education	4	5	7										16
Suicide Support Group	1	2	0										3
^Suicide/Homicide Threat	0	1	0										1
Do Not Use	0	0	0										0
	22	26	34	0	0	0	0	0	0	0	0	0	82
Teen/Youth Issues	32	47	49										128
Bullying	0	3	0										3
Delinquency	3	3	2										8
Family Issues	1	5	10										16
Friends/Peers	1	1	1										3
Gangs/Violence	0	0	1										1
Self-Esteem	5	10	5										20
Self-inflicted Injury/Cutting	1	1	0										2
Birth Control	0	0	2										2
Relationship Problems	3	3	1				6 of 8						7

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	7	5	3										15
School Problems	5	13	5										23
Sex Questions	0	0	1										1
Sexual Identity	0	0	0										0
Youth Mentoring	0	0	7										7
Youth Employment	0	0	1										1
School Supplies	6	2	4										12
Truancy	0	1	6										7
	32	47	49	0	0	0	0	0	0	0	0	0	128

CMH Problems & Needs	74	112	133										319
Prevention services	5	6	23										34
Home-based services	13	24	21										58
School-based services	2	7	6										15
Family therapy	9	6	14										29
Family support	12	17	13										42
Respite services	0	1	3										4
Outpatient treatment	16	22	19										57
Day treatment	1	1	1										3
Crisis stabilization	4	7	8										19
Therapeutic foster care	0	0	0										0
Residential treatment	9	13	14										36
Inpatient hospitalization	0	1	0										1
<i>zzCase management</i>		0	0										0
Services for sex offense victims	0	0	0										0
Transitional services	0	0	1										1
Other mental health service	3	3	4										10
Case Management Request	0	4	6										10
<i>zzCase Management Service Search</i>													0
<i>zzCase Management Referral/Placement</i>													0
Total	74	112	133	0	0	0	0	0	0	0	0	0	319

Special Needs	429	638	549										1616
Testing/Evaluation	4	9	6										19
DD - Autism/Asperger's Syndrome	79	144	128										351
DD - Cerebral Palsy	18	31	26										75
DD - Down Syndrome	8	28	11										47
DD - Cognitive Impairment	51	63	66										180
DD - Spina Bifida	1	2	0										3
D - Visual Impairment	24	29	25										78
D - Deaf/Hard of Hearing	16	18	17										51
D - Speech / Language Disorder	22	38	40										100
D - Traumatic Brain Injury	4	6	3										13
Advocacy	6	5	6										17
Care Coordination / Case Manage	12	18	18										48
Assistive Technology/Equipment	5	2	5										12
Social / Recreational Activities***	11	8	7										26
Early Intervention	12	9	16										37

2-1-1 Broward - All Calls

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Respite Services	4	3	2										9
School-based Services***	24	28	20										72
Parent Education / Family Support	24	16	15										55
Rehabilitative Therapies	8	14	9										31
Supported Employment	4	3	1										8
Transition/Life Skills Training	5	5	4										14
Y - Returned Call	55	109	85										249
X - Call Back Needed	32	50	39										121
TOTAL	429	638	549	0	0	0	0	0	0	0	0	0	1616
Touchline - incoming	40	40	29										109
Grand Total													36957