

2-1-1 Citrus Monthly Report

* Top categories only represent the most requested resources they are not a cumulative total of all requests.

Chart Data	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
<i>Calls Record Data</i>	268	266	230	246	179	250	237	215	197				2088
<i>Information Box Usage</i>	72	83	82	57	42	47	34	66	58				541
<i>Guides Downloaded</i>	12	23	12	18	14	17	16	26	18				156
<i>Number of Programs Referred to</i>	133	156	131	169	130	155	136	115	118				1243
<i>Number of Referrals Made</i>	465	460	323	387	338	377	318	302	292				3262

Gender	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
<i>Female</i>	180	188	146	167	123	174	156	136	123				1393
<i>Male</i>	73	57	74	61	48	64	59	68	56				560
<i>Transgender</i>	0	0	0	0	0	0	0	0	0				0
<i>Don't Know</i>	0	0	0	0	0	0	0	0	0				0
<i>Unknown</i>	15	21	10	18	8	12	22	11	18				135

Age	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
<i>0 through 9</i>	1	4	0	0	0	3	4	0	0				12
<i>10 through 17</i>	1	4	4	0	7	5	2	5	3				31
<i>18 through 24</i>	27	26	21	20	17	22	30	17	18				198
<i>25 through 34</i>	33	34	32	43	19	28	25	34	21				269
<i>35 through 44</i>	35	42	43	39	45	27	27	32	24				314
<i>45 through 54</i>	37	47	27	43	27	33	38	35	36				323
<i>55 through 59</i>	15	13	10	10	6	15	16	62	11				158
<i>60 through 79</i>	39	28	20	31	30	45	22	13	19				247
<i>80 and over</i>	4	12	4	6	6	12	13	6	7				70
<i>Unknown</i>	76	55	69	54	44	60	73	67	58				556

How they heard about 211?	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
2-1-1 Website	2	3	0	1	0	0	0	0	0				6
Billboard	2	2	1	0	0	0	1	1	0				7
Brochure	6	9	2	7	5	17	2	4	3				55
Bus	0	0	0	0	0	0	1	0	1				2
Church	10	9	8	9	2	2	5	0	0				45
Community Outreach Event	9	9	13	10	16	23	22	13	11				126
Community Presentation	2	2	0	2	0	1	0	1	0				8
Courts	0	1	0	0	0	0	0	0	0				1
DCF	8	0	5	11	4	8	3	3	0				42
Family	2	9	6	5	3	4	5	4	7				45
For Profit	4	9	3	7	5	6	2	4	3				43
Friend	13	12	10	15	11	8	10	6	0				85
Government Entity	19	12	8	17	14	13	9	8	8				108
Hospital	4	5	1	1	1	2	6	0	2				22
Internet	5	0	1	1	0	2	1	3	0				13
Jail	0	0	0	1	0	0	3	0	0				4
Law Enforcement	2	0	1	2	4	0	4	3	1				17
Newspaper	1	2	0	3	1	6	5	1	1				20
Not for Profit	27	19	14	22	7	20	13	31	17				170
Physician	0	0	0	1	0	0	3	1	0				5
Poster	1	1	0	0	0	0	0	0	0				2
Progress Energy	2	3	0	1	0	0	0	0	2				8
Radio	0	0	0	1	0	0	1	0	1				3
Re-Admit	80	74	89	88	67	84	79	80	83				724
School System	1	2	0	2	1	0	2	0	0				8
Telephone Book	4	6	5	1	3	6	5	3	1				34
Television	1	0	2	2	1	0	1	1	1				9
Unknown	63	74	61	36	34	46	54	43	40				451

Top Cities	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
<i>Beverly Hills (Citrus)</i>	17	18	17	25	5	25	17	21	16				161
<i>Citrus Springs (Citrus)</i>	13	7	4	11	5	9	2	5	9				65
<i>Crystal River (Citrus)</i>	38	29	29	42	30	38	37	22	31				296
<i>Dunnellon (Citrus)</i>	17	10	6	11	8	8	8	6	7				81
<i>Floral City (Citrus)</i>	13	8	7	6	8	6	7	4	4				63
<i>Hernando (Citrus)</i>	20	18	10	17	7	12	16	10	13				123
<i>Homosassa (Citrus)</i>	33	37	42	32	38	28	33	36	18				297
<i>Homosassa Springs (Citrus)</i>	3	6	2	3	1	1	5	5	0				26
<i>Inverness (Citrus)</i>	47	64	39	42	43	49	46	38	44				412
<i>Lecanto (Citrus)</i>	8	13	11	10	6	13	8	18	11				98
<i>Ocala (Marion)</i>	7	2	3	3	1	8	4	3	4				35
<i>Spring Hill (Hernando)</i>	0	4	0	0	0	2	0	4	1				11
<i>Unknown</i>	34	36	39	32	18	26	35	26	28				274

Top Zip Codes	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total Monthly
34423	0	3	0	0	0	0	0	0	0				3
34426	0	0	0	0	1	0	0	0	0				1
34428	20	9	9	21	14	18	16	12	12				131
34429	8	12	14	13	9	11	16	5	8				96
34430	0	0	0	0	0	2	0	0	1				3
34431	0	6	3	0	1	0	0	2	0				12
34432	0	0	0	0	1	0	0	0	1				2
34433	11	3	6	9	4	4	2	2	6				47
34434	5	3	2	6	4	8	7	4	5				44
34436	10	8	8	6	6	5	7	5	4				59
34442	17	17	8	19	8	7	12	10	9				107
34443	0	4	0	0	1	0	0	0	2				7
34446	19	16	22	20	20	12	14	12	11				146
34447	0	0	0	0	1	2	0	0	0				3
34448	13	20	18	0	13	9	14	19	9				115
34449	0	0	0	0	1	0	0	0	3				4
34450	5	13	4	11	9	17	16	8	13				96
34451	0	0	4	0	0	0	0	0	1				5
34452	14	18	7	8	5	7	13	8	10				90
34453	14	14	9	12	13	17	7	9	11				106
34461	7	10	6	10	5	12	6	11	8				75
34465	14	18	17	23	0	21	16	18	10				137
34481	0	0	0	0	0	3	2	0	2				7
<i>Unknown</i>	78	64	72	56	56	68	72	58	54				578

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Top Referrals Made	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total
211 Locator	0	0	0	0	0	0	0	0	0				0
211 Marion	17	8	3	0	0	0	0	0	0				28
Access Florida - DCF Citrus County Area 13	0	0	4	4	0	0	3	3	4				18
Advocacy Center for Perons with Diasabilities, Inc.	0	0	0	0	0	0	0	0	0				0
Alcoholics Anonymous - Nature Coast Intergroup(8837)	0	0	0	0	0	0	0	0	0				0
American Red Cross Volunteer Services	0	0	0	0	0	0	0	0	0				0
Amputee Coalition of America	0	0	0	0	0	0	0	0	0				0
Annie W Johnson Senior Service Center	18	22	6	9	12	12	15	0	10				104
Area Agency on Aging of Pasco-Pinellas Senior Helpline	0	0	0	0	0	0	0	0	0				0
Autumn Years Consulting Assisted Living Program	0	0	0	0	0	0	0	0	0				0
Beverley Hills Lions Club - Loan Closet	0	0	0	5	0	0	0	0	0				5
BayCare Inverness - Access to rcovery Site Citrus County	0	0	4	0	0	0	0	0	0				4
CASA - Citrus Abuse Shelter Association	0	0	0	7	4	0	0	0	0				11
CDS-Citrus Co. - Early Head Start / Head Start(9217)	0	0	0	5	0	0	0	0	0				5
CDS - School Readiness / Subsidized Child Care - Crystal River(9218)	0	0	0	5	0	0	0	0	0				5
C.U.B. Food, Financial Assistance, Clothing & Household Materials	5	7	5	5	0	4	3	5	6				40
C.U.B. Christmas Baskets	0	0	0	0	0	0	0	0	0				0
C.U.B. Holiday Gifts	0	0	0	0	0	0	0	0	0				0
Catholic Charities - Counseling Services, Inverness	0	0	0	0	5	0	0	4	0				9
Center for Independent Living - Information & Referrals	0	0	0	0	0	0	0	0	0				0
Center for Independent Living of N. Central Florida - Paratransit	0	0	0	0	0	0	0	0	0				0
Child Support Enforcement - Citrus County (U.S. Dept of H&HS)(12267)	0	0	0	0	0	0	0	0	3				3
Citrus County Animal Services	0	5	0	0	0	4	0	0	0				9
Citrus Co. Housing Div.-Home Repairs for Low Income Families(13232)	0	0	0	0	0	0	5	0	0				5
Citrus Co. Housing Div.- Section 8	0	0	0	0	7	0	4	0	0				11
Citrus Co. Housing Div.- Section 8 Voucher Choice Program	0	0	0	5	0	0	0	0	0				5
Citrus County BOCC - Community Supprt Services	0	0	0	0	0	0	3	0	0				3
Citrus County BOCC - Housing Division	9	22	7	0	14	5	0	0	0				57
Citrus County BOCC - Senior Programs	0	0	0	0	0	0	3	4	0				7
Citrus County BOCC - Transit(13085)	0	0	0	0	0	0	0	3	0				3
Citrus County Cleark of the Court - County Civil Court	0	0	0	0	0	0	0	0	0				0
Citrus County Community Support Services - Prescription Assistance(9316)	0	0	0	0	0	0	4	0	0				4
Citrus County Community Support Services - Senior Care Services(9311)	0	0	0	0	4	0	0	0	0				4
Citrus County Community Support Svcs-Emergency Home Energy Assistance Program(9315)	0	9	0	0	4	0	0	0	0				13
Citrus County Family Resource Center - AID	0	0	0	0	0	0	0	0	0				0
Citrus County Harvest, Inc.	0	0	0	0	0	0	0	0	0				0
Citrus County Health Department - Child Passenger Safety Program	0	0	0	0	0	0	0	0	0				0
Citrus County Health Department Clinic- Crystal River(9340)	0	0	0	0	0	0	0	0	0				0
Citrus County Health Dept - Dental Services, Inverness(9344)	0	0	0	0	0	0	0	0	0				0
Citrus County Health Department - Inverness	0	0	0	0	0	0	0	0	0				0
Citrus Cty Div Housing - Low Income Home Energy Assistance Program	25	0	10	10	10	8	6	9	8				86
Citrus County (CSS) - Emergency Home Energy Assistance Program(9315)	12	0	0	0	0	0	0	0	0				12
Citrus County (CSS) - Nature Coast Volunteer Center	0	0	0	0	0	0	0	0	0				0
Citrus County (CSS) - Prescription Assistance	4	0	0	0	0	0	0	0	0				4
Citrus County (CSS) - Senior Care Services	4	0	0	0	0	6	0	0	0				10
City of Inverness	0	0	0	0	0	0	0	0	0				0

City of Inverness - Development Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Learning Center of Citrus County	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Legal Services of Mid-Florida #11 Inverness (CLSMF)	12	0	4	0	7	5	9	0	0	0	0	0	0	37
Crystal River Church of God - El-Shaddai Food Ministries	0	0	0	0	0	0	3	0	0	0	0	0	0	3
Crystal River United Methodist Church	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crystal River United Methodist Church - Food Pantry(12740)	0	0	4	0	0	0	3	0	0	0	0	0	0	7
Dawn Center of Hernando County Shelter	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daystar Life Center - Crystal River	59	53	30	33	25	31	26	35	26	0	0	0	0	318
DCF- Abuse Hotline	0	4	0	0	0	0	6	0	0	0	0	0	0	10
DCF - Citrus Service Center	7	0	0	0	0	0	0	0	0	0	0	0	0	7
DCF - Emergency Financial Assistance for Housing Program (EFAHP)	10	7	5	10	0	7	4	10	7	0	0	0	0	60
DCF - Food Stamps	0	5	0	0	0	0	0	3	0	0	0	0	0	8
Department of Elder Affairs - Citrus County	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Depression and Bipolar Support Alliance - Citrus County	0	0	0	0	0	0	3	0	0	0	0	0	0	3
Doctor Ride Citrus	0	0	0	0	0	0	0	0	0	0	0	0	0	0
First Baptist Church Crystal River Food Pantry	0	0	5	6	0	0	0	3	0	0	0	0	0	14
First United Methodist Homosassa Mother Hubbard's Cubbard	0	0	4	0	0	0	0	0	0	0	0	0	0	4
George A Dame Community Health Center	0	4	0	0	0	4	3	0	0	0	0	0	0	11
Helping Hands of Our Lady of Fatima Church	40	40	16	19	13	17	15	18	9	0	0	0	0	187
Home Ownership Preservation Foundation	0	0	0	0	0	4	0	0	4	0	0	0	0	8
HUD - Tampa Office (Florida West Coast)	0	0	0	0	10	0	0	0	4	0	0	0	0	14
Jericho Road Ministries - Shelter Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NAMI - National Alliance for the Mentally Ill, Citrus County	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid Area - 3b - Citrus, Hernando, Marion, Sumter	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Mid-Florida Community Services - Support Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0
One Stop Workforce Connection Citrus County	0	0	0	0	6	4	0	0	0	0	0	0	0	10
Our Lady of Grace Catholic Church Food Pantry (Citrus)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Partnership for Prescription Assistance - Florida	0	5	0	0	0	4	0	5	0	0	0	0	0	14
Rx Outreach	0	0	0	0	0	4	0	6	0	0	0	0	0	10
St. Margaret's Episocal Church	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Salvation Army - Citrus County	18	13	8	9	7	15	9	11	7	0	0	0	0	97
Salvation Army - Social Service (Citrus)	48	42	23	18	17	14	20	28	28	0	0	0	0	238
Sanctuary Mission Safe House-Access to Recovery Partner	5	14	0	7	11	7	9	7	7	0	0	0	0	67
The Centers 1 - Access to Recovery Provider (Marion)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
The Centers 2 - Access to Recovery- Citrus County	6	0	19	7	9	6	10	5	4	0	0	0	0	66
The Harbor - Adult Crisis Support (Hernando)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
The Path of Citrus County	6	10	0	12	12	9	11	0	9	0	0	0	0	69
Toys for Tots Citrus County 2007	0	7	4	0	0	0	0	0	0	0	0	0	0	11
The United Way of Marion	0	0	0	6	5	13	5	7	9	0	0	0	0	45
The United Way of Lake and Sumter	0	0	0	0	0	0	5	0	0	0	0	0	0	5

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Top Needs Identified	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total
AARP Tax Aide Program Site	0	0	0	5	0	10	4	0	0				19
Accessibility Information	0	0	3	0	0	0	0	0	0				3
Adult Day Programs	0	0	0	0	0	0	0	0	0				0
Alcohol Counseling	0	0	0	0	0	0	0	0	0				0
Alcohol Dependency Support Groups	0	0	3	0	0	0	0	4	0				7
Alcohol Detoxification	0	0	0	0	0	0	0	0	0				0
Anger Management	0	0	0	0	0	4	0	0	0				4
Animal Shelters	0	0	0	0	0	0	0	0	0				0
Assisted Living Facilities	0	0	0	0	0	0	0	0	0				0
Basic Needs	9	16	4	0	0	8	5	0	0				42
Baby Clothing	0	0	0	0	0	0	0	0	0				0
Cancer Detection	4	0	0	0	0	0	0	0	0				4
Child Abuse Reporting/Emergency Responses	0	4	0	0	0	6	0	0	0				10
Child Custody/Visitation Assistance	0	0	0	0	0	0	0	0	0				0
Child Sexual Assault Counseling	0	0	0	0	0	0	0	0	0				0
Children's In Home Respite Care	0	0	0	0	0	0	3	0	0				3
Clothing	0	0	4	6	0	0	3	0	0				13
Clothing Donation Program	0	0	0	0	0	0	0	0	0				0
Community Clinics	4	0	0	0	4	0	0	3	0				11
Comprehensive Information and Referral	11	7	6	7	13	15	8	13	11				91
Computer Classes	0	0	0	0	0	0	0	0	0				0
Consumer Services	0	0	4	0	0	0	3	0	0				7
Counseling Services	0	0	0	0	0	0	0	0	0				0
CPR Instruction	0	0	0	0	0	0	0	0	3				3
Credit Counseling	0	0	0	0	0	0	0	0	0				0
Criminal Justice and Legal Services	8	4	0	0	5	3	6	0	3				29
Dementia Evaluation	0	0	0	0	0	0	3	0	0				3
Dental Care	5	8	9	0	0	4	4	0	3				33
Diapers	0	0	0	0	0	0	0	0	0				0
Disaster Services	0	0	0	0	0	0	0	0	0				0
Diseases/Disabilities	0	0	0	0	0	0	0	0	0				0
Divorce Assistance	0	0	0	0	0	0	0	0	0				0
Domestic Violence Shelter	0	0	0	0	0	4	0	0	0				4
Drug Abuse Counseling	0	0	0	0	0	0	0	0	0				0
Drug Dependency Support Groups	0	0	0	0	0	0	0	0	0				0
Drug Detoxification	0	12	0	9	5	0	0	0	0				26
Education	0	0	0	0	0	0	0	0	0				0
Electric Bill Payment Assistance	0	0	0	0	0	0	3	8	0				11
Emergency Shelter	0	0	0	0	0	0	0	0	0				0
Employment	0	0	0	0	0	6	0	0	0				6
Eye Care Bill Payment Assistance	0	0	0	5	0	0	0	0	0				5
Families/Friends of Frail/Dependent Elderly	0	0	0	0	0	0	0	0	0				0
Flu Shots	0	0	0	0	0	0	0	0	0				0
Food	0	0	0	0	0	0	0	3	0				3
Food Banks/Food Suppliers	0	0	0	0	0	0	0	0	0				0
Food Stamps	0	5	4	6	0	0	3	6	7				31
Food Pantries	30	36	46	21	19	32	28	27	26				265
Furniture	0	0	0	0	0	0	5	0	0				5
Gas Money	4	5	0	0	0	0	0	5	0				14
Health Care	9	4	4	8	0	8	0	3	5				41
Hearing Impaired	0	0	0	0	0	0	0	0	0				0

