



Answered			Abandoned Calls		
# of Calls	Avg Talk	Avg Hold	# of Calls	Hangs In Queue	Hangs In Ring
221	0:03:56	0:00:58	24	17	7

GENDER	
Category	Total Calls
Female	168
Male	53
Unknown	0

CALL FROM	
Category	Total Calls
Self	177
Friend/Relative	23
Unknown	12
Organization	9

CALL TYPE	
Category	Total Calls
Find Help Referral	112
Information	78
4-1-1 Call	8
Hang Up	7
Wrong Number	6
Prank	6
Internal Transfer	1
Donation/Volunteer	3

AGE	
Category	Total Calls
0-9	0
10-17	7
18-24	18
25-34	41
35-44	58
45-54	16
55-59	12
60-79	34
80 & Over	16
Unknown	19

TOP CITIES	
Category	Total Calls
Crystal River (Citrus)	54
Homosassa (Citrus)	51
Inverness (Citrus)	42
Citrus Springs (Citrus)	14
Hernando (Citrus)	14
Lecanto (Citrus)	13
Beverly Hills (Citrus)	12
Dunnellon (Marion)	9
Floral City (Citrus)	9
Spring Hill (Hernando)	6

* 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: 03/07/07



February 2007

Citrus County

TOP REFERRALS		TOP ZIP CODES	
Category	Total Calls	Category	Total Calls
Daystar Life Center - Crystal River(9674)	30	34428	19
Citrus County Board of County Commissioners -Housing Services Div(9288)	25	34446	19
Food, Financial Assistance, Clothing & Household Materials (C.U.B.)(9395)	16	34429	17
Salvation Army - Citrus County(12758)	13	34433	13
Sanctuary Mission Safe House(11785)	12	34442	13
211 Marion(12653)	11	34450	12
Community Legal Services of Mid-Florida #11 Inverness (CLSMF)(9594)	11	34448	11
Salvation Army - Social Service (Citrus)(12760)	11	34436	10
Low Income Home Energy Assistance Program - Citrus Cty Div Housing(9326)	10	34452	10
The Path of Citrus County(12199)	10	34465	10
St. Margaret's Episcopal Church(11902)	8	34461	9
Citrus County Community Support Svcs-Emergency Home Energy Assistance Program(9315)	7	34432	4
DCF - Emergency Financial Assistance for Housing Program (EFAHP)(9707)	7	34434	4
Citrus County Community Support Services - Citrus County Transit(9310)	6	34453	4
Crystal River United Methodist Church(12741)	6	32304	3
Center for Independent Living of N. Central Florida - Paratransit(9189)	5	34445	3
Citrus County Family Resource Center - AID(9330)	5	34609	3
Citrus County Harvest, Inc.(9337)	5	34613	2
Our Lady of Grace Catholic Church - Food Pantry-Citrus(12843)	5	Unknown	69
Area Agency on Aging of Pasco-Pinellas Senior Helpline(9010)	4		
Unknown	39		

TOP NEEDS IDENTIFIED	
Category	Total Calls
Food Pantries	49
Utility Bill Payment Assistance	39
Unknown	39
Rent Payment Assistance	37
Organizational/Community/International Services	33
Homeless Shelter	30
Criminal Justice and Legal Services	15
Mental Health Care and Counseling	15
Transportation	14
Basic Needs	10
Health Care	10
Individual and Family Life	9
Prescription Expense Assistance	9
Income Support and Employment	7
Legal Services	7
Prescription Drug Patient Assistance Programs	7
Dental Care	6
Transitional Housing/Shelter	5
AARP Tax Aide Program Sites	4
Baby Clothing	4
Community Clinics	4
Food Banks/Food Suppliers	4
Hearing Impairments	4
Older Adults	4
Adult Day Programs	3

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