



Answered			Abandoned Calls		
# of Calls	Avg Talk	Avg Hold	# of Calls	Hangs In Queue	Hangs In Ring
120	0:05:04	0:00:59	55	45	10

GENDER	
Category	Total Calls
Female	53
Males	11
Unknown	0

CALL FROM	
Category	Total Calls
Self	38
Friend/Relative	10
Organization	1
Police/Fire Department	1
Unknown	13

CALL TYPE	
Category	Total Calls
Find Help Referral	31
Information	16
Hang Up	2
Phone Refund	1
Wrong Number	1
Prank	2
Counseling	3
Unknown	7

AGE	
Category	Total Calls
0-9	0
10-17	0
18-24	7
25-34	15
35-44	25
45-54	5
55-59	1
60-79	5
80 & Over	6
Unknown	0

HEARD ABOUT 2-1-1	
Category	Total Calls
Re-Admit	27
Friend	11
Not for Profit	11
DCF	5
Internet	4
2-1-1 Website	2
Billboard	2
Family	1
Hospital	1
Unknown	2

Top Cities	
Category	Total Calls
Crystal River (Citrus)	17
Inverness (Citrus)	10
Beverly Hills (Citrus)	8
Homosassa (Citrus)	8
Hernando (Citrus)	5
Dunnellon (Marion)	3
St. Petersburg (Pinellas)	3
Austin	2
Barberville (Volusia)	2
Others	8

* Note: Report areas with the word "TOP" in the title **ONLY** indicate the highest request not all areas requested by callers
 2-1-1 Tampa Bay Cares, Inc. Service Snapshot Last Updated: 08/17/06



July 2006

Citrus County

TOP REFERRALS	
Category	Total Calls
Daystar Life Center - Crystal River(9674)	11
Food/Financial Assist/Clothing & Household Materials (C.U.B.)(9395)	7
DCF - Citrus County Service Center(9677)	5
Salvation Army - Citrus County(8306)	5
The Salvation Army - Social Service (Citrus)(11746)	5
CDS - Subsidized Child Care Program - Brooksville(9219)	4
Boley Centers Targeted/Case Management(9085)	2
Brookwood Florida-Central(2206)	2
Catholic Charities - Aids Ministry, Spring Hill(9156)	2
Citrus County Family Resource Center - AID(9330)	2
Department of Children & Families - Food Stamp Office(9684)	2
Home Visitation to the Needy South Pinellas(12002)	2
Low Income Home Energy Assistance Program - Citrus Cty Div Housing(9326)	2
SCCMH Adult Outpatient Program(12048)	2
2-1-1 Marion County(8711)	1
American Red Cross - Armed Forces Emergency Services(8951)	1
Area Agency on Aging of Pasco-Pinellas Senior Victim Advocate Program(9012)	1
Bay Pines Medical Care Services(12332)	1
Caring & Sharing Center for Independent Living, Inc. Hurricane(9137)	1
Catholic Charities - Care Connection, A Respite Care Prgm (B.H.)(9157)	1
Catholic Charities - Counseling Services, Inverness(9160)	1
Other	29

TOP ZIP CODES	
Category	Total Calls
34428	9
34465	8
34429	7
34448	6
34442	5
34450	5
33701	3
33760	2
34431	2
34436	2
34446	2
34452	2
34453	2
34606	2
33597	1
Others	3
Unknown	5

TOP NEEDS IDENTIFIED	
Category	Total Calls
Rent Payment Assistance	16
Mental Health Care and Counseling	10
Clothing	7
Basic Needs	5
Food Pantries	4
Health Care	4
Housing/Shelter	4
Temporary Financial Assistance	4
Utility Bill Payment Assistance	4
Food	3
Older Adults	3
Organizational/Community/International Services	3
Day Care	2
Education	2
Emergency Shelter	2
Health Supportive Services	2
Material Goods	2
Public Assistance Programs	2
Transitional Housing/Shelter	2
Others	5

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