



HODAC FY05 Helpline Statistical Analysis

August 30, 2005

by



ANOVA Business Analysts

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Executive Summary

An analysis was completed upon data collected for Helpline Georgia for the reporting period of July 1, 2004-June 30, 2005. 13,555 calls were analyzed based upon a series of demographic and behavioral categories.

Of those individuals utilizing Helpline Georgia's services, 57.49% were male, compared to a 42.51% utilization rate for females. The call rates for males and females have remained virtually unchanged during the two year reporting period. Only Region 4 realized a higher rate of female utilization with females calling into the Helpline 51.95% of the time as opposed to Region 4 Males utilizing the service 48.05%.

Categorical Supposition was created in an effort to link demographic information gathered with the corresponding needs of individual callers. Six Main Categories were created for standardization purposes representing 96.55% of 13,555 logged calls. The remaining 3.30% of calls were logged within the Category of 'Multiple Needs'. This category was then broken down to capture the remaining calls for analyzing.

A staggering 75.37% of all calls received at Helpline Georgia were Substance Abuse based. Of these calls, 25.51% were individuals inquiring about Crack, 20.87% were individuals concerned with Alcohol based concerns, and 12.17% of calls were concerning Methamphetamines.

Regionally, Alcohol-based calls were received at the Helpline rate of 35.28% in Region 2, with the smallest number of Alcohol-based calls being received from Region 4 at 6.89%. The highest rate of Crack-based calls was received from Region 2 at 37.42%, with Region 6 yielding the lowest percentage of calls at 7.14%. Methamphetamines callers were most often calling from Region 1, netting 36.30% of all Methamphetamines related calls. Region 6 yielded the lowest rate of Methamphetamines related calls at 2.42%

When broken further into county service utilization for each Substance Abuse focused upon, the results further verify Regional outcomes. Fulton County represented 20.40% of all Alcohol-related calls, with Cobb and Gwinnett rounding out the top three County utilizations at 7.42% and 5.73%. Cobb County is represented by Region 1 while the other two top producing counties are found within Region 2. Crack-related calls yielded slightly different results. First placed Fulton County scored 22.64% of all Crack calls, while Dekalb County represented the second highest utilization of services for crack related issues this year, netting 5.38%. Chatham County, in Region 7 fell to third place for this year at 5.23%. Cobb County at 7.88% fell to second place this year, trading places with Fulton County which logged 9.70% of calls concerning Methamphetamines. This year, Houston county, in Region 4 became the third highest user of the Helpline for Methamphetamines at 5.52%. Gwinnett County fell to fourth place, logging 5.45% of calls regarding Methamphetamines.

Analysis is broken down into top level, or State level results, secondary level, or Regional level results, and tertiary level, or specific focuses based upon regional breakdowns.

A complete and thorough analysis of findings is provided.





Company Profile and History

HODAC, Inc. began as The Houston Drug Action Council in 1970, shortly following the Atlanta International Rock Festival, also known as the Byron Rock Festival, which was held in neighboring Peach County. The Rock Festival brought to light the need for a drug intervention program in the county. Some concerned citizens started to look at the problem of rising drug use and teen pregnancies in Houston County. By 1973, The Houston Drug Action Council was incorporated and the staff size had tripled.

HODAC's priority has always been helping children who are having problems in their homes who are abused, delinquent, dealing with pregnancy or drug use. Since that time, HODAC's programs have increased as needs were identified in the community. Programs such as: Gateway Cottage, a transitional shelter for women with children who are coming out of drug and alcohol treatment facilities; Student and Family Prevention Services, working with high risk kids in dealing with an array of problems such as conflict resolution and anger management; Helpline Georgia, a statewide toll-free hotline providing information and referrals for crime victims, gambling addiction, drug and alcohol abuse and domestic violence; Teen Pregnancy Prevention Program and Teen Headquarters, designed to assist teens with prevention of pregnancy, risks involved in having children, and alternative activities to reduce the number of juvenile crimes and pregnancies; and HODAC's Victim Resource Center, offering comprehensive services to crime victims and violence prevention education to the community.

The Houston Drug Action Council, Inc. officially changed its name in 1999 to HODAC, Inc.

About the Program

The Governor of Georgia Commission on Drug Awareness and Gambling provides information and referral to treatment programs for substance abuse and pathological gambling problems for the residents of Georgia.

Georgia Helpline contractors, HODAC, Inc. completed statistical analysis of data collected for each client utilizing the Helpline service. Raw data, including demographic information and the nature of the call, was collected from Georgia Helpline client calls for the period of July 1, 2004-June 30, 2005. Entries missing key fields of data, or information that was incorrectly entered, were deleted to avoid Type I statistical errors.

13,555 individual calls were analyzed for the period July 1, 2004-June 30, 2005. This is a 1.85% decrease over the reporting period of July 1, 2003-June 30, 2004.

Of 13,555 calls, 222 individual needs were reported that were categorized into six Main Categories. These categories included: Substance Abuse/Addiction; General Information/Inquires; Criminal/Legal Reporting; Mental Health; Abuse/Neglect; and Medical/Health Inquiries. This was completed in an effort to more effectively capture Caller data and report upon analytical findings. Secondary levels of multiple caller needs were reported upon. These calls include primary categories, plus secondary category issues. 99.85% of all calls are captured utilizing this method.

Analysis was performed at a primary, secondary and tertiary level. Gender, Employment Status, Age, Caller's Needs, Ethnicity, Chronological History, as well as Population Levels and Service Utilization was analyzed at the State level. The above was



also broken down into the seven Mental Health, Developmental Disabilities and Addictive Diseases regions for the State of Georgia and compared further between Gender groups within each region.

Due to the preponderance of Substance Abuse inquiries throughout the reporting period, this Need was highlighted in the analysis. The top Substance Abuse inquiries were recorded and graphed for each region. Further, special focus was placed upon Crack, Methamphetamines and Alcohol calls received during the reporting period. A complete analysis follows.

Methodology Overview

Helpline Georgia contractors, HODAC, Inc. completed statistical analysis of data collected for each client utilizing the Helpline service. Raw data, including demographic information and the nature of the call, was collected from Georgia Helpline client calls for the period of July 1, 2004-June 30, 2005. Data was divided between single 'need' and multiple 'need' call categories utilizing a hierarchical method of six 'Main' categories, with sub-categorical entries broken down further to delineate actual caller inquiries. Entries missing key fields of data, or information that was incorrectly entered, were deleted to avoid Type I statistical errors.

15,587 callers initially utilized Helpline Georgia during FY 2005. This represents a slight increase of 0.84% over FY 2004's initial utilization. 2032 entries were deleted due to missing or incorrect data collection. This represents a 23.45% increase in 'dirty' or missing data that was required to be deleted. 13,555 calls were kept for analysis. This represents 86.96% of all logged calls for FY 2005. Although this represents a 2.67% increase in the percentage of call entries that were removed due to data error or missing data 86.96% is still a commendable percentage of useable data. It is important for HODAC to analyze the cause of the increased occurrence of irreparable or missing data entry in an effort to curb and reverse this downward trend. Of the 13,555 individual calls analyzed for the period July 1, 2004-June 30, 2005, there is a slight 1.85% decrease in kept calls over the reporting period of July 1, 2003-June 30, 2004. This decrease can be attributed to the number of call entries that had to be deleted due to improper obtainment of, or missing data. The actual call entries for FY 2005 are slightly greater at 15,587 calls over the 15,457 calls logged in FY 2004.

Of 13,555 calls, 222 individual needs were reported that were categorized into six Main Categories. These categories included: Substance Abuse; General Information/Inquires; Criminal/Legal Reporting; Mental Health; Abuse/Neglect; Medical/Health Inquiries. This was completed in an effort to more effectively capture caller data and report upon analytical findings. Analysis was performed at a primary, secondary and tertiary level. Gender, Employment Status, Age, Caller's Needs, Ethnicity, Chronological History, as well as Population Levels and Service Utilization was analyzed at the State level. The above was also broken down into the seven Mental Health, Developmental Disabilities and Addictive Diseases regions for the State of Georgia and compared further between Gender groups within each region.



Due to the preponderance of Substance Abuse inquiries throughout the reporting period, this Need was highlighted in the analysis. The top eight Substance Abuse inquiries were recorded and graphed for each region. Further, special focus was placed upon Crack, Methamphetamines and Alcohol calls received during the reporting period. A complete analysis follows. Needs were also assessed at the Regional level based upon Gender and Ethnicity.



Demographics

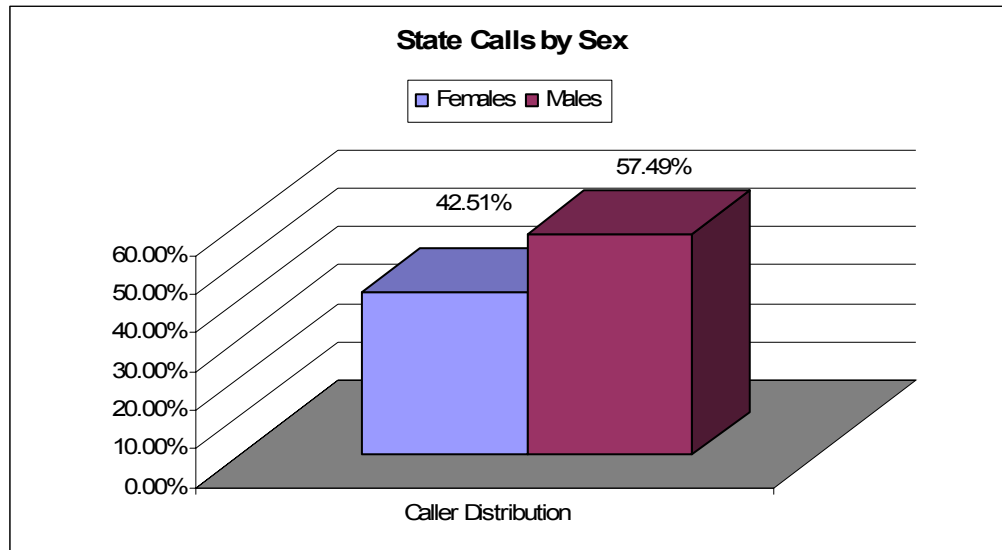
HODAC gathered a series of demographic information on each of its 13,555 clients calling to utilize the Helpline service during the reporting period in an effort to track and measure Helpline effectiveness and proper delivery of services. Gender, Age, Ethnicity, Employment Status, Location, Need for calling, Date and Time called is some of the demographics tracked for every call.

A thorough investigation and analysis follows for demographics at the State, Regional, and tertiary level (i.e. Gender versus Need; Region versus Gender Need).

Gender – State Level

Gender specific utilization habits were virtually identical during the reporting period of July 1, 2004-June 30, 2005 as compared with the last year's data. Male callers still utilized the Helpline service at a greater rate than females during the reporting period. Interestingly, while Region 2 showed a higher utilization of services from males during FY 2004, only Region 4 realized this phenomenon during FY 2005. Future reporting periods are needed to be able to make recommendations as to why males utilize the service more and why certain regions realize a shift in gender habits during any one reporting period.

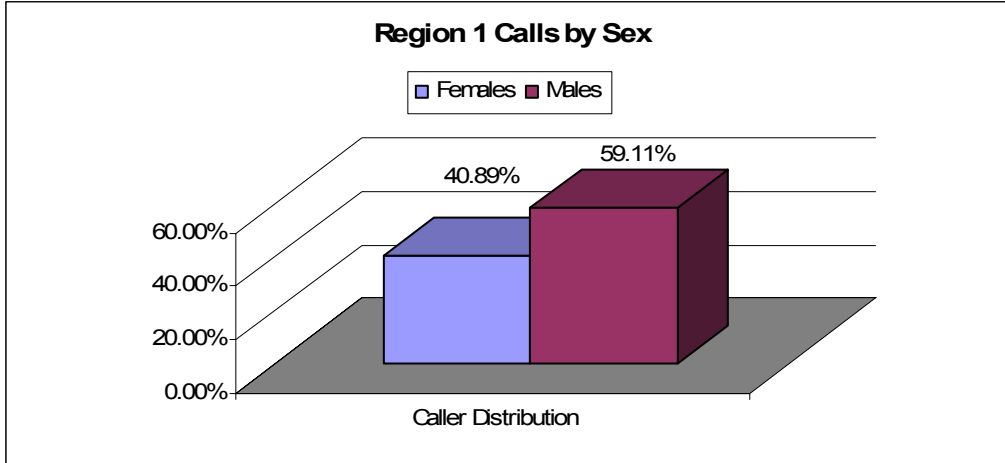
Statewide Calls by Sex		
	2004	2005
Female	42.55%	42.51%
Male	57.45%	57.49%



Gender – Regional Level

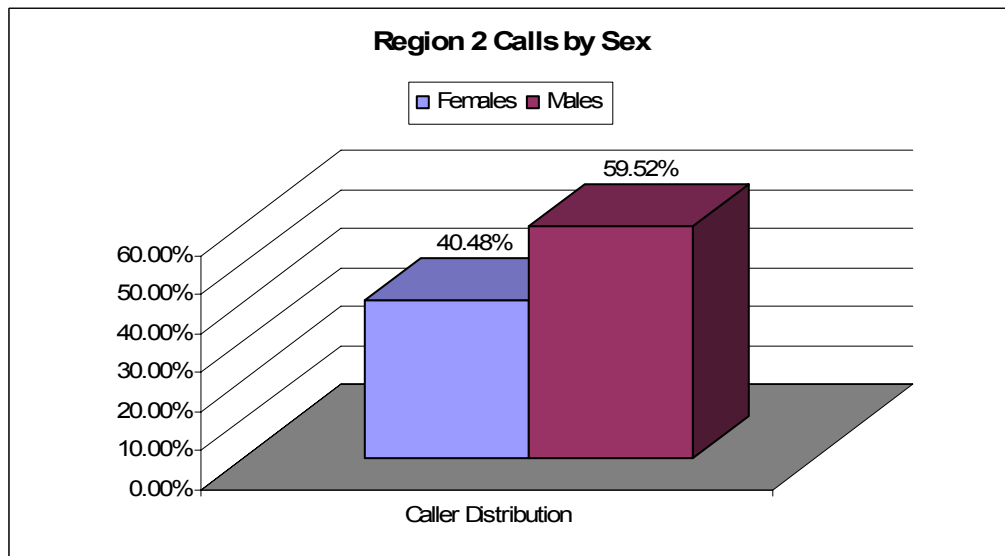
Region 1

Region 1		
Female	1046	40.89%
Male	1512	59.11%
	2558	100.00%



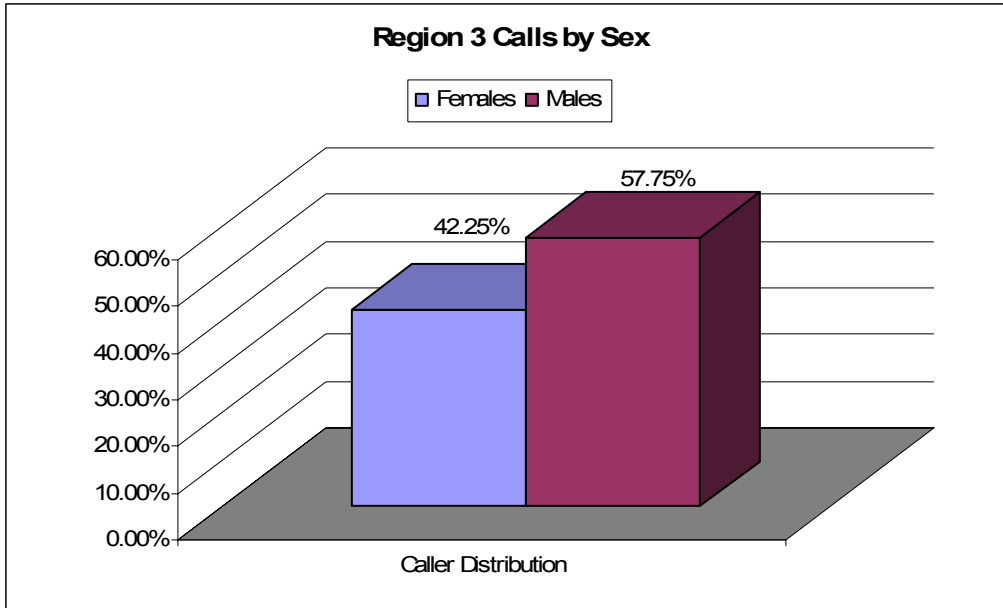
Region 2

Region 2		
Female	1816	40.48%
Male	2670	59.52%
	4486	100.00%



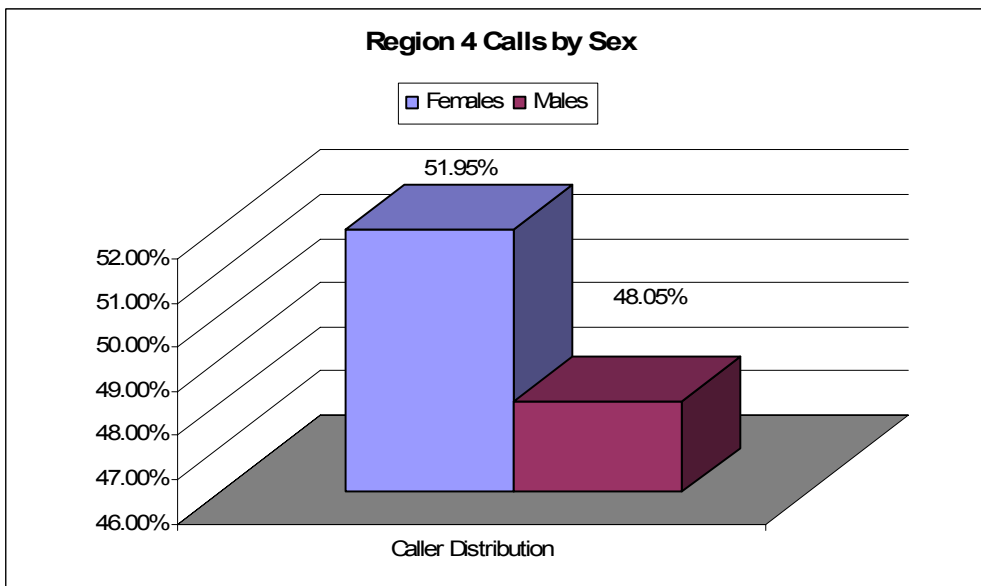
Region 3

Region 3			
Female	728	42.25%	
Male	995	57.75%	
	1723	100.00%	



Region 4

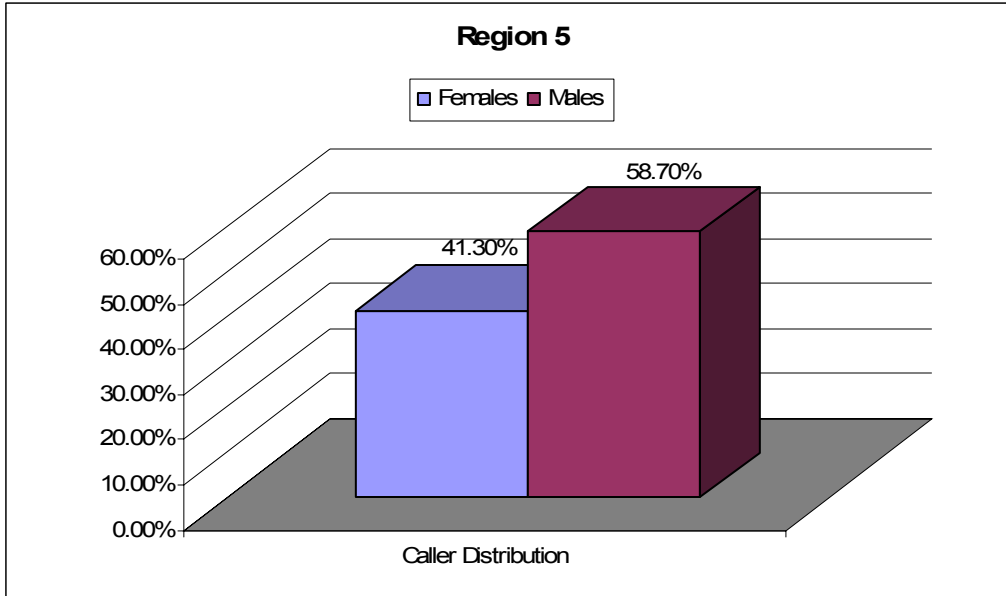
Region 4			
Female	837	51.95%	
Male	775	48.05%	
	1612	100.00%	





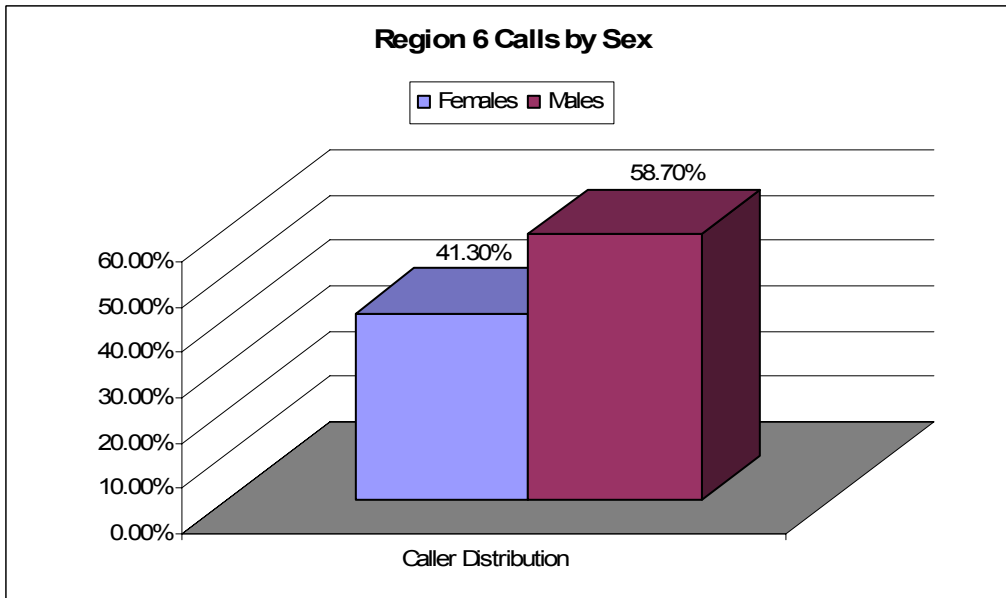
Region 5

Region 5		
Female	491	41.30%
Male	603	58.70%
	1094	100.00%



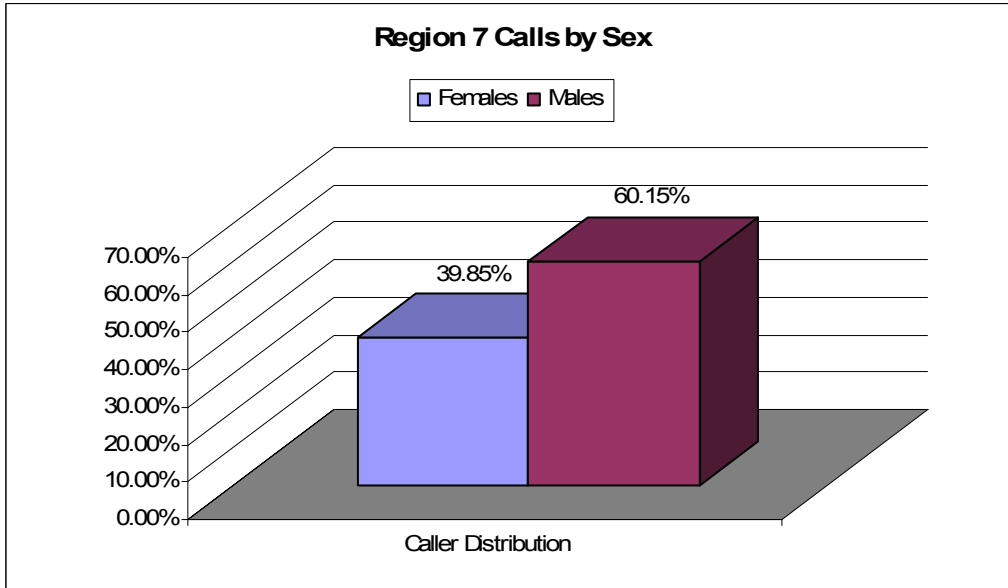
Region 6

Region 6		
Female	380	41.30%
Male	540	58.70%
	920	100.00%



Region 7

Region 7		
Female	463	39.85%
Male	699	60.15%
	1162	100.00%





Ethnicity

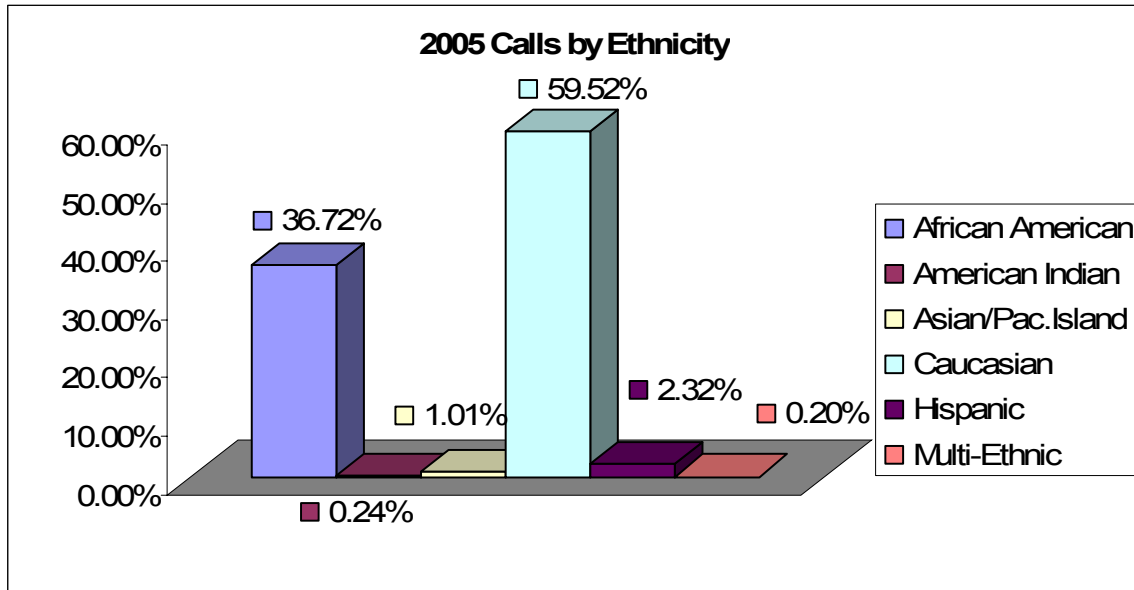
State Level Ethnicity

Current Helpline statistics showing service utilization according to Ethnicity are displayed below. There was a decrease in African American, American Indian and Multi Ethnic ethnicities utilizing the service, however, Asian Pacific and Hispanic ethnicities are utilizing the service more. The Asian Pacific utilization is most striking when comparing FY 2004 with FY 2005, with calls to the Helpline nearly doubling over the two reporting periods. This can be attributed in part to the increase of both sectors within the population of Georgia. It will be interesting to view over time how knowledge of the Helpline, as well as cultural acceptance of such a service will affect overall service utilization patterns between ethnicities.

Caller Breakdown by Ethnicity			
	2004	2005	
	% Total	% Total	% Change
Caucasian	59.18%	59.52%	0.58%
African American	37.59%	36.72%	-2.32%
Hispanic	2.22%	2.32%	4.35%
American Indian	0.25%	0.24%	-5.57%
Asian Pacific	0.52%	1.01%	94.36%
Multi-Ethnic	0.23%	0.20%	-13.40%
	100.00%	100.00%	

Actual Calls by Ethnicity		
	2004	2005
	# Calls	# Calls
Caucasian	8174	8068
African American	5192	4977
Hispanic	307	314
American Indian	34	32
Asian Pacific	72	137
Multi-Ethnic	32	27



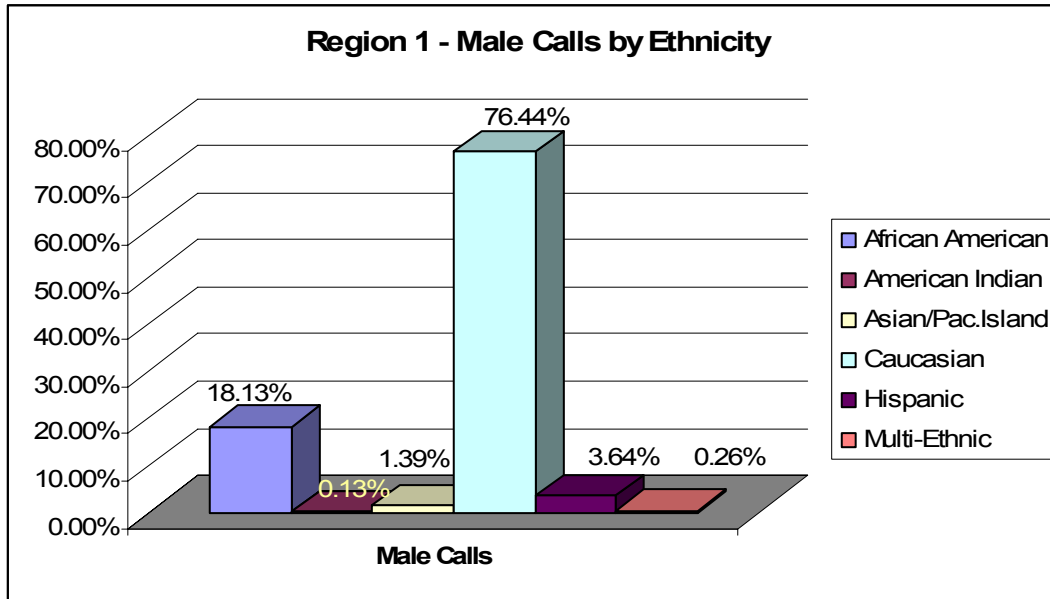


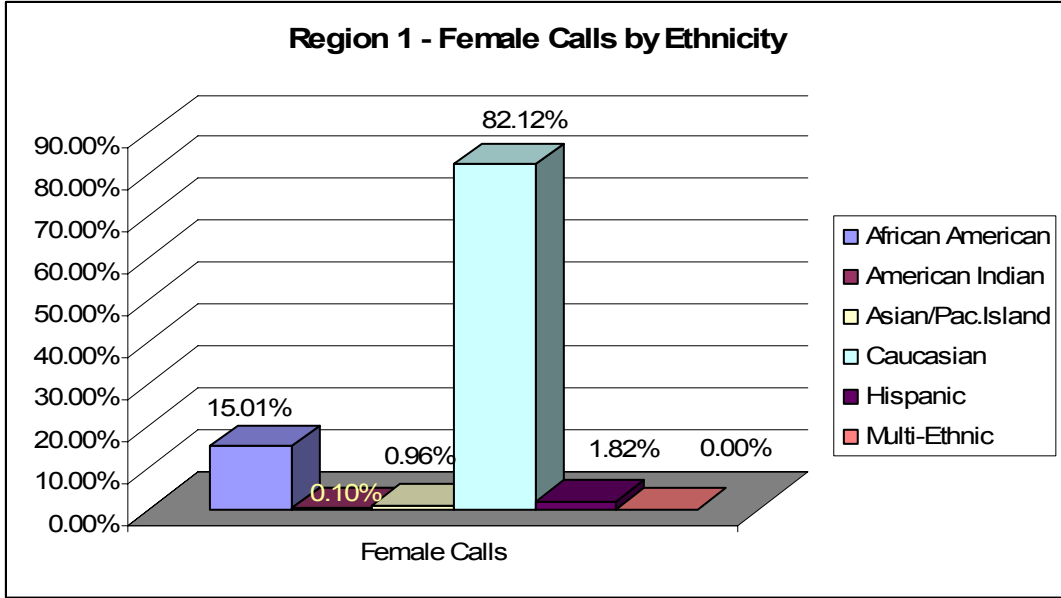
Regional Level Ethnicity – Gender Specific

Calls were broken down further not only into Regional components, but also by gender. This was deemed important to be able to pinpoint different ethnicity utilization patterns. In future, marketing campaigns and issue specific educational notices can be geared to specific population sectors.

Region 1

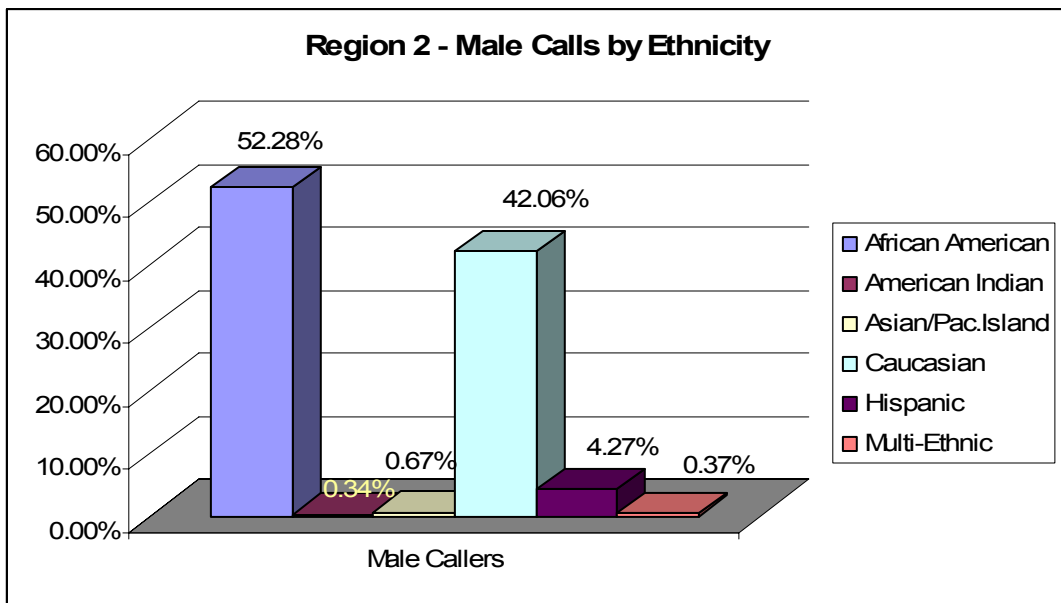
Region 1				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	18.13%	274	15.01%	157
American Indian	0.13%	2	0.10%	1
Asian/Pac.Island	1.39%	21	0.96%	10
Caucasian	76.44%	1155	82.12%	859
Hispanic	3.64%	55	1.82%	19
Multi-Ethnic	0.26%	4	0.00%	0
	100.00%	1511	100.00%	1046

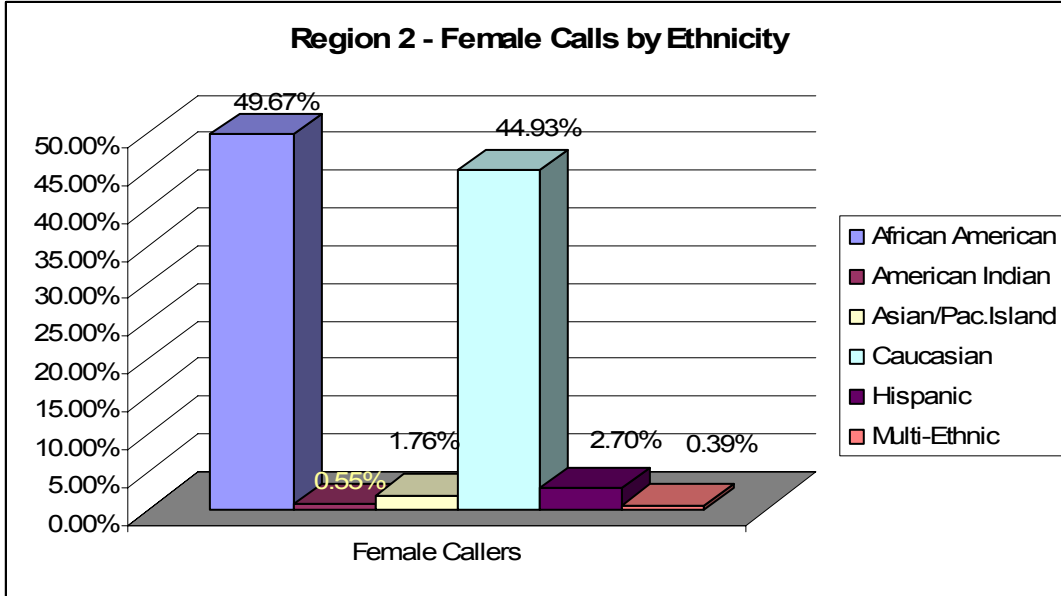




Region 2

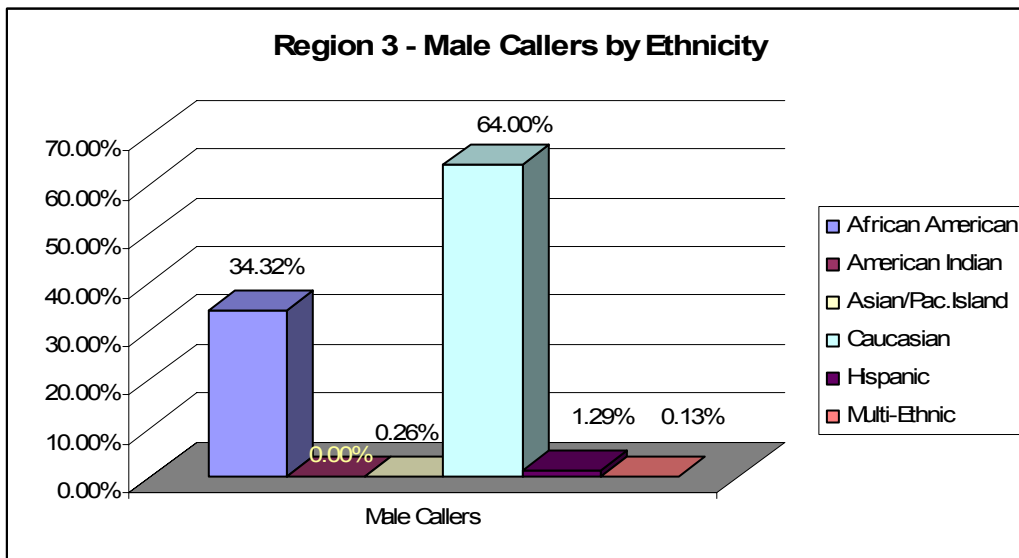
Region 2				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	52.28%	1396	49.67%	902
American Indian	0.34%	9	0.55%	10
Asian/Pac. Island	0.67%	18	1.76%	32
Caucasian	42.06%	1123	44.93%	816
Hispanic	4.27%	114	2.70%	49
Multi-Ethnic	0.37%	10	0.39%	7
	100.00%	2670	100.00%	1816

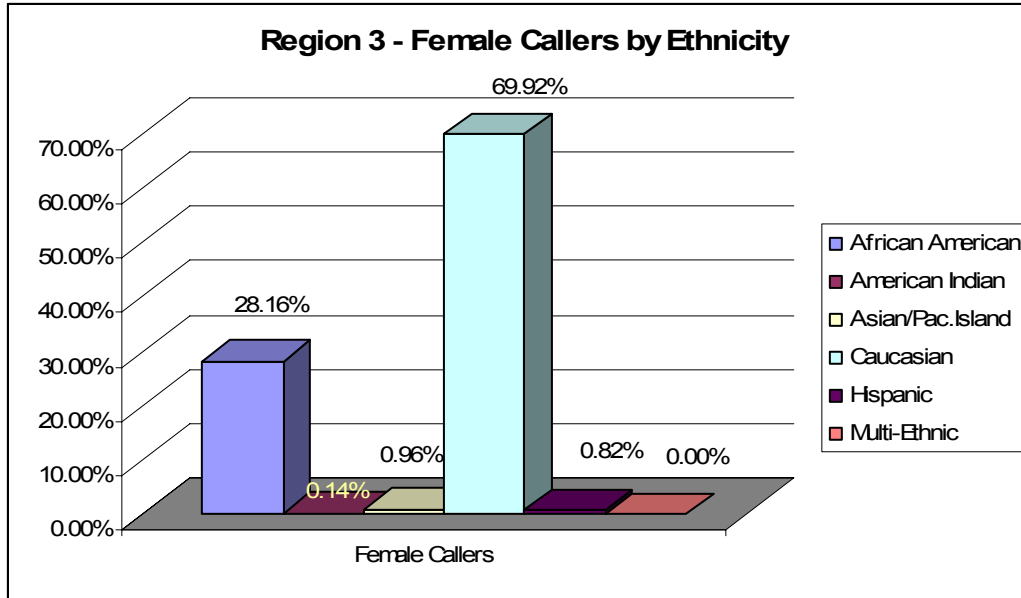




Region 3

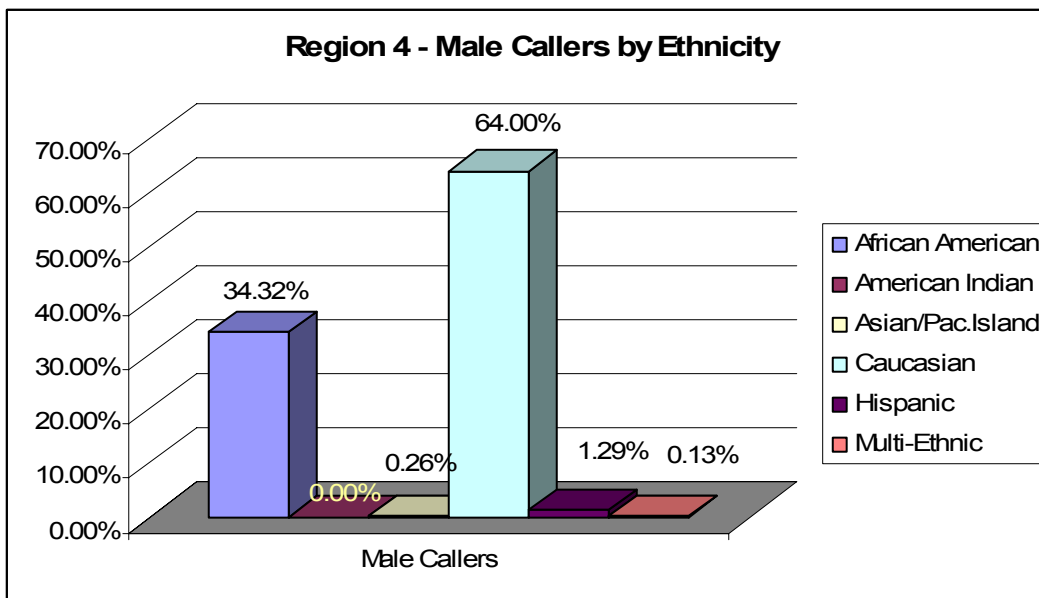
Region 3				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	31.46%	313	28.16%	205
American Indian	0.00%	0	0.14%	1
Asian/Pac.Island	0.40%	4	0.96%	7
Caucasian	67.04%	667	69.92%	509
Hispanic	1.11%	11	0.82%	6
Multi-Ethnic	0.00%	0	0.00%	0
	100.00%	995	100.00%	728

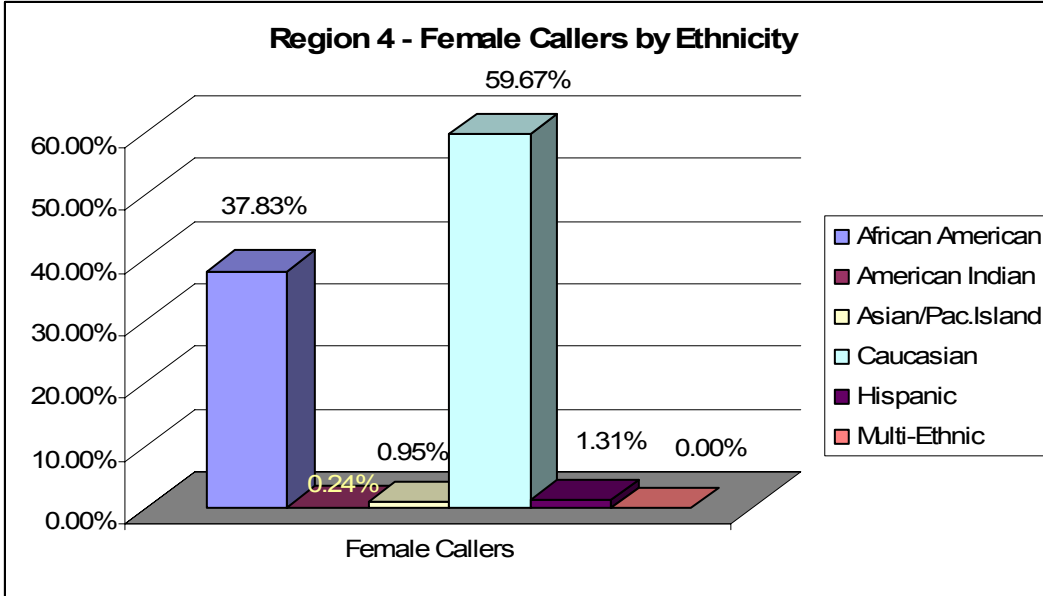




Region 4

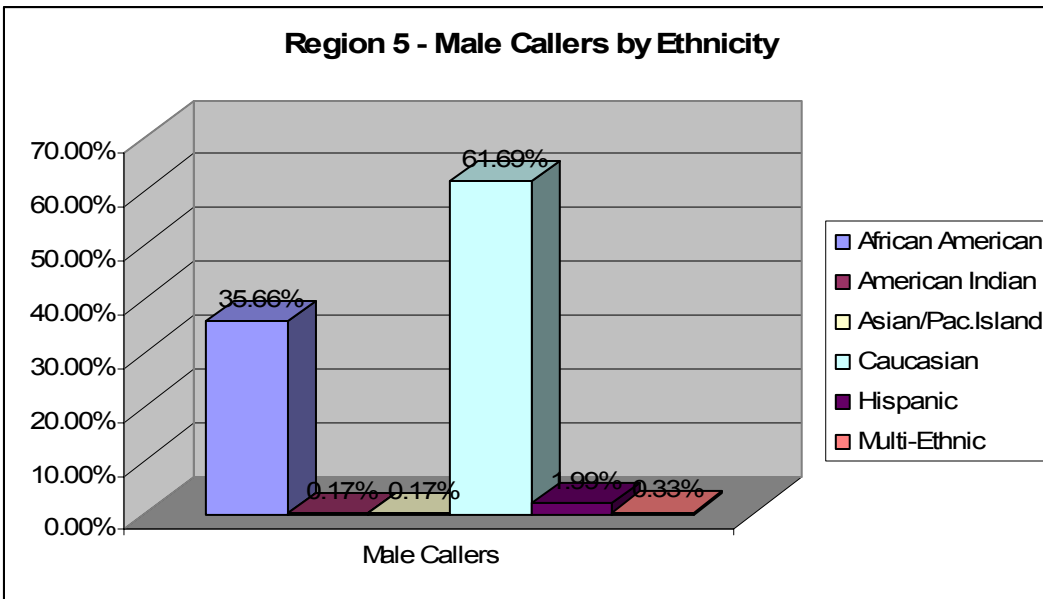
Region 4				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	34.32%	266	37.83%	317
American Indian	0.00%	0	0.24%	2
Asian/Pac.Island	0.26%	2	0.95%	8
Caucasian	64.00%	496	59.67%	500
Hispanic	1.29%	10	1.31%	11
Multi-Ethnic	0.13%	1	0.00%	0
	100.00%	775	100.00%	838

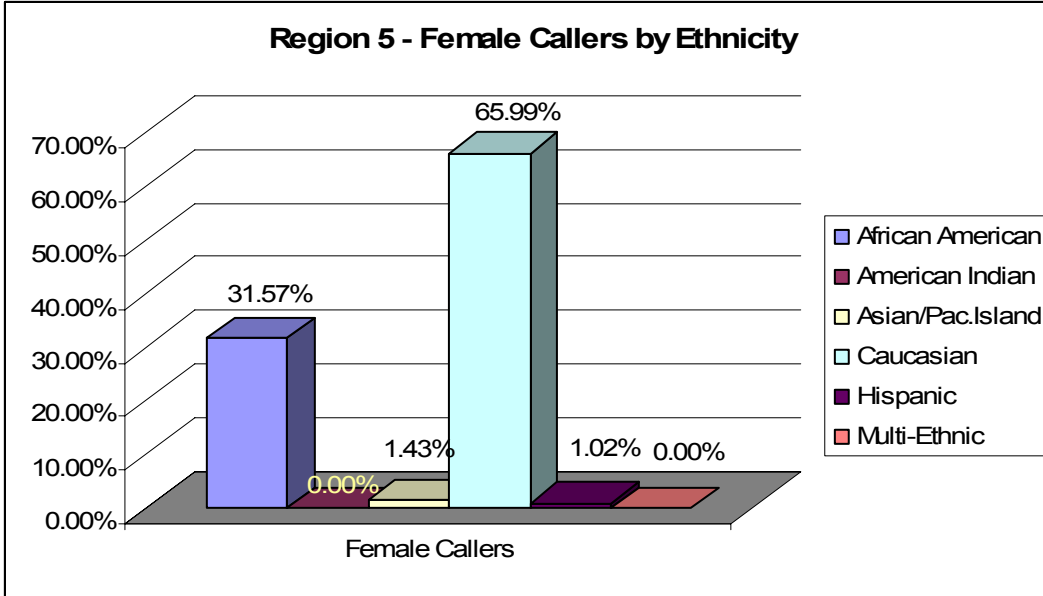




Region 5

Region 5				
Calls By Ethnicity and Gender				
	%	Males	%	Females
African American	35.66%	215	31.57%	155
American Indian	0.17%	1	0.00%	0
Asian/Pac.Island	0.17%	1	1.43%	7
Caucasian	61.69%	372	65.99%	324
Hispanic	1.99%	12	1.02%	5
Multi-Ethnic	0.33%	2	0.00%	0
	100.00%	603	100.00%	491

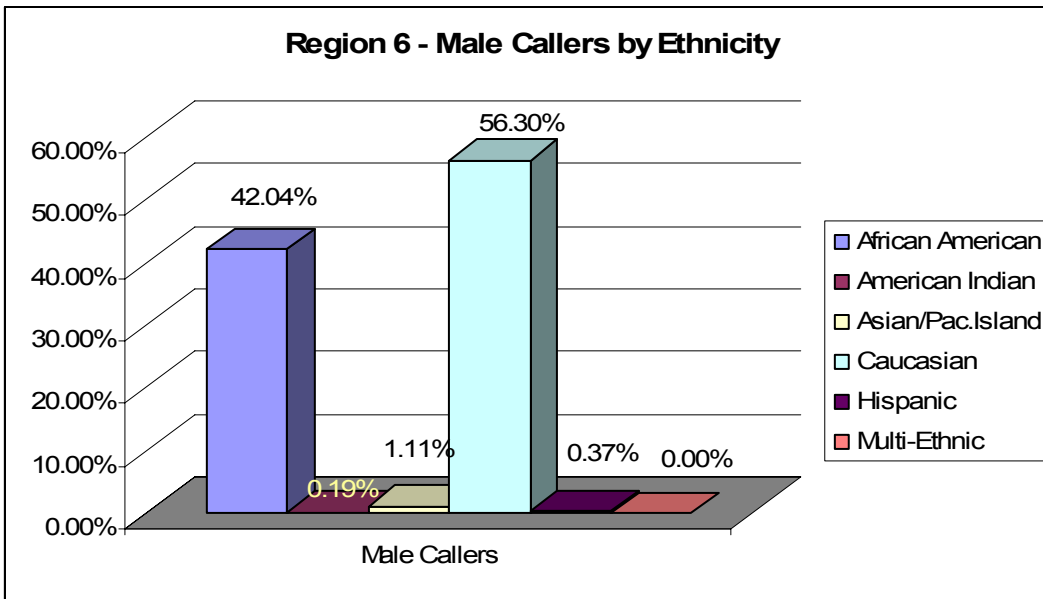


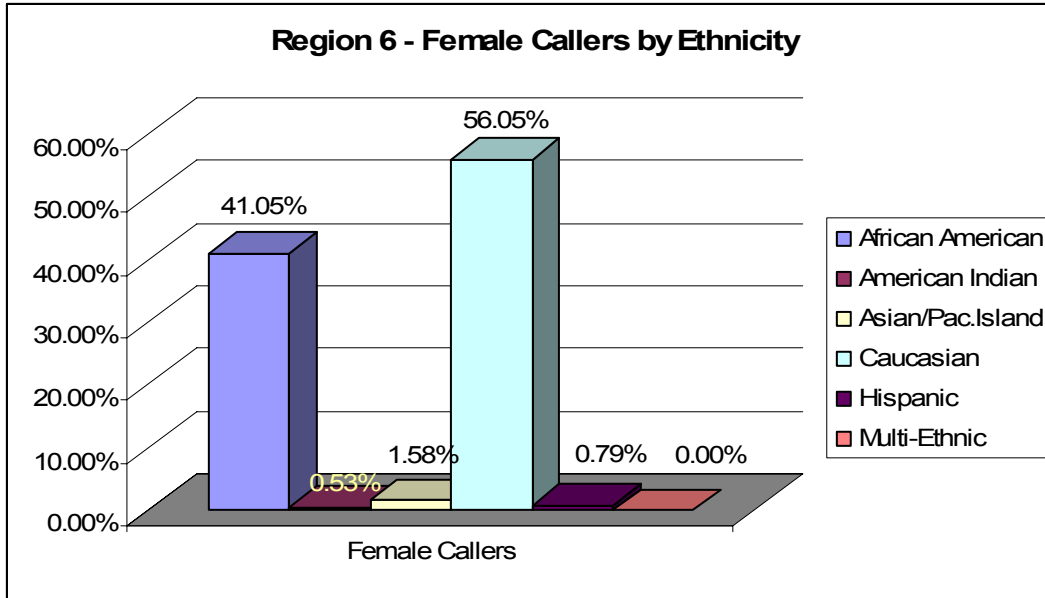


Region 6

Region 6 Calls By Ethnicity and Gender

	%	Males	%	Females
African American	42.04%	227	41.05%	156
American Indian	0.19%	1	0.53%	2
Asian/Pac.Island	1.11%	6	1.58%	6
Caucasian	56.30%	304	56.05%	213
Hispanic	0.37%	2	0.79%	3
Multi-Ethnic	0.00%	0	0.00%	0
	100.00%	540	100.00%	380

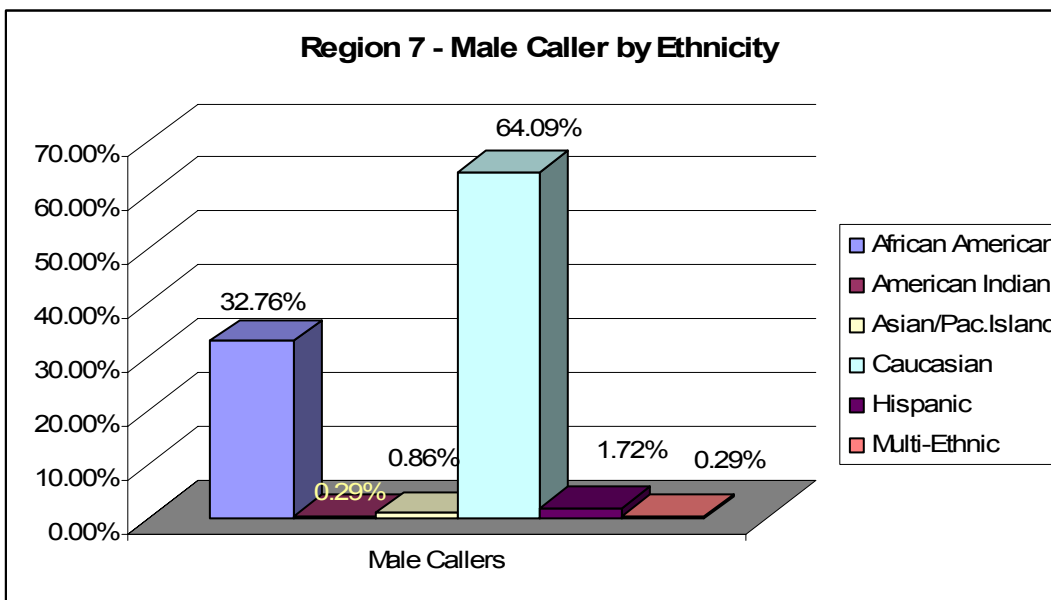


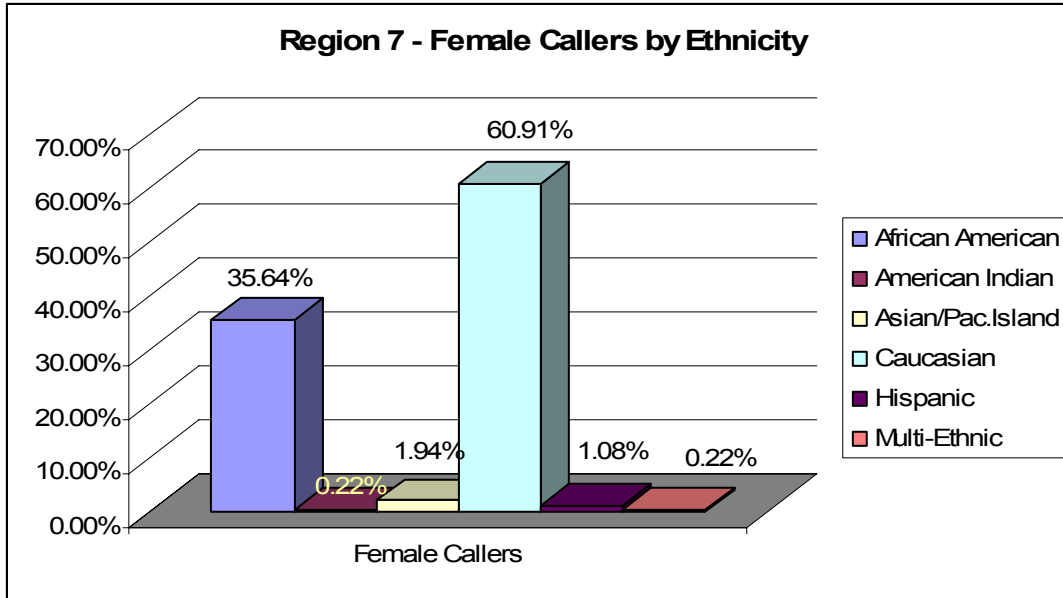


Region 7

Region 7 Calls By Ethnicity and Gender

	%	Males	%	Females
African American		229		165
American Indian		2		1
Asian/Pac.Island		6		9
Caucasian		448		282
Hispanic		12		5
Multi-Ethnic		2		1
		699		463







Employment Status – State Level

Employment Status findings were reported at the State Level and Regional Level. At the Regional Level, Employment Status was divided by Gender for each Region to more effectively capture caller behavior for each area, and to delineate between Male and Female preferences.

At the State Level, Unemployed individuals utilized the service 62.69%, representing an increase between 2004 and 2005. This equates to 8,498 calls out of 13,555 made to the Helpline during the reporting period. Fulltime Employed individuals made 3,221 calls, of 13,555, representing a decrease of 15.04% calls, while Unemployed Students made 420 of 13,555 or 3.10% of calls.

It is interesting to note that within all regions, Unemployed callers logged the most calls, with Fulltime Employed individuals logging the second most calls in all regions. Breaking the statistics down further, it is revealed that Disabled individuals utilized the service an impressive 59.44% more in FY 2005 than in FY 2004. Similarly, temporary workers, homemakers and the ill called in much greater number during the FY 2005 reporting period over last year’s reporting period. As the ethnic dispersion of Georgia’s population shifts from predominately African American and Caucasian to more of a mix with Hispanic and Asian Pacific individuals, it will be interesting to note the employment status utilization of the Helpline in years to come. It can be gleaned that perhaps a larger proportion of temporary workers and homemakers will utilize the service.

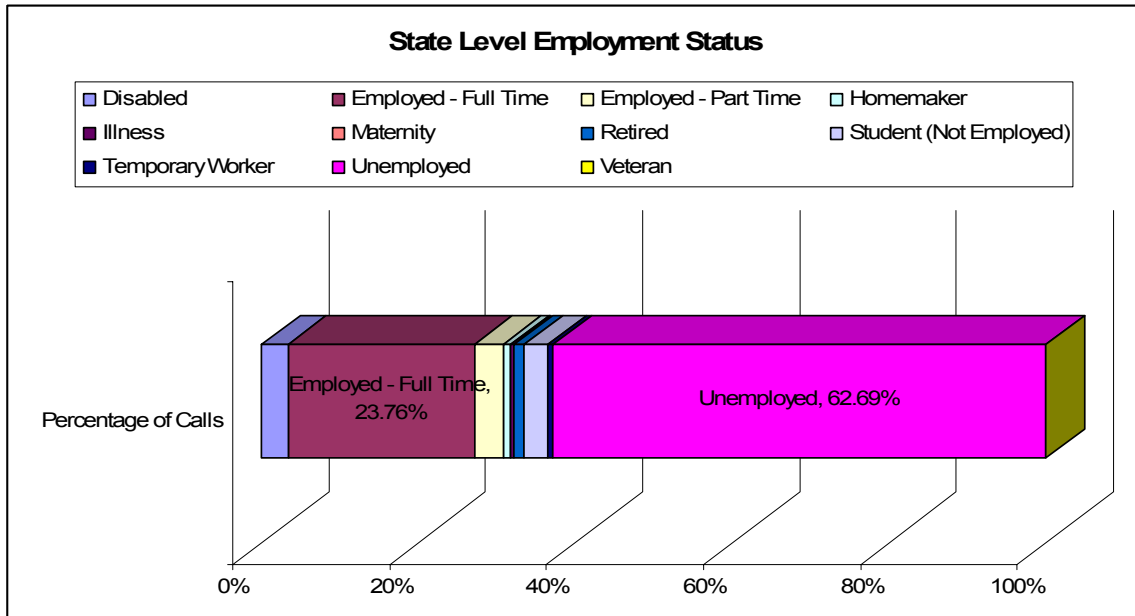
Regionally, Region 2 population utilized the Helpline in far greater numbers over any other region. This is similar to FY 2004’s results, with the greater Metro Atlanta area logging more calls than any other.

It will be interesting to note the trend of Veterans utilizing the service in future reporting periods, as they return from active duty and attempt to re-integrate into everyday society.

Employment Status		
	2004	2005
	% of Total Calls	
Disabled	2.07%	3.36%
Employed - Full Time	27.45%	23.76%
Employed - Part Time	3.40%	3.67%
Homemaker	0.43%	1.01%
Illness	0.06%	0.27%
Maternity	0.04%	0.07%
Retired	1.38%	1.28%
Student (Not Employed)	3.58%	3.10%
Temporary Worker	0.33%	0.69%
Unemployed	61.10%	62.69%
Veteran	0.17%	0.10%
	100.00%	100.00%



Employment Status			
	2004	2005	%
	# of Calls		Change
Disabled	286	456	59.44%
Employed - Full Time	3791	3221	-15.04%
Employed - Part Time	469	498	6.18%
Homemaker	60	137	128.33%
Illness	8	36	350.00%
Maternity	5	9	80.00%
Retired	190	174	-8.42%
Student (Not Employed)	495	420	-15.15%
Temporary Worker	45	93	106.67%
Unemployed	8439	8498	0.70%
Veteran	23	13	-43.48%
	13811	13555	-1.85%





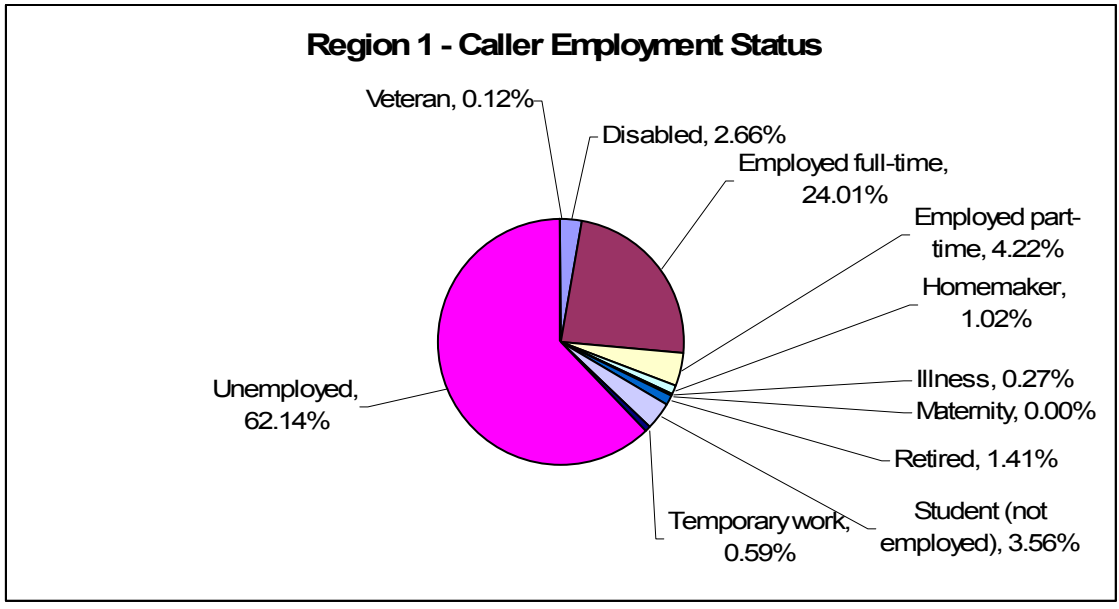
State Overview 2005							
Calls by Employment Status							
	Region1	Region2	Region3	Region4	Region5	Region6	Region7
	# Calls						
Disabled	68	122	61	95	36	20	54
Employed full-time	614	1133	347	346	265	237	279
Employed part-time	108	177	50	78	27	23	35
Homemaker	26	46	11	18	16	15	5
Illness	7	10	1	9	3	3	3
Maternity	0	2	1	1	3	1	1
Retired	36	47	20	28	11	18	14
Student (not employed)	91	120	54	65	33	22	35
Temporary work	15	43	11	5	8	5	6
Unemployed	1589	2783	1165	968	690	573	730
Veteran	3	3	2	0	2	3	0
Total	<u>2557</u>	<u>4486</u>	<u>1723</u>	<u>1613</u>	<u>1094</u>	<u>920</u>	<u>1162</u>

Regional Level Employment Status



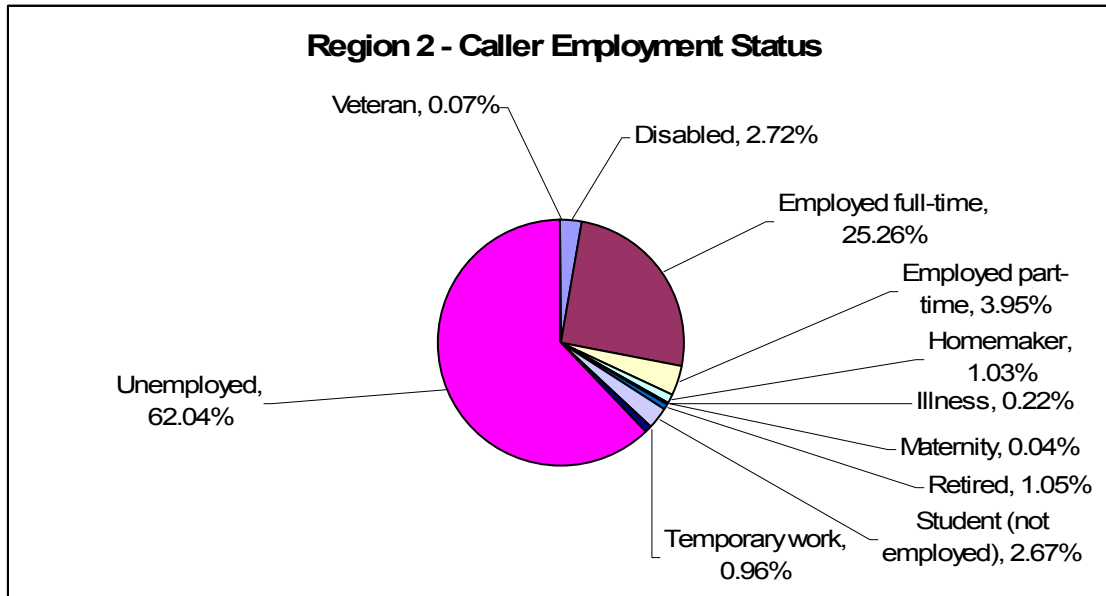
Region 1

Region 1		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	68	2.66%
Employed full-time	614	24.01%
Employed part-time	108	4.22%
Homemaker	26	1.02%
Illness	7	0.27%
Maternity	0	0.00%
Retired	36	1.41%
Student (not employed)	91	3.56%
Temporary work	15	0.59%
Unemployed	1589	62.14%
Veteran	3	0.12%
Total	2557	100.00%



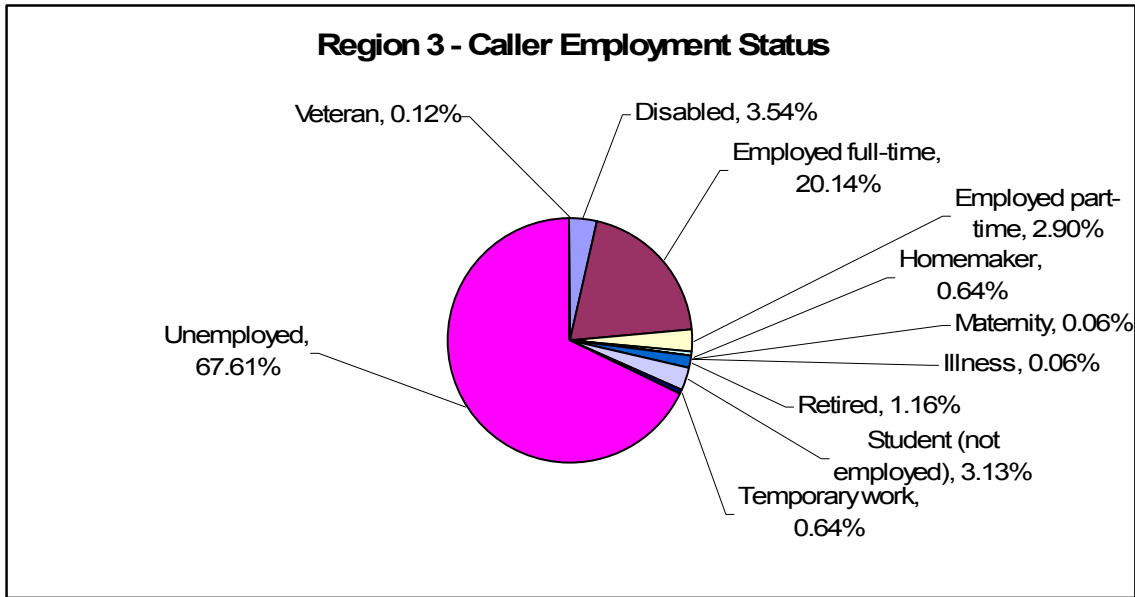
Region 2

Region 2		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	122	2.72%
Employed full-time	1133	25.26%
Employed part-time	177	3.95%
Homemaker	46	1.03%
Illness	10	0.22%
Maternity	2	0.04%
Retired	47	1.05%
Student (not employed)	120	2.67%
Temporary work	43	0.96%
Unemployed	2783	62.04%
Veteran	3	0.07%
Total	4486	100.00%



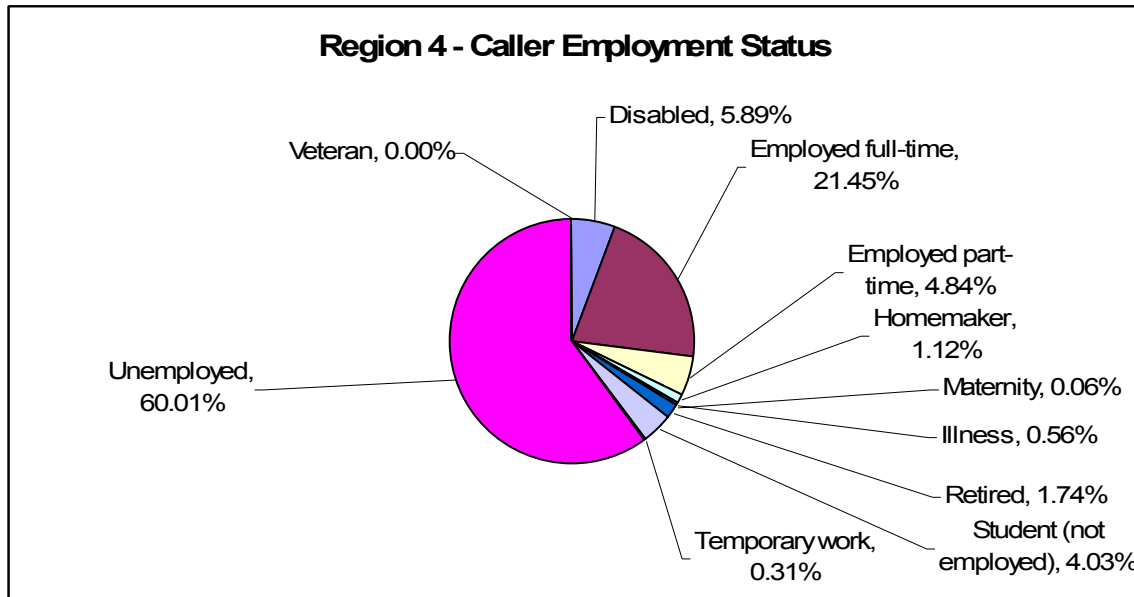
Region 3

Region 3		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	61	3.54%
Employed full-time	347	20.14%
Employed part-time	50	2.90%
Homemaker	11	0.64%
Illness	1	0.06%
Maternity	1	0.06%
Retired	20	1.16%
Student (not employed)	54	3.13%
Temporary work	11	0.64%
Unemployed	1165	67.61%
Veteran	2	0.12%
Total	1723	100.00%



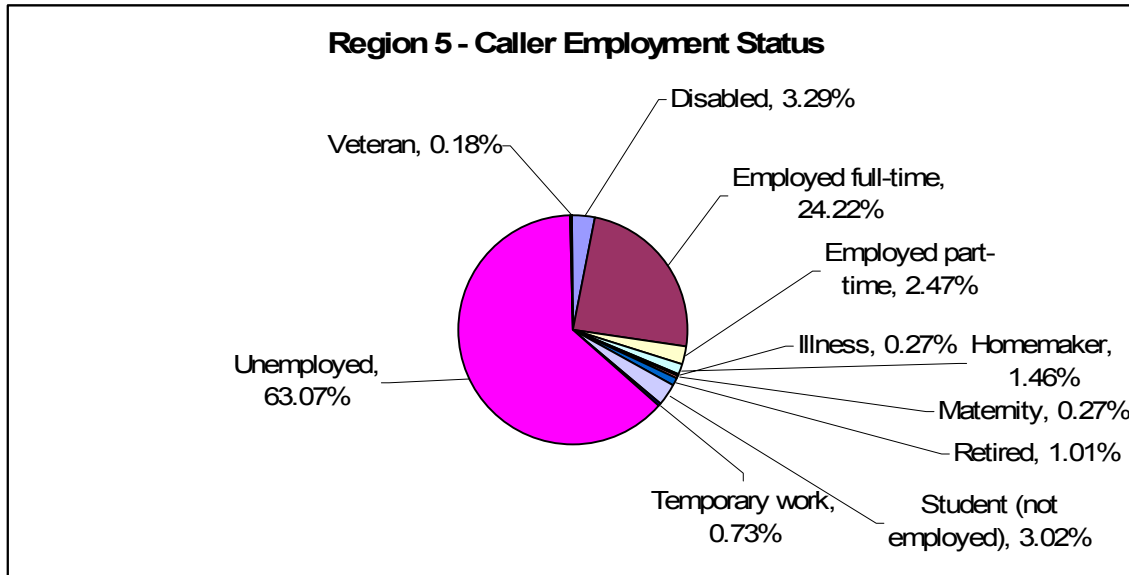
Region 4

Region 4		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	95	5.89%
Employed full-time	346	21.45%
Employed part-time	78	4.84%
Homemaker	18	1.12%
Illness	9	0.56%
Maternity	1	0.06%
Retired	28	1.74%
Student (not employed)	65	4.03%
Temporary work	5	0.31%
Unemployed	968	60.01%
Veteran	0	0.00%
Total	1613	100.00%



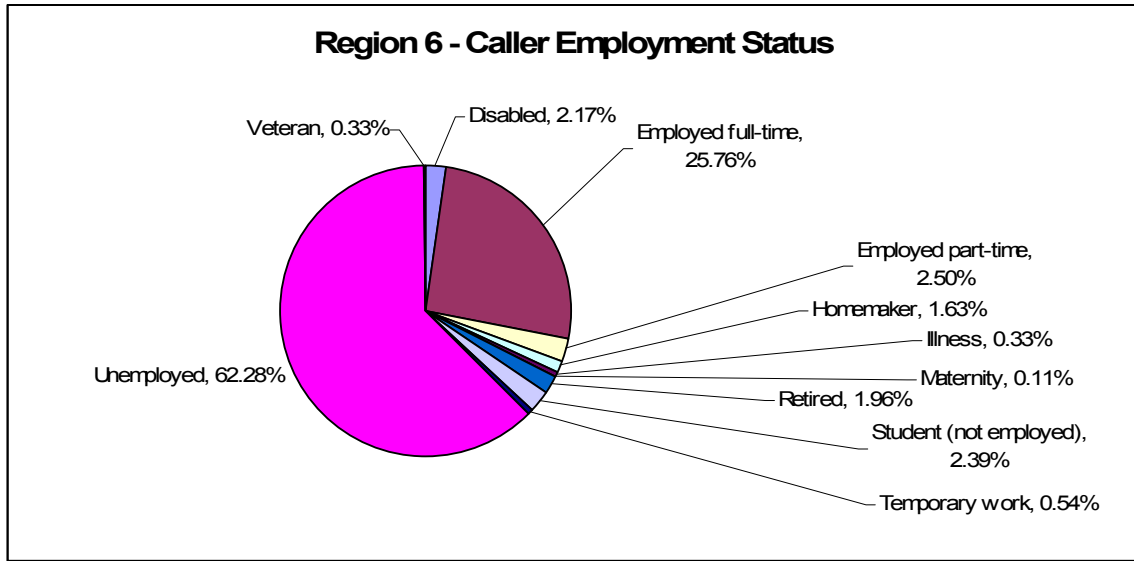
Region 5

Region 5		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	36	3.29%
Employed full-time	265	24.22%
Employed part-time	27	2.47%
Homemaker	16	1.46%
Illness	3	0.27%
Maternity	3	0.27%
Retired	11	1.01%
Student (not employed)	33	3.02%
Temporary work	8	0.73%
Unemployed	690	63.07%
Veteran	2	0.18%
Total	1094	100.00%



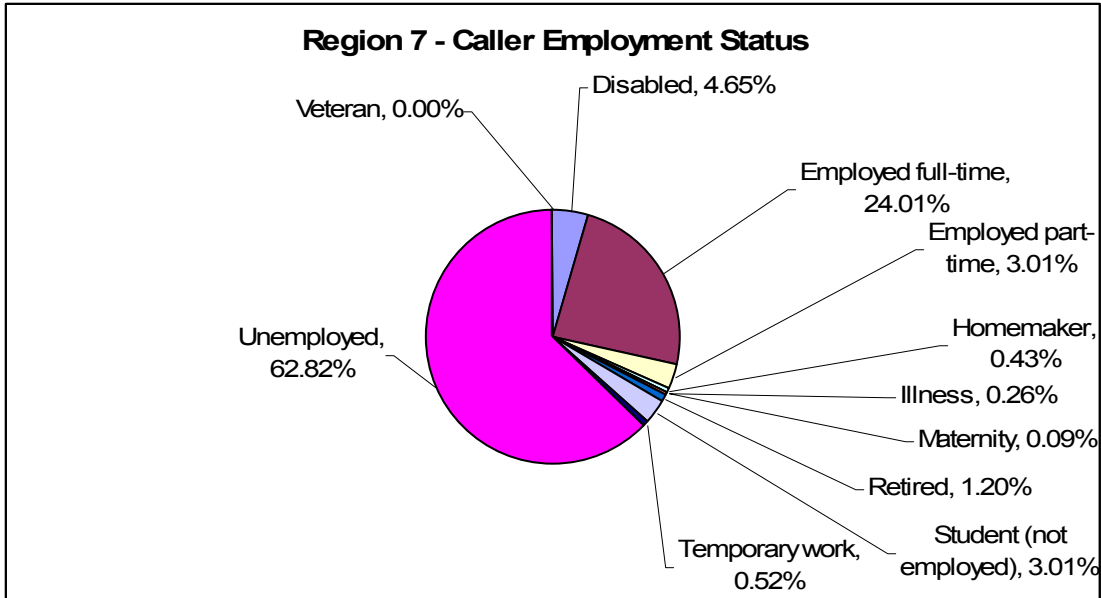
Region 6

Region 6		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	20	2.17%
Employed full-time	237	25.76%
Employed part-time	23	2.50%
Homemaker	15	1.63%
Illness	3	0.33%
Maternity	1	0.11%
Retired	18	1.96%
Student (not employed)	22	2.39%
Temporary work	5	0.54%
Unemployed	573	62.28%
Veteran	3	0.33%
Total	920	100.00%



Region 7

Region 7		
Calls by Employment Status		
	# Calls	% of Calls
Disabled	54	4.65%
Employed full-time	279	24.01%
Employed part-time	35	3.01%
Homemaker	5	0.43%
Illness	3	0.26%
Maternity	1	0.09%
Retired	14	1.20%
Student (not employed)	35	3.01%
Temporary work	6	0.52%
Unemployed	730	62.82%
Veteran	0	0.00%
Total	1162	100.00%

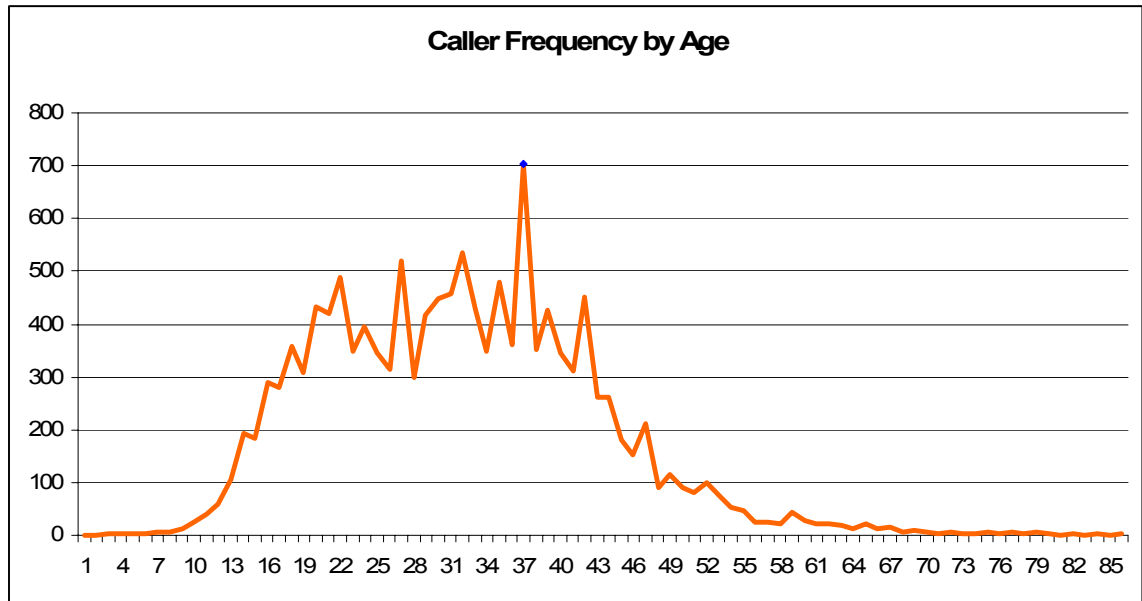


Age Status – State Level

Individual Ages – Single Years

To effectively capture caller age, HODAC records the actual age of each caller. This field commenced collecting data April 11, 2004 in accordance with the State of Georgia’s request. FY 2005 was the first full year of reporting individual caller age. This allows greater analytical and quantitative accuracy when attempting to portray the profile of the Helpline client.

The highest rate of service utilization occurred with clients the age of 40 with 702 calls representing 5.18% of 13,555 calls. The lowest rate of usage was .01% and represented both spectrums of age at 2, 3 and 86 and 91 years of age.





Age - Individual Caller Utilization

Age	# of Callers	Percentage	Age	# of Callers	Percentage	Age	# of Callers	Percentage
2	1	0.01%	27	396	2.92%	50	211	1.56%
3	1	0.01%	28	346	2.55%	51	90	0.66%
5	2	0.01%	29	313	2.31%	52	115	0.85%
6	2	0.01%	30	519	3.83%	53	91	0.67%
7	3	0.02%	31	300	2.21%	54	82	0.60%
9	2	0.01%	32	418	3.08%	55	101	0.75%
10	5	0.04%	33	448	3.31%	56	76	0.56%
11	7	0.05%	34	457	3.37%	57	53	0.39%
12	11	0.08%	35	535	3.95%	58	46	0.34%
13	25	0.18%	36	430	3.17%	59	25	0.18%
14	39	0.29%	37	349	2.57%	60	25	0.18%
15	58	0.43%	38	480	3.54%	61	21	0.15%
16	106	0.78%	39	360	2.66%	62	45	0.33%
17	192	1.42%	40	704	5.18%	63	28	0.21%
18	185	1.36%	41	351	2.59%	64	22	0.16%
19	288	2.12%	42	427	3.15%	65	23	0.17%
20	281	2.07%	43	346	2.55%	66	18	0.13%
21	357	2.63%	44	310	2.29%	67	13	0.10%
22	308	2.27%	45	450	3.32%	68	21	0.15%
23	434	3.20%	46	261	1.93%	69	11	0.08%
24	420	3.10%	47	261	1.93%	70	15	0.11%
25	489	3.61%	48	180	1.33%	71	6	0.04%
26	348	2.57%	49	151	1.11%	72	8	0.06%

Age	# of Callers	Percentage
73	5	0.04%
74	4	0.03%
75	6	0.04%
76	2	0.01%
77	2	0.01%
78	5	0.04%
79	2	0.01%
80	7	0.05%
81	4	0.03%
82	7	0.05%
83	2	0.01%
84	1	0.01%
85	2	0.01%
86	1	0.01%
88	2	0.01%
91	1	0.01%
94	2	0.01%





Chronological Data

Overview

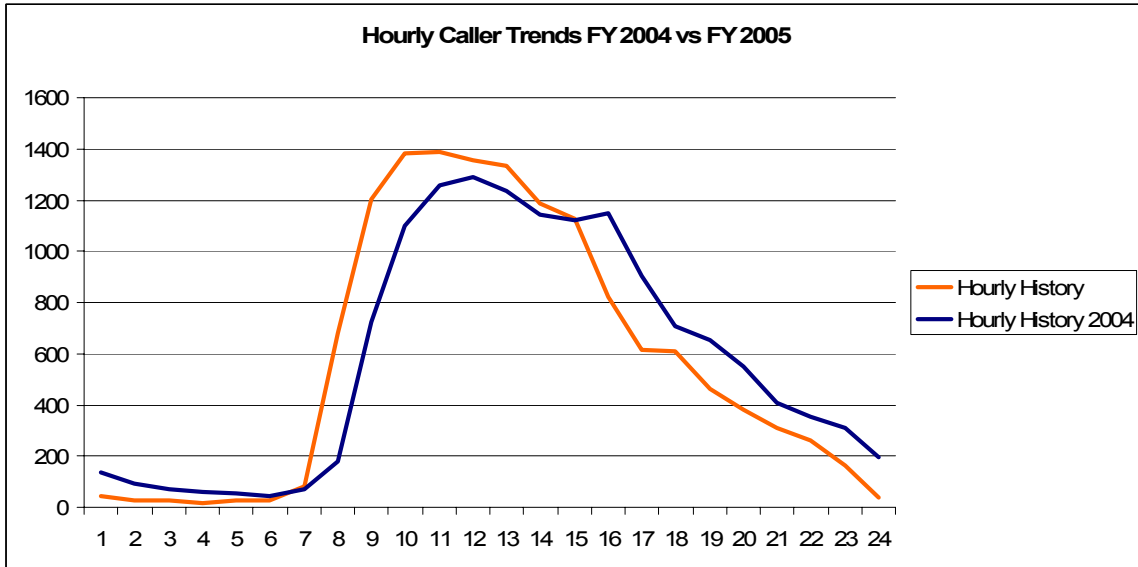
Data was extracted to determine service utilization and Caller frequency through the reporting period of July 1, 2004-June30, 2005. Call frequency was measured hourly, monthly, and seasonally to assess Caller's habits throughout the year.

Results were interesting and will become more important after several years of measurement, when trend analysis can be utilized to identify certain Caller's behaviors.

Hourly Call History

Hourly History		
1	43	0.32%
2	27	0.20%
3	26	0.19%
4	14	0.10%
5	26	0.19%
6	28	0.21%
7	80	0.59%
8	679	5.01%
9	1204	8.88%
10	1380	10.18%
11	1387	10.23%
12	1354	9.99%
13	1331	9.82%
14	1186	8.75%
15	1125	8.30%
16	822	6.06%
17	617	4.55%
18	607	4.48%
19	464	3.42%
20	383	2.83%
21	309	2.28%
22	260	1.92%
23	163	1.20%
24	40	0.30%
13555		

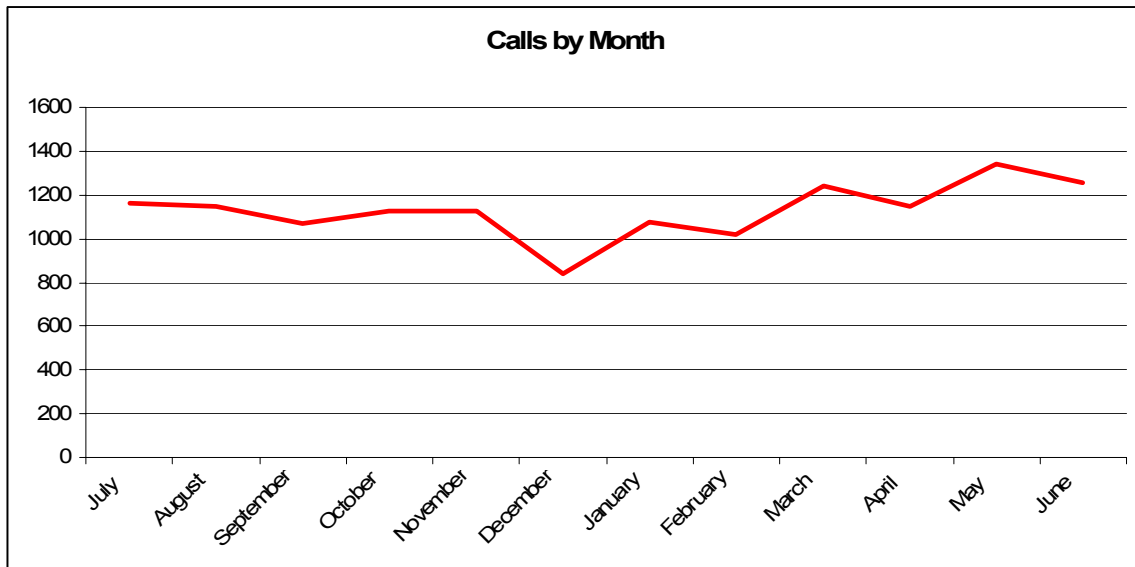




Monthly Call History

		<i>Month</i>
2004	July	1160
	August	1147
	September	1069
	October	1127
	November	1130
	December	840
2005	January	1074
	February	1017
	March	1241
	April	1151
	May	1344
	June	1255

13555

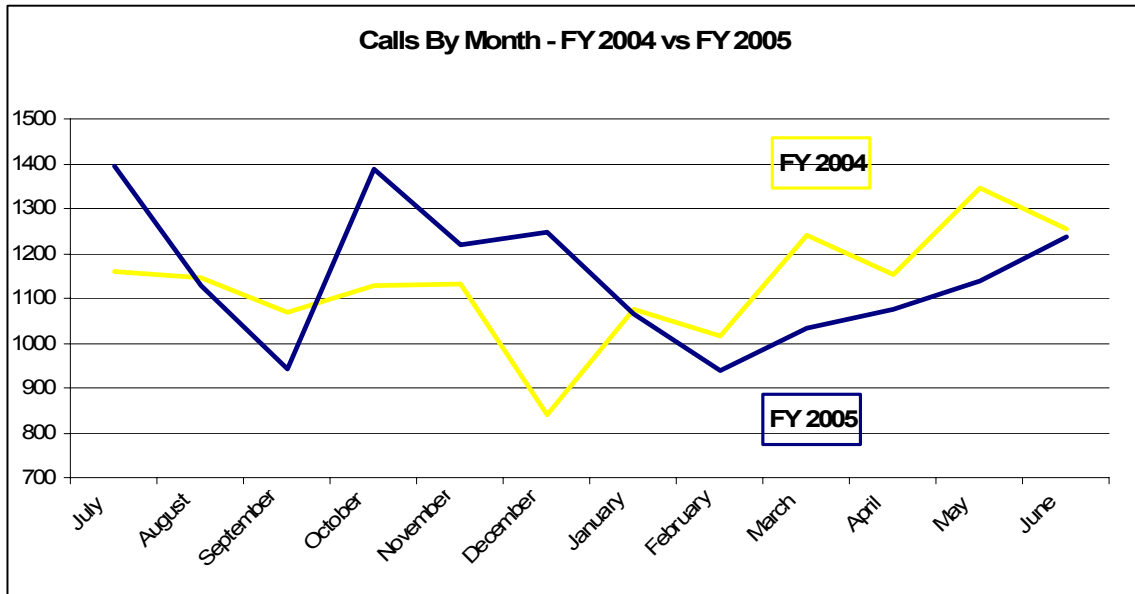


A comparison was taken between FY 2004 and FY 2005 caller habits to delineate any trends that may be emerging. It is interesting to note that FY 2004 and FY 2005 calling habits were quite different – polar opposites. Further years of data will be needed to be able to draw any conclusions as to how Georgian Helpline callers use the service during the year and whether either or both reported FY to date revealed anomalies as to caller’s habits.



Comparison - FY 2004/2005 Months

	FY 2004	FY 2005
July	1160	1395
August	1147	1128
September	1069	941
October	1127	1387
November	1130	1221
December	840	1249
January	1074	1064
February	1017	937
March	1241	1035
April	1151	1076
May	1344	1140
June	1255	1238

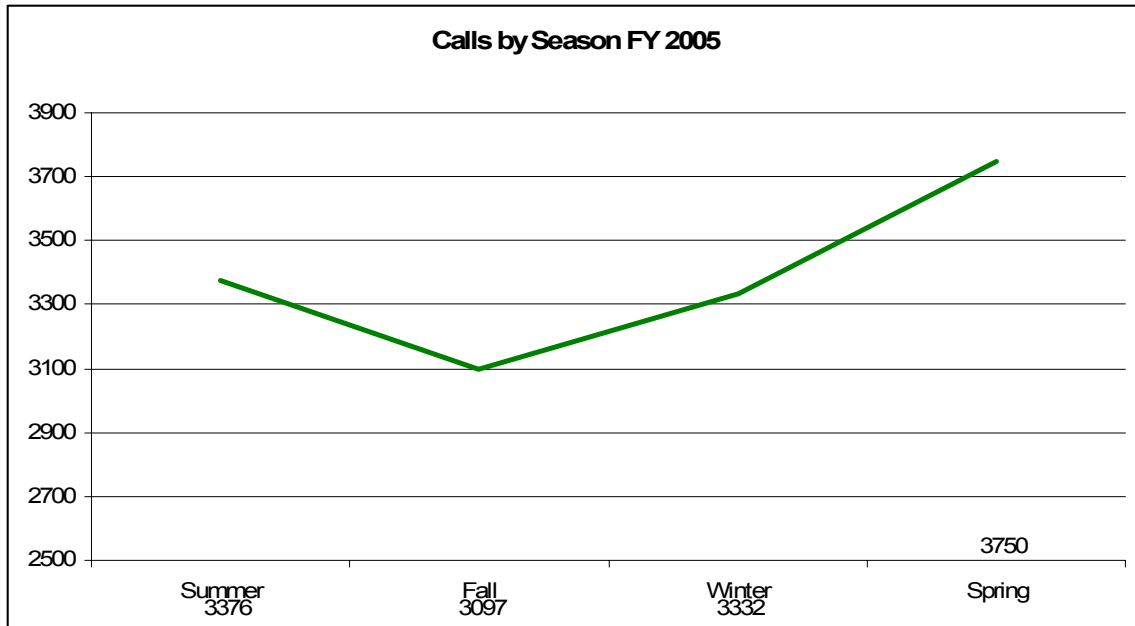


Seasonal Call History

Seasonal Call history was also studied for FY 2005, and was then compared to FY 2004. The monthly difference between the two FY can be seen in a seasonal manner.

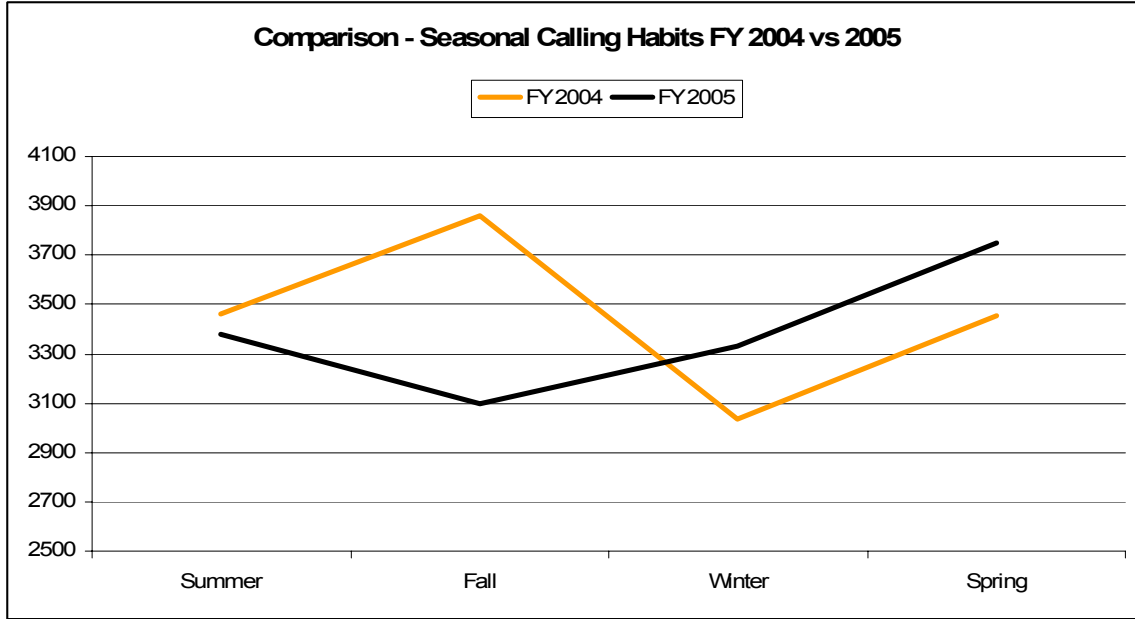
FY 2005

Season	
Summer	3376
Fall	3097
Winter	3332
Spring	3750



FY 2004 FY 2005

Season		
Summer	3464	3376
Fall	3857	3097
Winter	3036	3332
Spring	3454	3750



Regions

HODAC follows the MHDDAD (Mental Health, Developmental Disabilities and Addictive Diseases) Regional chart to report and analyze client’s calling behavior. It was discovered for the reporting period of July 1, 2004-June30, 2005 little has changed in regards to regional usage of the Helpline. Region 2, or Metro Atlanta reported the highest percentage of callers overall again (33.09%) with the neighboring Region 1, or North Region (18.86%) and Region 3, or West Central Region (12.71%) trailing behind. Region 2 carries the highest population within the State of Georgia, although is smallest in land area. Region 1 and Region 3 encompass large areas of landmass, but also include county populations encompassing the Greater Metro Atlanta cosmopolitan area. Population concentration is only one possible reason for large volumes of calls to generate from these areas. Gender, Ethnicity, Helpline perception, Helpline marketing strategies, program awareness, Socio-Economic standings of Regional populations, and Regional Helpline needs may also contribute to a Region’s volume of calls to the Helpline. Further investigation is necessary over several cycles of calling periods to accurately pinpoint certain trends in calling behavior.

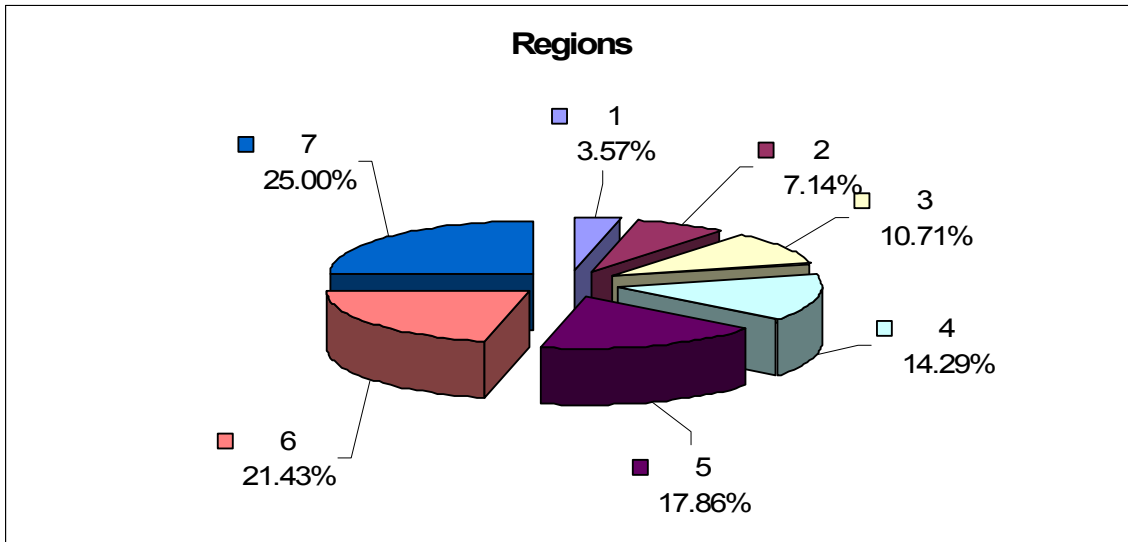
A clearer picture of a typical Helpline caller will be revealed through the following analysis of State and Regional breakdowns of Helpline data gathered.

MHDDAD Regional Breakdown



Helpline Caller Usage by Region

	Region	Calls	
NORTH	1	2557	18.86%
METRO	2	4486	33.09%
WEST CENTRAL	3	1723	12.71%
CENTRAL	4	1613	11.90%
EAST CENTRAL	5	1094	8.07%
SOUTHWEST	6	920	6.79%
SOUTHEAST	7	1162	8.57%
		13555	





County Service Utilization Breakdown

County	# of Callers	Percentage
Appling	26	0.19%
Atkinson	6	0.04%
Bacon	7	0.05%
Baker	4	0.03%
Baldwin	58	0.43%
Banks	4	0.03%
Barrow	74	0.55%
Bartow	157	1.16%
Ben Hill	21	0.15%
Berrien	21	0.15%
Bibb	498	3.67%
Bleckley	19	0.14%
Brantley	5	0.04%
Brooks	14	0.10%
Bryan	16	0.12%
Bulloch	61	0.45%
Burke	26	0.19%
Butts	27	0.20%
Calhoun	5	0.04%
Camden	21	0.15%
Candler	8	0.06%
Carroll	199	1.47%
Catoosa	44	0.32%
Charlton	6	0.04%
Chatham	508	3.75%
Chattahoochee	2	0.01%

County	# of Callers	Percentage
Chattooga	17	0.13%
Cherokee	181	1.34%
Clarke	171	1.26%
Clay	3	0.02%
Clayton	399	2.94%
Clinch	9	0.07%
Cobb	809	5.97%
Coffee	46	0.34%
Colquitt	48	0.35%
Columbia	35	0.26%
Cook	21	0.15%
Coweta	210	1.55%
Crawford	12	0.09%
Crisp	29	0.21%
Dade	2	0.01%
Dawson	17	0.13%
Decatur	31	0.23%
Dekalb	601	4.43%
Dodge	17	0.13%
Dooly	11	0.08%
Dougherty	245	1.81%
Douglas	195	1.44%
Early	13	0.10%
Effingham	36	0.27%
Elbert	23	0.17%
Emanuel	22	0.16%





County Call Utilization Breakdown continued...

County	# of Callers	Percentage
Evans	12	0.09%
Fannin	11	0.08%
Fayette	111	0.82%
Floyd	165	1.22%
Forsyth	95	0.70%
Franklin	34	0.25%
Fulton	2475	18.26%
Gilmer	28	0.21%
Glascock	3	0.02%
Glynn	126	0.93%
Gordon	55	0.41%
Grady	28	0.21%
Greene	13	0.10%
Gwinnett	734	5.41%
Habersham	16	0.12%
Hall	199	1.47%
Hancock	12	0.09%
Haralson	54	0.40%
Harris	11	0.08%
Hart	30	0.22%
Heard	9	0.07%
Henry	238	1.76%
Houston	11	0.08%
Houston	671	4.95%
Irwin	8	0.06%
Jackson	72	0.53%
Jasper	16	0.12%

County	# of Callers	Percentage
Jeff Davis	21	0.15%
Jefferson	20	0.15%
Jenkins	4	0.03%
Johnson	3	0.02%
Jones	11	0.08%
Lamar	36	0.27%
Lanier	14	0.10%
Laurens	53	0.39%
Lee	12	0.09%
Liberty	35	0.26%
Lincoln	3	0.02%
Long	2	0.01%
Lowndes	226	1.67%
Lumpkin	26	0.19%
Macon	27	0.20%
Madison	24	0.18%
Marion	4	0.03%
McDuffie	16	0.12%
McIntosh	19	0.14%
Meriwether	35	0.26%
Miller	8	0.06%
Mitchell	21	0.15%
Monroe	20	0.15%
Montgomery	16	0.12%
Morgan	31	0.23%
Murray	9	0.07%
Muscogee	346	2.55%





County Call Utilization Breakdown continued...

County	# of Callers	Percentage
Newton	110	0.81%
Oconee	5	0.04%
Oglethorpe	2	0.01%
Paulding	127	0.94%
Peach	70	0.52%
Pickens	19	0.14%
Pierce	11	0.08%
Pike	14	0.10%
Polk	73	0.54%
Pulaski	23	0.17%
Putnam	24	0.18%
Quitman	1	0.01%
Rabun	6	0.04%
Randolph	8	0.06%
Richmond	479	3.53%
Rockdale	167	1.23%
Schley	5	0.04%
Screven	8	0.06%
Seminole	6	0.04%
Spalding	131	0.97%
Stephens	29	0.21%
Stewart	6	0.04%
Sumter	47	0.35%
Talbot	4	0.03%
Taliaferro	2	0.01%
Tattnall	14	0.10%
Taylor	15	0.11%
Telfair	13	0.10%

County	# of Callers	Percentage
Terrell	7	0.05%
Thomas	74	0.55%
Tift	62	0.46%
Toombs	59	0.44%
Towns	2	0.01%
Treutlen	5	0.04%
Troup	154	1.14%
Turner	9	0.07%
Twiggs	11	0.08%
Union	7	0.05%
Upson	39	0.29%
Walker	60	0.44%
Walton	54	0.40%
Ware	71	0.52%
Warren	5	0.04%
Washington	27	0.20%
Wayne	37	0.27%
Wheeler	4	0.03%
White	12	0.09%
Whitfield	74	0.55%
Wilcox	4	0.03%
Wilkes	3	0.02%
Wilkinson	15	0.11%
Worth	22	0.16%





Population

Regional Population versus Service Utilization Population

2005 Call Trends			
Regions	Pop 2004	Callers	2005
1	2,241,756	2557	0.11%
2	2,614,253	4486	0.17%
3	1,057,277	1723	0.16%
4	637,356	1613	0.25%
5	839,545	1094	0.13%
6	594,421	920	0.15%
7	844,775	1162	0.14%
	<u>8,829,383</u>	<u>13555</u>	<u>0.15%</u>

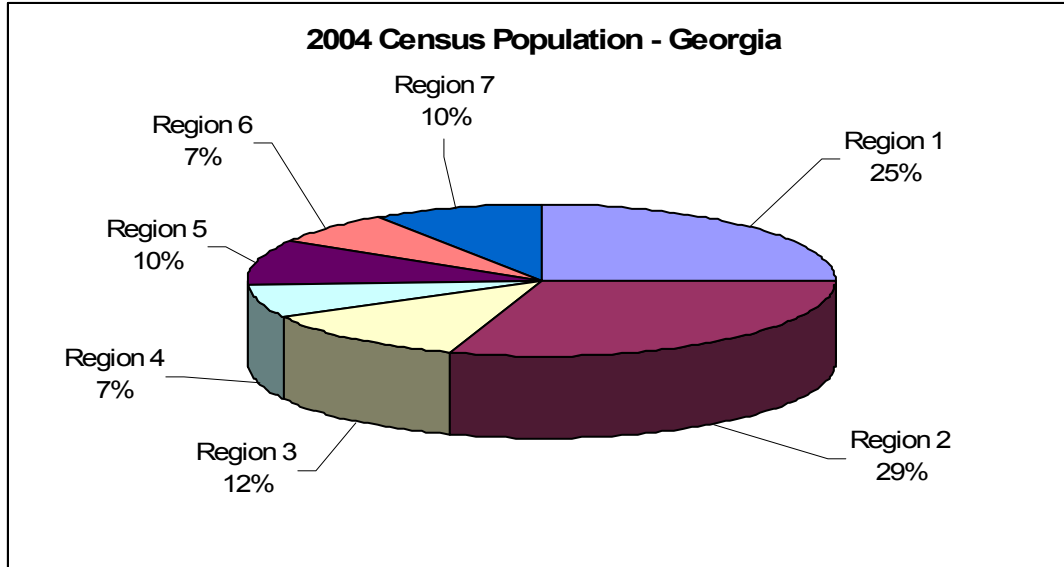
State population was based upon 2004 census numbers. The previous FY was analyzed using 2000 census population numbers. It is noted that all regions showed an increase in population between census reporting periods. The comparison in population follows:

Regional Population Comparison

Region	Pop 2000	Pop 2004	% Change
1	1,994,580	2,241,756	12.39%
2	2,438,948	2,614,253	7.19%
3	967,822	1,057,277	9.24%
4	608,744	637,356	4.70%
5	790,466	839,545	6.21%
6	579,772	594,421	2.53%
7	806,121	844,775	4.80%
	<u>8,186,453</u>	<u>8,829,383</u>	<u>7.85%</u>



Statewide Regional Population – 2004 Census



It is noted that the utilization of the Helpline service has decreased between FY 2004 and FY 2005 when relating calls versus Georgia population. This is true for all regions with the exception of Region 4 which showed a substantial 27.85% population utilization increase when comparing total population and Region 6, which showed a 3.38% population utilization increase. Overall, the Helpline realized a 9.00% decrease in population utilization of the Georgia Helpline during FY 2005 when compared to FY 2004

2004 vs. 2005 Regional call trends - % of population utilizing service

Regions	2004	2005	% change
1	0.14%	0.11%	-16.73%
2	0.21%	0.17%	-16.45%
3	0.18%	0.16%	-11.84%
4	0.20%	0.25%	27.85%
5	0.13%	0.13%	-3.01%
6	0.15%	0.15%	3.38%
7	0.14%	0.14%	-3.24%
% GA pop.	0.17%	0.15%	-9.00%

Needs

Needs Discussion

Caller Needs are represented in the HODAC Iris data collection system with 222 separate and individual needs. Needs were broken down into 7 separate main categories including a separate category to specifically deal with multiple need calls. 96.55% of all calls received at the Helpline can be categorized within one of the following six Main Categorical headings.

MAIN NEED CATEGORY -		
Single	COUNT	%
Substance Abuse / Addiction	10217	75.37%
Mental Health	463	3.42%
Criminal/Legal Reporting	752	5.55%
Abuse / Neglect	385	2.84%
General Information / Inquiries	1150	8.48%
Medical / Health Inquiries	121	0.89%
		96.55%

Remaining caller needs fit into the 'Multiple Need' call category. The following represents a near complete listing of the types of Multiple Need calls that were received at the Helpline during the reporting period. 99.85% of all Helpline caller's needs are accounted for through this method of categorization.

Main Need Category with additional need calls		
Substance Abuse / Addiction & Mental Health	167	1.23%
Substance Abuse / Addiction & Criminal/Legal Reporting	31	0.23%
Substance Abuse / Addiction & Abuse / Neglect	23	0.17%
Substance Abuse / Addiction & General Information / Inquiries	50	0.37%
Substance Abuse / Addiction & Medical / Health Inquiries	9	0.07%
Mental Health & Criminal/Legal Reporting	17	0.13%
Mental Health & Abuse / Neglect	12	0.09%
Mental Health & General Information / Inquiries	37	0.27%
Mental Health & Medical / Health Inquiries	1	0.01%
Criminal/Legal Reporting & Abuse / Neglect	32	0.24%
Criminal/Legal Reporting & General Information / Inquiries	49	0.36%
Criminal/Legal Reporting & Medical / Health Inquiries	0	0.00%
Abuse / Neglect & General Information / Inquiries	8	0.06%
Abuse / Neglect & Medical / Health Inquiries	0	0.00%
General Information / Inquiries & Medical / Health Inquiries	11	0.08%
		3.30%



Multiple Needs

Data received in raw form yielded 27,068 individual pieces of data regarding needs. These pieces of data include several need entries per call for many callers. During the data cleaning and repair phase of the project, the following information regarding need inquiry behavior was gleaned. The following shows, for example that one person called into the Helpline service requiring information about eight different issues.

Caller Need Breakdown

1 Need	13555
2 Needs	10127
3 Needs	2665
4 Needs	557
5 Needs	117
6 Needs	30
7 Needs	10
8 Needs	7
	<u>27068</u>

of Calls
13,555

of Needs
27,068

Avg # of Needs per Caller
2.00



Top 15

Of the 222 individual needs inquired about, the top 15 needs reported were as follows:

Top 15 Needs	TOTALS	%
Substance Abuse Treatment	8712	32.19%
Crack	3458	12.78%
Alcohol	2444	9.03%
Cocaine	1922	7.10%
Methamphetamines	1650	6.10%
Marijuana	1317	4.87%
12 Step Programs	1152	4.26%
Prescription Drugs	657	2.43%
General Info. (Phone # Only)	392	1.45%
Alcohol Abuse/Addiction	390	1.44%
Police/Sheriff/State Police	333	1.23%
Substance Abuse Prevention	212	0.78%
Drug Abuse/Addiction	208	0.77%
Individual Shelter	177	0.65%
Heroin	173	0.64%



Complete List

COMPLETE LIST OF NEEDS	TOTALS	%
Substance Abuse Treatment	8712	32.19%
Crack	3458	12.78%
Alcohol	2444	9.03%
Cocaine	1922	7.10%
Methamphetamines	1650	6.10%
Marijuana	1317	4.87%
12 Step Programs	1152	4.26%
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General Info. (Phone # Only)	392	1.45%
Alcohol Abuse/Addiction	390	1.44%
Police/Sheriff/State Police	333	1.23%
Substance Abuse Prevention	212	0.78%
Drug Abuse/Addiction	208	0.77%
Individual Shelter	177	0.65%
Heroin	173	0.64%
Other Opiates	169	0.62%
411 Services Needed	157	0.58%
Crime Reporting	151	0.56%
CRISIS LINE/I&R OTHER CITIES	144	0.53%
Individual Counseling	137	0.51%
Legal Assist./Representation	132	0.49%
Drug Testing	130	0.48%
Utility, Electric	122	0.45%
Mental Health Evaluation	119	0.44%
Domestic Violence	108	0.40%
Other Types of Crime	102	0.38%
Rent Assistance	100	0.37%
Victim Witness Services	100	0.37%
SUBSTANCE ABUSE	99	0.37%
Substance Abuse Info/Materials	87	0.32%
Family Shelter	72	0.27%
Crisis Counseling	70	0.26%
Anger Management Classes	61	0.23%
Ecstasy	50	0.18%
Drug Selling	49	0.18%
Other Financial Assistance	47	0.17%
Emergency Food/Pantries	46	0.17%
Assessment	44	0.16%
Government Information Lines	44	0.16%
OTC Drugs	44	0.16%
Civil Cases	43	0.16%
Family Counseling	41	0.15%
Subsidized Housing	41	0.15%
Utility, Gas	39	0.14%



HODAC FY05 Helpline Report

Inpatient Mental Health	38	0.14%
Consumer Complaints	36	0.13%
Mental Health Information	33	0.12%
Lottery Games	30	0.11%
Mental Illness	30	0.11%
Drivers Education	29	0.11%
Battered Women's Shelter	28	0.10%
Job Search/Placement	27	0.10%
Speed	27	0.10%
DUI	26	0.10%
HIV/AIDS Testing/Treatment	25	0.09%
Probate Court	25	0.09%
Adult Sexual Abuse	22	0.08%
Consumer Protection	22	0.08%
Prescription Assistance	21	0.08%
Medical Care/Treatment	20	0.07%
Other Support Groups	20	0.07%
Physical Assault	20	0.07%
Child Abuse Mental/Neglect	19	0.07%
Child Sexual Abuse	19	0.07%
Bullying	18	0.07%
Emotional Supprt/Mental Health	18	0.07%
General Assistance	18	0.07%
Long Distance Transportation	18	0.07%
Consumer Advocacy	17	0.06%
Mental Health Day Treatment	17	0.06%
Tobacco Products	17	0.06%
Transitional Housing	17	0.06%
Medical/Health Information	16	0.06%
Rental Housing	16	0.06%
Medical Services	15	0.06%
Suicide, Level 1 (Threat)	15	0.06%
Inhalants	14	0.05%
Couples/Marriage Counseling	13	0.05%
Child Abuse Physical	12	0.04%
Custody Assistance	12	0.04%
Food Stamps	10	0.04%
Gambler's Anonymous	10	0.04%
Identification Info./Assist.	10	0.04%
Information About Suicide	10	0.04%
Landlord/Tenant	10	0.04%
Mortgage Assistance	10	0.04%
SUPPORT GROUPS	10	0.04%
Criminal Cases	9	0.03%
Divorce Counseling	9	0.03%
Murder/Homicide	9	0.03%
Other Housing	9	0.03%
Rape/Sexual Assault	9	0.03%





Utility, Water	9	0.03%
Video Poker/Slots	9	0.03%
ABUSE/NEGLECT	8	0.03%
Cards	8	0.03%
Child Care Information	8	0.03%
Children's Clothing	8	0.03%
Disaster, Natural or Man	8	0.03%
Discrimination Assistance	8	0.03%
Divorce Assistance	8	0.03%
Elder Abuse	8	0.03%
Furniture	8	0.03%
Housing Search Assistance	8	0.03%
Medicaid	8	0.03%
Tax Forms/Information	8	0.03%
911 Services Needed	7	0.03%
Dental Care/Screening	7	0.03%
General Volunteer Opportunity	7	0.03%
Helpline Counseling	7	0.03%
Immunizations/Vaccinations	7	0.03%
MENTAL HEALTH	7	0.03%
Parenting Skills	7	0.03%
Vision Screening/Glasses	7	0.03%
YOUTH DEVELOPMNT/AT RISK YOUTH	7	0.03%
Administrative	6	0.02%
Adult Clothing	6	0.02%
Child Support Recovery	6	0.02%
Home Repairs	6	0.02%
LSD	6	0.02%
Sexually Transmitted Diseases	6	0.02%
SHELTER/HOMELESS SERVICES	6	0.02%
Subsidized Insurance	6	0.02%
Utility, Unspecified	6	0.02%
Birth/Death Certificates	5	0.02%
Crime Prevention	5	0.02%
FOOD	5	0.02%
Holiday Gifts/Toys	5	0.02%
INFORMATION	5	0.02%
LEGAL	5	0.02%
Medical Equipment/Supplies	5	0.02%
Medical Transportation	5	0.02%
PCP	5	0.02%
Adult Abuse Survivors	4	0.01%
Adult Education	4	0.01%
Casino	4	0.01%
EMERGENCIES/LAW ENFORCEMENT	4	0.01%
Licensing, Business/Profession	4	0.01%
Parent Groups	4	0.01%





HODAC FY05 Helpline Report

Pregnancy Counseling	4	0.01%
Sex Education/Pregnancy Prev.	4	0.01%
Assisted Living	3	0.01%
Couples Shelter	3	0.01%
Day Shelter	3	0.01%
Furniture Donation	3	0.01%
HOUSING	3	0.01%
Immigration Services	3	0.01%
Info. on Business/Industry	3	0.01%
Insurance Info./Counseling	3	0.01%
Job Training	3	0.01%
Mass Transit/Public Transport.	3	0.01%
Medical Bill Payment Assist.	3	0.01%
Missing Persons	3	0.01%
Pregnancy Testing	3	0.01%
Small Claims	3	0.01%
TANF	3	0.01%
Animal Control	2	0.01%
Chambers of Commerce	2	0.01%
Clothing Donation	2	0.01%
Disaster Shelter	2	0.01%
EDUCATION	2	0.01%
GAMBLING ADDICTION	2	0.01%
Guardianship	2	0.01%
HEALTH/MEDICAL	2	0.01%
Household Goods	2	0.01%
Housing Counseling	2	0.01%
Maternity Clothing	2	0.01%
Meals on Wheels	2	0.01%
Request for Bullying Cards	2	0.01%
Sanitation	2	0.01%
Social Security/SSI	2	0.01%
Special Educ. Support/Advocacy	2	0.01%
Suicide, Level 2 (With Plan)	2	0.01%
Summer Programs	2	0.01%
Utility, Telephone	2	0.01%
ACTIVE CALLER	1	0.00%
Adult Day Care	1	0.00%
After School Care	1	0.00%
Appliances	1	0.00%
Baby Furniture/Baby Items	1	0.00%
Cash Donation	1	0.00%
Child Adoption	1	0.00%
Computer Classes	1	0.00%
Congregate Meals (Seniors etc)	1	0.00%
CPR/First Aid Instruction	1	0.00%
DAY CARE/CHILD CARE	1	0.00%
Development Disability	1	0.00%





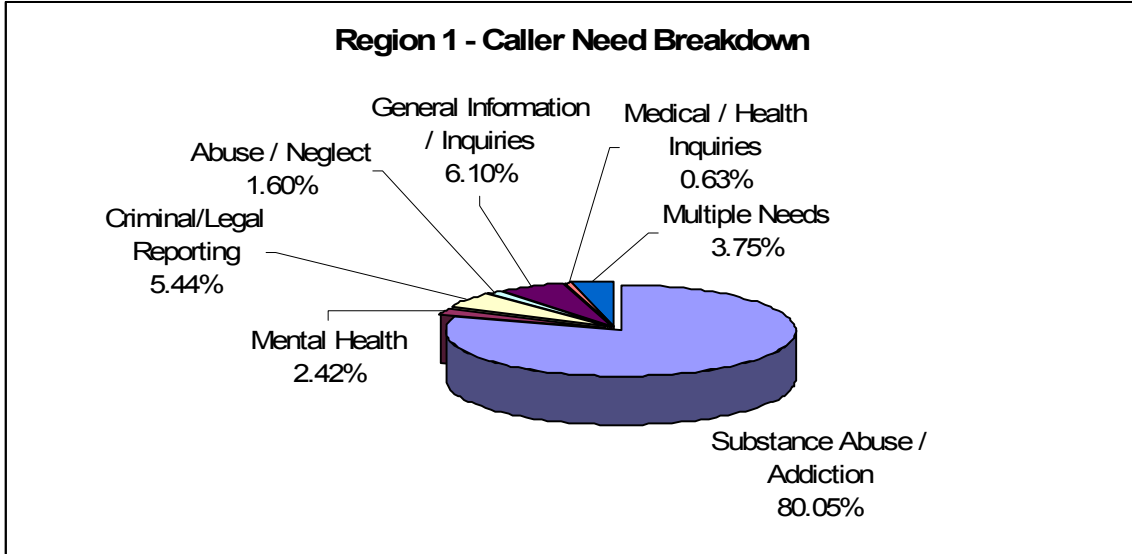
Dice	1	0.00%
Disabled/Medical Transport.	1	0.00%
Domestic Violence Groups	1	0.00%
EMPLOYMENT	1	0.00%
Foster Care	1	0.00%
Govmt. Surplus Commodities	1	0.00%
Health-Related Support Groups	1	0.00%
Hearing Screening/Hearing Aids	1	0.00%
Holiday Food	1	0.00%
Holiday Volunteering	1	0.00%
Home Health Aide/Companion	1	0.00%
Homebuyer Services	1	0.00%
Legislator Information	1	0.00%
Medical Alert Devices	1	0.00%
Medicare	1	0.00%
Money Mgmt./Budget Counsel.	1	0.00%
Non-Emergency Food	1	0.00%
Nonprofit Corp. Development	1	0.00%
Nutrition Education/Counseling	1	0.00%
Other Donations	1	0.00%
Personal Crisis/Mental Health	1	0.00%
Physical Handicap	1	0.00%
Prenatal Care	1	0.00%
Retirement Homes/Communities	1	0.00%
Senior Transportation Services	1	0.00%
Small Business Development	1	0.00%
Sports Betting	1	0.00%
Steroids	1	0.00%
SUICIDE	1	0.00%
Suicide Survivors	1	0.00%
TEST CALLS	1	0.00%
TRANSPORTATION	1	0.00%
Unemployment Insurance	1	0.00%
Visual Impairment/Blindness	1	0.00%
Youth/Runaway Shelter	1	0.00%

TOTALS	27068
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Regional Needs Breakdown

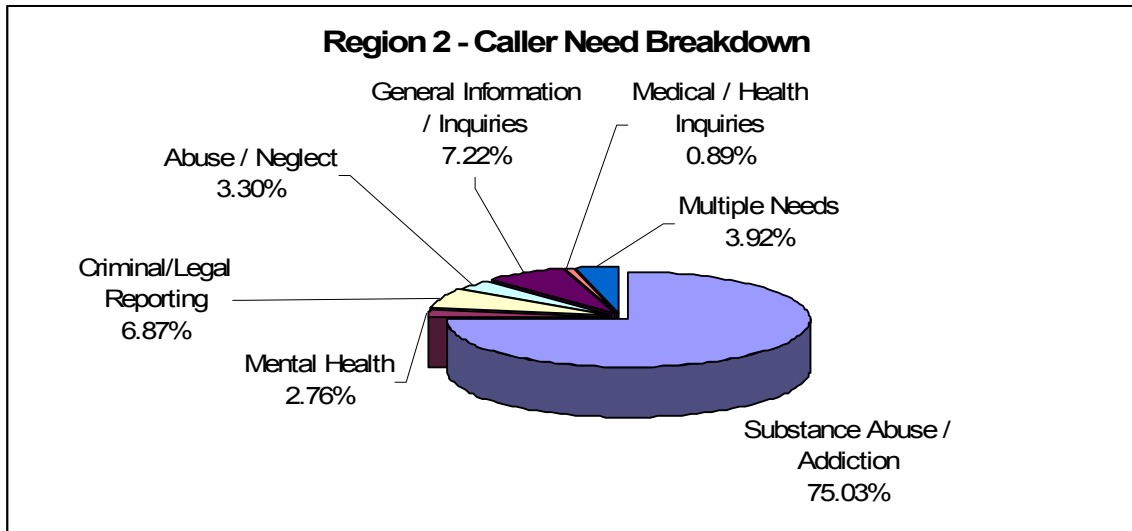
Region 1

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	2047	80.05%
Mental Health	62	2.42%
Criminal/Legal Reporting	139	5.44%
Abuse / Neglect	41	1.60%
General Information / Inquiries	156	6.10%
Medical / Health Inquiries	16	0.63%
Multiple Needs	96	3.75%
	2557	100.00%



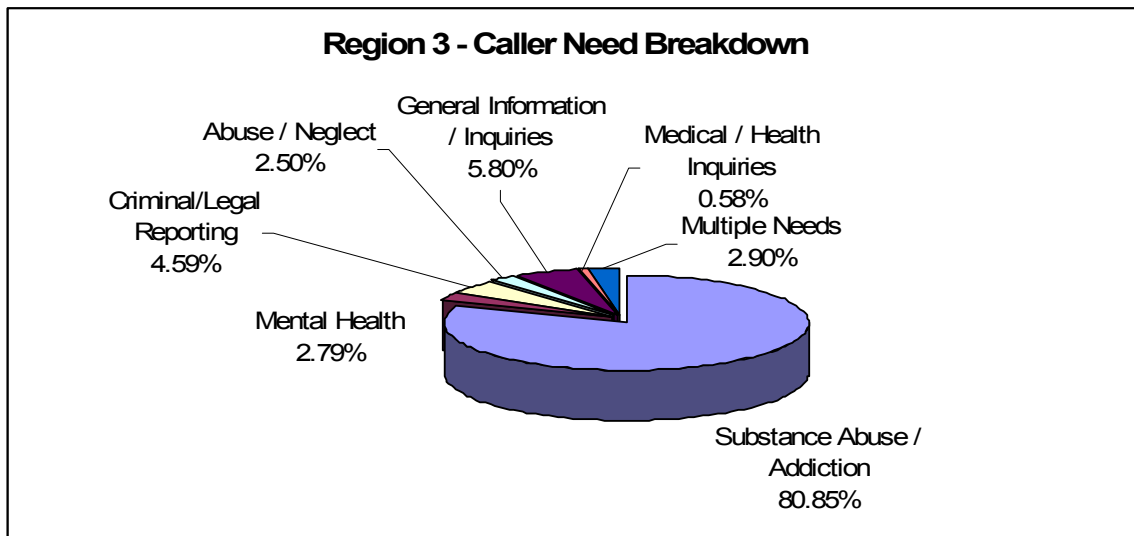
Region 2

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	3366	75.03%
Mental Health	124	2.76%
Criminal/Legal Reporting	308	6.87%
Abuse / Neglect	148	3.30%
General Information / Inquiries	324	7.22%
Medical / Health Inquiries	40	0.89%
Multiple Needs	176	3.92%
	<u>4486</u>	<u>100.00%</u>



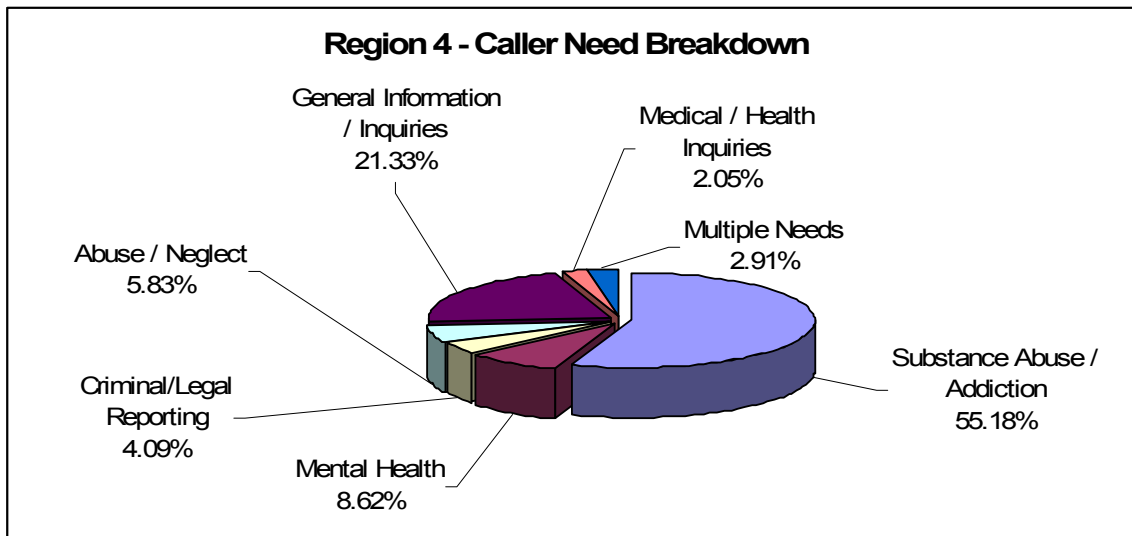
Region 3

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	1393	80.85%
Mental Health	48	2.79%
Criminal/Legal Reporting	79	4.59%
Abuse / Neglect	43	2.50%
General Information / Inquiries	100	5.80%
Medical / Health Inquiries	10	0.58%
Multiple Needs	50	2.90%
	<u>1723</u>	<u>100.00%</u>



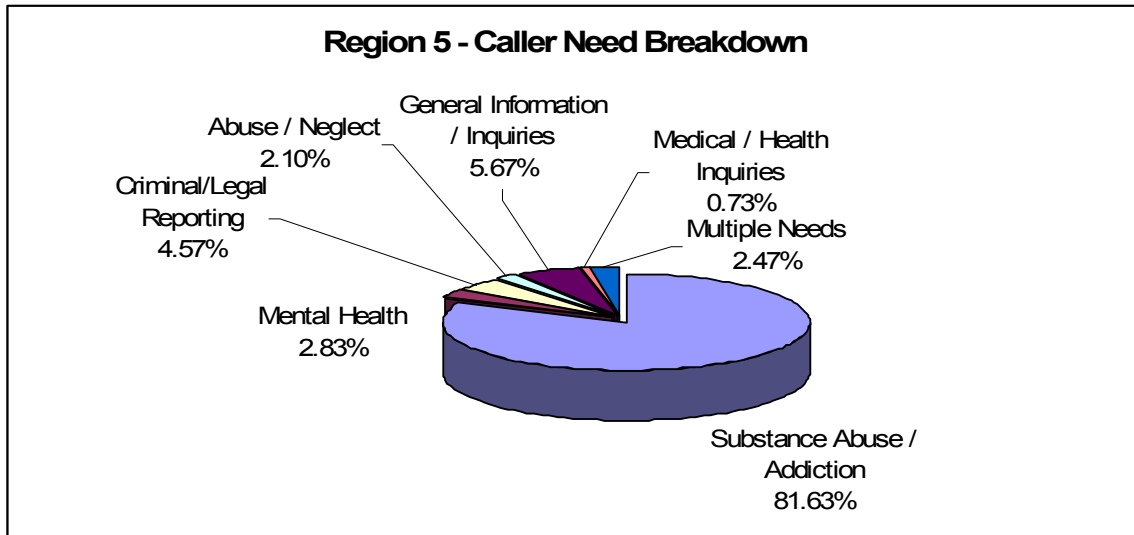
Region 4

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	890	55.18%
Mental Health	139	8.62%
Criminal/Legal Reporting	66	4.09%
Abuse / Neglect	94	5.83%
General Information / Inquiries	344	21.33%
Medical / Health Inquiries	33	2.05%
Multiple Needs	47	2.91%
	<u>1613</u>	<u>100.00%</u>



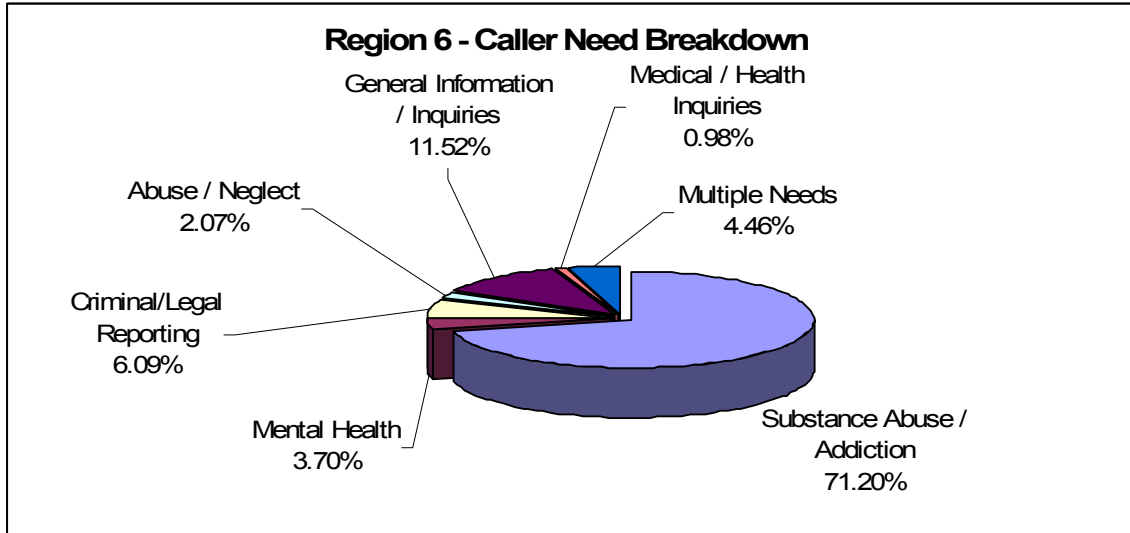
Region 5

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	893	81.63%
Mental Health	31	2.83%
Criminal/Legal Reporting	50	4.57%
Abuse / Neglect	23	2.10%
General Information / Inquiries	62	5.67%
Medical / Health Inquiries	8	0.73%
Multiple Needs	27	2.47%
	<u>1094</u>	<u>100.00%</u>



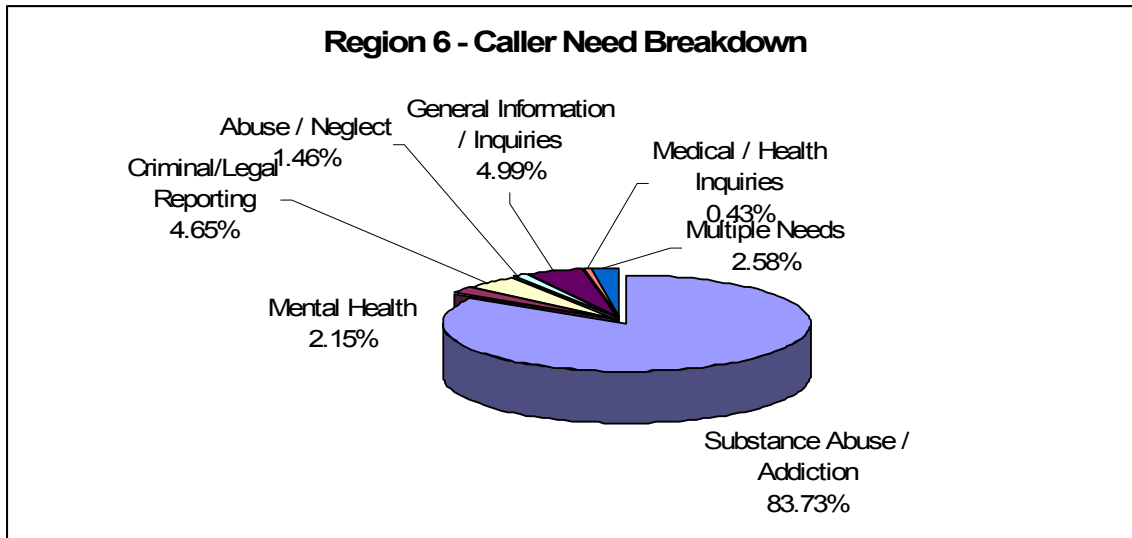
Region 6

MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	655	71.20%
Mental Health	34	3.70%
Criminal/Legal Reporting	56	6.09%
Abuse / Neglect	19	2.07%
General Information / Inquiries	106	11.52%
Medical / Health Inquiries	9	0.98%
Multiple Needs	41	4.46%
	<u>920</u>	<u>100.00%</u>



Region 7

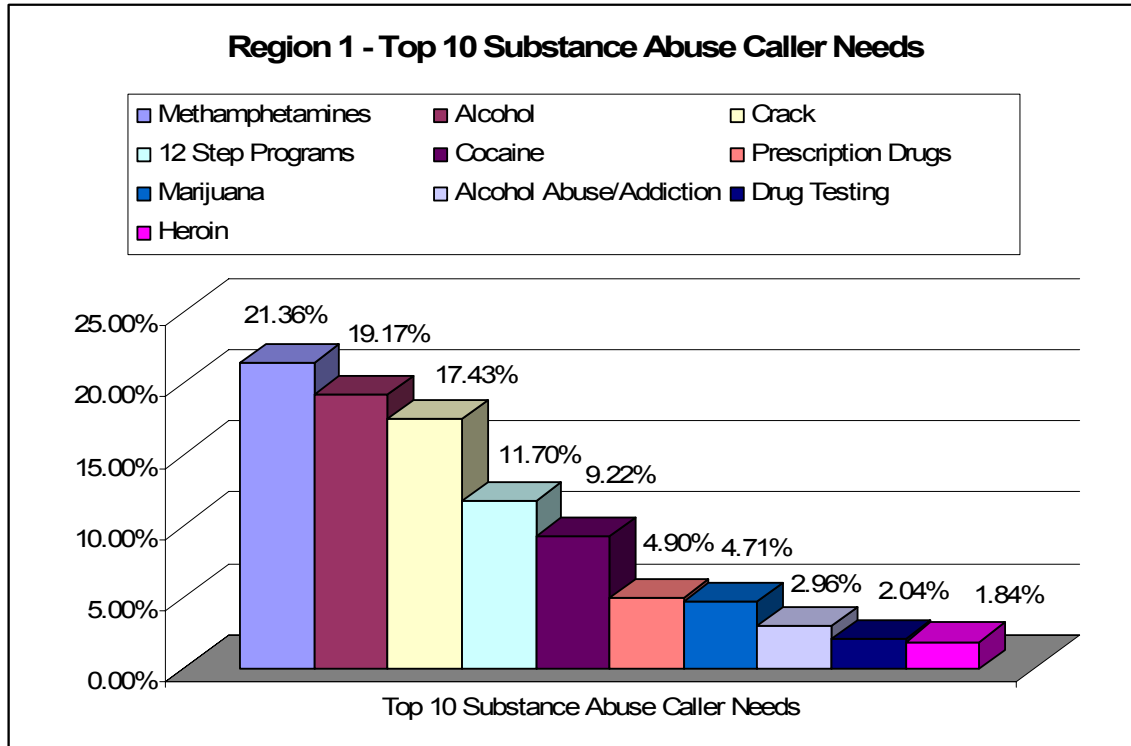
MAIN NEED CATEGORY - Single	Count	% Calls
Substance Abuse / Addiction	973	83.73%
Mental Health	25	2.15%
Criminal/Legal Reporting	54	4.65%
Abuse / Neglect	17	1.46%
General Information / Inquiries	58	4.99%
Medical / Health Inquiries	5	0.43%
Multiple Needs	30	2.58%
	<u>1162</u>	<u>100.00%</u>



Substance Abuse Needs – By Region

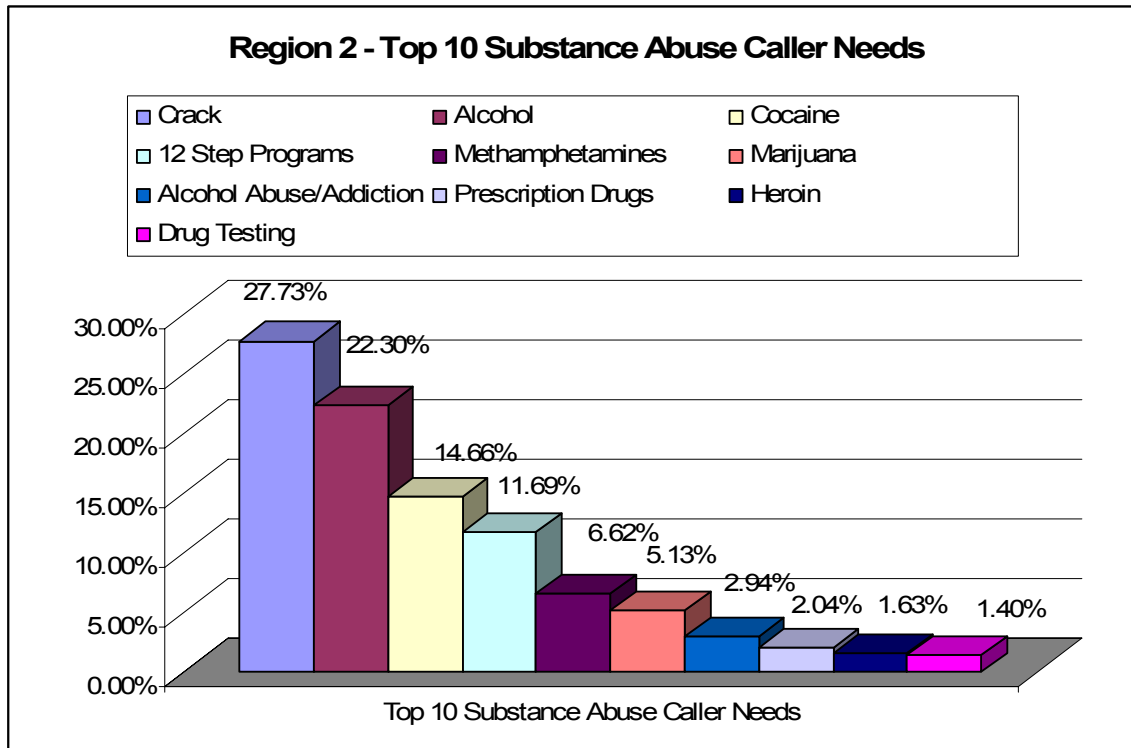
Region 1

Region 1 Top 10 Substance Abuse Caller Needs			
80.56% of Region 1's call habits were Substance Abuse Related			
1	Methamphetamines	440	21.36%
2	Alcohol	395	19.17%
3	Crack	359	17.43%
4	12 Step Programs	241	11.70%
5	Cocaine	190	9.22%
6	Prescription Drugs	101	4.90%
7	Marijuana	97	4.71%
8	Alcohol Abuse/Addiction	61	2.96%
9	Drug Testing	42	2.04%
10	Heroin	38	1.84%
		1964	95.34%



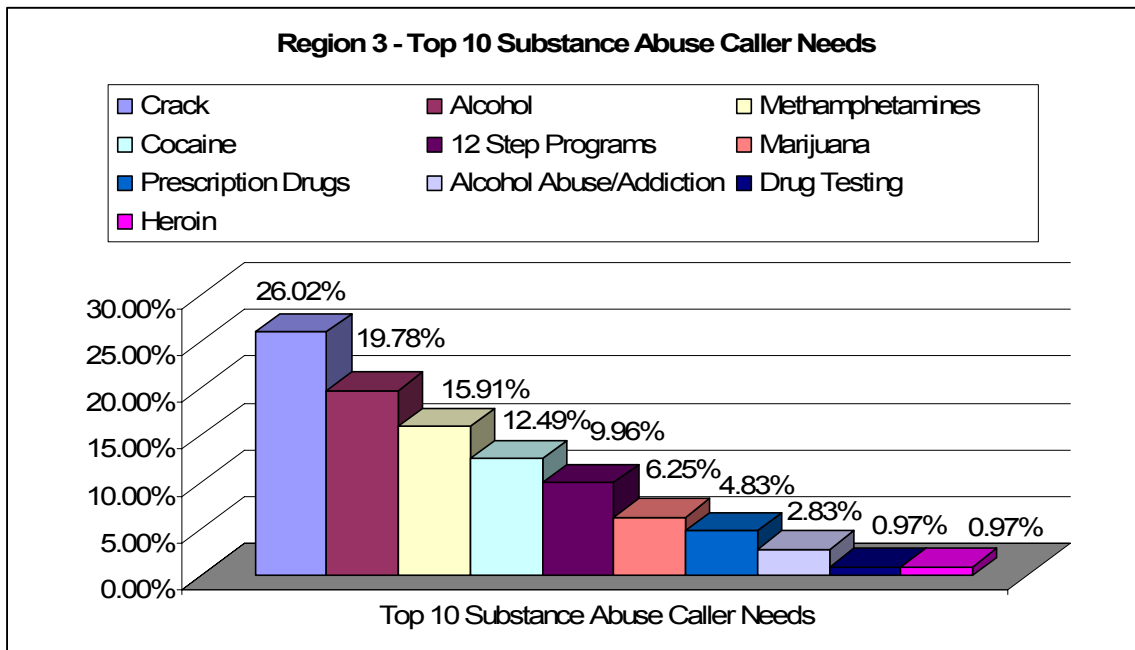
Region 2

Top 10 Substance Abuse Caller Needs			
76.46% of Region 2's call habits were Substance Abuse Related			
1	Crack	951	27.73%
2	Alcohol	765	22.30%
3	Cocaine	503	14.66%
4	12 Step Programs	401	11.69%
5	Methamphetamines	227	6.62%
6	Marijuana	176	5.13%
7	Alcohol Abuse/Addiction	101	2.94%
8	Prescription Drugs	70	2.04%
9	Heroin	56	1.63%
10	Drug Testing	48	1.40%
		3298	96.15%



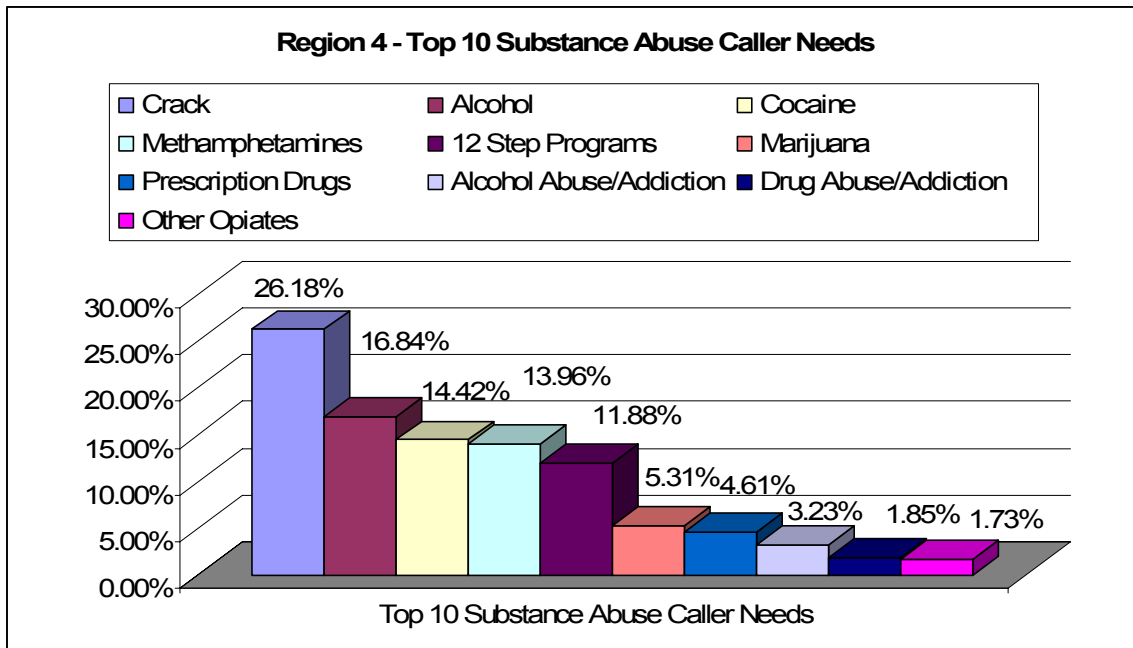
Region 3

Region 3 Top 10 Substance Abuse Caller Needs			
81.37% of Region 3's call habits were Substance Abuse Related			
1	Crack	350	26.02%
2	Alcohol	266	19.78%
3	Methamphetamines	214	15.91%
4	Cocaine	168	12.49%
5	12 Step Programs	134	9.96%
6	Marijuana	84	6.25%
7	Prescription Drugs	65	4.83%
8	Alcohol Abuse/Addiction	38	2.83%
9	Drug Testing	13	0.97%
10	Heroin	13	0.97%
		1345	100.00%



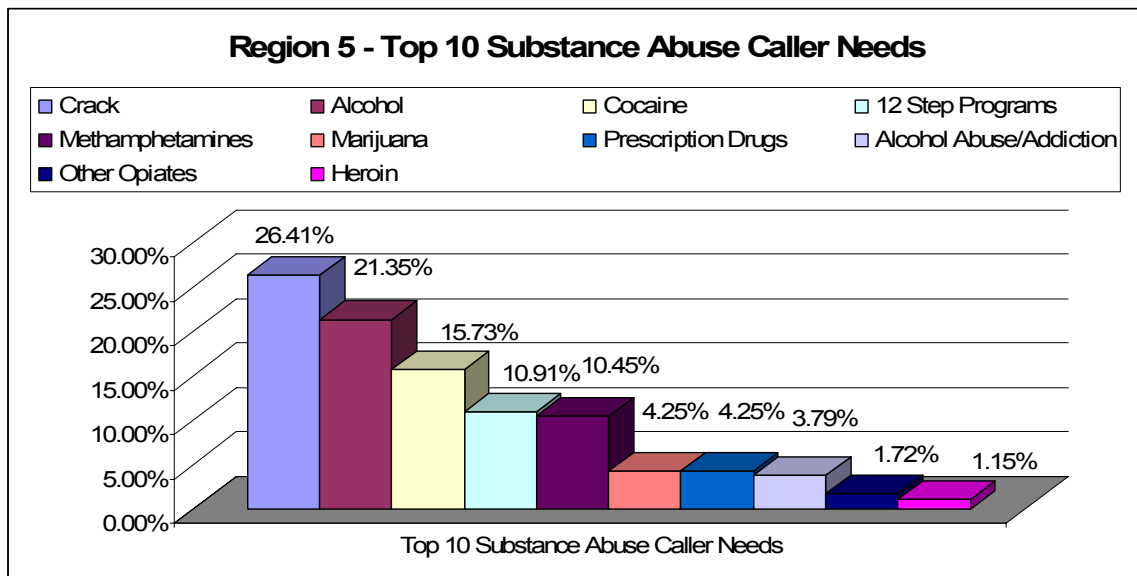
Region 4

Region 4 Top 10 Substance Abuse Caller Needs			
55.61% of Region 4's call habits were Substance Abuse Related			
1	Crack	227	26.18%
2	Alcohol	146	16.84%
3	Cocaine	125	14.42%
4	Methamphetamines	121	13.96%
5	12 Step Programs	103	11.88%
6	Marijuana	46	5.31%
7	Prescription Drugs	40	4.61%
8	Alcohol Abuse/Addiction	28	3.23%
9	Drug Abuse/Addiction	16	1.85%
10	Other Opiates	15	1.73%
		867	100.00%



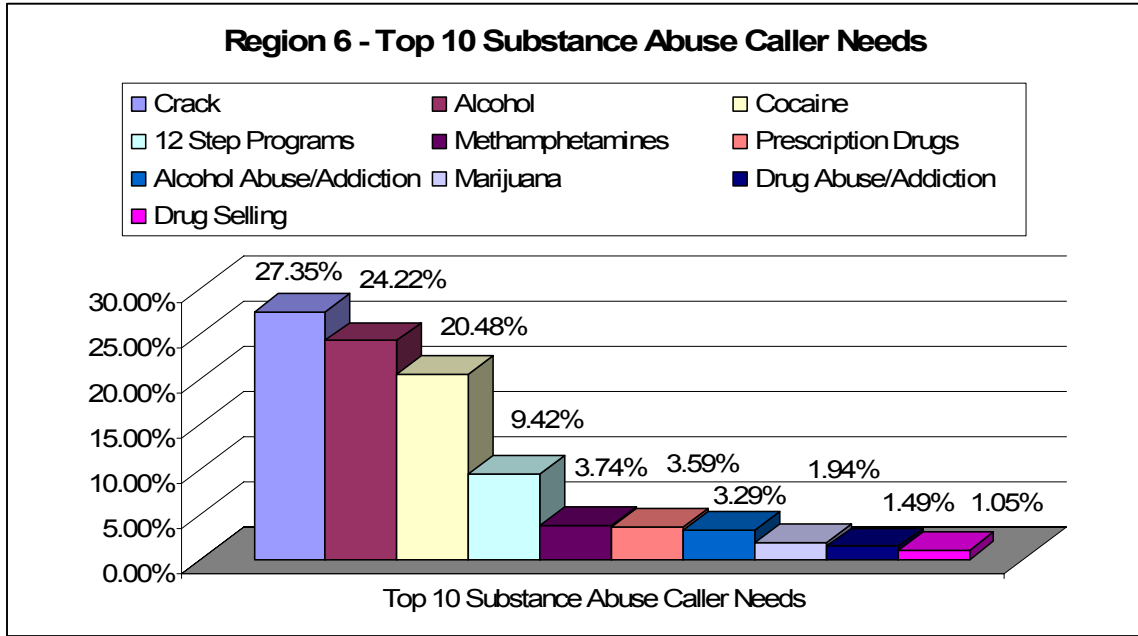
Region 5

Region 5 Top 10 Substance Abuse Caller Needs			
82.08% of Region 5's call habits were Substance Abuse Related			
1	Crack	230	26.41%
2	Alcohol	186	21.35%
3	Cocaine	137	15.73%
4	12 Step Programs	95	10.91%
5	Methamphetamines	91	10.45%
6	Marijuana	37	4.25%
7	Prescription Drugs	37	4.25%
8	Alcohol Abuse/Addiction	33	3.79%
9	Other Opiates	15	1.72%
10	Heroin	10	1.15%
		871	100.00%



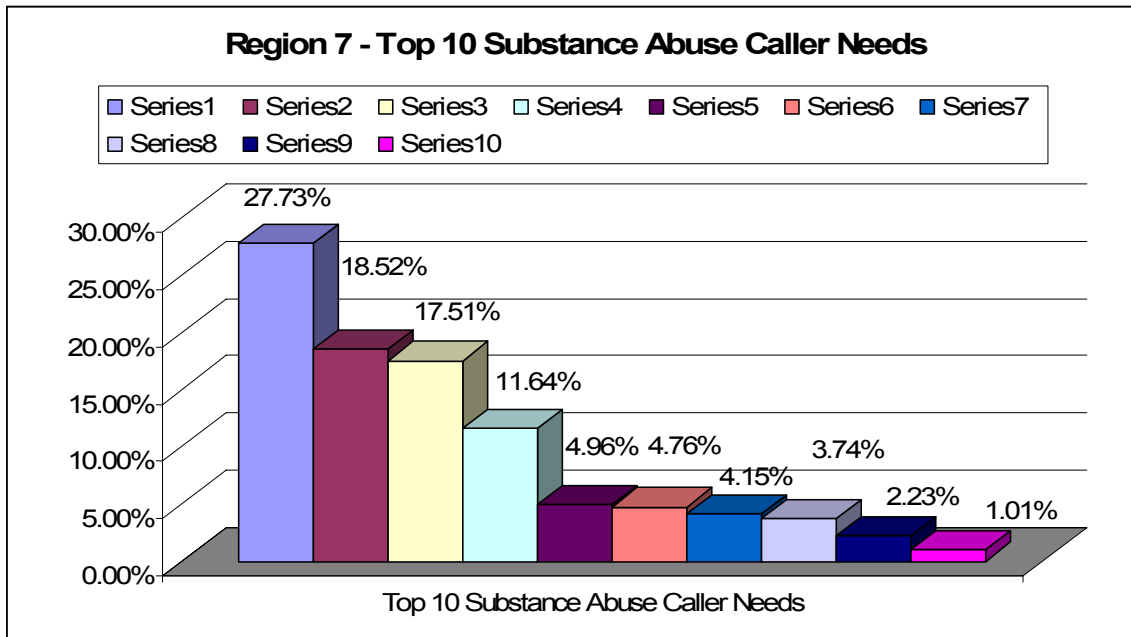
Region 6

Region 6 Top 10 Substance Abuse Caller Needs			
72.72% of Region 6's call habits were Substance Abuse Related			
1	Crack	183	27.35%
2	Alcohol	162	24.22%
3	Cocaine	137	20.48%
4	12 Step Programs	63	9.42%
5	Methamphetamines	25	3.74%
6	Prescription Drugs	24	3.59%
7	Alcohol Abuse/Addiction	22	3.29%
8	Marijuana	13	1.94%
9	Drug Abuse/Addiction	10	1.49%
10	Drug Selling	7	1.05%
		646	96.56%



Region 7

Region 7 Top 10 Substance Abuse Caller Needs			
85.03% of Region 7's call habits were Substance Abuse Related			
1	Crack	274	27.73%
2	Alcohol	183	18.52%
3	Cocaine	173	17.51%
4	12 Step Programs	115	11.64%
5	Methamphetamines	49	4.96%
6	Prescription Drugs	47	4.76%
7	Alcohol Abuse/Addiction	41	4.15%
8	Marijuana	37	3.74%
9	Other Opiates	22	2.23%
10	Drug Abuse/Addiction	10	1.01%
		951	96.26%





Specific Focus Areas

A focused observation was undertaken in the call need areas of Methamphetamines, Alcohol and Crack due to the preponderance of abuse and use with these drugs in the state of Georgia.

Methamphetamines, Alcohol and Crack inquiries represented a significant 58.55% of all calls logged at the Helpline during the reporting period of July 1, 2004-June 30, 2005. This is a significant 5.85% increase in the proportion of calls received for these three needs over last year's reporting period.

It is interesting to note the differences between caller demographics, county and regional behaviors, and needs. Regionally, Alcohol related inquiries were more evenly spread amongst the State as compared to Crack and Methamphetamines inquiries. Both Alcohol and Crack inquiries were most common in Region 2, or Metro Atlanta, whereas Methamphetamines inquiries were most commonly found in Region 1, or the North Region of Georgia.

This year, caller inquiries for help regarding Methamphetamines were greater than either crack or alcohol. This represents a shift from crack inquiries which represented 22.98% of all calls during last year's reporting period and now represent only 12.17% of all caller's inquiries. This is significant to note because this mirrors both drug's gaining and waning popularity amongst Georgia's population. Methamphetamines are becoming far more accessible since they are easy to produce domestically and are also easy to distribute.

Males called the Helpline overwhelmingly more than Females for each of the three focus areas again this year. Males called the Helpline twice as often as Females to inquire about Alcohol and Crack. The gap between Males and Females for Methamphetamines inquiries was smaller, yet still significant at 17%.

Ethnicity played an important part in caller behavior as well. For both Alcohol and Methamphetamines inquiries, Caucasians represented a major portion of calls, while African Americans had inquiries about Crack issues more often. These calling behaviors have not changed for either FY 2004 or FY 2005.

Analysis of Methamphetamines, Alcohol, and Crack inquiries follows:





Alcohol

Overview

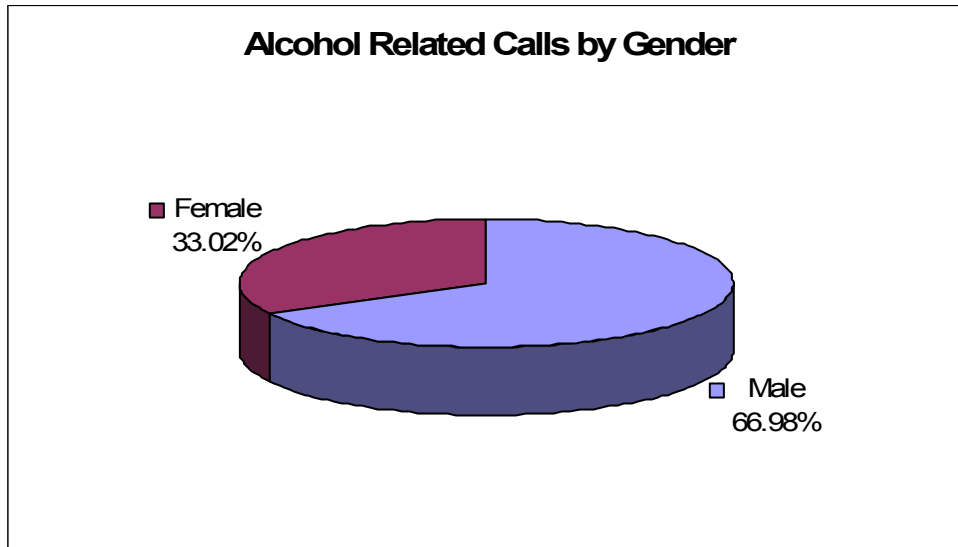
Data collected during the Georgia State Helpline's reporting period of July 1, 2004-June 30, 2005 yielded the following results:

- 20.87% of 13,555 calls logged during the reporting period were Alcohol related inquiries. This trend is maintained as last year's Alcohol inquiries represented 20.09%.
- Region 2 yielded the highest volume of calls regarding Alcohol inquiries at 35.28% of Alcohol-related calls. This is in comparison to FY 2004 where 36.78% of all calls relating to Alcohol came from Region 2.
- Fulton County yielded the highest percentage of calls regarding Alcohol again this year 20.40% of all calls. This represents a 1.5% decrease in Alcohol related call received over the FY 2004 reporting period.
- Cobb County (Region 1), and Gwinnett County (Region 2), produced the second and third highest volume of Alcohol related calls again this year at 7.42% and 5.73% respectively.
- Males called into the Helpline with Alcohol related needs more than twice the percentage of Female callers.
- Caucasians logged nearly 700 calls or 25.00% more calls relating to Alcohol than second most frequent ethnic group, African Americans.
- Over 65% of Alcohol related callers were Unemployed. This is nearly three times the amount of the second most frequent employment status – Fulltime Employed.



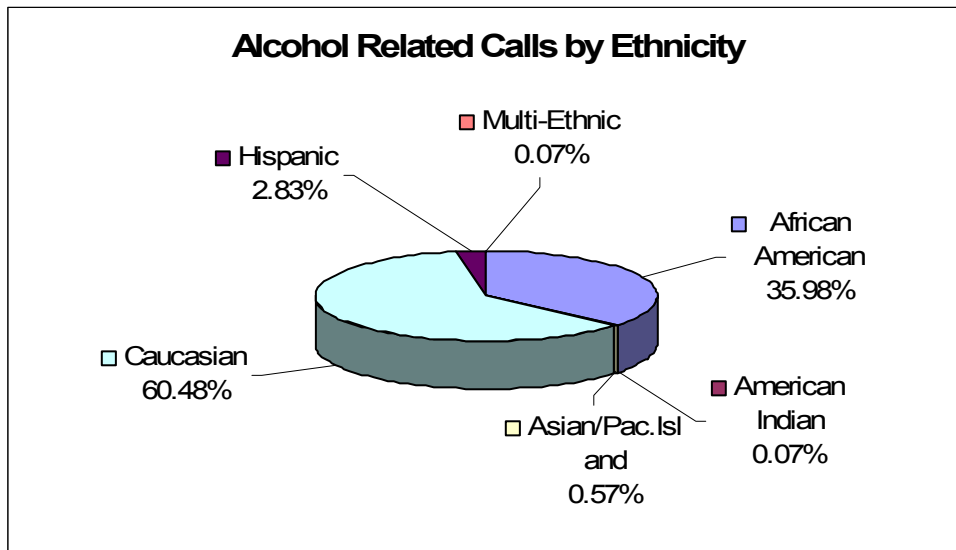
Demographic Breakdown – Alcohol-Related Calls

Sex		
Male	1895	66.98%
Female	934	33.02%
2829		



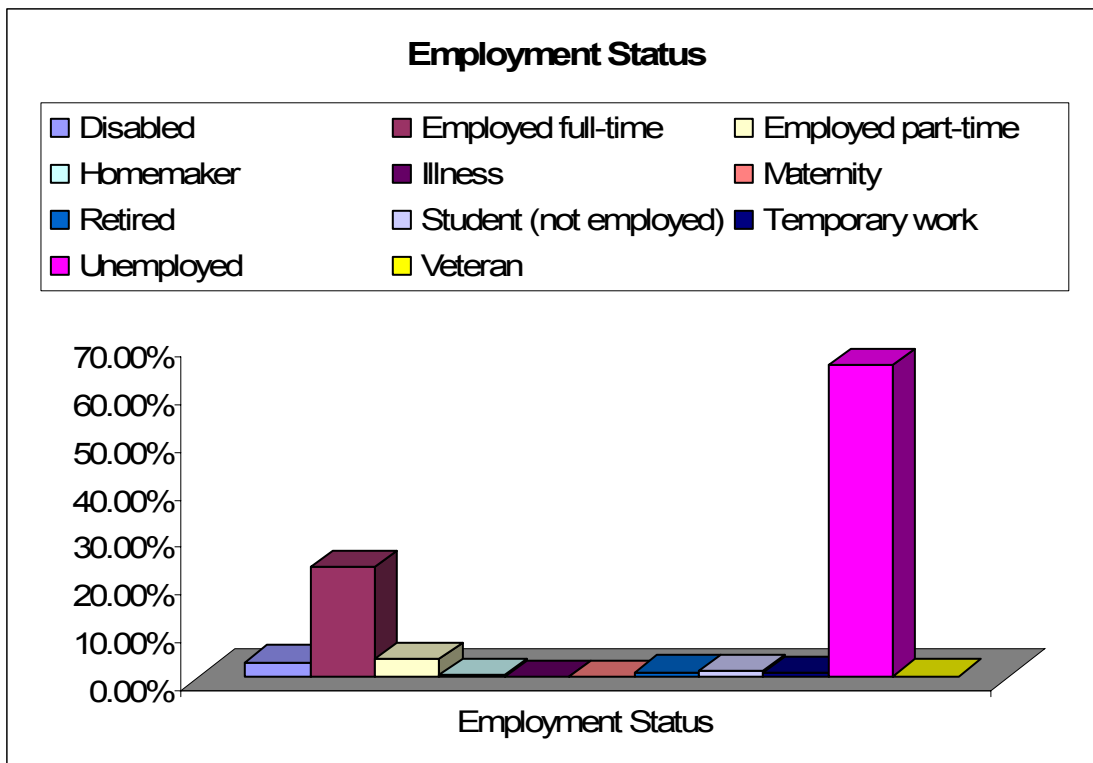


Ethnicity		
African American	1018	35.98%
American Indian	2	0.07%
Asian/Pac.Island	16	0.57%
Caucasian	1711	60.48%
Hispanic	80	2.83%
Multi-Ethnic	2	0.07%
2829		





Employment Status		
Disabled	90	3.18%
Employed full-time	657	23.22%
Employed part-time	104	3.68%
Homemaker	9	0.32%
Illness	3	0.11%
Maternity	3	0.11%
Retired	29	1.03%
Student (not employed)	37	1.31%
Temporary work	26	0.92%
Unemployed	1864	65.89%
Veteran	7	0.25%
2829		





Age		
2	1	0.04%
3	0	0.00%
5	0	0.00%
6	0	0.00%
7	0	0.00%
9	0	0.00%
10	0	0.00%
11	0	0.00%
12	0	0.00%
13	2	0.07%
14	2	0.07%
15	3	0.11%
16	10	0.35%
17	19	0.67%
18	16	0.57%
19	39	1.38%
20	26	0.92%
21	48	1.70%
22	57	2.01%
23	60	2.12%
24	63	2.23%
25	84	2.97%
26	58	2.05%
27	69	2.44%
28	57	2.01%
29	63	2.23%
30	87	3.08%
31	55	1.94%
32	72	2.55%
33	87	3.08%
34	88	3.11%
35	130	4.60%
36	97	3.43%
37	79	2.79%
38	90	3.18%
39	96	3.39%
40	148	5.23%
41	109	3.85%
42	111	3.92%
43	96	3.39%
44	111	3.92%
45	102	3.61%
46	90	3.18%
47	86	3.04%
48	46	1.63%
49	45	1.59%
50	51	1.80%

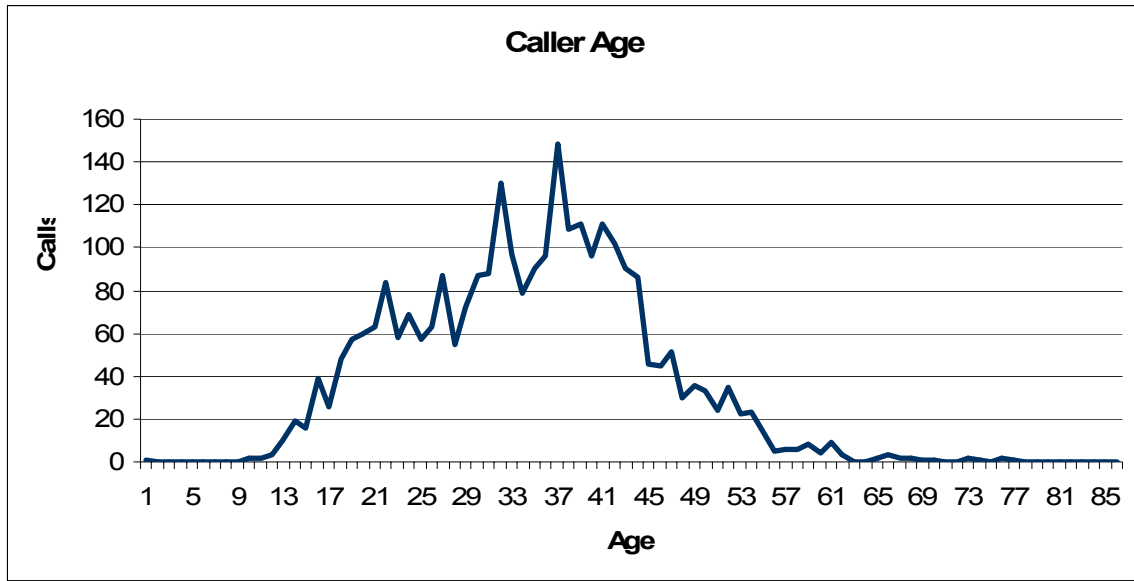




51	30	1.06%
52	36	1.27%
53	33	1.17%
54	24	0.85%
55	35	1.24%
56	22	0.78%
57	23	0.81%
58	15	0.53%
59	5	0.18%
60	6	0.21%
61	6	0.21%
62	8	0.28%
63	4	0.14%
64	9	0.32%
65	3	0.11%
66	0	0.00%
67	0	0.00%
68	2	0.07%
69	3	0.11%
70	2	0.07%
71	2	0.07%
72	1	0.04%
73	1	0.04%
74	0	0.00%
75	0	0.00%
76	2	0.07%
77	1	0.04%
78	0	0.00%
79	2	0.07%
80	1	0.04%
81	0	0.00%
82	0	0.00%
83	0	0.00%
84	0	0.00%
85	0	0.00%
86	0	0.00%
88	0	0.00%
91	0	0.00%
94	0	0.00%

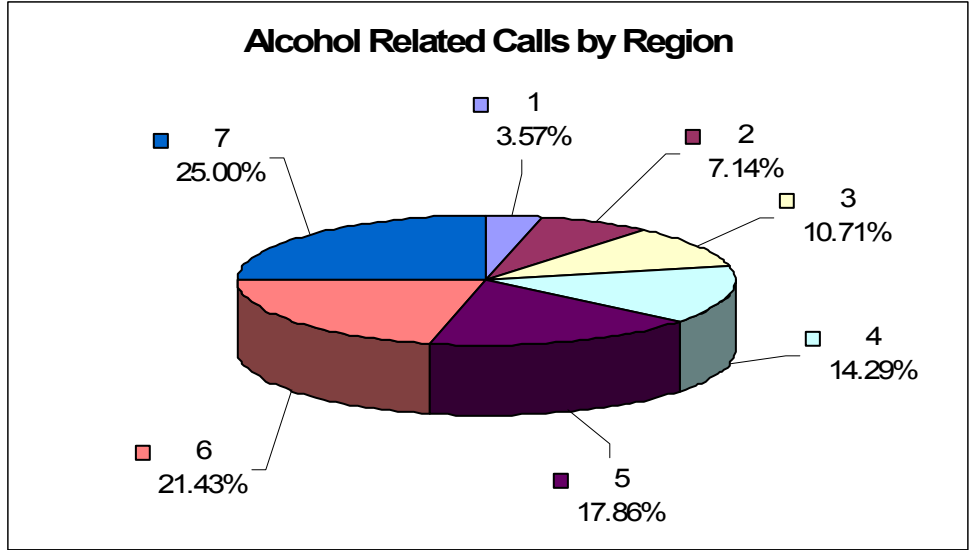
2829





Region		
1	546	19.30%
2	998	35.28%
3	357	12.62%
4	195	6.89%
5	253	8.94%
6	211	7.46%
7	269	9.51%
2829		





Alcohol Service Utilization – County Breakdown

County			County		
Fulton	577	20.40%	Worth	5	0.18%
Cobb	210	7.42%	Bryan	4	0.14%
Gwinnett	162	5.73%	Crisp	4	0.14%
Chatham	139	4.91%	Irwin	4	0.14%
Dekalb	122	4.31%	Lee	4	0.14%
Richmond	119	4.21%	McIntosh	4	0.14%
Muscogee	87	3.08%	Monroe	4	0.14%
Houston	75	2.65%	Pierce	4	0.14%
Clayton	67	2.37%	Baldwin	3	0.11%
Dougherty	66	2.33%	Ben Hill	3	0.11%
Lowndes	59	2.09%	Candler	3	0.11%
Bibb	55	1.94%	Columbia	3	0.11%
Hall	51	1.80%	Dawson	3	0.11%
Henry	48	1.70%	Emanuel	3	0.11%
Coweta	45	1.59%	Jasper	3	0.11%
Rockdale	41	1.45%	Madison	3	0.11%
Carroll	40	1.41%	Mitchell	3	0.11%
Cherokee	39	1.38%	Pike	3	0.11%
Clarke	37	1.31%	Screven	3	0.11%
Bartow	35	1.24%	Taylor	3	0.11%
Douglas	30	1.06%	Telfair	3	0.11%
Troup	30	1.06%	Bleckley	2	0.07%
Newton	29	1.03%	Brantley	2	0.07%
Floyd	26	0.92%	Clinch	2	0.07%
Thomas	22	0.78%	Cook	2	0.07%
Glynn	21	0.74%	Crawford	2	0.07%
Paulding	21	0.74%	Decatur	2	0.07%
Fayette	20	0.71%	Early	2	0.07%



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Spalding	19	0.67%	Fannin	2	0.07%
Ware	18	0.64%	Habersham	2	0.07%
Jackson	15	0.53%	Jenkins	2	0.07%
Forsyth	14	0.49%	Randolph	2	0.07%
Gordon	14	0.49%	White	2	0.07%
Laurens	14	0.49%	Atkinson	1	0.04%
Walton	13	0.46%	Banks	1	0.04%
Barrow	12	0.42%	Calhoun	1	0.04%
Effingham	12	0.42%	Clay	1	0.04%
Polk	12	0.42%	Dade	1	0.04%
Tift	12	0.42%	Dodge	1	0.04%
Butts	11	0.39%	Dooly	1	0.04%
Walker	11	0.39%	Evans	1	0.04%
Wayne	11	0.39%	Glascocock	1	0.04%
Elbert	10	0.35%	Harris	1	0.04%
Haralson	10	0.35%	Heard	1	0.04%
Meriwether	10	0.35%	Houston	1	0.04%
Whitfield	10	0.35%	Miller	1	0.04%
Bulloch	9	0.32%	Murray	1	0.04%
Hart	9	0.32%	Oconee	1	0.04%
Lamar	9	0.32%	Stewart	1	0.04%
Morgan	9	0.32%	Taliaferro	1	0.04%
Upson	9	0.32%	Tattnall	1	0.04%
Catoosa	8	0.28%	Terrell	1	0.04%
Coffee	8	0.28%	Treutlen	1	0.04%
Toombs	8	0.28%	Turner	1	0.04%
Berrien	7	0.25%	Twiggs	1	0.04%
Franklin	7	0.25%	Union	1	0.04%
Pulaski	7	0.25%	Wheeler	1	0.04%
Sumter	7	0.25%	Wilcox	1	0.04%
Grady	6	0.21%	Bacon	0	0.00%
Jefferson	6	0.21%	Baker	0	0.00%
Liberty	6	0.21%	Charlton	0	0.00%
Peach	6	0.21%	Chattahoochee	0	0.00%
Stephens	6	0.21%	Hancock	0	0.00%
Appling	5	0.18%	Johnson	0	0.00%
Brooks	5	0.18%	Jones	0	0.00%
Burke	5	0.18%	Lanier	0	0.00%
Camden	5	0.18%	Lincoln	0	0.00%
Chattooga	5	0.18%	Long	0	0.00%
Colquitt	5	0.18%	Marion	0	0.00%
Gilmer	5	0.18%	Montgomery	0	0.00%
Greene	5	0.18%	Oglethorpe	0	0.00%
Jeff Davis	5	0.18%	Quitman	0	0.00%
Lumpkin	5	0.18%	Rabun	0	0.00%
Macon	5	0.18%	Schley	0	0.00%
McDuffie	5	0.18%	Seminole	0	0.00%
Pickens	5	0.18%	Talbot	0	0.00%





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Putnam	5	0.18%	Towns	0	0.00%
Washington	5	0.18%	Warren	0	0.00%
Wilkinson	5	0.18%	Wilkes	0	0.00%



Crack

Overview

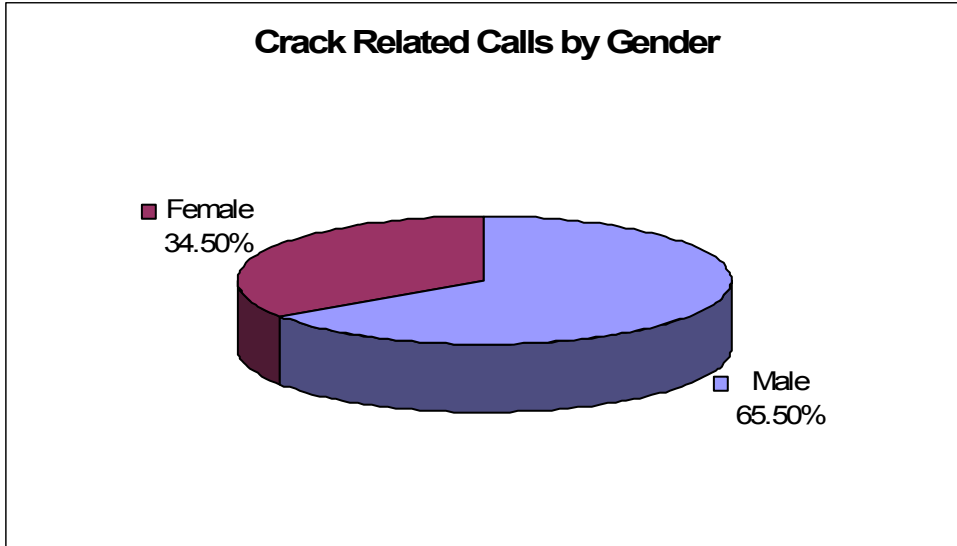
Data collected during the July 1, 2004-June 30, 2005 reporting period yielded the following results for Crack related inquiries:

- 22.51% of calls logged at the Georgia Helpline were inquiries concerning Crack. This is an increase of nearly 3.5% over last year's reporting period.
- Region 2 yielded the highest overall percentage of calls regarding Crack again this year at 37.42%. The number of calls from Region 2; 1,294 is nearly triple the amount of the second highest regional call volume from Region 1; 460 calls.
- Fulton County, Region 2, reported the highest percentage of calls regarding crack-based inquiries at 22.64%.
- Dekalb County, Region 2, and Chatham County, Region 7, completed the top three volumes of crack-based inquiries at 5.38% and 5.23% respectively.
- 31% more males (65.50%) than females (34.50%) called regarding crack related issues.
- African Americans called in most frequently at 52.17% for Crack related issues as compared to other ethnicities.
- 77.70% of all Crack related callers were Unemployed, representing a 2.2% increase over last year's callers, while the next frequently occurring Employment Status was Full time Employed at 15.79%.



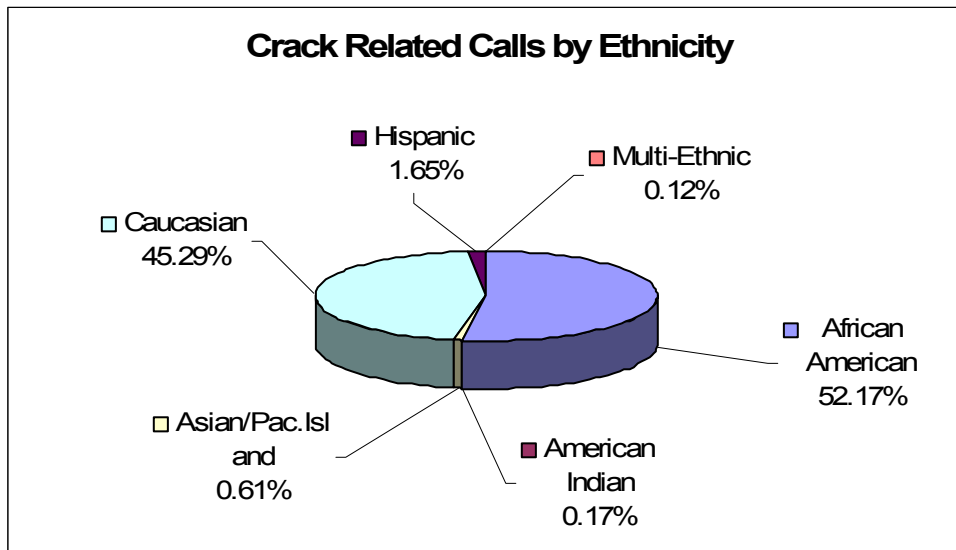
Demographics Breakdown – Crack Related Calls

Sex		
Male	2265	65.50%
Female	1193	34.50%
3458		



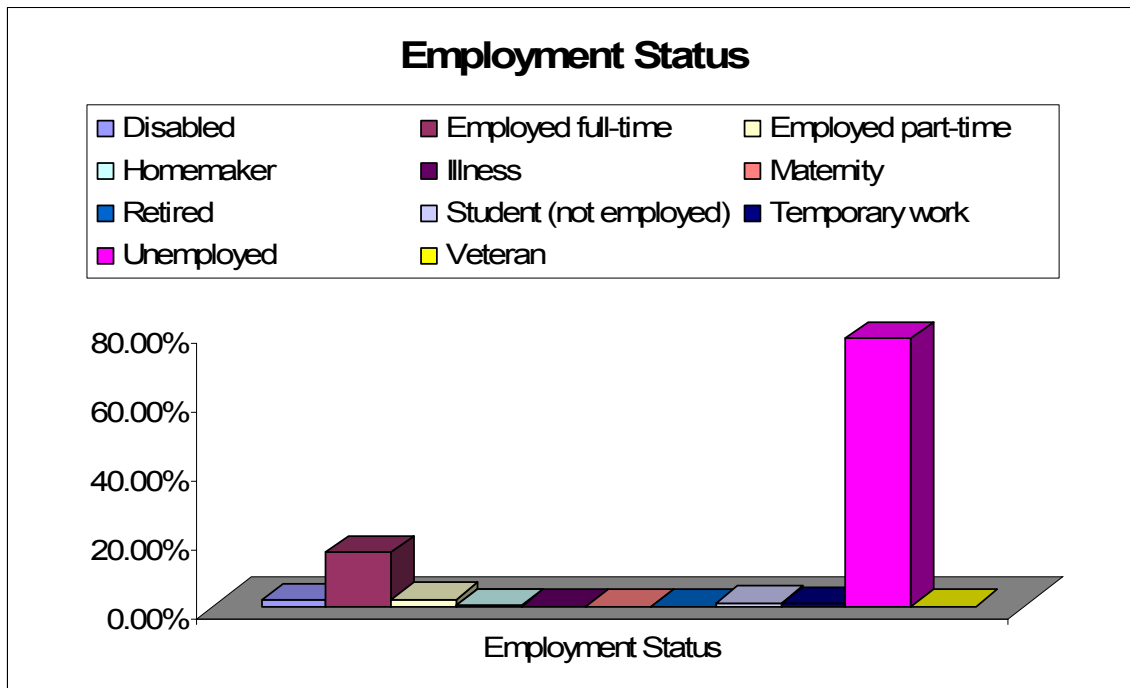


Race		
African American	1804	52.17%
American Indian	6	0.17%
Asian/Pac.Island	21	0.61%
Caucasian	1566	45.29%
Hispanic	57	1.65%
Multi-Ethnic	4	0.12%
		3458





Employment Status		
Disabled	63	1.82%
Employed full-time	546	15.79%
Employed part-time	74	2.14%
Homemaker	7	0.20%
Illness	3	0.09%
Maternity	3	0.09%
Retired	5	0.14%
Student (not employed)	42	1.21%
Temporary work	26	0.75%
Unemployed	2687	77.70%
Veteran	2	0.06%
3458		





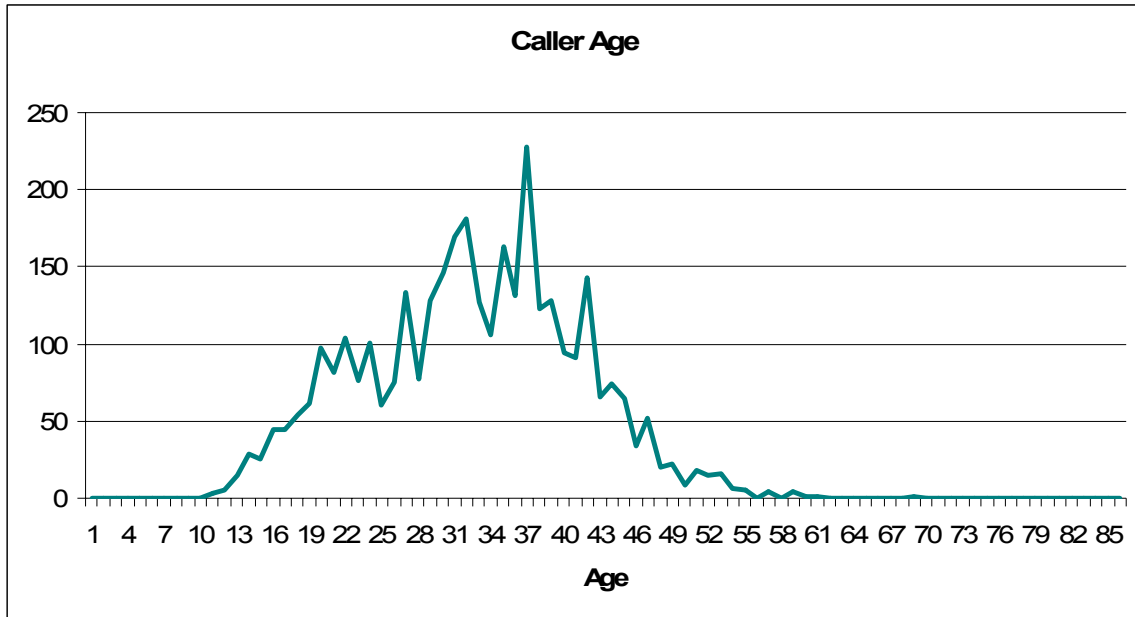
Age		
2	0	0.00%
3	0	0.00%
5	0	0.00%
6	0	0.00%
7	0	0.00%
9	0	0.00%
10	0	0.00%
11	0	0.00%
12	0	0.00%
13	0	0.00%
14	3	0.09%
15	5	0.14%
16	15	0.43%
17	29	0.84%
18	25	0.72%
19	44	1.27%
20	45	1.30%
21	54	1.56%
22	61	1.76%
23	97	2.81%
24	82	2.37%
25	104	3.01%
26	76	2.20%
27	101	2.92%
28	60	1.74%
29	75	2.17%
30	134	3.88%
31	77	2.23%
32	128	3.70%
33	146	4.22%
34	169	4.89%
35	181	5.23%
36	127	3.67%
37	106	3.07%
38	163	4.71%
39	131	3.79%
40	228	6.59%
41	123	3.56%
42	128	3.70%
43	94	2.72%
44	91	2.63%
45	143	4.14%
46	66	1.91%
47	74	2.14%
48	65	1.88%
49	34	0.98%



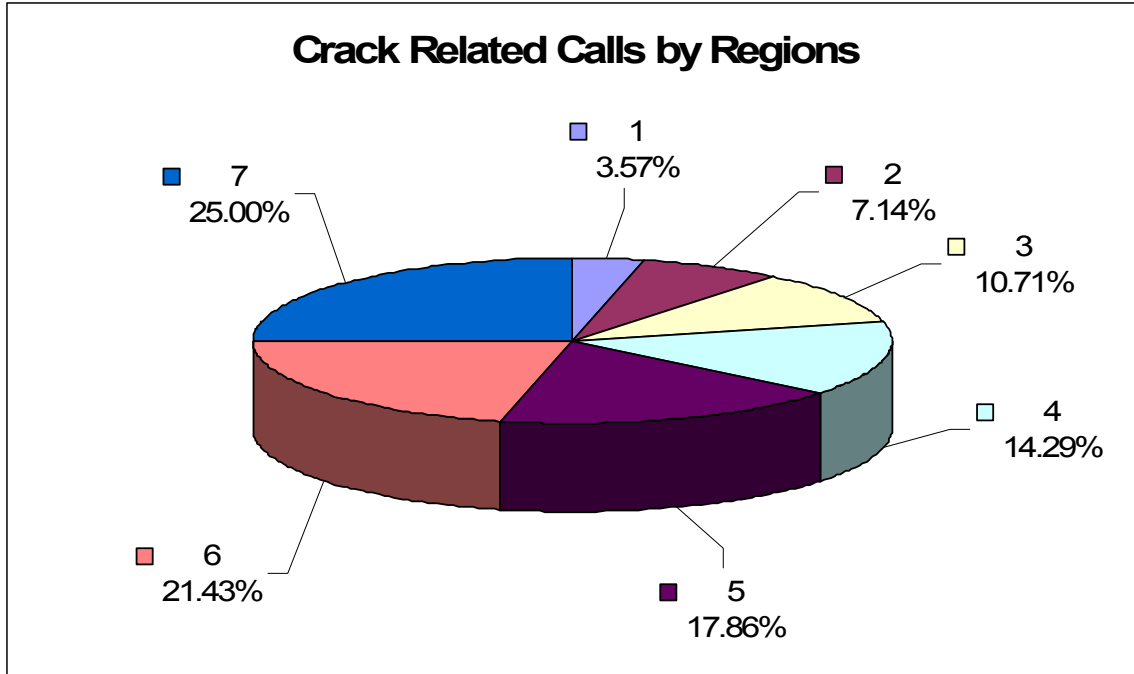


50	52	1.50%
51	20	0.58%
52	22	0.64%
53	9	0.26%
54	18	0.52%
55	15	0.43%
56	16	0.46%
57	6	0.17%
58	5	0.14%
59	0	0.00%
60	4	0.12%
61	0	0.00%
62	4	0.12%
63	1	0.03%
64	1	0.03%
65	0	0.00%
66	0	0.00%
67	0	0.00%
68	0	0.00%
69	0	0.00%
70	0	0.00%
71	0	0.00%
72	1	0.03%
73	0	0.00%
74	0	0.00%
75	0	0.00%
76	0	0.00%
77	0	0.00%
78	0	0.00%
79	0	0.00%
80	0	0.00%
81	0	0.00%
82	0	0.00%
83	0	0.00%
84	0	0.00%
85	0	0.00%
86	0	0.00%
88	0	0.00%
91	0	0.00%
94	0	0.00%
3458		





Region		
1	460	13.30%
2	1294	37.42%
3	438	12.67%
4	300	8.68%
5	334	9.66%
6	247	7.14%
7	385	11.13%
3458		



Crack-Related Service Utilization – County Breakdown

County			County		
Fulton	783	22.64%	Clinch	5	0.14%
Dekalb	186	5.38%	Cook	5	0.14%
Chatham	181	5.23%	Early	5	0.14%
Richmond	168	4.86%	Haralson	5	0.14%
Cobb	165	4.77%	Jasper	5	0.14%
Gwinnett	151	4.37%	Jefferson	5	0.14%
Muscogee	110	3.18%	Bacon	4	0.12%
Bibb	108	3.12%	Dodge	4	0.12%
Clayton	104	3.01%	Gilmer	4	0.12%
Houston	100	2.89%	Macon	4	0.12%
Dougherty	76	2.20%	McDuffie	4	0.12%
Coweta	63	1.82%	Montgomery	4	0.12%
Clarke	52	1.50%	Pickens	4	0.12%
Henry	52	1.50%	Pike	4	0.12%
Douglas	47	1.36%	Brantley	3	0.09%
Lowndes	46	1.33%	Brooks	3	0.09%
Rockdale	45	1.30%	Crawford	3	0.09%
Troup	45	1.30%	Dawson	3	0.09%
Hall	42	1.21%	Evans	3	0.09%
Floyd	40	1.16%	Greene	3	0.09%
Carroll	34	0.98%	Harris	3	0.09%
Glynn	33	0.95%	Hart	3	0.09%
Paulding	26	0.75%	Heard	3	0.09%
Newton	25	0.72%	Houston	3	0.09%
Toombs	25	0.72%	Lumpkin	3	0.09%
Spalding	24	0.69%	Madison	3	0.09%
Ware	24	0.69%	Pierce	3	0.09%
Bulloch	22	0.64%	Screven	3	0.09%
Jackson	21	0.61%	Stewart	3	0.09%
Cherokee	20	0.58%	Bleckley	2	0.06%
Fayette	20	0.58%	Bryan	2	0.06%
Thomas	18	0.52%	Calhoun	2	0.06%
Tift	18	0.52%	Candler	2	0.06%
Coffee	17	0.49%	Charlton	2	0.06%
Walton	17	0.49%	Habersham	2	0.06%
Colquitt	16	0.46%	Hancock	2	0.06%
Walker	16	0.46%	Irwin	2	0.06%
Sumter	15	0.43%	Jenkins	2	0.06%



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Bartow	14	0.40%	Lee	2	0.06%
Columbia	14	0.40%	Seminole	2	0.06%
Laurens	14	0.40%	Tattnall	2	0.06%
Polk	13	0.38%	Turner	2	0.06%
Barrow	12	0.35%	Wheeler	2	0.06%
Catoosa	12	0.35%	Atkinson	1	0.03%
Meriwether	12	0.35%	Baker	1	0.03%
Peach	12	0.35%	Chattahoochee	1	0.03%
Baldwin	11	0.32%	Chattooga	1	0.03%
Washington	11	0.32%	Dooly	1	0.03%
Lamar	10	0.29%	Fannin	1	0.03%
Liberty	10	0.29%	Johnson	1	0.03%
Whitfield	10	0.29%	Lincoln	1	0.03%
Appling	9	0.26%	Marion	1	0.03%
Camden	9	0.26%	Miller	1	0.03%
Crisp	9	0.26%	Putnam	1	0.03%
Forsyth	9	0.26%	Rabun	1	0.03%
Grady	9	0.26%	Randolph	1	0.03%
McIntosh	9	0.26%	Schley	1	0.03%
Morgan	9	0.26%	Telfair	1	0.03%
Decatur	8	0.23%	Terrell	1	0.03%
Upson	8	0.23%	Treutlen	1	0.03%
Burke	7	0.20%	Twiggs	1	0.03%
Butts	7	0.20%	Wilkes	1	0.03%
Gordon	7	0.20%	Wilkinson	1	0.03%
Jeff Davis	7	0.20%	Banks	0	0.00%
Mitchell	7	0.20%	Clay	0	0.00%
Pulaski	7	0.20%	Dade	0	0.00%
Taylor	7	0.20%	Glascocock	0	0.00%
Worth	7	0.20%	Jones	0	0.00%
Effingham	6	0.17%	Long	0	0.00%
Elbert	6	0.17%	Murray	0	0.00%
Emanuel	6	0.17%	Oconee	0	0.00%
Franklin	6	0.17%	Oglethorpe	0	0.00%
Lanier	6	0.17%	Quitman	0	0.00%
Monroe	6	0.17%	Talbot	0	0.00%
Stephens	6	0.17%	Taliaferro	0	0.00%
Wayne	6	0.17%	Towns	0	0.00%
Ben Hill	5	0.14%	Union	0	0.00%
Berrien	5	0.14%	Warren	0	0.00%
			White	0	0.00%
			Wilcox	0	0.00%





Methamphetamines

Overview

Data collected during July 1, 2004-June 30, 2005 reporting period, yielded the following results for Methamphetamines inquiries:

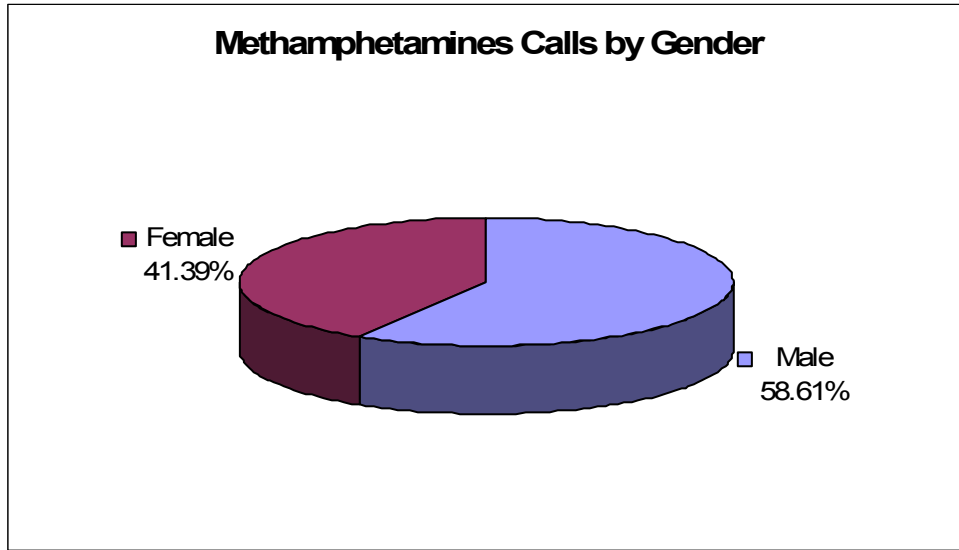
- 12.17% of all calls logged were inquiries concerning Methamphetamines (1,650 Methamphetamines inquiries out of a total 13,555 calls logged at Helpline.) This represents a 2.5% (9.64%) increase in calls concerning Methamphetamines over last year's calling habits.
- Region 1 yielded the highest overall percentage of calls concerning Methamphetamines at 36.30%.
- Fulton County surpassed Cobb County's first place position this year with 9.70% of all Methamphetamines calls. Cobb County, fell to second place with 7.88% of the calls.
- Houston County edged out Gwinnett County this year to round out the top three counties at 5.52%.
- 58.61% of calls inquiring about Methamphetamines were from Males, while 41.39% were from Female callers.
- An overwhelming 90.97% of all Methamphetamines-related inquiries were reported from Caucasians, although this represents a 3% decrease from last year's reporting period. This could signal that Methamphetamines usage is spreading amongst ethnicities. This trend will be monitored for identification over several reporting periods.
- 77.03% of callers were Unemployed, representing a 3.5% increase in Unemployed individuals calling in, while 14.42% were Employed on a fulltime basis, also representing a 3% change over last year's reporting period, although this figure declined over FY 2004.
- The preponderance of calls for Methamphetamines comes from a younger subset of the population when compared with Alcohol and Crack related inquiries.





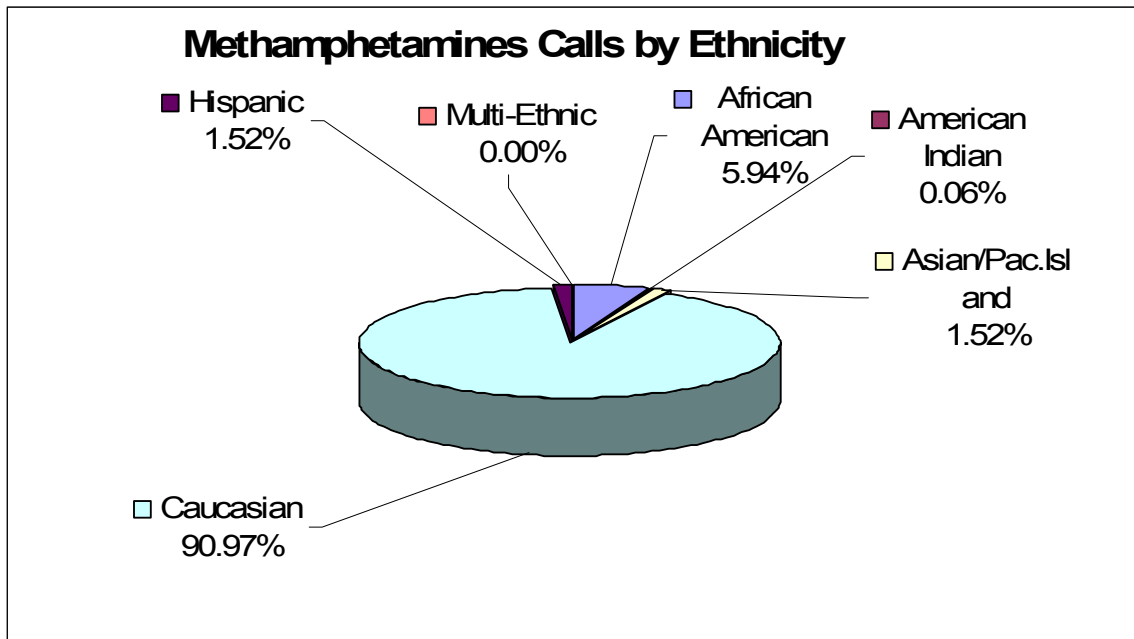
Demographic Breakdown – Methamphetamines-Related Calls

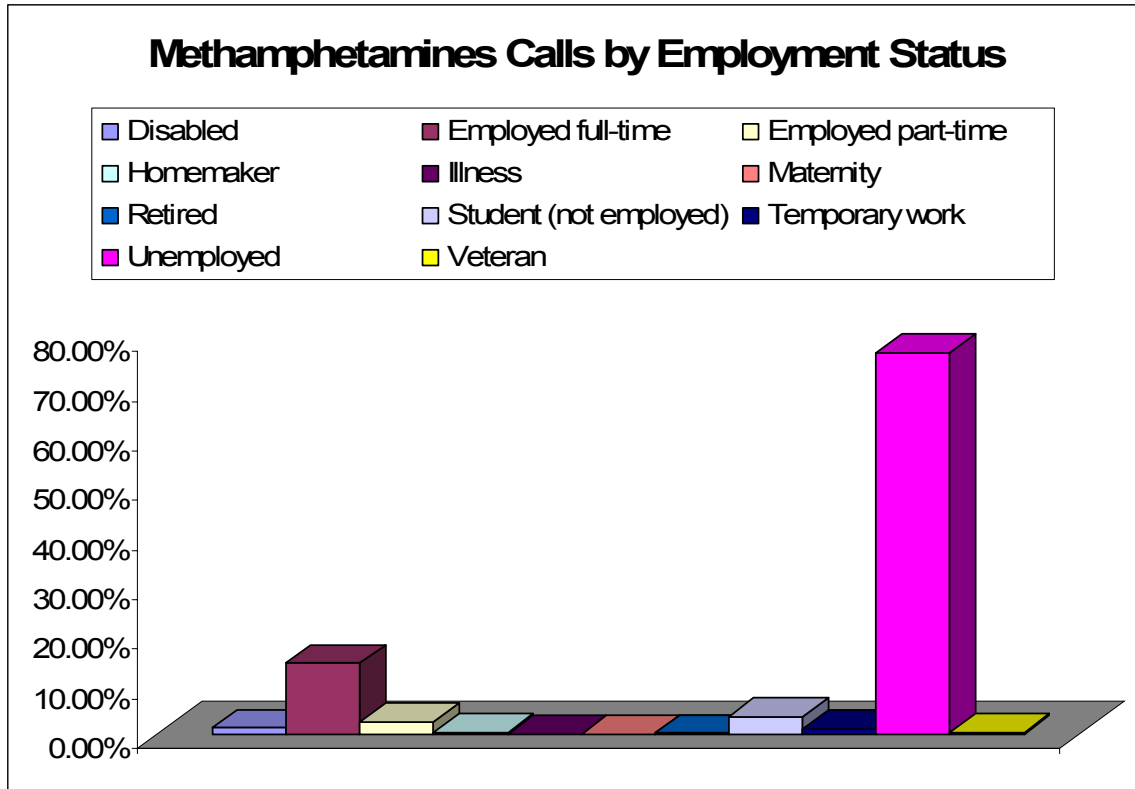
Sex		
Male	967	58.61%
Female	683	41.39%
1650		





Race		
African American	98	5.94%
American Indian	1	0.06%
Asian/Pac.Island	25	1.52%
Caucasian	1501	90.97%
Hispanic	25	1.52%
Multi-Ethnic	0	0.00%
		1650







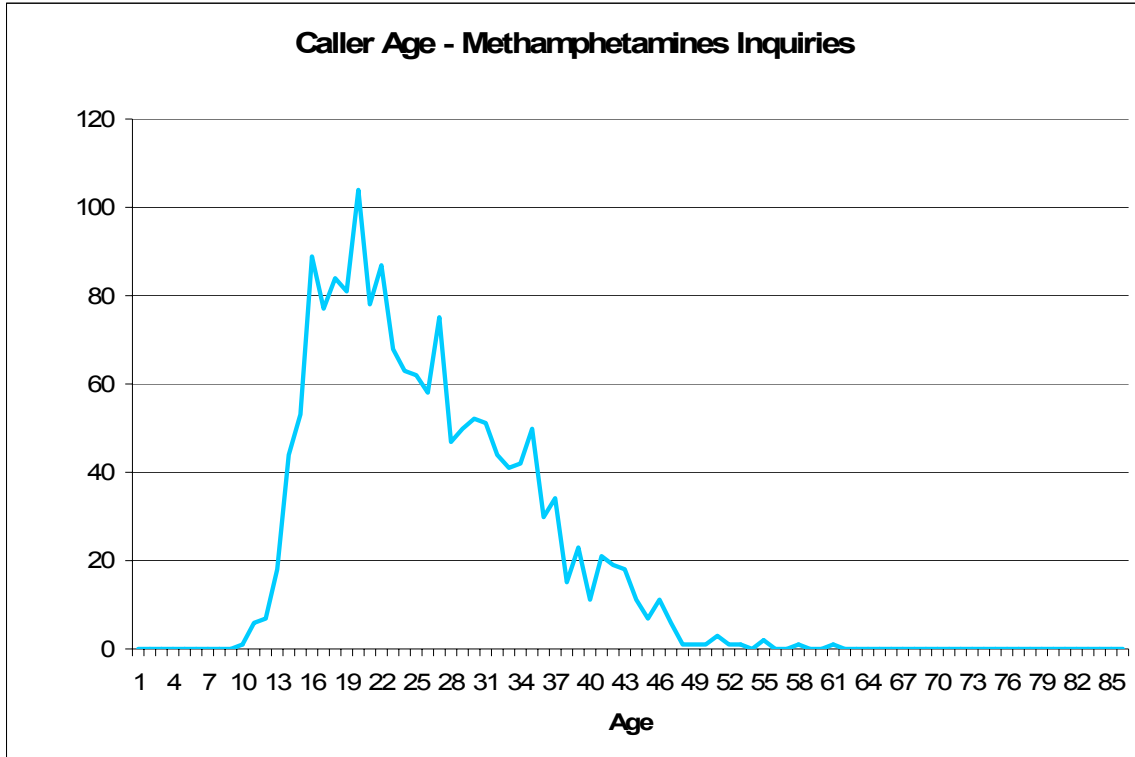
Age		
2	0	0.00%
3	0	0.00%
5	0	0.00%
6	0	0.00%
7	0	0.00%
9	0	0.00%
10	0	0.00%
11	0	0.00%
12	0	0.00%
13	1	0.06%
14	6	0.36%
15	7	0.42%
16	18	1.09%
17	44	2.67%
18	53	3.21%
19	89	5.39%
20	77	4.67%
21	84	5.09%
22	81	4.91%
23	104	6.30%
24	78	4.73%
25	87	5.27%
26	68	4.12%
27	63	3.82%
28	62	3.76%
29	58	3.52%
30	75	4.55%
31	47	2.85%
32	50	3.03%
33	52	3.15%
34	51	3.09%
35	44	2.67%
36	41	2.48%
37	42	2.55%
38	50	3.03%
39	30	1.82%
40	34	2.06%
41	15	0.91%
42	23	1.39%
43	11	0.67%
44	21	1.27%
45	19	1.15%
46	18	1.09%
47	11	0.67%
48	7	0.42%
49	11	0.67%



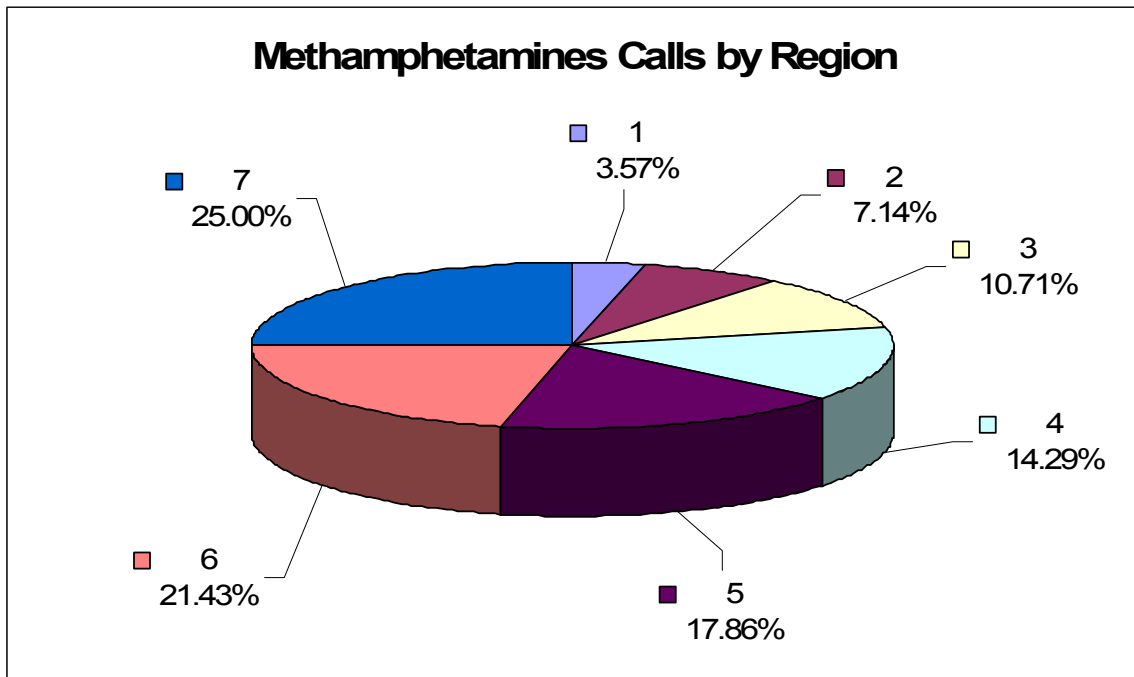


50	6	0.36%
51	1	0.06%
52	1	0.06%
53	1	0.06%
54	3	0.18%
55	1	0.06%
56	1	0.06%
57	0	0.00%
58	2	0.12%
59	0	0.00%
60	0	0.00%
61	1	0.06%
62	0	0.00%
63	0	0.00%
64	1	0.06%
65	0	0.00%
66	0	0.00%
67	0	0.00%
68	0	0.00%
69	0	0.00%
70	0	0.00%
71	0	0.00%
72	0	0.00%
73	0	0.00%
74	0	0.00%
75	0	0.00%
76	0	0.00%
77	0	0.00%
78	0	0.00%
79	0	0.00%
80	0	0.00%
81	0	0.00%
82	0	0.00%
83	0	0.00%
84	0	0.00%
85	0	0.00%
86	0	0.00%
88	0	0.00%
91	0	0.00%
94	0	0.00%
	1650	





Region		
1	599	36.30%
2	337	20.42%
3	295	17.88%
4	174	10.55%
5	129	7.82%
6	40	2.42%
7	76	4.61%
1650		



Methamphetamines Service Utilization - County Breakdown

County			County		
Fulton	160	9.70%	Wilkinson	3	0.18%
Cobb	130	7.88%	Ben Hill	2	0.12%
Houston	91	5.52%	Dodge	2	0.12%
Gwinnett	90	5.45%	Emanuel	2	0.12%
Henry	59	3.58%	Houston	2	0.12%
Douglas	54	3.27%	Jasper	2	0.12%
Hall	54	3.27%	Montgomery	2	0.12%
Coweta	48	2.91%	Oconee	2	0.12%
Bartow	43	2.61%	Screven	2	0.12%
Bibb	43	2.61%	Towns	2	0.12%
Paulding	40	2.42%	Appling	1	0.06%
Carroll	39	2.36%	Berrien	1	0.06%
Muscogee	37	2.24%	Burke	1	0.06%
Cherokee	35	2.12%	Camden	1	0.06%
Floyd	34	2.06%	Chattahoochee	1	0.06%
Richmond	31	1.88%	Colquitt	1	0.06%
Troup	29	1.76%	Dade	1	0.06%
Chatham	28	1.70%	Dooly	1	0.06%
Haralson	28	1.70%	Early	1	0.06%
Clayton	27	1.64%	Grady	1	0.06%
Forsyth	24	1.45%	Greene	1	0.06%
Dekalb	23	1.39%	Harris	1	0.06%
Polk	22	1.33%	Jeff Davis	1	0.06%
Clarke	21	1.27%	Jones	1	0.06%
Rockdale	21	1.27%	Macon	1	0.06%
Spalding	21	1.27%	McDuffie	1	0.06%
Gordon	20	1.21%	Miller	1	0.06%
Barrow	19	1.15%	Pulaski	1	0.06%
Fayette	19	1.15%	Seminole	1	0.06%
Whitfield	19	1.15%	Tattnall	1	0.06%
Newton	16	0.97%	Taylor	1	0.06%
Jackson	14	0.85%	Thomas	1	0.06%
Walker	14	0.85%	Warren	1	0.06%
Lowndes	13	0.79%	Washington	1	0.06%
Gilmer	12	0.73%	Wilcox	1	0.06%
Walton	12	0.73%	Atkinson	0	0.00%
Habersham	9	0.55%	Bacon	0	0.00%
Ware	9	0.55%	Baker	0	0.00%
Catoosa	8	0.48%	Brantley	0	0.00%
Tift	8	0.48%	Brooks	0	0.00%
Columbia	7	0.42%	Calhoun	0	0.00%
Dougherty	7	0.42%	Candler	0	0.00%
Elbert	7	0.42%	Charlton	0	0.00%
Laurens	7	0.42%	Clay	0	0.00%
Meriwether	7	0.42%	Clinch	0	0.00%
Baldwin	6	0.36%	Cook	0	0.00%



Butts	6	0.36%	Evans	0	0.00%
Effingham	6	0.36%	Glascoock	0	0.00%
Hart	6	0.36%	Hancock	0	0.00%
Lumpkin	6	0.36%	Irwin	0	0.00%
Toombs	6	0.36%	Jefferson	0	0.00%
Upson	6	0.36%	Jenkins	0	0.00%
Dawson	5	0.30%	Johnson	0	0.00%
Glynn	5	0.30%	Lanier	0	0.00%
Peach	5	0.30%	Lee	0	0.00%
Pike	5	0.30%	Lincoln	0	0.00%
White	5	0.30%	Long	0	0.00%
Bulloch	4	0.24%	Marion	0	0.00%
Chattooga	4	0.24%	McIntosh	0	0.00%
Coffee	4	0.24%	Mitchell	0	0.00%
Crawford	4	0.24%	Monroe	0	0.00%
Crisp	4	0.24%	Oglethorpe	0	0.00%
Fannin	4	0.24%	Pierce	0	0.00%
Franklin	4	0.24%	Putnam	0	0.00%
Madison	4	0.24%	Quitman	0	0.00%
Morgan	4	0.24%	Rabun	0	0.00%
Murray	4	0.24%	Randolph	0	0.00%
Sumter	4	0.24%	Schley	0	0.00%
Wayne	4	0.24%	Stewart	0	0.00%
Banks	3	0.18%	Talbot	0	0.00%
Bleckley	3	0.18%	Taliaferro	0	0.00%
Bryan	3	0.18%	Telfair	0	0.00%
Decatur	3	0.18%	Terrell	0	0.00%
Heard	3	0.18%	Treutlen	0	0.00%
Lamar	3	0.18%	Turner	0	0.00%
Liberty	3	0.18%	Twiggs	0	0.00%
Pickens	3	0.18%	Wheeler	0	0.00%
Stephens	3	0.18%	Wilkes	0	0.00%
Union	3	0.18%	Worth	0	0.00%



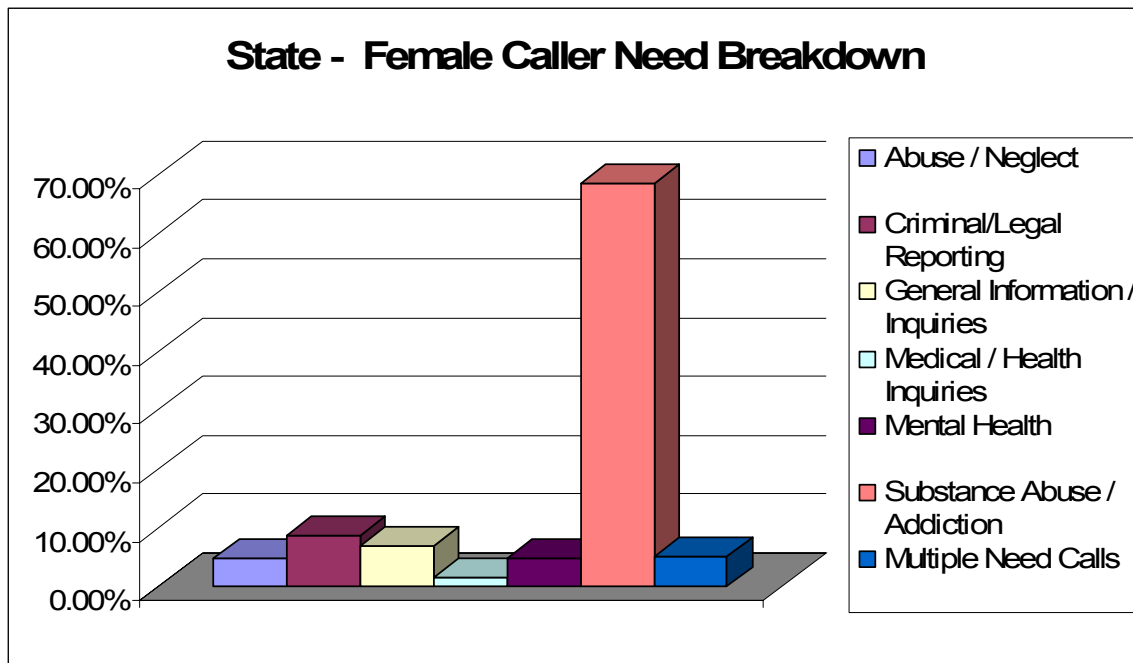
Categorical Supposition

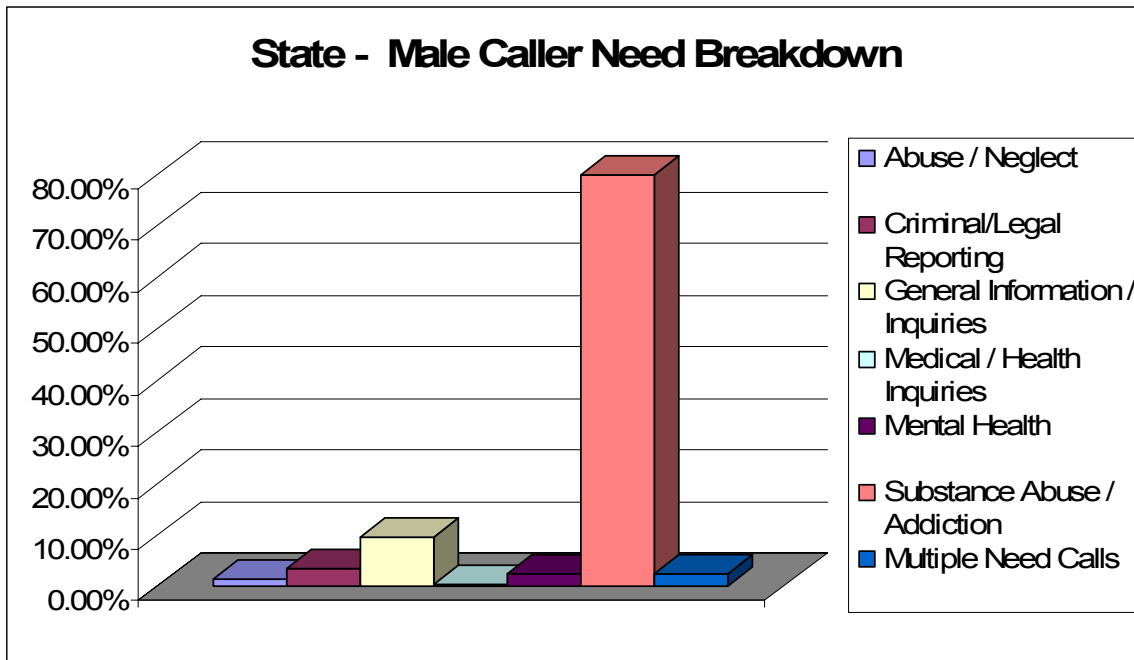
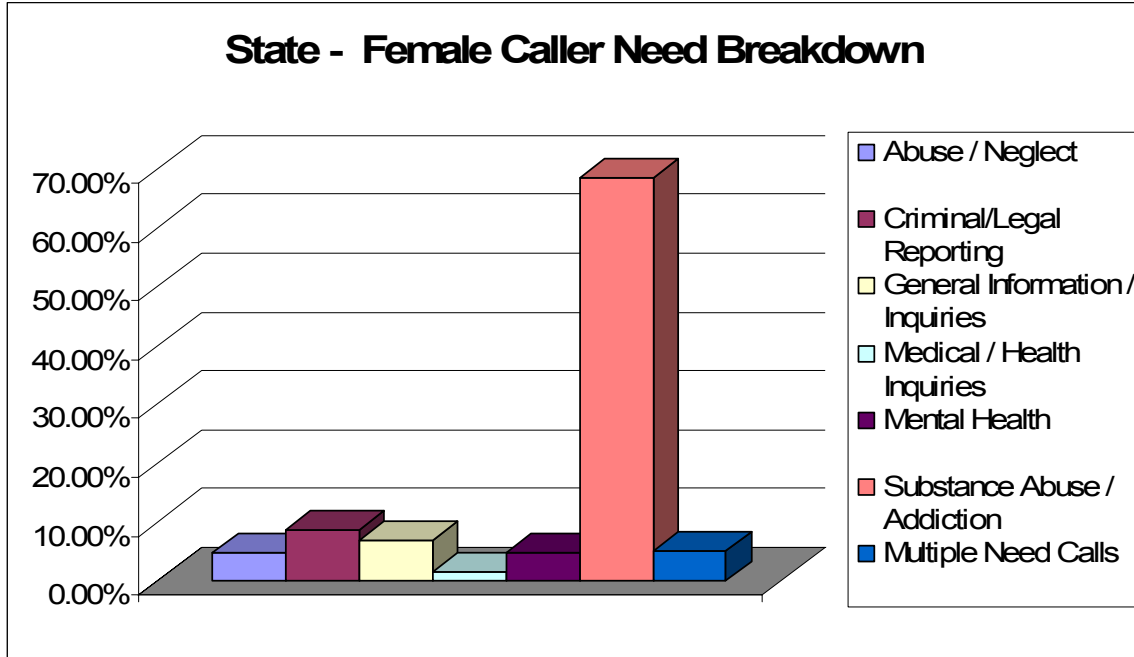
Needs Breakdown – Gender-Based

Overall Total

Need Breakdown - Totals

	Male		Female		SUM
Abuse / Neglect	124	1.51%	261	4.89%	385
Criminal/Legal Reporting	293	3.56%	459	8.61%	752
General Information / Inquiries	790	9.61%	360	6.75%	1150
Medical / Health Inquiries	45	0.55%	76	1.43%	121
Mental Health	205	2.49%	258	4.84%	463
Substance Abuse / Addiction	6571	79.91%	3646	68.38%	10217
Multiple Need Calls	195	2.37%	272	5.10%	467
Totals	8223	100.00%	5332	100.00%	13555

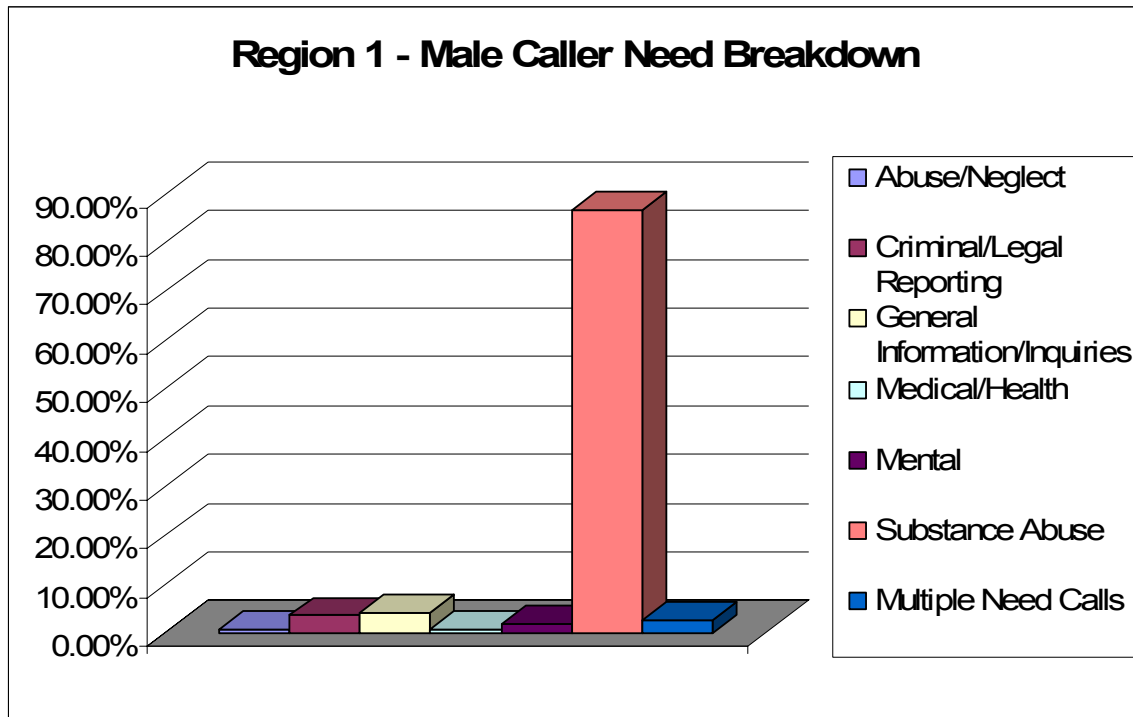


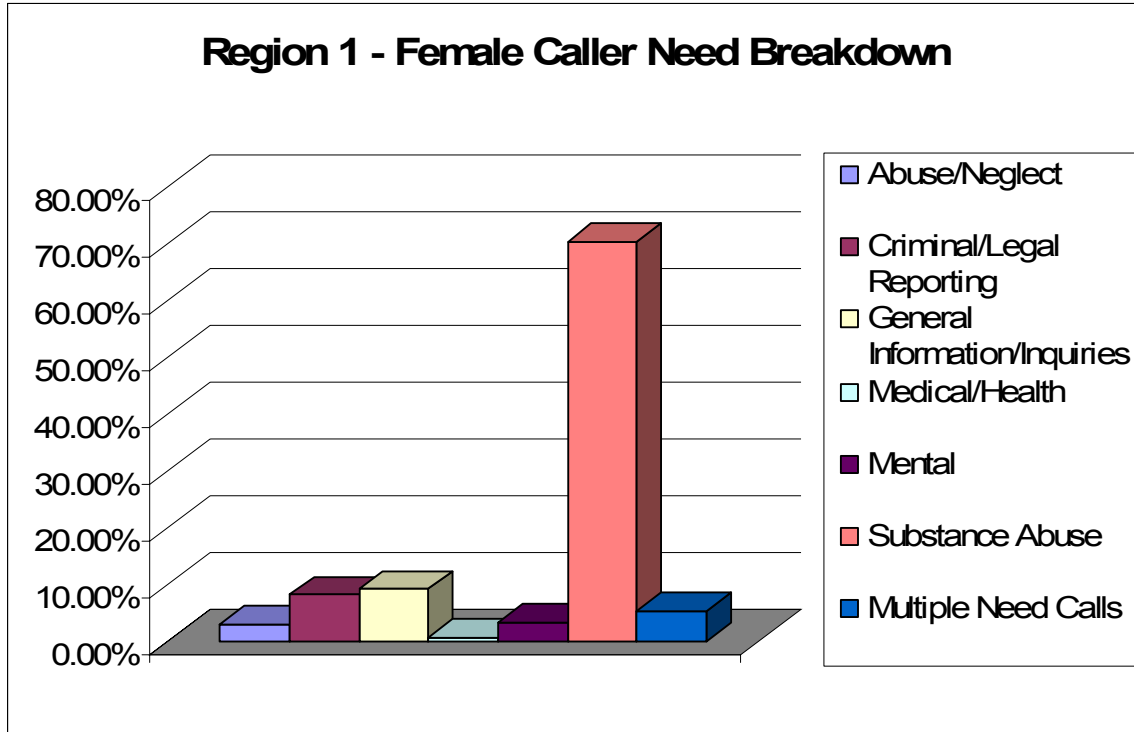


Regional Gender Need Breakdown

Region 1

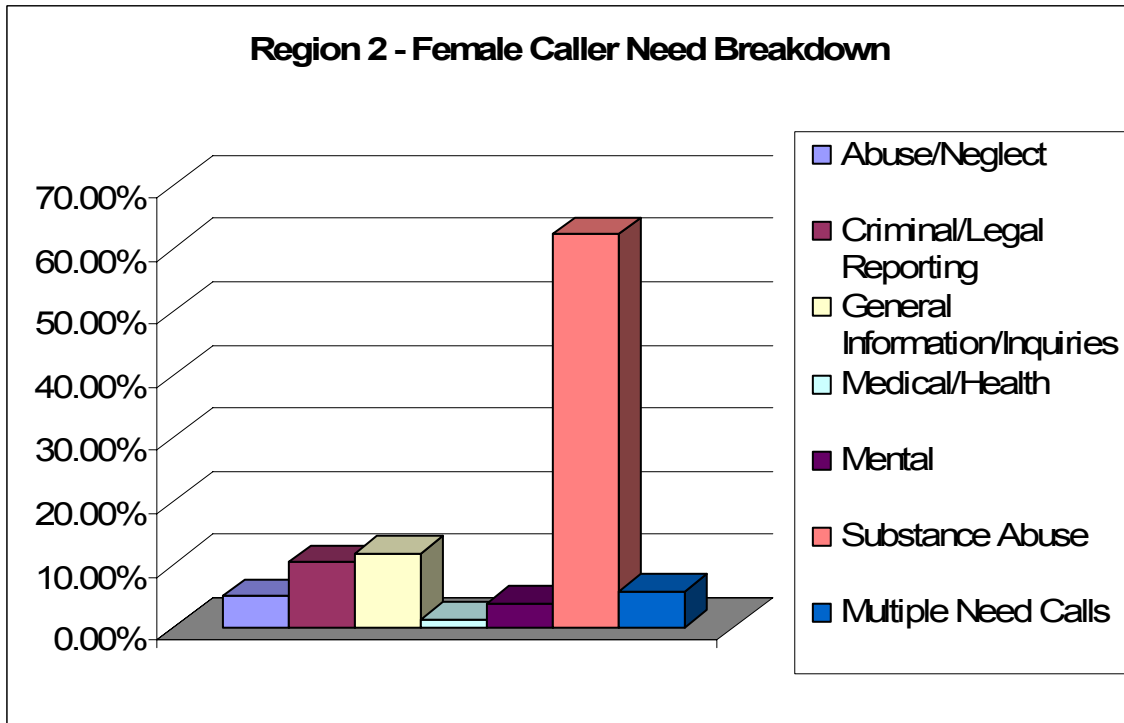
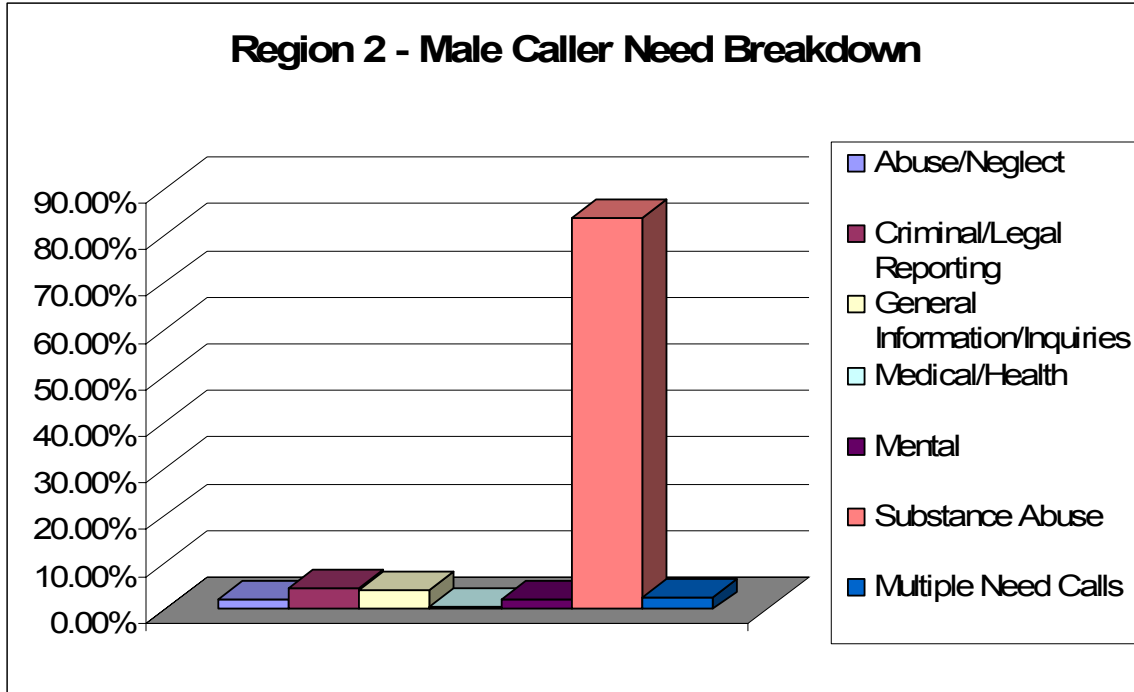
Region 1 Needs Breakdown						
	Female			Male		
Abuse/Neglect	3.06%	32		Abuse/Neglect	0.60%	9
Criminal/Legal Reporting	8.22%	86		Criminal/Legal Reporting	3.51%	53
General				General		
Information/Inquiries	9.18%	96		Information/Inquiries	3.97%	60
Medical/Health	0.67%	7		Medical/Health	0.60%	9
Mental	3.35%	35		Mental	1.79%	27
Substance Abuse	70.27%	735		Substance Abuse	86.83%	1312
Multiple Need Calls	5.26%	55		Multiple Need Calls	2.71%	41
	<u>100.00%</u>	<u>1046</u>			<u>100.00%</u>	<u>1511</u>





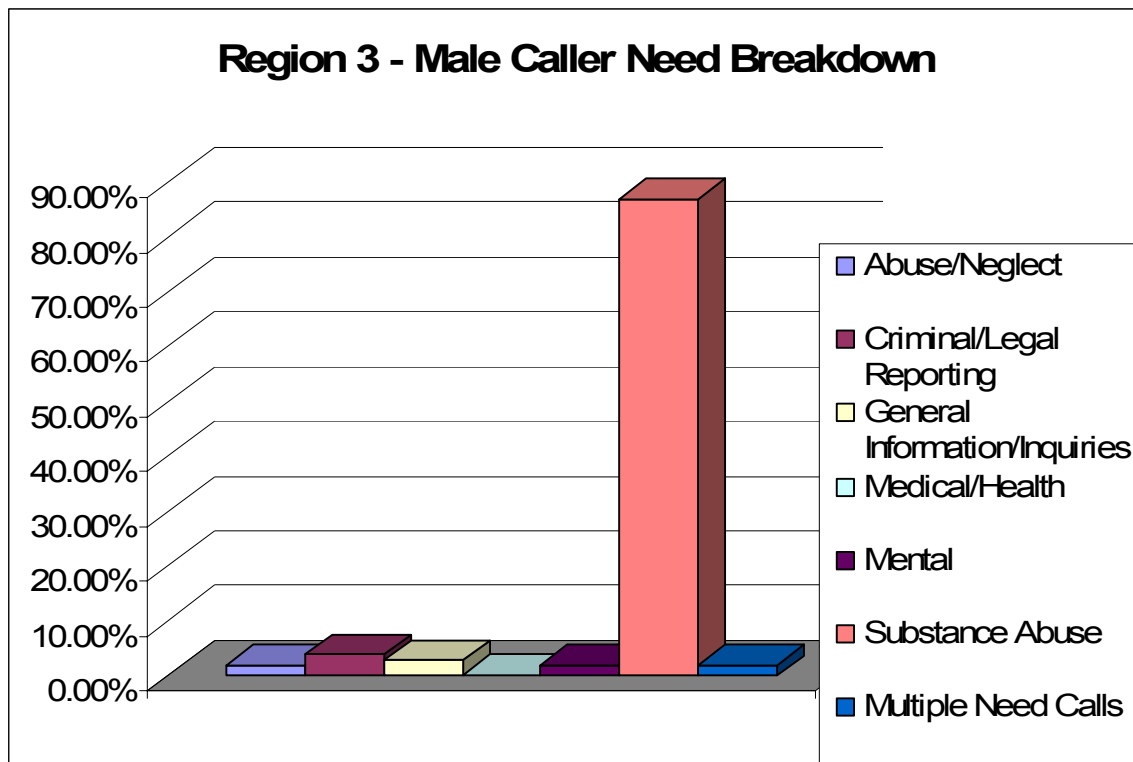
Region 2

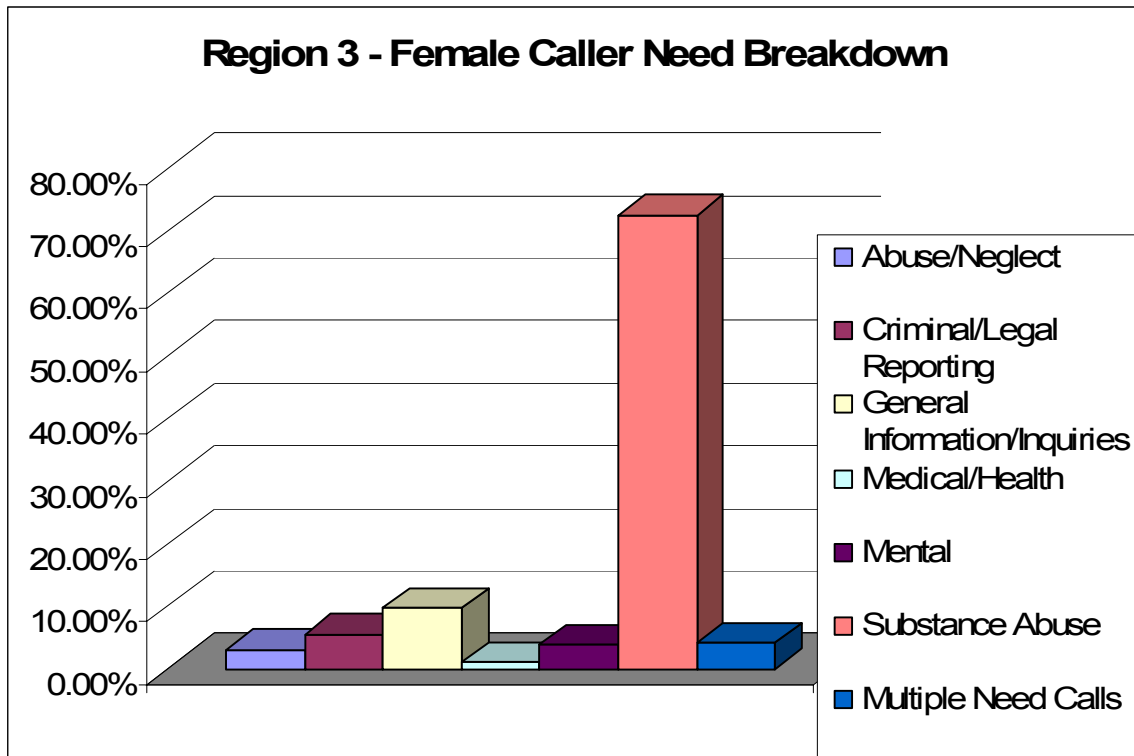
Region 2 Needs Breakdown						
	Female			Male		
Abuse/Neglect	4.96%	90		Abuse/Neglect	2.17%	58
Criminal/Legal Reporting	10.24%	186		Criminal/Legal Reporting	4.57%	122
General Information/Inquiries	11.73%	213		General Information/Inquiries	4.16%	111
Medical/Health	1.27%	23		Medical/Health	0.64%	17
Mental	3.85%	70		Mental	2.02%	54
Substance Abuse	62.17%	1129		Substance Abuse	83.78%	2237
Multiple Need Calls	5.78%	105		Multiple Need Calls	2.66%	71
	<u>100.00%</u>	<u>1816</u>			<u>100.00%</u>	<u>2670</u>



Region 3

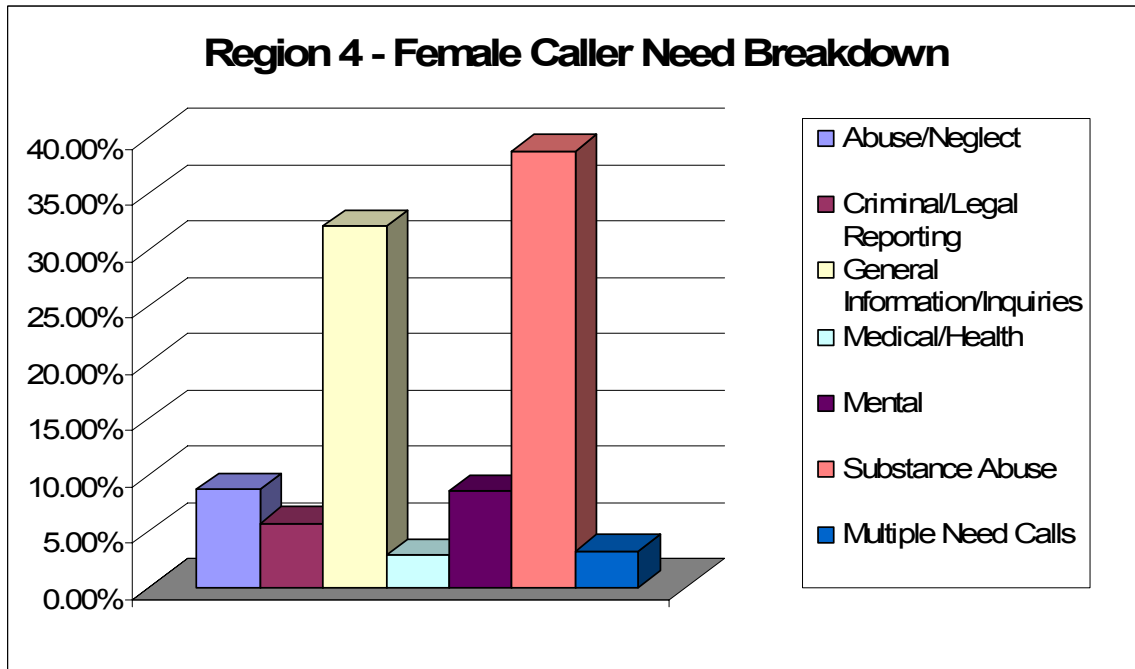
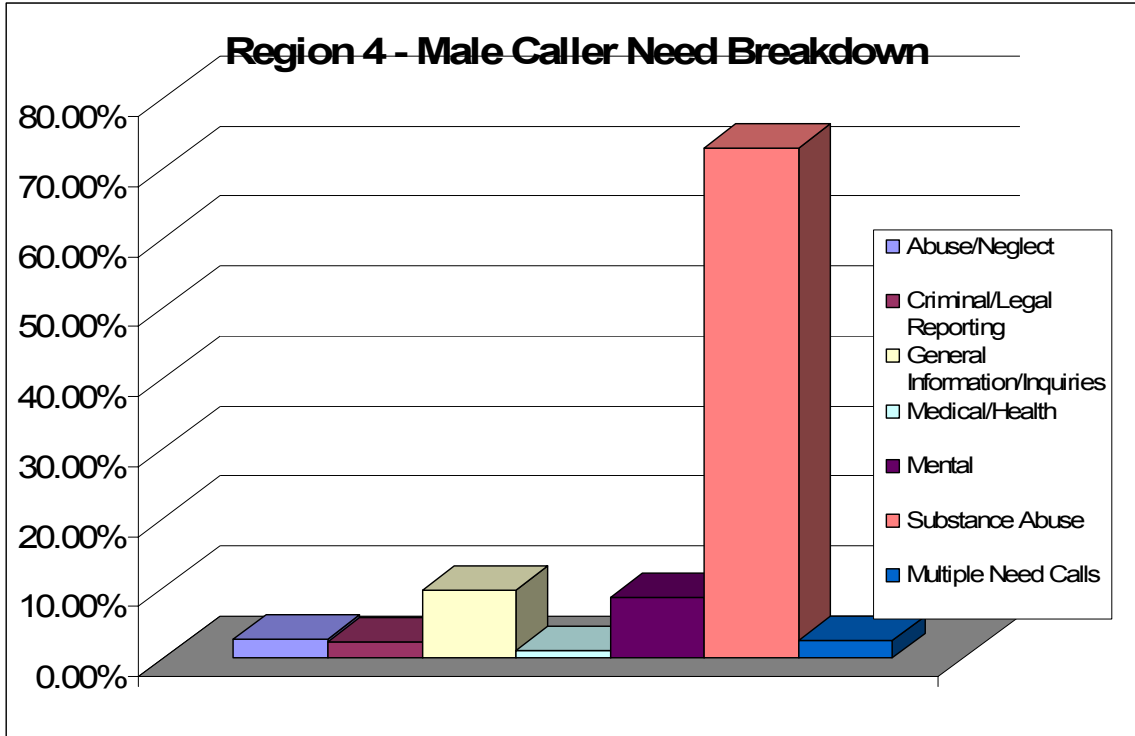
Region 3 Needs Breakdown					
		Female		Male	
Abuse/Neglect	3.16%	23	Abuse/Neglect	2.01%	20
Criminal/Legal Reporting	5.49%	40	Criminal/Legal Reporting	3.92%	39
General Information/Inquiries	9.75%	71	General Information/Inquiries	2.91%	29
Medical/Health	1.10%	8	Medical/Health	0.20%	2
Mental	3.85%	28	Mental	2.01%	20
Substance Abuse	72.53%	528	Substance Abuse	86.93%	865
Multiple Need Calls	4.12%	30	Multiple Need Calls	2.01%	20
	<u>100.00%</u>	<u>728</u>		<u>100.00%</u>	<u>995</u>





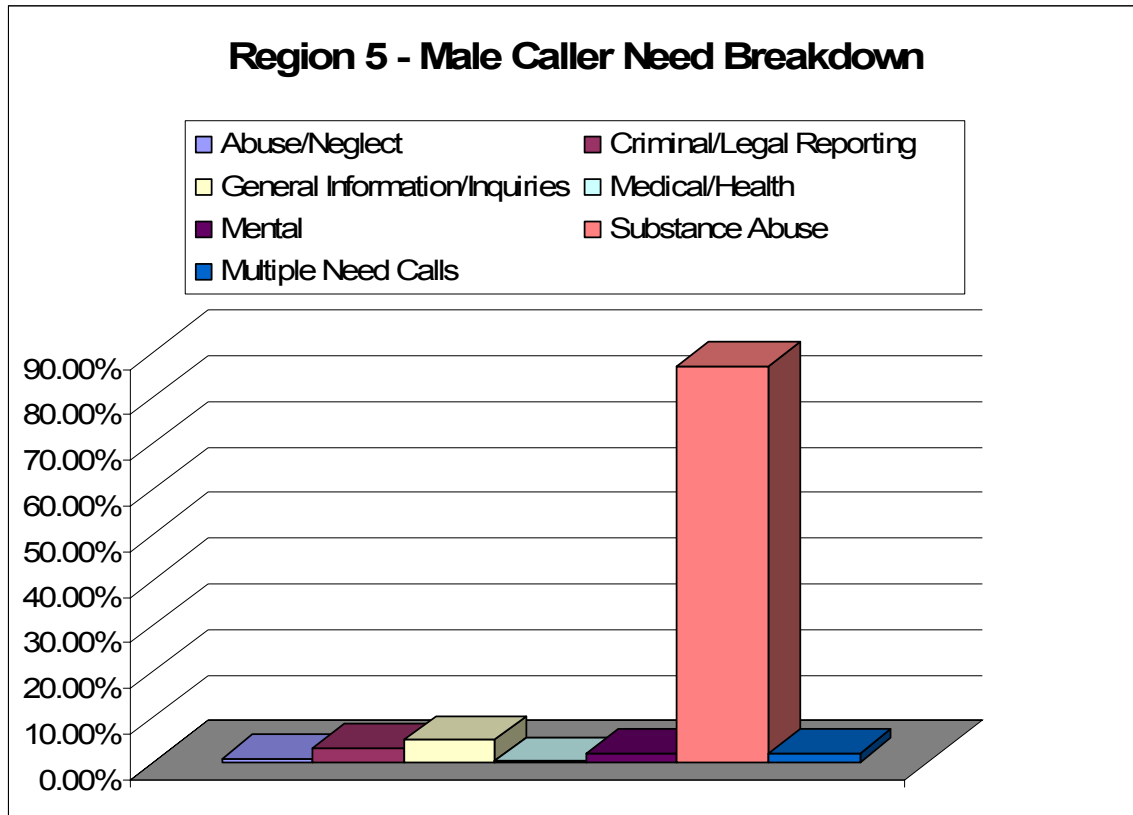
Region 4

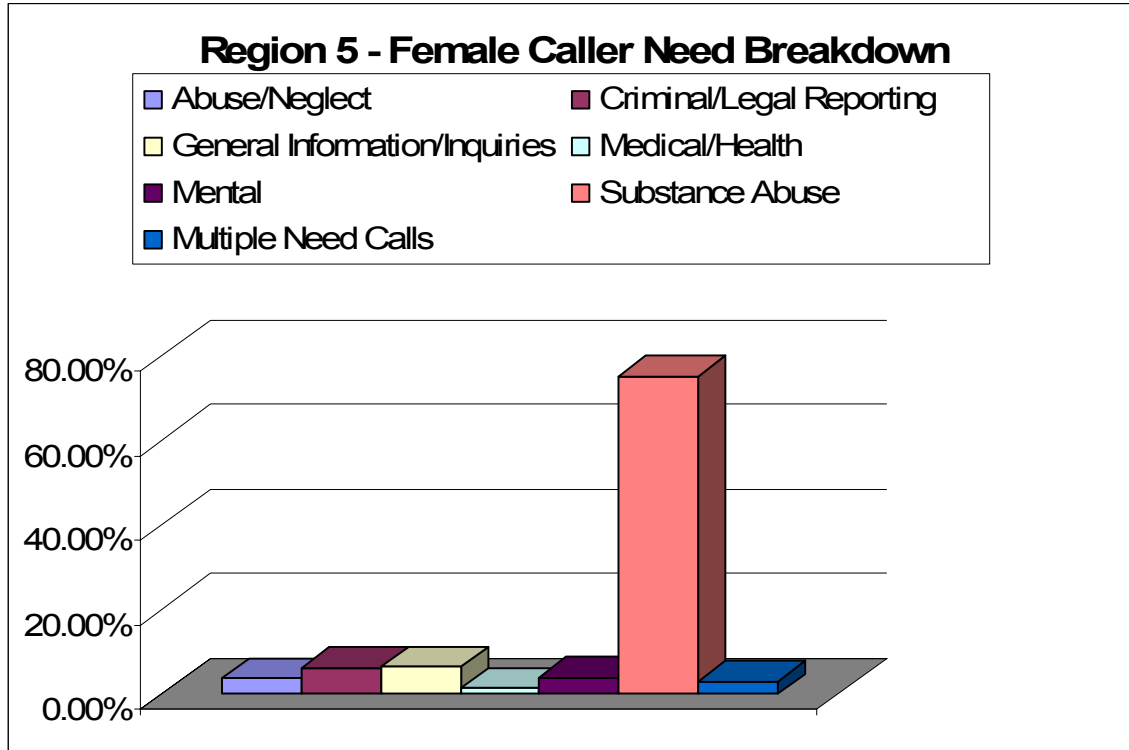
Region 4 Needs Breakdown					
	Female			Male	
Abuse/Neglect	8.71%	73	Abuse/Neglect	2.71%	21
Criminal/Legal Reporting	5.73%	48	Criminal/Legal Reporting	2.32%	18
General Information/Inquiries	32.10%	269	General Information/Inquiries	9.68%	75
Medical/Health	2.86%	24	Medical/Health	1.16%	9
Mental	8.59%	72	Mental	8.65%	67
Substance Abuse	38.78%	325	Substance Abuse	72.90%	565
Multiple Need Calls	3.22%	27	Multiple Need Calls	2.58%	20
	100.00%	838		100.00%	775



Region 5

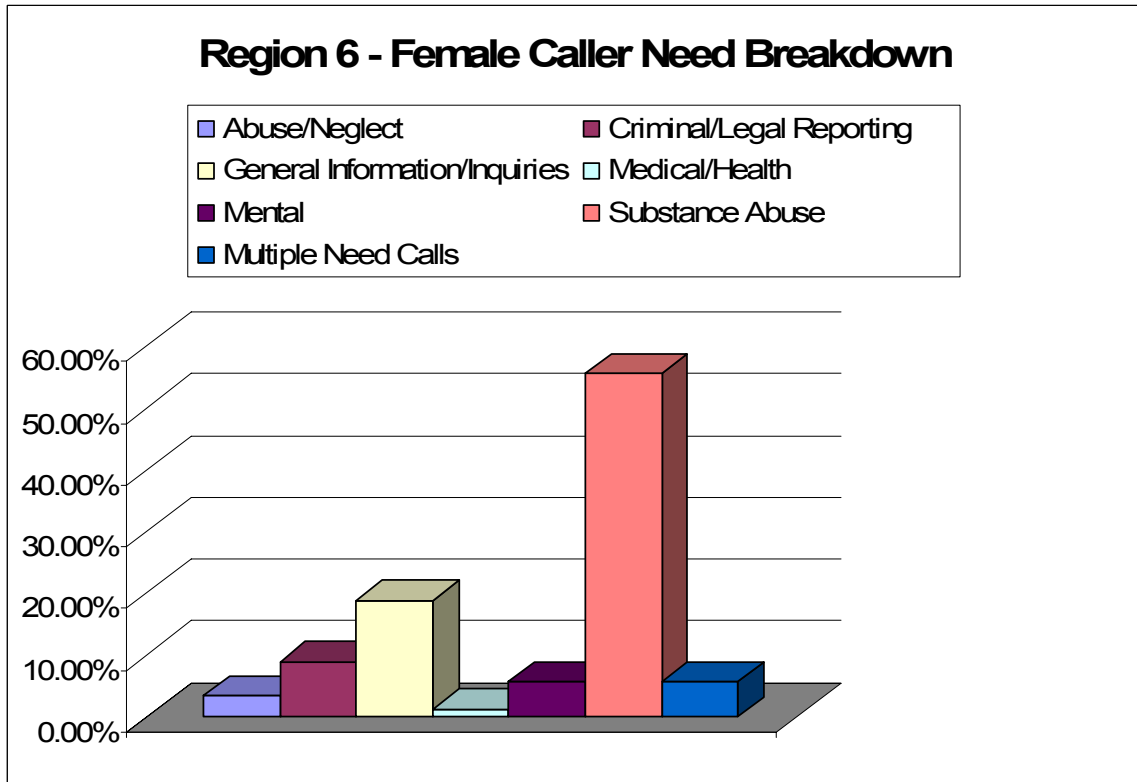
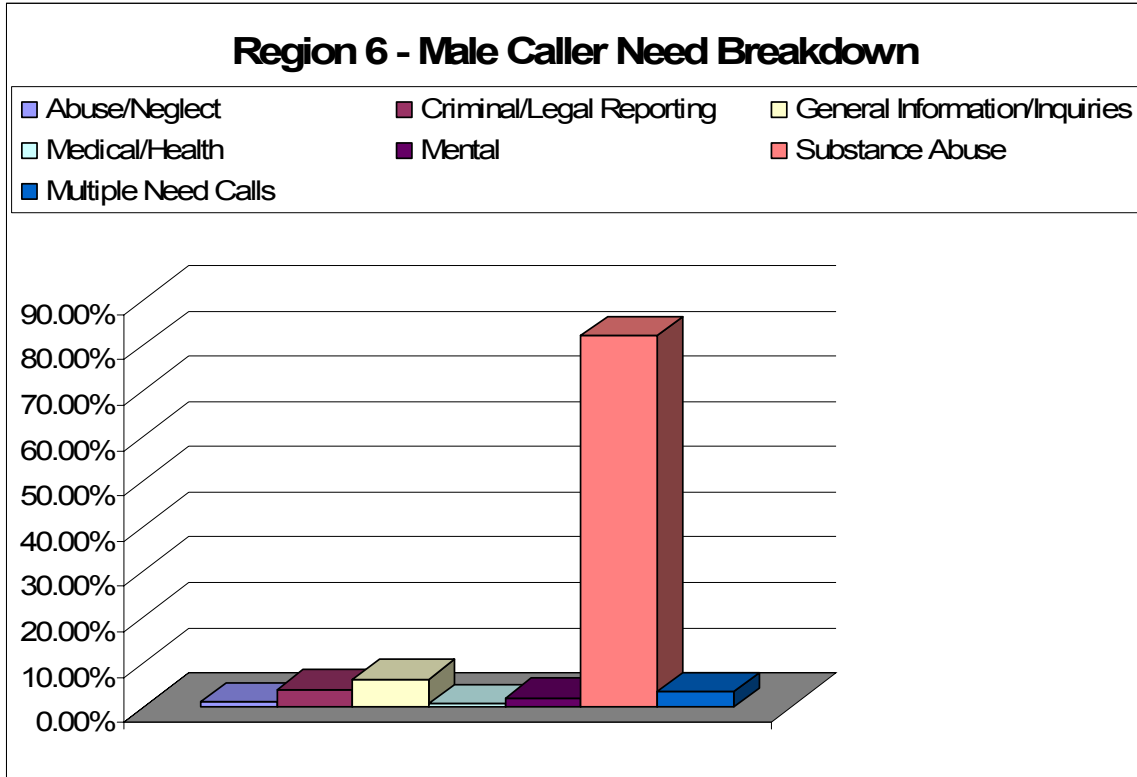
Region 5 Needs Breakdown					
		Female		Male	
Abuse/Neglect	3.67%	18	Abuse/Neglect	0.83%	5
Criminal/Legal Reporting	6.31%	31	Criminal/Legal Reporting	3.15%	19
General Information/Inquiries	6.52%	32	General Information/Inquiries	4.98%	30
Medical/Health	1.43%	7	Medical/Health	0.17%	1
Mental	3.87%	19	Mental	1.99%	12
Substance Abuse	75.15%	369	Substance Abuse	86.90%	524
Multiple Need Calls	3.05%	15	Multiple Need Calls	1.99%	12
	<u>100.00%</u>	<u>491</u>		<u>100.00%</u>	<u>603</u>





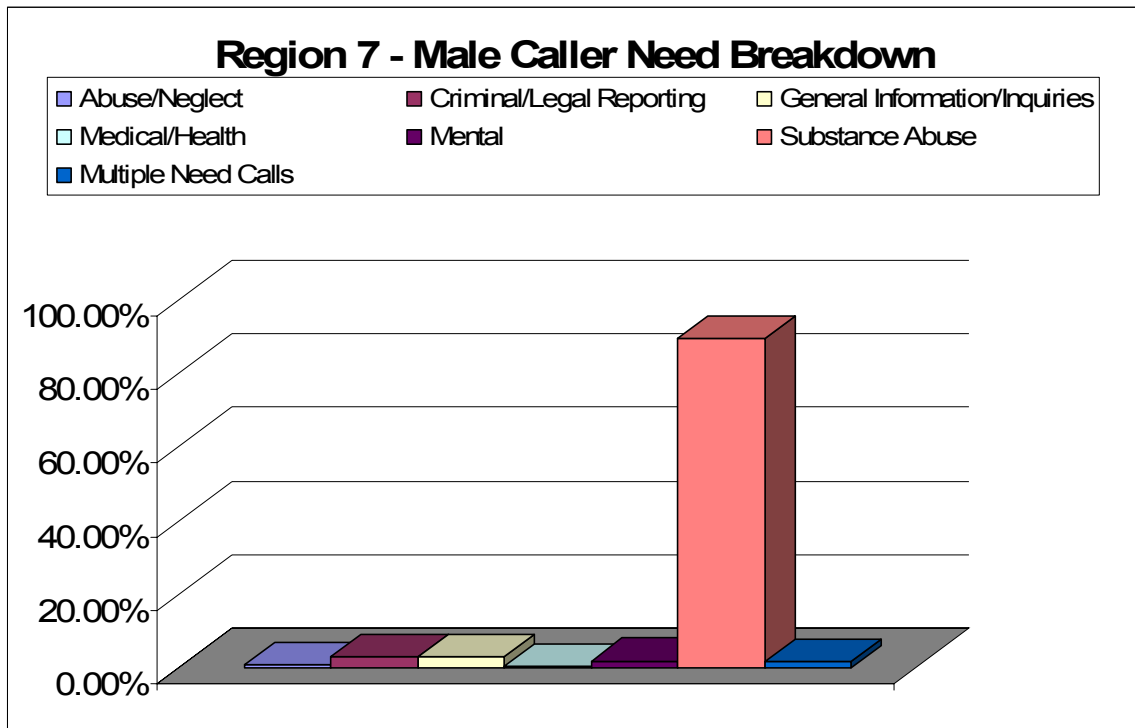
Region 6

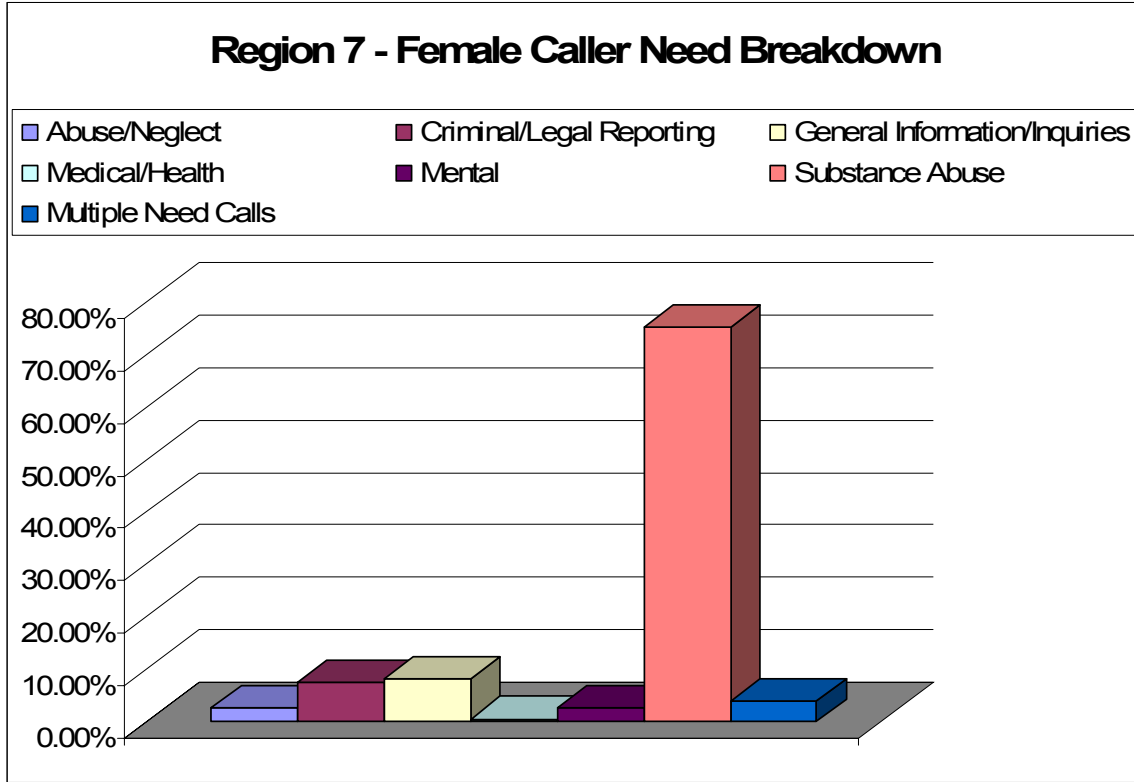
Region 6 Needs Breakdown					
	Female			Male	
Abuse/Neglect	3.42%	13	Abuse/Neglect	1.11%	6
Criminal/Legal Reporting	8.95%	34	Criminal/Legal Reporting	4.07%	22
General Information/Inquiries	18.95%	72	General Information/Inquiries	6.30%	34
Medical/Health	1.32%	5	Medical/Health	0.74%	4
Mental	5.79%	22	Mental	2.22%	12
Substance Abuse	55.79%	212	Substance Abuse	82.04%	443
Multiple Need Calls	5.79%	22	Multiple Need Calls	3.52%	19
	<u>100.00%</u>	<u>380</u>		<u>100.00%</u>	<u>540</u>



Region 7

Region 7 Needs Breakdown					
	Female			Male	
Abuse/Neglect	2.59%	12	Abuse/Neglect	0.72%	5
Criminal/Legal Reporting	7.34%	34	Criminal/Legal Reporting	2.86%	20
General Information/Inquiries	7.99%	37	General Information/Inquiries	3.00%	21
Medical/Health	0.43%	2	Medical/Health	0.43%	3
Mental	2.59%	12	Mental	1.86%	13
Substance Abuse	75.16%	348	Substance Abuse	89.41%	625
Multiple Need Calls	3.89%	18	Multiple Need Calls	1.72%	12
	100.00%	463		100.00%	699





Need Breakdown by Regional Ethnicity

African American

Ethnicity								
African American Caller Needs by Region								
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	
Abuse/Neglect	8	78	23	36	9	11	9	
Criminal/Legal Reporting	23	157	25	23	17	22	17	
Gambling	22	163	39	185	19	50	24	
General Information/Inquiries	0	21	6	9	0	2	1	
Medical/Health	15	51	16	39	10	12	13	
Mental	346	1743	393	274	313	267	317	
Substance Abuse	17	85	16	17	2	19	13	
Multiple Need Calls	0	0	0	0	0	0	0	
	431	2298	518	583	370	383	394	
								4977

American Indian

Ethnicity								
American Indian Caller Needs by Region								
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	
Abuse/Neglect	0	0	0	0	0	0	0	
Criminal/Legal Reporting	0	2	0	0	0	0	0	
Gambling	0	1	0	0	0	0	0	
General Information/Inquiries	0	1	0	0	0	0	0	
Medical/Health	0	1	0	2	0	0	0	
Mental	3	14	1	0	1	3	3	
Substance Abuse	0	0	0	0	0	0	0	
Multiple Need Calls	0	0	0	0	0	0	0	
	3	19	1	2	1	3	3	
								32

Asian Pacific

Ethnicity							
Asian Pacific Caller Needs by Region							
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
Abuse/Neglect	2	4	0	2	0	0	0
Criminal/Legal Reporting	0	6	0	0	0	0	0
Gambling	2	3	0	2	0	1	1



General Information/Inquiries	1	0	0	0	0	0	0	
Medical/Health	0	0	1	1	0	1	1	
Mental	25	34	10	4	8	10	12	
Substance Abuse	1	3	0	1	0	0	1	
Multiple Need Calls	0	0	0	0	0	0	0	
	<u>31</u>	<u>50</u>	<u>11</u>	<u>10</u>	<u>8</u>	<u>12</u>	<u>15</u>	137

Caucasian

Ethnicity								
Caucasian Caller Needs by Region								
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	
Abuse/Neglect	30	60	19	55	13	8	7	
Criminal/Legal Reporting	113	124	54	40	33	34	35	
Gambling	128	136	61	152	41	55	31	
General Information/Inquiries	15	14	4	22	6	7	4	
Medical/Health	44	63	31	94	20	21	11	
Mental	1606	1460	975	605	558	371	626	
Substance Abuse	78	82	32	28	25	21	16	
Multiple Need Calls	0	0	0	0	0	0	0	
	<u>2014</u>	<u>1939</u>	<u>1176</u>	<u>996</u>	<u>696</u>	<u>517</u>	<u>730</u>	8068

Hispanic

Ethnicity								
Hispanics Caller Needs by Region								
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	
Abuse/Neglect	1	6	1	1	1	0	1	
Criminal/Legal Reporting	3	17	0	3	0	0	2	
Gambling	3	17	0	4	2	0	1	
General Information/Inquiries	0	3	0	2	2	0	0	
Medical/Health	2	8	0	3	1	0	0	
Mental	65	107	14	7	11	4	13	
Substance Abuse	0	5	2	1	0	1	0	
Multiple Need Calls	0	0	0	0	0	0	0	
	<u>74</u>	<u>163</u>	<u>17</u>	<u>21</u>	<u>17</u>	<u>5</u>	<u>17</u>	314





Multi Ethnic

Ethnicity							
Multi-Ethnic Caller Needs by Region							
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
Abuse/Neglect	0	0	0	0	0	0	0
Criminal/Legal Reporting	0	2	0	0	0	0	0
Gambling	1	4	0	1	0	0	1
General Information/Inquiries	0	1	0	0	0	0	0
Medical/Health	1	1	0	0	0	0	0
Mental	2	8	0	0	2	0	2
Substance Abuse	0	1	0	0	0	0	0
Multiple Need Calls	0	0	0	0	0	0	0
	4	17	0	1	2	0	3



Anova Business Analysts, LLC.

Summary

Anova Business Analysts, LLC. received Helpline Georgia data collected by HODAC, Inc. Data was received in good faith and assumed to be correct. No attempt was made by principals at Anova Business Analysts, LLC. to alter data. Missing, incomplete, or incorrect data was deleted from the final complete database to adhere to statistical analytical principles and avoid Type I and Type II errors at all possible costs. All data received was assumed to be true and honestly captured from HODAC, Inc.

A Master Database Document was maintained and can be referenced.





HODAC FY05 Helpline Statistical Analysis

August 30, 2005

by



ANOVA Business Analysts

