



HODAC
Annual Report
FY06 Helpline
Statistical Analysis

August 25, 2006

by



ANOVA Business Analysts

Table of Contents

STATISTICAL STUDY..... 2
HODAC..... 2

METHODOLOGY..... 2
1. *Demographical* 2
2. *Caller Usage*..... 3
3. *Needs* 3
4. *Specific Focus Areas – Alcohol, Crack, Methamphetamines & Prescription Drugs*..... 3

ABOUT HODAC..... 4

FINDINGS..... 5
DEMOGRAPHICAL DATA - STATE LEVEL 5
Gender, Ethnicity, Employment Status, Age Range..... 5
State Demographic Findings..... 5
STATE LEVEL DEMOGRAPHICS – BY GRAPH 6
DEMOGRAPHICAL DATA – REGIONAL LEVEL 9
Gender, Ethnicity, Employment Status, Age Range..... 9
Gender..... 9
Ethnicity 12
Employment Status 18
Age Range 24
 Individual Age 24
 Age Range 27
CALLER USAGE..... 29
 Statewide Caller Usage..... 29
 Regional Call Usage 29
 County Call Usage..... 31

NEEDS..... 35
MULTIPLE NEEDS 35
TOP 15 NEEDS 40
 State Levels..... 40
 Regional Levels 41
COMPLETE NEED BREAKDOWN 48
 State Level 48

CATEGORICAL SUPPOSITION..... 54
DEMOGRAPHICAL 54
 Ethnicity 54
 Gender..... 55
SUBSTANCE ABUSE 56
 State Level..... 56

SPECIFIC AREA FOCUS..... 58
ALCOHOL 58
CRACK..... 59
METHAMPHETAMINES 60
PRESCRIPTION DRUGS 61
CALLER USAGE – SPECIFIC FOCUS AREAS 62
 State Findings..... 62
 Regional Findings 62
 County 63



Statistical Study

HODAC

A thorough and complete statistical analysis has been compiled, disseminated, and analyzed comparing the first six months of data for the periods of July 1, 2005 – December 31, 2005 and January 1, 2006 – June 30, 2006. This data has been compiled from actual calls received into the Helpline Georgia Call Center and logged into the database. Data was received in a 'raw' or untouched state where a series of statistical cleaning and repairing operations were performed. If pertinent data was missing from specific calls, that call was deleted from the entire database to allow for a relevant and pertinent database to analyze from. Type 1 and Type 2 statistical errors were avoided at all costs.

Data was received in two 'blocks' of six month intervals for FY06, spanning July 1, 2005 – December 31, 2005 and January 1, 2006 – June 30, 2006, with calls totaling 7,159 for the 1st six month period and 7,554 calls for the second six month period. The two six-month periods were then totaled for the entire year reporting period for a total of 14,713 calls. Each test performed was completed individually on each dataset so as not to risk tainting each of the datasets. Certain specific state, regional, and county information was deemed important to obtain from the datasets to compare. The information gleaned from these tests will create a situation where caller behaviors, habits, and utilizations can be determined. Seasonal behavior can be identified when comparing the datasets of each of the three years of reporting. This knowledge has great implications for further marketing of the Helpline Georgia program, as well as pinpointing important areas within the state and cultural sub-sects of society that may require specialized assistance.

Individual regional reports plus a three-year comparative analysis will follow the publishing of this report at a later date.

The following information was cultivated from the three sets of data obtained:

Methodology

A comparative analysis was performed on calls received at Helpline Georgia for the periods of July 1, 2003 – December 31, 2003; July 1, 2004 – December 31, 2004; and July 1, 2005 – December 31, 2005. Only the first six month data collection period was utilized for the purposes of this study.

A six-month comparative analysis was achieved in four main categories:

1. Demographical

- i. **Gender** - Tests performed at both the State and Regional Levels for high level Gender call behaviors.



- ii. **Ethnicity** - Performed at both the State and Regional Level
- iii. **Employment** – Status tests performed at both the State and Regional Level
- iv. **Age Range** - State and Regional high level data was obtained

2. Caller Usage (General, high level information)

- i. Total State, Regional, and County caller usage habits were obtained.

3. Needs

This section is extremely detailed and comprehensive. Need data was cultivated for the following for each of the six month periods:

- i. **Multiple Needs** – These are callers who utilize the service for more than one reason. ALL ‘reasons’ or ‘needs’ were calculated for each caller, resulting in a figure much higher than the actual number of callers. This captures all the reasons they call the service. This high level data was captured for State and Regional levels.
- ii. **Top Fifteen Needs** – These represent the top 15 reason people are utilizing Helpline Georgia. This was compared for each 6-month period of each year and was calculated for both State and Regional levels.
- iii. **Complete List** – This is a complete State level list of the needs callers inquired about when they called the service.
- iv. **Demographical Breakdown** – This was performed for Gender and Ethnicity based upon a series of Categorical Main categories. This aids the service to categorize calls into sections, organizing caller inquiries into manageable sections, rather than deal with several hundred differing caller need inquiries. These Categorical Supposition Categories include: Substance Abuse/Addiction; Mental Health; Criminal/Legal Reporting; Abuse/Neglect; General Information/Inquiries; Medical/Health Inquiries.
- v. **Substance Abuse** - This area was calculated at the State and Regional Level.

4. Specific Focus Areas – Alcohol, Crack, Methamphetamines & Prescription Drugs

- i. **Demographical** – State Level data for each focus area, for each reporting period including:
 - a. **Gender**
 - b. **Ethnicity**
 - c. **Employment Status**
 - d. **Age Range**
- ii. **Caller Usage** – State Level, Regional and County Level.



About HODAC

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.



Findings

Demographical Data - State Level

Gender, Ethnicity, Employment Status, Age Range

State Level Data

Actual Data 1st vs 2nd half FY06				% Data 1st vs 2nd half FY06			
	1st 6-mon	2nd 6-mon	Total		1st 6-mon	2nd 6-mon	Total
Male	3955	4271	8226	Male	55.25%	56.54%	55.89%
Female	3204	3283	6487	Female	44.75%	43.46%	44.11%
TOTAL	7159	7554	14713	TOTAL	100.00%	100.00%	100.00%
	1st 6-mon	2nd 6-mon	Total		1st 6-mon	2nd 6-mon	Total
Caucasian	4342	4448	8790	Caucasian	60.65%	58.88%	59.77%
African American	2567	2875	5442	African American	35.86%	38.06%	36.96%
American Indian	20	12	32	American Indian	0.28%	0.16%	0.22%
Asian/Pac.Island	62	27	89	Asian/Pac.Island	0.87%	0.36%	0.61%
Hispanic	155	180	335	Hispanic	2.17%	2.38%	2.27%
Multi-Ethnic	13	12	25	Multi-Ethnic	0.18%	0.16%	0.17%
TOTAL	7159	7554	14713	TOTAL	100.00%	100.00%	100.00%
	1st 6-mon	2nd 6-mon	Total		1st 6-mon	2nd 6-mon	Total
Employed full-time	1659	1636	3295	Employed full-time	23.17%	21.66%	22.42%
Unemployed	4580	4959	9539	Unemployed	63.98%	65.65%	64.81%
Student (not employed)	199	202	401	Student (not employed)	2.78%	2.67%	2.73%
Disabled	242	290	532	Disabled	3.38%	3.84%	3.61%
Homemaker	124	87	211	Homemaker	1.73%	1.15%	1.44%
Illness	23	33	56	Illness	0.32%	0.44%	0.38%
Maternity	4	6	10	Maternity	0.06%	0.08%	0.07%
Retired	88	115	203	Retired	1.23%	1.52%	1.38%
Employed part-time	191	203	394	Employed part-time	2.67%	2.69%	2.68%
Temporary work	46	19	65	Temporary work	0.64%	0.25%	0.45%
Veteran	3	4	7	Veteran	0.04%	0.05%	0.05%
TOTAL	7159	7554	14713	TOTAL	100.00%	100.00%	100.00%
	1st 6-mon	2nd 6-mon	Total		1st 6-mon	2nd 6-mon	Total
Birth-5	10	5	15	Birth-5	0.14%	0.07%	0.10%
6-18	319	322	641	6-18	4.46%	4.26%	4.36%
19-59	6679	7029	13708	19-59	93.30%	93.05%	93.17%
60+	151	198	349	60+	2.11%	2.62%	2.37%
TOTAL	7159	7554	14713	TOTAL	100.00%	100.00%	100.00%

State Demographic Findings

By separating the data into two six-month increments, it is interesting to note differing call behavior patterns between the time periods. Interestingly, the second half of FY06 yielded more calls at 51.34% than during the first portion of the year, which culled 48.66%. Several reasons could be attributed to this habit: this is the call behavior pattern of the state; Helpline call staff was more diligent in data collection methods during the second portion of the year; or, a thorough and encompassing advertising campaign began during the second half of FY06 that equated into higher utilization of the service. A comparative three-year study analyzing call patterns and outcomes will follow at a later date.

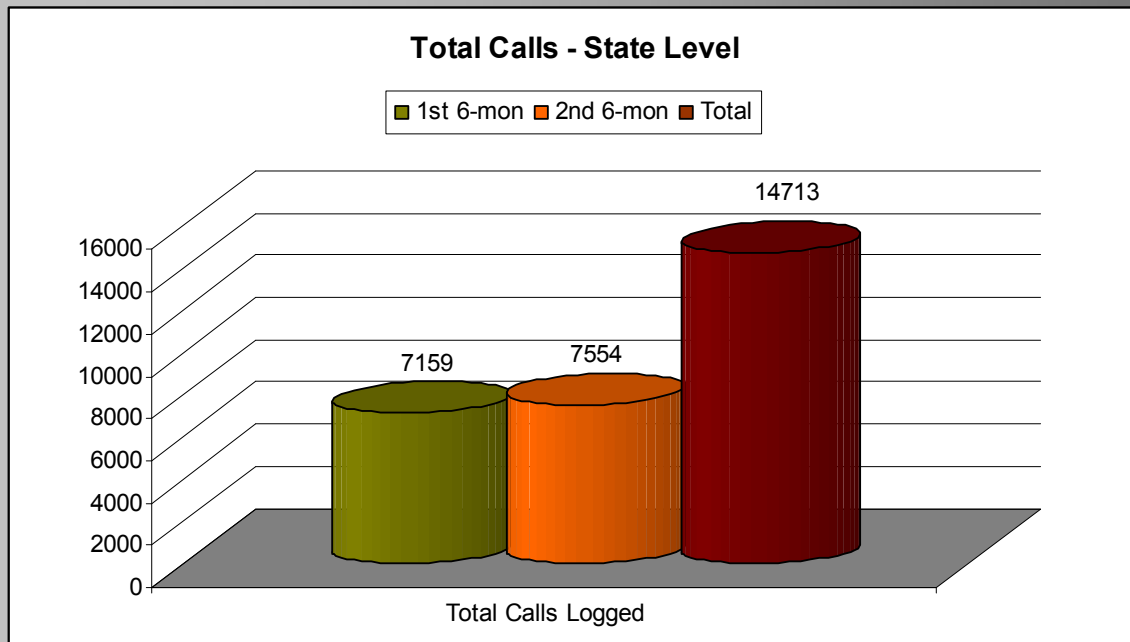


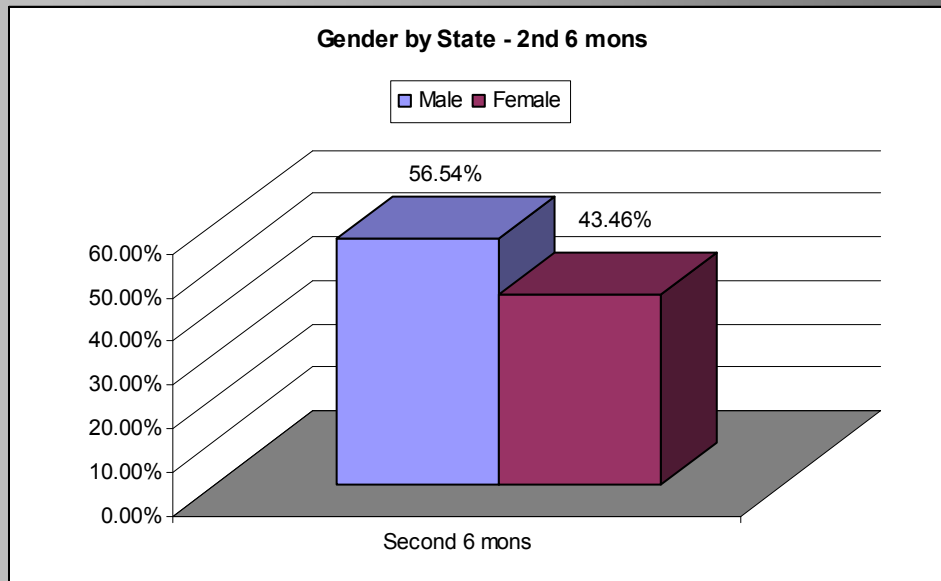
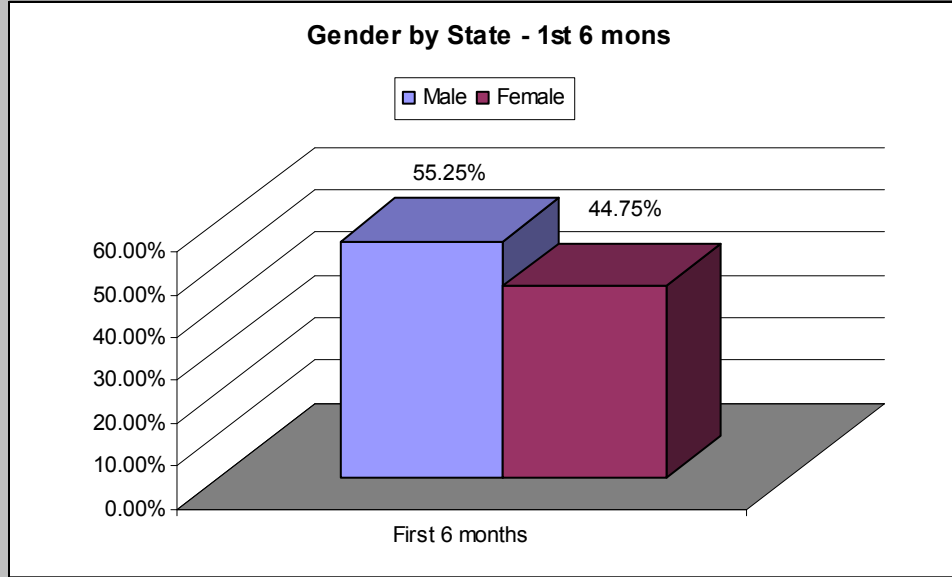
During both the first and second six months period of FY06, males called in at a higher rate than females. There was a 25% increase in the number of male to female calls over the first and second six month period. Further investigation will be undertaken at a later date to determine if this seasonal trend is quantifiable over the past three reporting years.

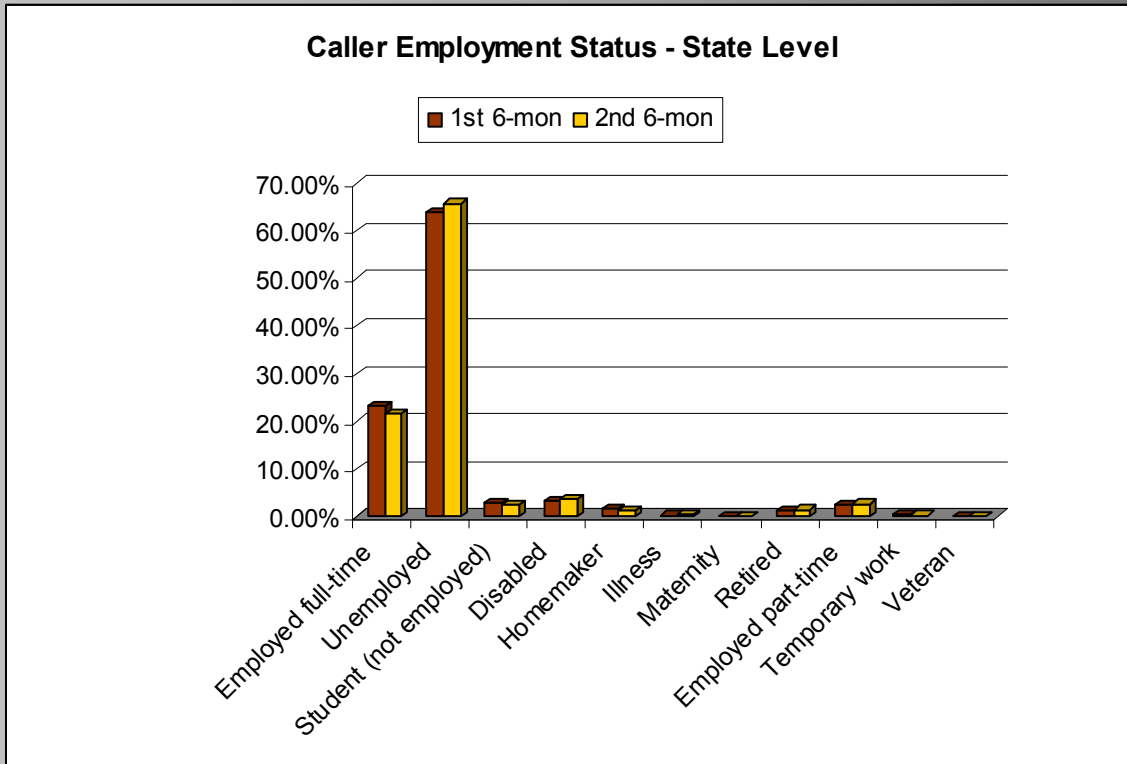
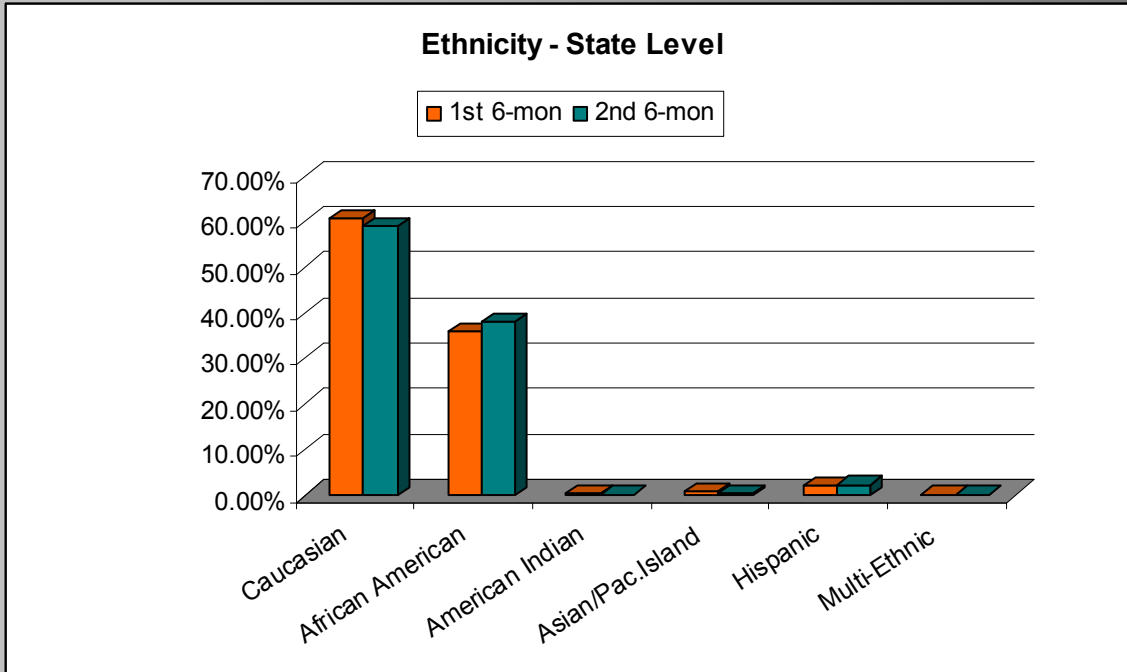
Caller ethnicity also shifted when disseminating the two reporting periods for FY06. Although there were more calls overall from Caucasians during the second half of FY06, they accounted for a smaller percentage of the whole. African American callers utilized the service an increase of 10% during the second half of FY06, while all other ethnicities with the exception of Hispanic utilized the service in greater numbers during the first half of the year.

While the actual number of full-time employed people who utilized the service remained constant during the entire year, the percentage of those full-time individuals using the service decreased during the second half of FY06. Both the number and percentage of unemployed callers rose during the second half of FY06 with nearly two thirds of all calls logged coming from unemployed individuals.

State Level Demographics – by Graph







Demographical Data – Regional Level

Gender, Ethnicity, Employment Status, Age Range

Gender

Regional Data - 1st 6 months vs 2nd 6 mons
Callers by Gender

Regional Data by %- 1st 6 months
Callers by Gender

Male Callers				Male Callers			
	1st 6 mon	2nd 6 mons	Total		1st 6 mon	2nd 6 mons	Total
Region 1	771	777	1548	Region 1	19.49%	18.19%	18.84%
Region 2	1320	1438	2758	Region 2	33.38%	33.67%	33.52%
Region 3	549	557	1106	Region 3	13.88%	13.04%	13.46%
Region 4	379	398	777	Region 4	9.58%	9.32%	9.45%
Region 5	371	357	728	Region 5	9.38%	8.36%	8.87%
Region 6	248	320	568	Region 6	6.27%	7.49%	6.88%
Region 7	317	424	741	Region 7	8.02%	9.93%	8.97%
Total Males	3955	4271	8226	Total Males	100.00%	100.00%	100.00%

Female Callers				Female Callers			
	1st 6 mon	2nd 6 mons	Total		1st 6 mon	2nd 6 mons	Total
Region 1	589	549	1138	Region 1	18.38%	16.72%	17.55%
Region 2	1023	1002	2025	Region 2	31.93%	30.52%	31.22%
Region 3	415	429	844	Region 3	12.95%	13.07%	13.01%
Region 4	500	481	981	Region 4	15.61%	14.65%	15.13%
Region 5	256	276	532	Region 5	7.99%	8.41%	8.20%
Region 6	184	252	436	Region 6	5.74%	7.68%	6.71%
Region 7	237	294	531	Region 7	7.40%	8.96%	8.18%
Total Females	3204	3283	6487	Total Females	100.00%	100.00%	100.00%
Total Calls State	7159	7554	14713	Total Calls State	48.66%	51.34%	100.00%

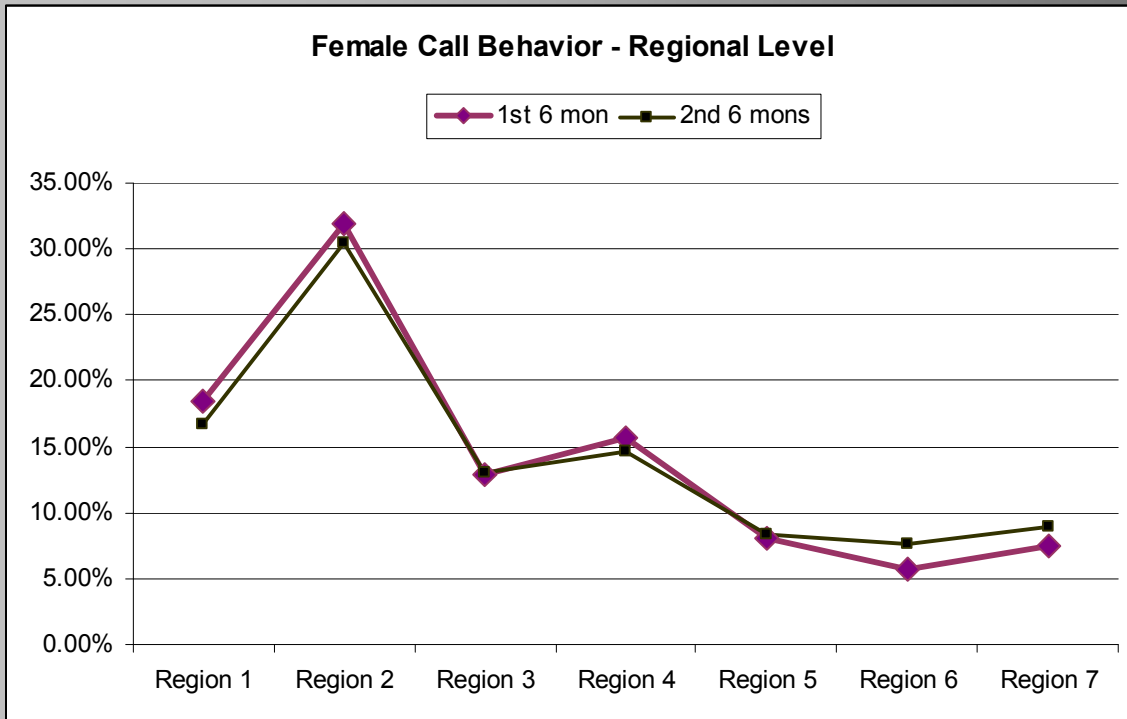
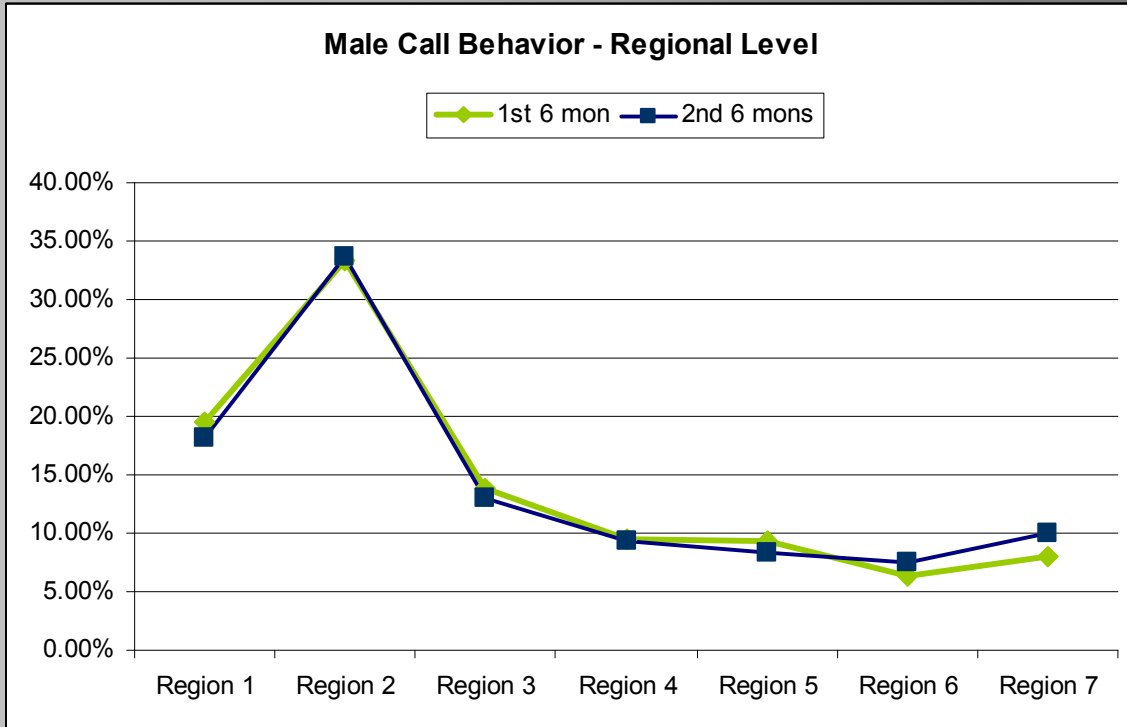
It is interesting to note that male caller behavior for the larger Regions – typically Regions 1-3 remained constant for both halves of the year. Regions 4 stayed virtually constant in the number of calls made, although its percentage of the whole decline slightly. It is interesting to note that the Regions considered the least populated areas of the state – Regions 6 and 7, showed a significant increase in the utilization of the Helpline service by the male population

Female call behavior did not follow male call patterns. Regions 1, 2, and 4 revealed a decline in service utilization from the 1st and 2nd six month reporting period, while all other regions revealed an increasing use of the service.

Concurrent data sets of regional caller utilization will reveal whether there is a trend emerging in Regions 6 & 7 towards a higher utilization of the Helpline. If this is a trend it may reveal a greater awareness of the Helpline service, a change in perception within more rural areas about seeking help, or it could even reveal that there is a greater need emerging within these areas for these services.

Regional gender caller behaviors are illustrated graphically below:

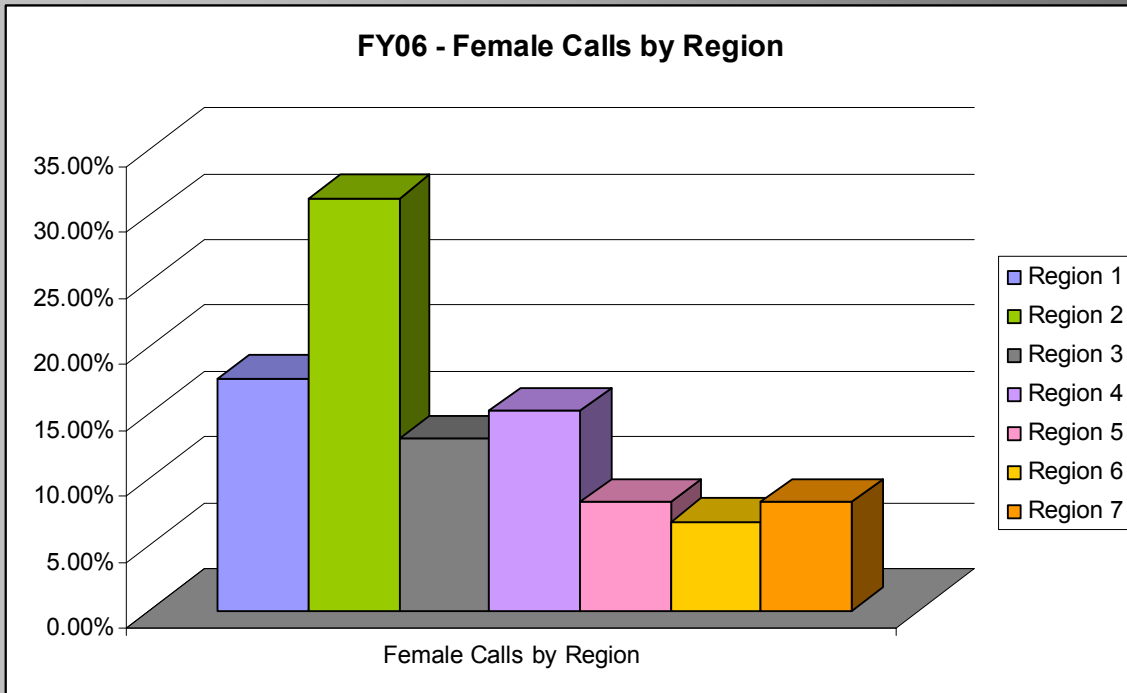
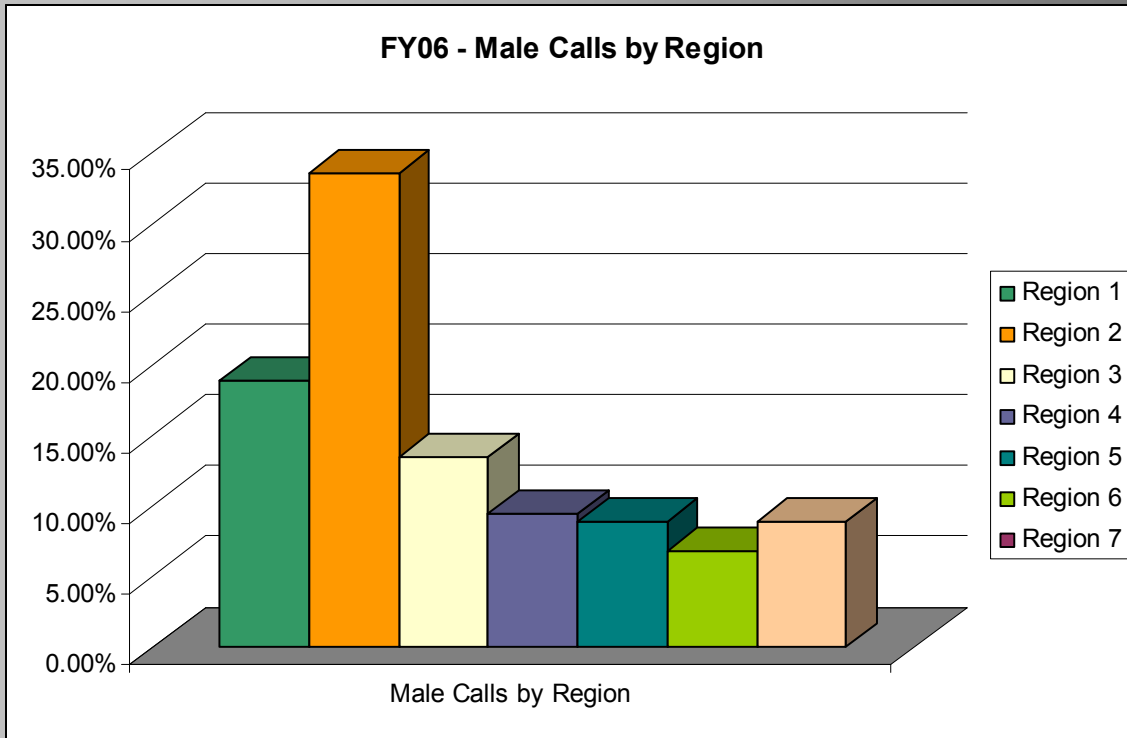




It is interesting to note the veritable disparity in calling patterns between regions. In both males and females for both halves of FY06, Region 2 yields one third of all calls for the state. In addition, when adding in Region 1's calling behavior, one half of all calls would be logged from the northern region of the



state. Further investigation into caller reason and need may reveal why there is so much utilization from this area of the state.



Ethnicity

Ethnicity Breakdown by Region			
<i>Actual Data - 1st vs 2nd 6 months</i>			
	1st 6 mons	2nd 6 mons	Total
Region 1			
Caucasian	1102	1051	2153
African American	198	227	425
American Indian	2	0	2
Asian/Pac.Island	11	2	13
Hispanic	44	44	88
Multi-Ethnic	3	2	5
Region 1 Total	1360	1326	2686

	1st 6 mons	2nd 6 mons	Total
Region 2			
Caucasian	1089	1044	2133
African American	1145	1287	2432
American Indian	11	7	18
Asian/Pac.Island	17	6	23
Hispanic	74	90	164
Multi-Ethnic	7	6	13
Region 2 Total	2343	2440	4783

	1st 6 mons	2nd 6 mons	Total
Region 3			
Caucasian	639	637	1276
African American	301	327	628
American Indian	2	0	2
Asian/Pac.Island	11	7	18
Hispanic	10	12	22
Multi-Ethnic	1	3	4
Region 3 Total	964	986	1950

	1st 6 mons	2nd 6 mons	Total
Region 4			
Caucasian	502	512	1014
African American	354	351	705
American Indian	4	2	6
Asian/Pac.Island	5	2	7
Hispanic	14	12	26
Multi-Ethnic	0	0	0
Region 4 Total	879	879	1758

	1st 6 mons	2nd 6 mons	Total
Region 5			
Caucasian	403	412	815
African American	209	210	419
American Indian	0	2	2
Asian/Pac.Island	9	3	12
Hispanic	4	6	10
Multi-Ethnic	2	0	2
Region 5 Total	627	633	1260

Ethnicity Breakdown by Region			
<i>% of Actual Data - 1st vs 2nd 6 months</i>			
	1st 6 mons	2nd 6 mons	Total
Region 1			
Caucasian	81.03%	79.26%	80.16%
African American	14.56%	17.12%	15.82%
American Indian	0.15%	0.00%	0.07%
Asian/Pac.Island	0.81%	0.15%	0.48%
Hispanic	3.24%	3.32%	3.28%
Multi-Ethnic	0.22%	0.15%	0.19%
Region 1 Total	100.00%	100.00%	100.00%

	1st 6 mons	2nd 6 mons	Total
Region 2			
Caucasian	46.48%	42.79%	44.60%
African American	48.87%	52.75%	50.85%
American Indian	0.47%	0.29%	0.38%
Asian/Pac.Island	0.73%	0.25%	0.48%
Hispanic	3.16%	3.69%	3.43%
Multi-Ethnic	0.30%	0.25%	0.27%
Region 2 Total	100.00%	100.00%	100.00%

	1st 6 mons	2nd 6 mons	Total
Region 3			
Caucasian	66.29%	64.60%	65.44%
African American	31.22%	33.16%	32.21%
American Indian	0.21%	0.00%	0.10%
Asian/Pac.Island	1.14%	0.71%	0.92%
Hispanic	1.04%	1.22%	1.13%
Multi-Ethnic	0.10%	0.30%	0.21%
Region 3 Total	100.00%	100.00%	100.00%

	1st 6 mons	2nd 6 mons	Total
Region 4			
Caucasian	57.11%	58.25%	57.68%
African American	40.27%	39.93%	40.10%
American Indian	0.46%	0.23%	0.34%
Asian/Pac.Island	0.57%	0.23%	0.40%
Hispanic	1.59%	1.37%	1.48%
Multi-Ethnic	0.00%	0.00%	0.00%
Region 4 Total	100.00%	100.00%	100.00%

	1st 6 mons	2nd 6 mons	Total
Region 5			
Caucasian	64.27%	65.09%	64.68%
African American	33.33%	33.18%	33.25%
American Indian	0.00%	0.32%	0.16%
Asian/Pac.Island	1.44%	0.47%	0.95%
Hispanic	0.64%	0.95%	0.79%
Multi-Ethnic	0.32%	0.00%	0.16%
Region 5 Total	100.00%	100.00%	100.00%



Ethnicity Breakdown by Region <i>Actual Data - 1st vs 2nd 6 months</i>				Ethnicity Breakdown by Region <i>% of Actual Data - 1st vs 2nd 6 months</i>			
	1st 6 mons	2nd 6 mons	Total		1st 6 mons	2nd 6 mons	Total
Region 6				Region 6			
Caucasian	248	326	574	Caucasian	57.41%	56.99%	57.17%
African American	176	235	411	African American	40.74%	41.08%	40.94%
American Indian	0	0	0	American Indian	0.00%	0.00%	0.00%
Asian/Pac.Island	6	3	9	Asian/Pac.Island	1.39%	0.52%	0.90%
Hispanic	2	8	10	Hispanic	0.46%	1.40%	1.00%
Multi-Ethnic	0	0	0	Multi-Ethnic	0.00%	0.00%	0.00%
Region 6 Total	432	572	1004	Region 6 Total	100.00%	100.00%	100.00%
Region 7				Region 7			
Caucasian	359	466	825	Caucasian	64.80%	64.90%	64.86%
African American	184	238	422	African American	33.21%	33.15%	33.18%
American Indian	1	1	2	American Indian	0.18%	0.14%	0.16%
Asian/Pac.Island	3	4	7	Asian/Pac.Island	0.54%	0.56%	0.55%
Hispanic	7	8	15	Hispanic	1.26%	1.11%	1.18%
Multi-Ethnic	0	1	1	Multi-Ethnic	0.00%	0.14%	0.08%
Region 7 Total	554	718	1272	Region 7 Total	100.00%	100.00%	100.00%
State Total	7159	7554	14713	State Total	48.66%	51.34%	100.00%

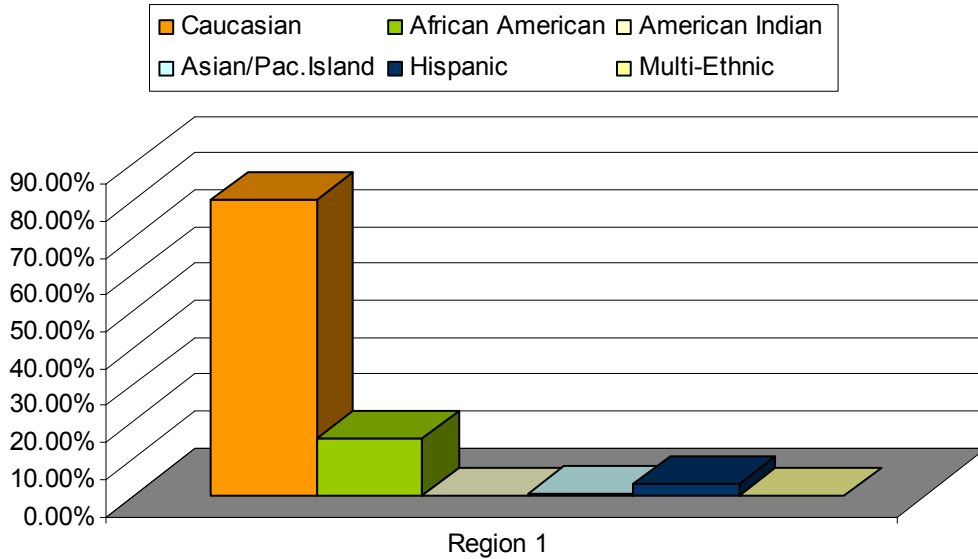
What appears to be significant within these findings is the disparity in the number of callers of certain ethnicities. With only one exception, Caucasians utilize the service at much greater rates than all other ethnicities. Statewide, Caucasians call into the service at a rate higher than all other ethnicities combined. Interestingly, only Region 2 shows a situation where African Americans utilized the service more than Caucasians. Within Region 1, a whopping 80% of all calls came from Caucasians alone. It will be most revealing to see why these people are utilizing the service in such great numbers from this Region.

The question to be posed is why is there such a disparity? Do Caucasians suffer more problems than other ethnicities? Most likely this is not the case. Other possible scenarios may include culture taboos on people seeking external help from 'outsiders', or perhaps the educational and marketing tools used by the Helpline could be more geared to reaching these people.

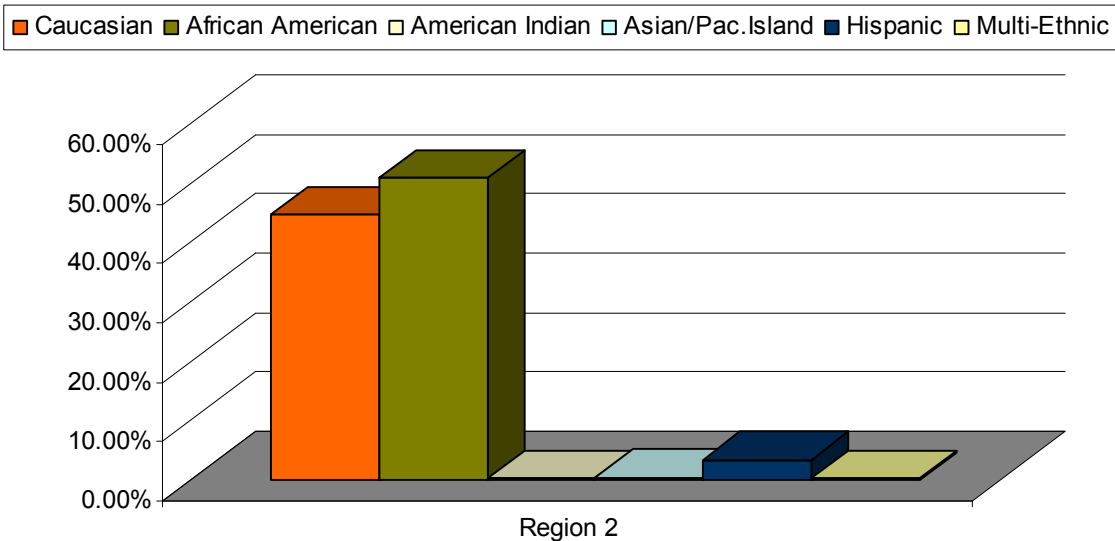
A graphical illustration follows highlighting some of the interesting results:



Region 1 - Call Behavior by Ethnicity

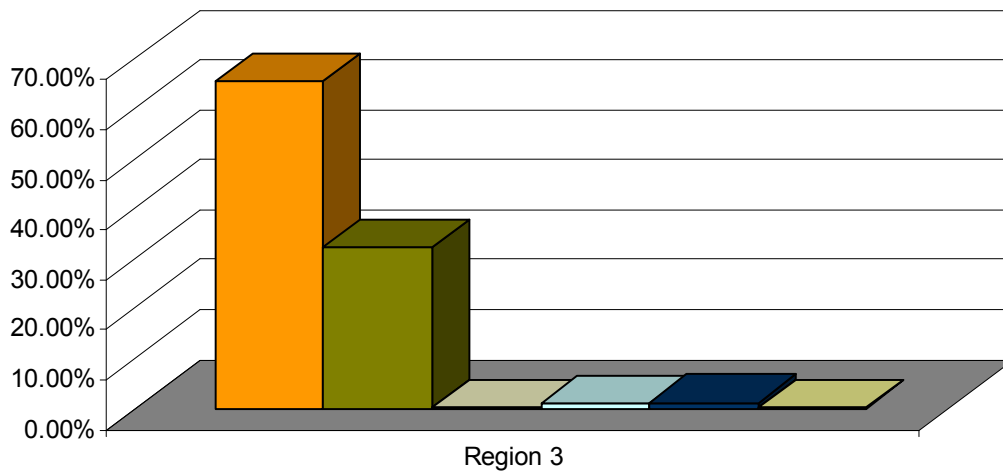


Region 2 - Call Behavior by Ethnicity



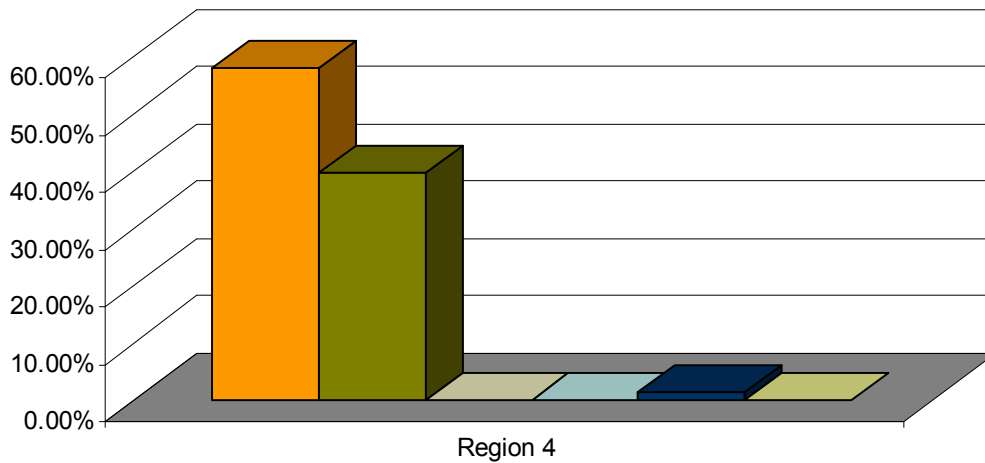
Region 3 - Call Behavior by Ethnicity

■ Caucasian ■ African American □ American Indian □ Asian/Pac.Island ■ Hispanic □ Multi-Ethnic



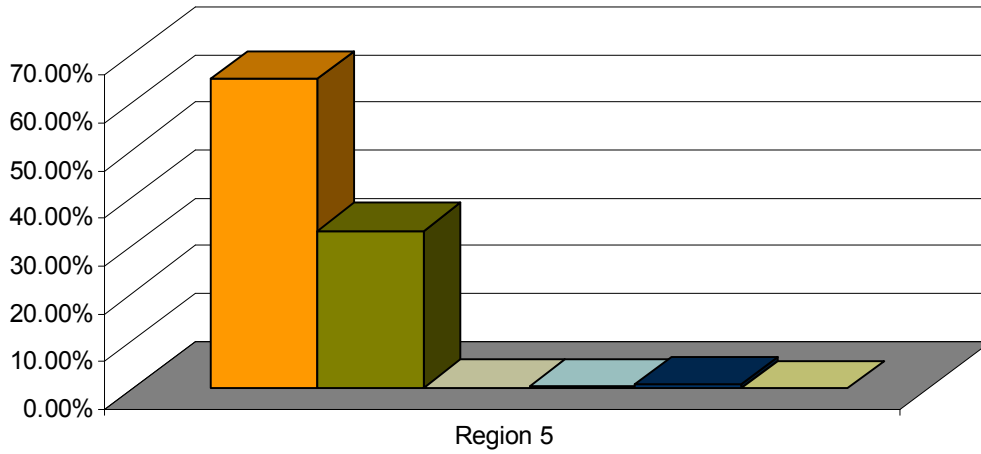
Region 4 - Call Behavior by Ethnicity

■ Caucasian ■ African American □ American Indian □ Asian/Pac.Island ■ Hispanic □ Multi-Ethnic



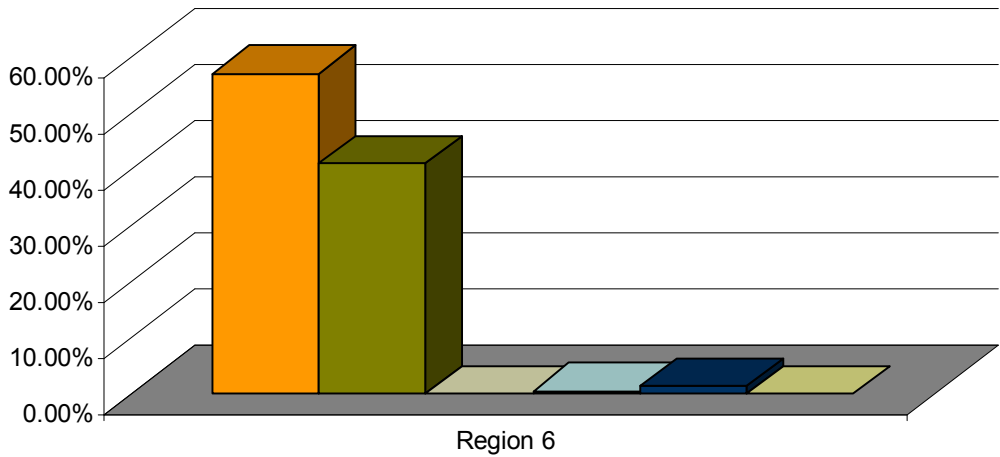
Region 5 - Call Behavior by Ethnicity

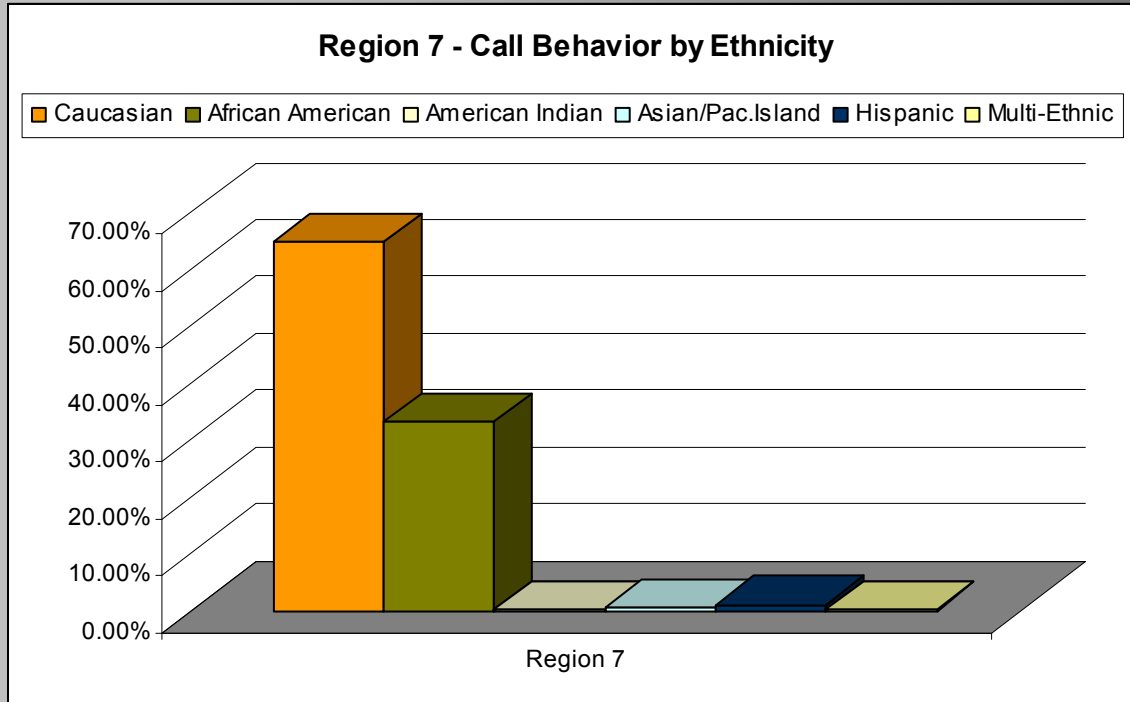
■ Caucasian ■ African American □ American Indian □ Asian/Pac.Island ■ Hispanic □ Multi-Ethnic



Region 6 - Call Behavior by Ethnicity

■ Caucasian ■ African American □ American Indian □ Asian/Pac.Island ■ Hispanic □ Multi-Ethnic





Further investigation is required to determine the best course of action to take to achieve a higher number of calls from a diverse ethnic background. Of note is the increasing number of Hispanics moving into the state with a myriad of problems. Since this culture tends to be closed to outside intervention, it is important to find unique ways to reach this population. Perhaps linking with Rural Health Organizations in an attempt to market the Helpline service and achieve a level of trust amongst this population is one solution to reaching them.



Employment Status

Caller Employment Breakdown <i>Actual Data - 1st vs 2nd 6 months</i>				Caller Employment Breakdown <i>Actual Data - 1st vs 2nd 6 months by Percent</i>			
	1st 6mons	2nd 6 mons	Total		1st 6mons	2nd 6 mons	Total
Region 1				Region 1			
Employed full-time	318	305	623	Employed full-time	23.38%	23.00%	23.19%
Unemployed	853	866	1719	Unemployed	62.72%	65.31%	64.00%
Student (not employed)	49	38	87	Student (not employed)	3.60%	2.87%	3.24%
Disabled	35	31	66	Disabled	2.57%	2.34%	2.46%
Homemaker	37	13	50	Homemaker	2.72%	0.98%	1.86%
Illness	5	2	7	Illness	0.37%	0.15%	0.26%
Maternity	0	2	2	Maternity	0.00%	0.15%	0.07%
Retired	17	21	38	Retired	1.25%	1.58%	1.41%
Employed part-time	38	46	84	Employed part-time	2.79%	3.47%	3.13%
Temporary work	7	2	9	Temporary work	0.51%	0.15%	0.34%
Veteran	1	0	1	Veteran	0.07%	0.00%	0.04%
Region Total	1360	1326	2686	Region Total	100.00%	100.00%	100.00%
Region 2				Region 2			
Employed full-time	575	571	1146	Employed full-time	24.54%	23.40%	23.96%
Unemployed	1473	1597	3070	Unemployed	62.87%	65.45%	64.19%
Student (not employed)	71	57	128	Student (not employed)	3.03%	2.34%	2.68%
Disabled	67	72	139	Disabled	2.86%	2.95%	2.91%
Homemaker	31	18	49	Homemaker	1.32%	0.74%	1.02%
Illness	5	15	20	Illness	0.21%	0.61%	0.42%
Maternity	1	2	3	Maternity	0.04%	0.08%	0.06%
Retired	26	33	59	Retired	1.11%	1.35%	1.23%
Employed part-time	73	65	138	Employed part-time	3.12%	2.66%	2.89%
Temporary work	20	8	28	Temporary work	0.85%	0.33%	0.59%
Veteran	1	2	3	Veteran	0.04%	0.08%	0.06%
Region Total	2343	2440	4783	Region Total	100.00%	100.00%	100.00%
Region 3				Region 3			
Employed full-time	184	187	371	Employed full-time	19.09%	18.97%	19.03%
Unemployed	674	676	1350	Unemployed	69.92%	68.56%	69.23%
Student (not employed)	18	22	40	Student (not employed)	1.87%	2.23%	2.05%
Disabled	31	41	72	Disabled	3.22%	4.16%	3.69%
Homemaker	12	15	27	Homemaker	1.24%	1.52%	1.38%
Illness	6	5	11	Illness	0.62%	0.51%	0.56%
Maternity	1	0	1	Maternity	0.10%	0.00%	0.05%
Retired	10	16	26	Retired	1.04%	1.62%	1.33%
Employed part-time	20	20	40	Employed part-time	2.07%	2.03%	2.05%
Temporary work	8	3	11	Temporary work	0.83%	0.30%	0.56%
Veteran	0	1	1	Veteran	0.00%	0.10%	0.05%
Region Total	964	986	1950	Region Total	100.00%	100.00%	100.00%
Region 4				Region 4			
Employed full-time	202	180	382	Employed full-time	22.98%	20.48%	21.73%
Unemployed	535	534	1069	Unemployed	60.86%	60.75%	60.81%
Student (not employed)	28	32	60	Student (not employed)	3.19%	3.64%	3.41%
Disabled	44	64	108	Disabled	5.01%	7.28%	6.14%
Homemaker	17	16	33	Homemaker	1.93%	1.82%	1.88%
Illness	4	7	11	Illness	0.46%	0.80%	0.63%
Maternity	2	2	4	Maternity	0.23%	0.23%	0.23%
Retired	12	18	30	Retired	1.37%	2.05%	1.71%
Employed part-time	30	24	54	Employed part-time	3.41%	2.73%	3.07%
Temporary work	4	2	6	Temporary work	0.46%	0.23%	0.34%
Veteran	1	0	1	Veteran	0.11%	0.00%	0.06%
Region Total	879	879	1758	Region Total	100.00%	100.00%	100.00%



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Caller Employment Breakdown <i>Actual Data - 1st vs 2nd 6 months</i>				Caller Employment Breakdown <i>Actual Data - 1st vs 2nd 6 months by Percent</i>			
	1st 6mons	2nd 6 mons	Total		1st 6mons	2nd 6 mons	Total
Region 5				Region 5			
Employed full-time	146	113	259	Employed full-time	23.29%	17.85%	20.56%
Unemployed	404	442	846	Unemployed	64.43%	69.83%	67.14%
Student (not employed)	15	25	40	Student (not employed)	2.39%	3.95%	3.17%
Disabled	27	19	46	Disabled	4.31%	3.00%	3.65%
Homemaker	10	7	17	Homemaker	1.59%	1.11%	1.35%
Illness	0	2	2	Illness	0.00%	0.32%	0.16%
Maternity	0	0	0	Maternity	0.00%	0.00%	0.00%
Retired	11	5	16	Retired	1.75%	0.79%	1.27%
Employed part-time	14	17	31	Employed part-time	2.23%	2.69%	2.46%
Temporary work	0	3	3	Temporary work	0.00%	0.47%	0.24%
Veteran	0	0	0	Veteran	0.00%	0.00%	0.00%
Region Total	627	633	1260	Region Total	100.00%	100.00%	100.00%
Region 6				Region 6			
Employed full-time	103	116	219	Employed full-time	23.84%	20.28%	21.81%
Unemployed	275	381	656	Unemployed	63.66%	66.61%	65.34%
Student (not employed)	7	10	17	Student (not employed)	1.62%	1.75%	1.69%
Disabled	16	30	46	Disabled	3.70%	5.24%	4.58%
Homemaker	9	11	20	Homemaker	2.08%	1.92%	1.99%
Illness	3	1	4	Illness	0.69%	0.17%	0.40%
Maternity	0	0	0	Maternity	0.00%	0.00%	0.00%
Retired	6	10	16	Retired	1.39%	1.75%	1.59%
Employed part-time	8	13	21	Employed part-time	1.85%	2.27%	2.09%
Temporary work	5	0	5	Temporary work	1.16%	0.00%	0.50%
Veteran	0	0	0	Veteran	0.00%	0.00%	0.00%
Region Total	432	572	1004	Region Total	100.00%	100.00%	100.00%
Region 7				Region 7			
Employed full-time	131	164	295	Employed full-time	23.65%	22.84%	23.19%
Unemployed	366	463	829	Unemployed	66.06%	64.48%	65.17%
Student (not employed)	11	18	29	Student (not employed)	1.99%	2.51%	2.28%
Disabled	22	33	55	Disabled	3.97%	4.60%	4.32%
Homemaker	8	7	15	Homemaker	1.44%	0.97%	1.18%
Illness	0	1	1	Illness	0.00%	0.14%	0.08%
Maternity	0	0	0	Maternity	0.00%	0.00%	0.00%
Retired	6	12	18	Retired	1.08%	1.67%	1.42%
Employed part-time	8	18	26	Employed part-time	1.44%	2.51%	2.04%
Temporary work	2	1	3	Temporary work	0.36%	0.14%	0.24%
Veteran	0	1	1	Veteran	0.00%	0.14%	0.08%
Region Total	554	718	1272	Region Total	100.00%	100.00%	100.00%
State Total	7159	7554	14713	State Total	48.66%	51.34%	100.00%

The most significant finding to report about caller behavior and employment status is the fact that most calls, nearly two thirds in most regions are received by the Unemployed. This finding has been true for each reporting period since data was collected and analyzed in FY03. Further investigation would be prudent to determine whether these callers are unemployed due to their problems, specifically drug, alcohol, and gambling abuses, or whether they suffer with these problems because they are unemployed.

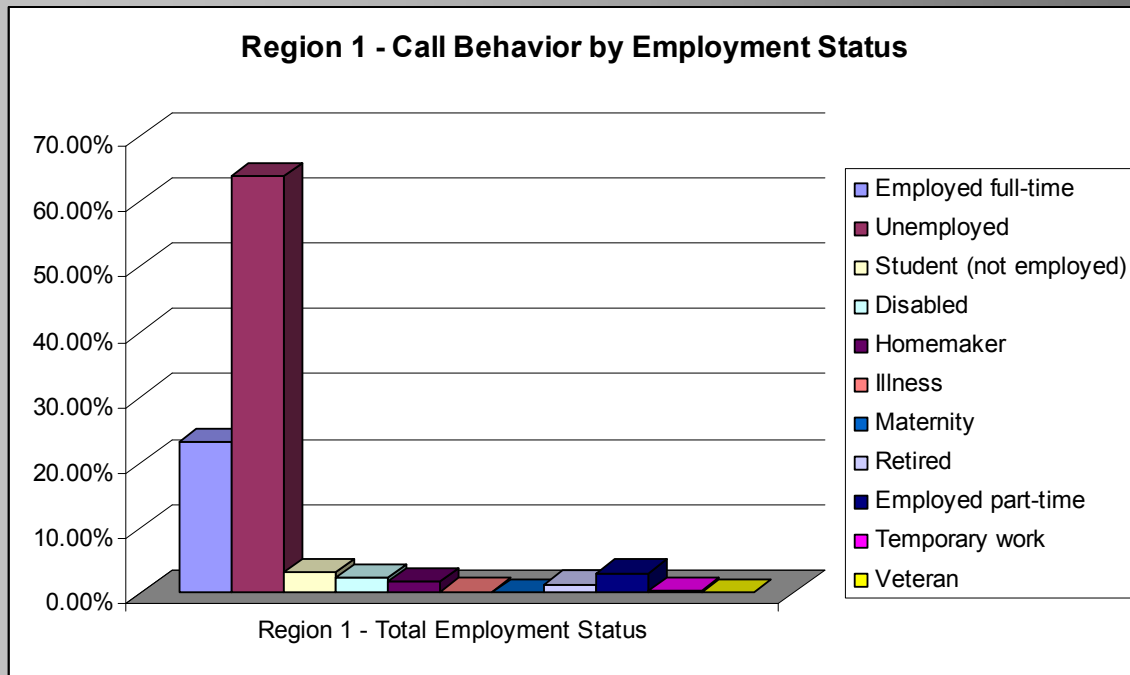
Regionally, it appears interesting that Region 3 and Region 7 are the only areas where the number of unemployed callers actually declined between the



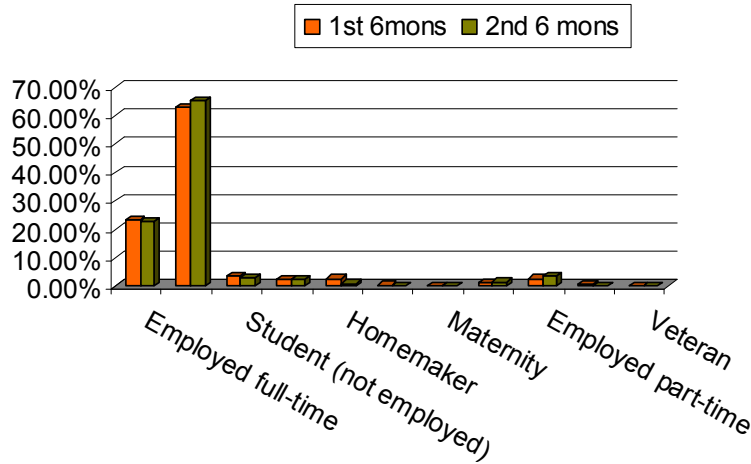
two halves of FY06, whereas Regions 1, 2, and 5 showed the highest increase in unemployed callers. In all regions, unemployed callers utilized the service more than all other status categories put together. Even Employed callers only account for one third of Unemployed callers in any given Region.

No other status of employment has a significant effect on call behavior outcome.

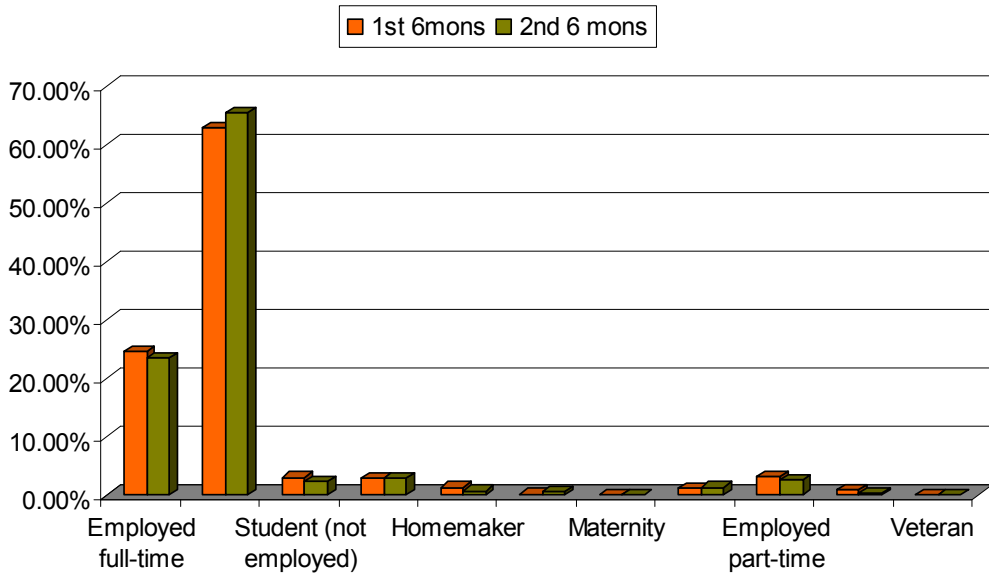
A graphical illustration of Regional call behavior by Employment Status follows:



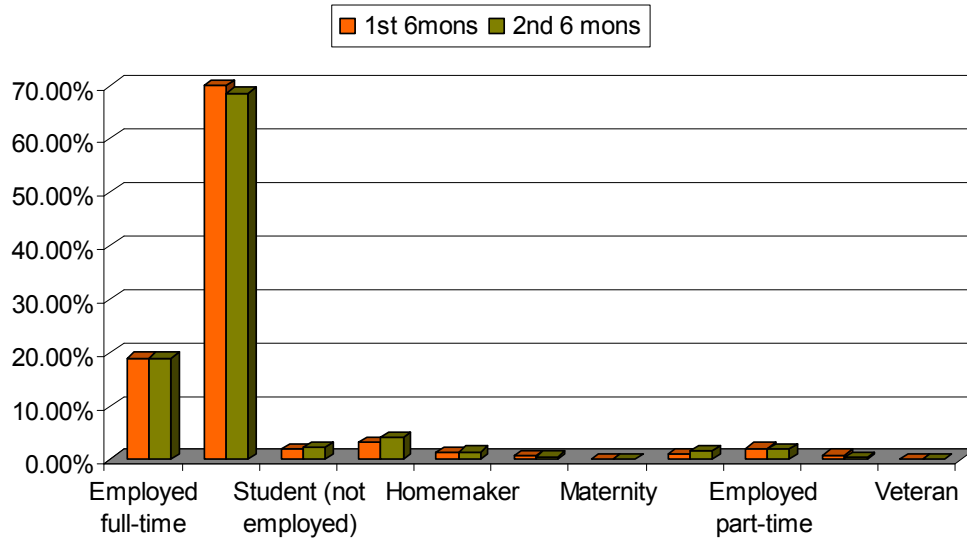
1st vs 2nd 6 mon Comparison - Region 1 Employment Status



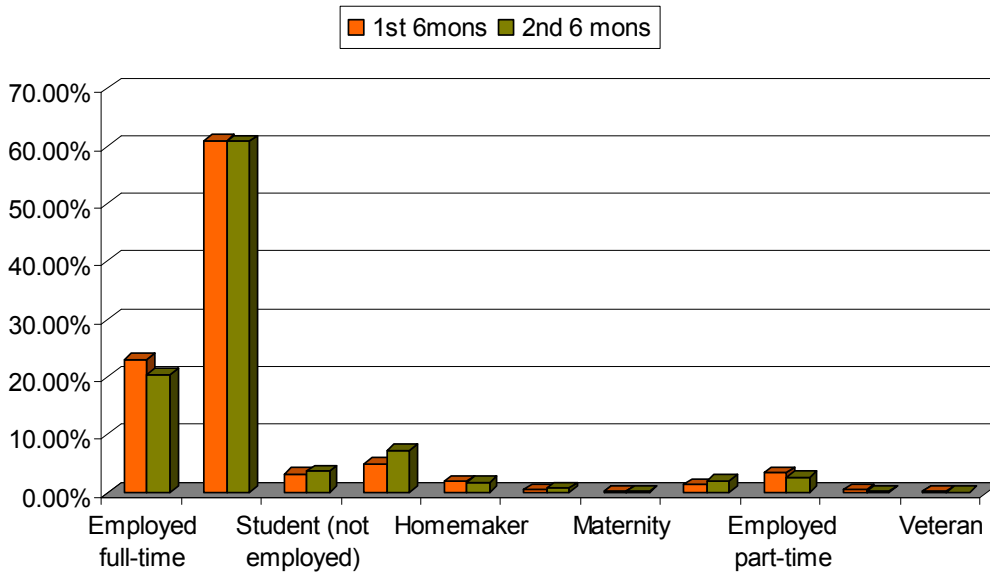
1st vs 2nd 6mons Comparison - Region 2 Employment Status



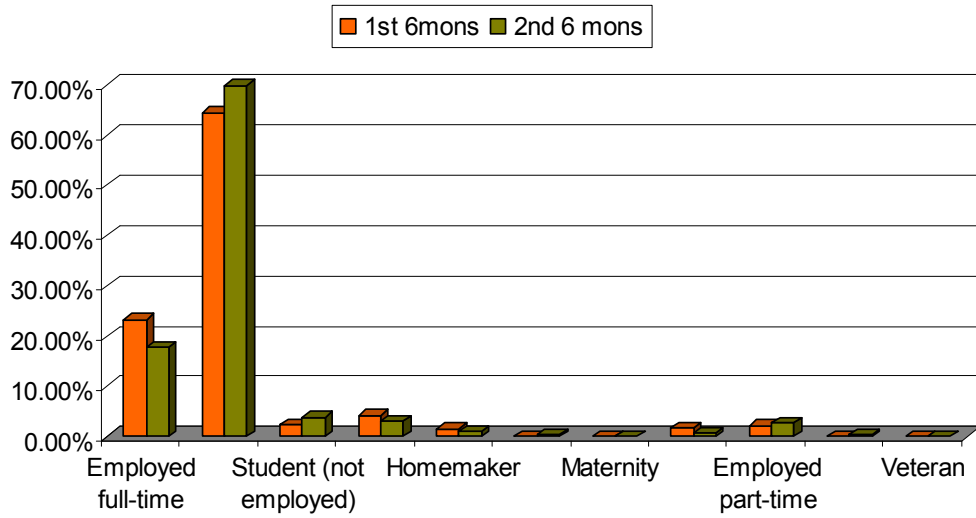
1st vs 2nd 6mons Comparison - Region 3 Employment Status



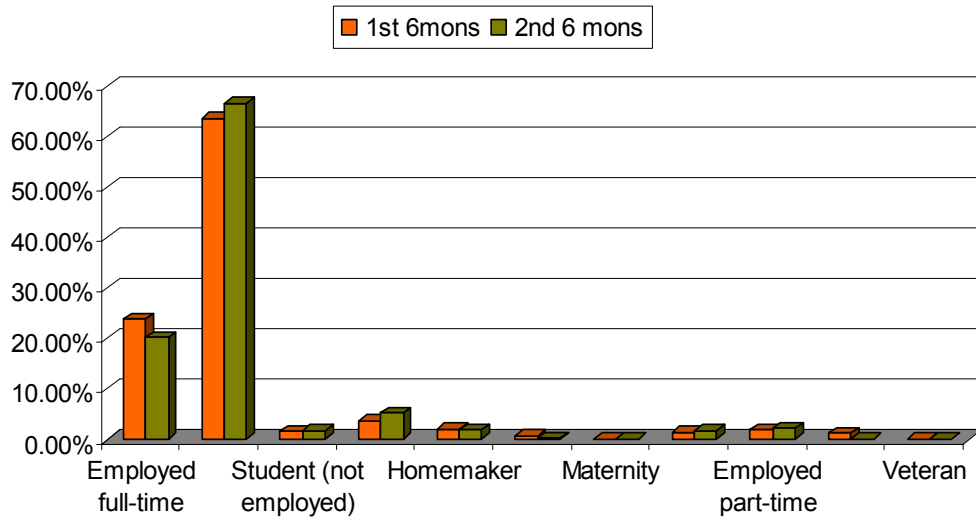
1st vs 2nd 6mons Comparison - Region 4 Employment Status

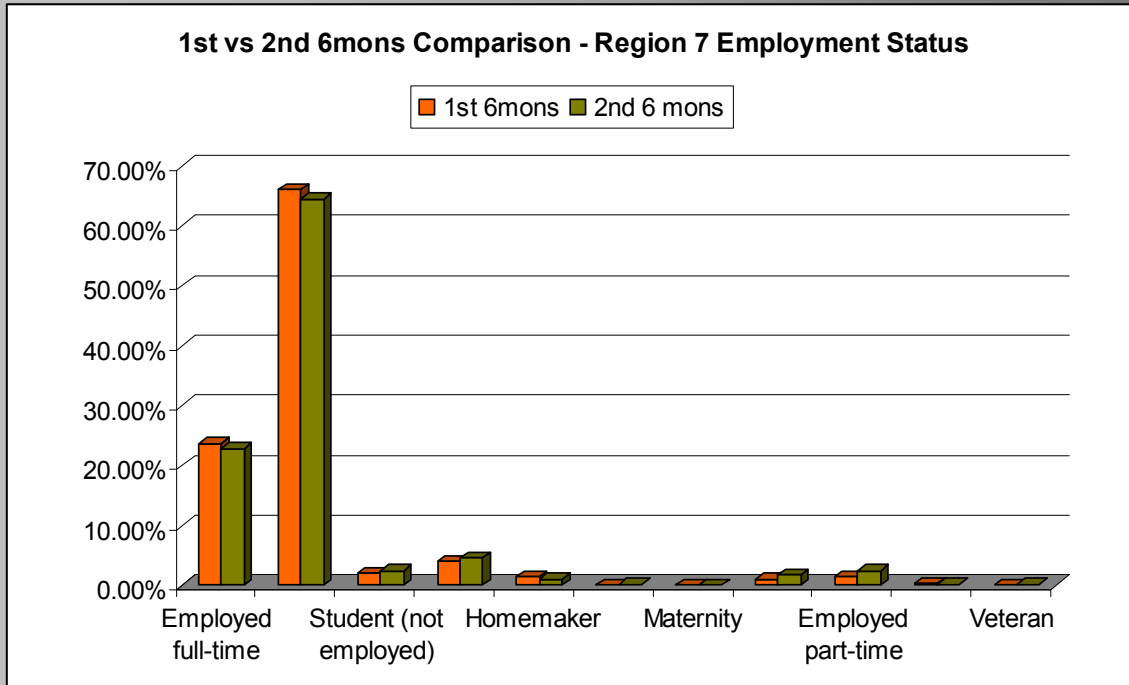


1st ve 2nd 6mons Comparison - Region 5 Employment Status



1st vs 2nd 6mons Comparison - Region 6 Employment Status



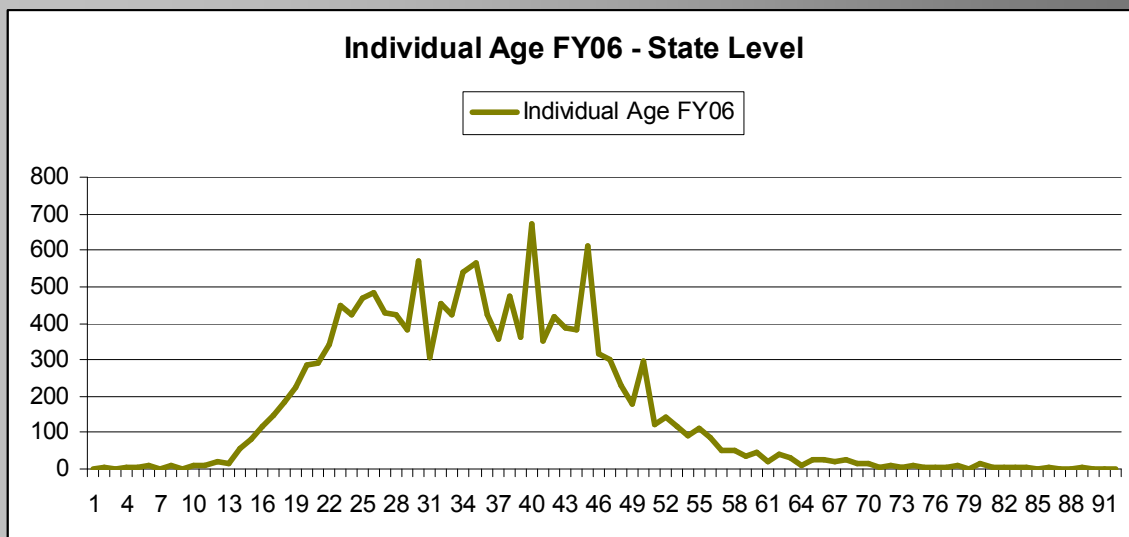


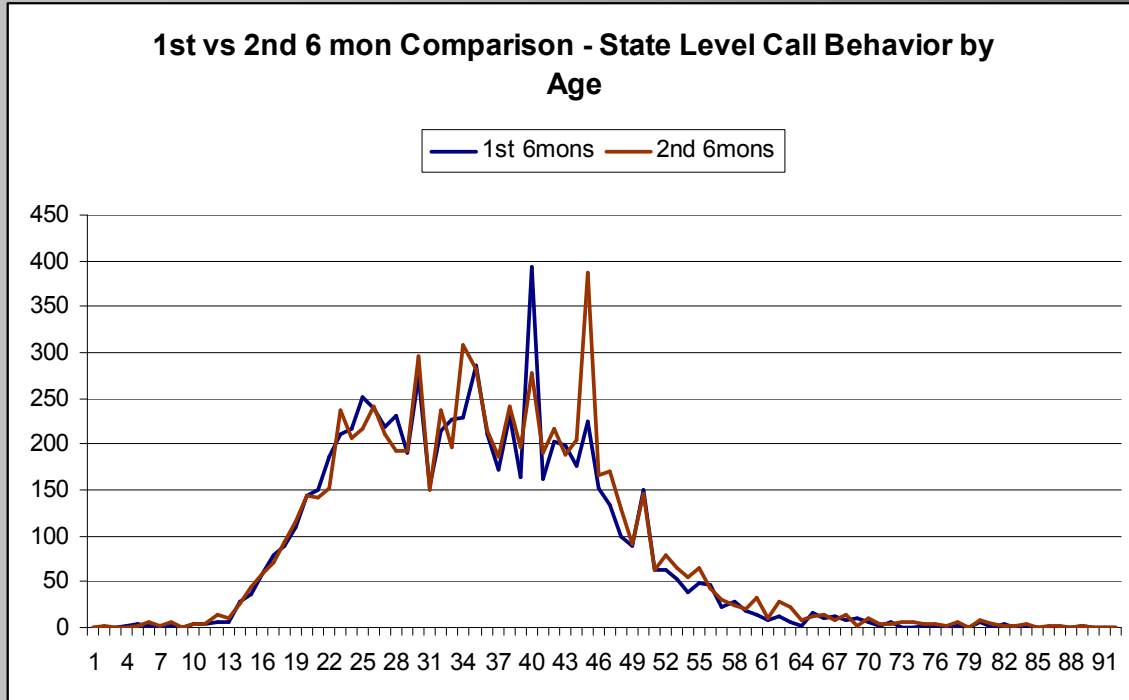
Age Range

The age range category is divided into 4 categories: Birth – 5; 6-18 years of age; 19-59 years of age; and 60 years +. Age ranges were calculated for both the state level and the regional level.

Individual ages were also determined for the state level, with a comparison made between the first and second half of FY06. It appears as though the majority of callers are 40 years of age, with the next highest level of calls coming from individuals of 45 years of age.

Individual Age





It appears as though the majority of calls are made by individuals between the ages of 20 and 50. Very few calls are made by teenagers nor senior citizens.

Age	1st 6mons	2nd 6mons	Total FY06
1	1	1	2
2	1	2	3
3	1	0	1
4	3	1	4
5	4	3	7
6	3	7	10
7	0	2	2
8	2	6	8
9	1	1	2
10	4	5	9
11	4	4	8
12	7	14	21
13	6	10	16
14	28	27	55
15	36	45	81
16	59	58	117
17	79	71	150
18	90	93	183
19	110	115	225
20	144	143	287
21	151	141	292
22	187	152	339
23	211	238	449
24	216	207	423
25	252	217	469



HODAC Helpline Report – July 1, 2005 – June 30, 2006

26	240	242	482
27	218	211	429
28	231	192	423
29	191	193	384
30	274	295	569
31	154	150	304
32	215	238	453
33	227	196	423
34	230	308	538
35	285	282	567
36	210	215	425
37	173	186	359
38	231	242	473
39	165	197	362
40	394	277	671
41	163	191	354
42	202	216	418
43	198	189	387
44	177	204	381
45	226	387	613
46	152	166	318
47	133	170	303
48	100	130	230
49	89	91	180
50	151	145	296
51	62	62	124
52	62	79	141
53	53	65	118
54	39	55	94
55	49	64	113
56	46	42	88
57	22	31	53
58	28	25	53
59	18	20	38
60	15	32	47
61	8	10	18
62	13	29	42
63	7	23	30
64	2	9	11
65	16	12	28
66	10	15	25
67	12	9	21
68	9	14	23
69	10	3	13
70	7	10	17



71	3	4	7
72	6	5	11
73	1	6	7
74	1	7	8
75	2	5	7
76	3	4	7
77	2	3	5
78	2	6	8
79	1	0	1
80	6	8	14
81	1	4	5
82	5	2	7
83	1	2	3
84	3	4	7
85	0	1	1
86	1	2	3
87	0	2	2
88	1	0	1
89	2	2	4
90	1	0	1
91	0	1	1
92	0	1	1
	7159	7554	14713

It is apparent that caller's behavior with regards to age stayed constant between the first and second half of FY06.

Age Range

Age range was obtained for both the state and regional levels. Since most calls are collected from the age of 20 – 50, it is understandable that these results will be slightly skewed towards one age category. This category is still collected however due to the fact that when data collection was first utilized in FY03, individual ages were not collected. This allows comparative analysis between each year as data collection continues.

State age range findings are found previously and regional age range groupings are found below.



Age Range by Region <i>1st vs 2nd 6 months Actual Data FY06</i>				Age Range by Region <i>1st vs 2nd 6 months FY06 by %</i>			
	<i>1st 6mons</i>	<i>2nd 6mons</i>	<i>Total</i>		<i>1st 6mons</i>	<i>2nd 6mons</i>	<i>Total</i>
Region 1				Region 1			
<i>Birth-5</i>	2	1	3	<i>Birth-5</i>	0.15%	0.08%	0.11%
<i>6-18</i>	87	60	147	<i>6-18</i>	6.40%	4.52%	5.47%
<i>19-59</i>	1243	1238	2481	<i>19-59</i>	91.40%	93.36%	92.37%
<i>60+</i>	28	27	55	<i>60+</i>	2.06%	2.04%	2.05%
Region Total	1360	1326	2686	Region Total	100.00%	100.00%	100.00%
Region 2				Region 2			
<i>Birth-5</i>	3	0	3	<i>Birth-5</i>	0.13%	0.00%	0.06%
<i>6-18</i>	104	82	186	<i>6-18</i>	4.44%	3.36%	3.89%
<i>19-59</i>	2190	2298	4488	<i>19-59</i>	93.47%	94.18%	93.83%
<i>60+</i>	46	60	106	<i>60+</i>	1.96%	2.46%	2.22%
Region Total	2343	2440	4783	Region Total	100.00%	100.00%	100.00%
Region 3				Region 3			
<i>Birth-5</i>	1	2	3	<i>Birth-5</i>	0.10%	0.20%	0.15%
<i>6-18</i>	44	47	91	<i>6-18</i>	4.56%	4.77%	4.67%
<i>19-59</i>	900	913	1813	<i>19-59</i>	93.36%	92.60%	92.97%
<i>60+</i>	19	24	43	<i>60+</i>	1.97%	2.43%	2.21%
Region Total	964	986	1950	Region Total	100.00%	100.00%	100.00%
Region 4				Region 4			
<i>Birth-5</i>	1	1	2	<i>Birth-5</i>	0.11%	0.11%	0.11%
<i>6-18</i>	38	46	84	<i>6-18</i>	4.32%	5.23%	4.78%
<i>19-59</i>	822	791	1613	<i>19-59</i>	93.52%	89.99%	91.75%
<i>60+</i>	18	41	59	<i>60+</i>	2.05%	4.66%	3.36%
Region Total	879	879	1758	Region Total	100.00%	100.00%	100.00%
Region 5				Region 5			
<i>Birth-5</i>	1	1	2	<i>Birth-5</i>	0.16%	0.16%	0.16%
<i>6-18</i>	17	31	48	<i>6-18</i>	2.71%	4.90%	3.81%
<i>19-59</i>	595	589	1184	<i>19-59</i>	94.90%	93.05%	93.97%
<i>60+</i>	14	12	26	<i>60+</i>	2.23%	1.90%	2.06%
Region Total	627	633	1260	Region Total	100.00%	100.00%	100.00%
Region 6				Region 6			
<i>Birth-5</i>	0	0	0	<i>Birth-5</i>	0.00%	0.00%	0.00%
<i>6-18</i>	13	26	39	<i>6-18</i>	3.01%	4.55%	3.88%
<i>19-59</i>	406	526	932	<i>19-59</i>	93.98%	91.96%	92.83%
<i>60+</i>	13	20	33	<i>60+</i>	3.01%	3.50%	3.29%
Region Total	432	572	1004	Region Total	100.00%	100.00%	100.00%
Region 7				Region 7			
<i>Birth-5</i>	2	0	2	<i>Birth-5</i>	0.36%	0.00%	0.16%
<i>6-18</i>	16	30	46	<i>6-18</i>	2.89%	4.18%	3.62%
<i>19-59</i>	523	674	1197	<i>19-59</i>	94.40%	93.87%	94.10%
<i>60+</i>	13	14	27	<i>60+</i>	2.35%	1.95%	2.12%
Region Total	554	718	1272	Region Total	100.00%	100.00%	100.00%
State Totals	7159	7554	14713	TOTALS	48.66%	51.34%	100.00%



Caller Usage

Caller usage is collected and disseminated by state, regional and county levels. This allows the Helpline to determine where problems are arising and whether they are a broader state or regional issue, or whether they appear to be limited to a county problem. This is important to determine due to the vast array of problems that arise throughout the state that are often limited to certain areas.

By deciphering this data, the Helpline can aid other programs to focus specific resources and tools into these areas to create more effective public health strategies.

Call usage is divided up into two reporting periods: July 1, 2005 – December 31, 2005 and January 1, 2006 – June 30, 2006. Usage is then divided into state, regional and county levels.

Statewide Caller Usage

Caller Usage

Statewide

1st 6 months - FY04 - FY06

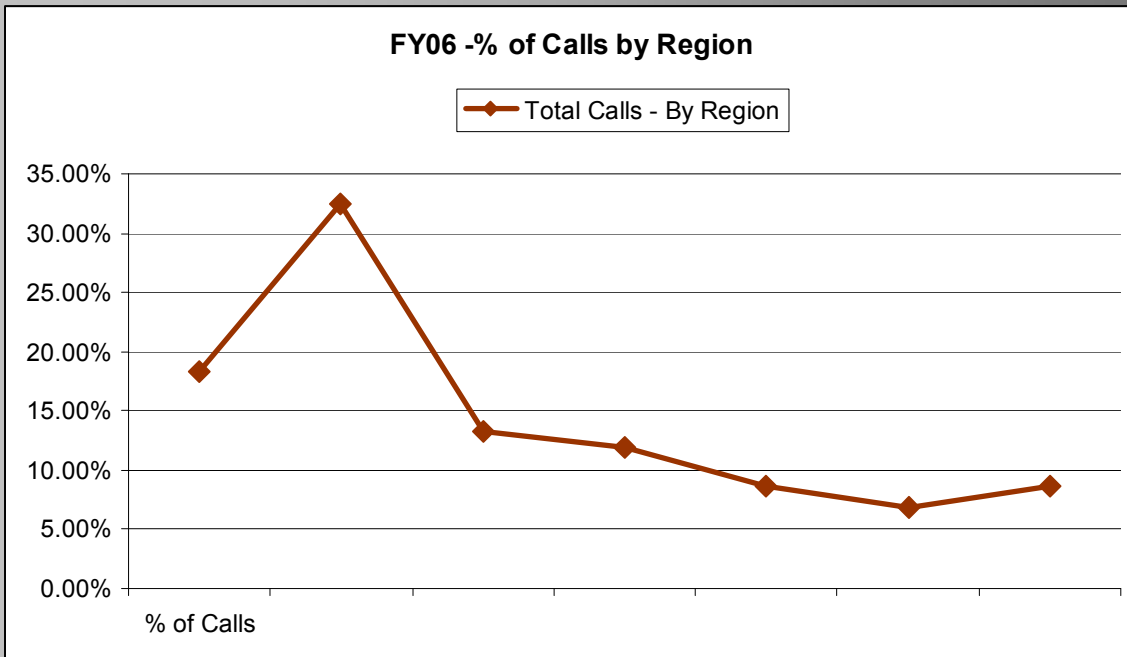
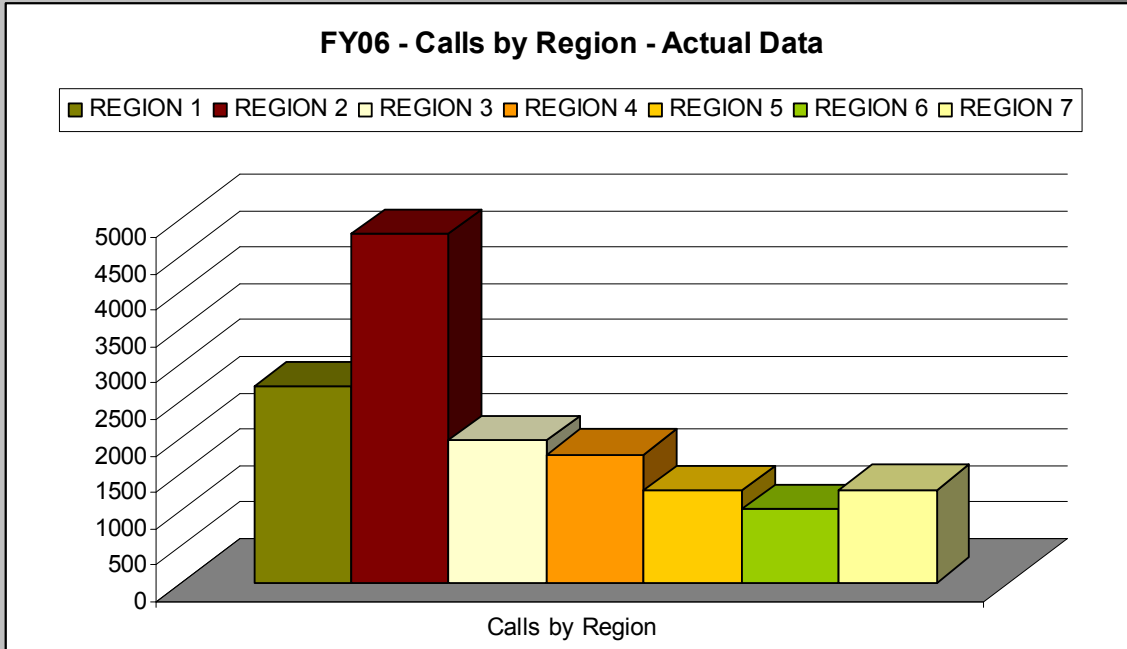
1st 6 mons	2nd 6 mons	Total
7159	7554	14713

Call utilization of the Helpline stayed relatively constant between the 1st and 2nd reporting period of FY06. It is unknown whether this can be attributed to the diligence of call center data takers, or whether people are seeking out the Helpline in constant amounts

Regional Call Usage

Total Calls - By Region								
1st 6mons vs 2nd 6mons - Actual Data								
	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6	REGION 7	TOTAL
1st 6 mons	1360	2343	964	879	627	432	554	7159
2nd 6 mons	1326	2440	986	879	633	572	718	7554
Total Calls - By Region	2686	4783	1950	1758	1260	1004	1272	14713
Total Calls by Region								
1st 6mons vs 2nd 6mons - By Percentage								
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	TOTAL
1st 6 mons	50.63%	48.99%	49.44%	50.00%	49.76%	43.03%	43.55%	48.66%
2nd 6 mons	49.37%	51.01%	50.56%	50.00%	50.24%	56.97%	56.45%	51.34%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Calls - By Region	18.26%	32.51%	13.25%	11.95%	8.56%	6.82%	8.65%	100.00%





It is apparent that the majority of the calls consistently come from Region 2, with Region 1 following in second.



County Call Usage

County Caller Data			
1st 6 months FY04 - FY06			
COUNTY	1st 6 mons	2nd 6 mons	Total
<i>Appling</i>	10	14	24
<i>Atkinson</i>	3	6	9
<i>Bacon</i>	7	8	15
<i>Baker</i>	1	3	4
<i>Baldwin</i>	34	53	87
<i>Banks</i>	5	3	8
<i>Barrow</i>	50	53	103
<i>Bartow</i>	87	80	167
<i>Ben Hill</i>	14	16	30
<i>Berrien</i>	12	14	26
<i>Bibb</i>	306	274	580
<i>Bleckley</i>	7	15	22
<i>Brantley</i>	3	6	9
<i>Brooks</i>	1	11	12
<i>Bryan</i>	13	8	21
<i>Bulloch</i>	26	37	63
<i>Burke</i>	17	13	30
<i>Butts</i>	13	18	31
<i>Calhoun</i>	4	6	10
<i>Camden</i>	14	31	45
<i>Candler</i>	5	2	7
<i>Carroll</i>	96	100	196
<i>Catoosa</i>	7	12	19
<i>Charlton</i>	4	4	8
<i>Chatham</i>	223	278	501
<i>Chattahoochee</i>	0	3	3
<i>Chattooga</i>	19	16	35
<i>Cherokee</i>	99	103	202
<i>Clarke</i>	101	97	198
<i>Clay</i>	0	2	2
<i>Clayton</i>	235	249	484
<i>Clinch</i>	4	5	9
<i>Cobb</i>	416	435	851
<i>Coffee</i>	27	29	56
<i>Colquitt</i>	23	40	63
<i>Columbia</i>	15	13	28



HODAC Helpline Report – July 1, 2005 – June 30, 2006

<i>Cook</i>	6	10	16
<i>Coweta</i>	139	126	265
<i>Crawford</i>	1	6	7
<i>Crisp</i>	17	22	39
<i>Dade</i>	3	1	4
<i>Dawson</i>	12	8	20
<i>Decatur</i>	16	23	39
<i>Dekalb</i>	352	320	672
<i>Dodge</i>	10	18	28
<i>Dooly</i>	9	17	26
<i>Dougherty</i>	122	137	259
<i>Douglas</i>	109	93	202
<i>Early</i>	2	3	5
<i>Echols</i>	2	0	2
<i>Effingham</i>	23	28	51
<i>Elbert</i>	15	5	20
<i>Emanuel</i>	12	21	33
<i>Evans</i>	10	15	25
<i>Fannin</i>	7	5	12
<i>Fayette</i>	70	62	132
<i>Floyd</i>	81	66	147
<i>Forsyth</i>	38	62	100
<i>Franklin</i>	17	10	27
<i>Fulton</i>	1211	1370	2581
<i>Gilmer</i>	8	5	13
<i>Glascok</i>	1	1	2
<i>Glynn</i>	52	73	125
<i>Gordon</i>	38	34	72
<i>Grady</i>	14	20	34
<i>Greene</i>	7	15	22
<i>Gwinnett</i>	413	373	786
<i>Habersham</i>	12	12	24
<i>Hall</i>	99	127	226



HODAC Helpline Report – July 1, 2005 – June 30, 2006

<i>Hancock</i>	3	7	10
<i>Haralson</i>	28	22	50
<i>Harris</i>	4	11	15
<i>Hart</i>	7	5	12
<i>Heard</i>	9	3	12
<i>Henry</i>	131	151	282
<i>Houston</i>	323	310	633
<i>Irwin</i>	4	2	6
<i>Jackson</i>	38	38	76
<i>Jasper</i>	13	11	24
<i>Jeff Davis</i>	4	20	24
<i>Jefferson</i>	9	12	21
<i>Jenkins</i>	6	4	10
<i>Johnson</i>	3	3	6
<i>Jones</i>	12	11	23
<i>Lamar</i>	16	13	29
<i>Lanier</i>	3	3	6
<i>Laurens</i>	43	44	87
<i>Lee</i>	5	11	16
<i>Liberty</i>	12	24	36
<i>Lincoln</i>	4	4	8
<i>Long</i>	3	5	8
<i>Lowndes</i>	87	125	212
<i>Lumpkin</i>	10	14	24
<i>Macon</i>	7	5	12
<i>Madison</i>	7	11	18
<i>Marion</i>	2	0	2
<i>McDuffie</i>	17	12	29
<i>McIntosh</i>	11	5	16
<i>Meriwether</i>	12	18	30
<i>Miller</i>	9	2	11
<i>Mitchell</i>	5	9	14
<i>Monroe</i>	16	19	35
<i>Montgomery</i>	7	7	14
<i>Morgan</i>	10	17	27
<i>Murray</i>	18	2	20
<i>Muscookee</i>	191	202	393



<i>Newton</i>	58	59	117
<i>Oconee</i>	5	4	9
<i>Oglethorpe</i>	4	3	7
<i>Paulding</i>	61	53	114
<i>Peach</i>	33	45	78
<i>Pickens</i>	12	6	18
<i>Pierce</i>	5	12	17
<i>Pike</i>	5	7	12
<i>Polk</i>	21	34	55
<i>Pulaski</i>	11	8	19
<i>Putnam</i>	19	15	34
<i>Quitman</i>	0	1	1
<i>Rabun</i>	18	8	26
<i>Randolph</i>	5	6	11
<i>Richmond</i>	265	266	531
<i>Rockdale</i>	74	69	143
<i>Schley</i>	3	5	8
<i>Screven</i>	5	7	12
<i>Seminole</i>	7	2	9
<i>Spalding</i>	84	65	149
<i>Stephens</i>	18	24	42
<i>Stewart</i>	4	2	6
<i>Sumter</i>	16	32	48
<i>Talbot</i>	1	0	1
<i>Taliaferro</i>	3	0	3
<i>Tattnall</i>	7	18	25
<i>Taylor</i>	6	4	10
<i>Telfair</i>	14	6	20
<i>Terrell</i>	5	12	17
<i>Thomas</i>	42	52	94
<i>Tift</i>	28	48	76



<i>Toombs</i>	40	46	86
<i>Towns</i>	2	1	3
<i>Treutlen</i>	5	4	9
<i>Troup</i>	89	82	171
<i>Turner</i>	11	7	18
<i>Twiggs</i>	5	2	7
<i>Union</i>	7	5	12
<i>Upson</i>	14	11	25
<i>Walker</i>	32	26	58
<i>Walton</i>	36	38	74
<i>Ware</i>	32	30	62
<i>Warren</i>	5	2	7
<i>Washington</i>	18	11	29
<i>Wayne</i>	16	14	30
<i>Webster</i>	2	3	5
<i>Wheeler</i>	3	6	9
<i>White</i>	14	9	23
<i>Whitfield</i>	55	45	100
<i>Wilcox</i>	4	5	9
<i>Wilkes</i>	1	1	2
<i>Wilkinson</i>	2	10	12
<i>Worth</i>	9	16	25
TOTALS	7159	7554	14713

Those counties highlighted in gold represent those who utilized the Helpline service 200 or more times during FY06.

Needs

Needs are calculated in a couple of different ways. Initially, caller needs are divided into individual needs where any one caller could have several needs. These are considered to be multiple need calls. There are several hundred need categories, with 14,713 total calls logging 29,839 total needs.

Needs are also disseminated and placed into one of six need categories. This better enables examiners to partition several hundred needs into six manageable areas to focus resources into.

Multiple Needs

State and Regional Levels

Callers generally have more than one reason why they utilize Helpline Georgia. While they may inquire about only one issue, their calls often become larger and more encompassing, bleeding into other assistance areas. The



average number of needs inquired about during any given call is calculated below for each reporting period for FY06. These periods are divided into July 1, 2005 – December 31, 2005, and January 1, 2006 – June 30, 2006.

	<i>1st 6mons FY06</i>	<i>2nd 6mons FY06</i>	<i>Average FY06</i>
Avg # Needs per Call	1.95	2.078	2.014

As you can see, the average number of needs per call inquired about remains virtually flat for each of the reporting periods, hovering right at two needs per call.

Multiple needs are not calculated by categorizing them into the six Main Needs previously discussed. Instead, they are considered individually, part of the 306 need databank set up by Helpline Georgia. Categorical Main needs are considered later, when attempting to pinpoint demographical data with regards to calling need inquiries. This assists the service to determine to what extent and configuration people are troubled when they utilize the service.

Multiple need calls represent a much larger number than merely the total number of callers utilizing the service, and are divided into State and Regional listings.

Multiple Needs State Results 1st vs 2nd 6 months FY06				Multiple Needs State Results by Percentage 1st vs 2nd 6 months FY06			
	<i>1st 6mons</i>	<i>2nd 6mons</i>	<i>Total FY06</i>		<i>1st 6mons</i>	<i>2nd 6mons</i>	<i>Total FY06</i>
1 Need	7159	7554	14713	1 Need	50.61%	48.13%	49.31%
2 Needs	5267	6196	11463	2 Needs	37.24%	39.48%	38.42%
3 Needs	1333	1518	2851	3 Needs	9.42%	9.67%	9.55%
4 Needs	294	324	618	4 Needs	2.08%	2.06%	2.07%
5 Needs	64	65	129	5 Needs	0.45%	0.41%	0.43%
6 Needs	19	19	38	6 Needs	0.13%	0.12%	0.13%
7 Needs	6	10	16	7 Needs	0.04%	0.06%	0.05%
8 Needs	2	4	6	8 Needs	0.01%	0.03%	0.02%
9 Needs	1	2	3	9 Needs	0.01%	0.01%	0.01%
10 Needs	0	1	1	10 Needs	0.00%	0.01%	0.00%
11 Needs	0	1	1	11 Needs	0.00%	0.01%	0.00%
Totals	14145	15694	29839	Totals	100.00%	100.00%	100.00%

It is interesting to note the decline between the first and second six month reporting period with regard to callers with only one need utilizing the service. This can be attributed to several possible reasons:

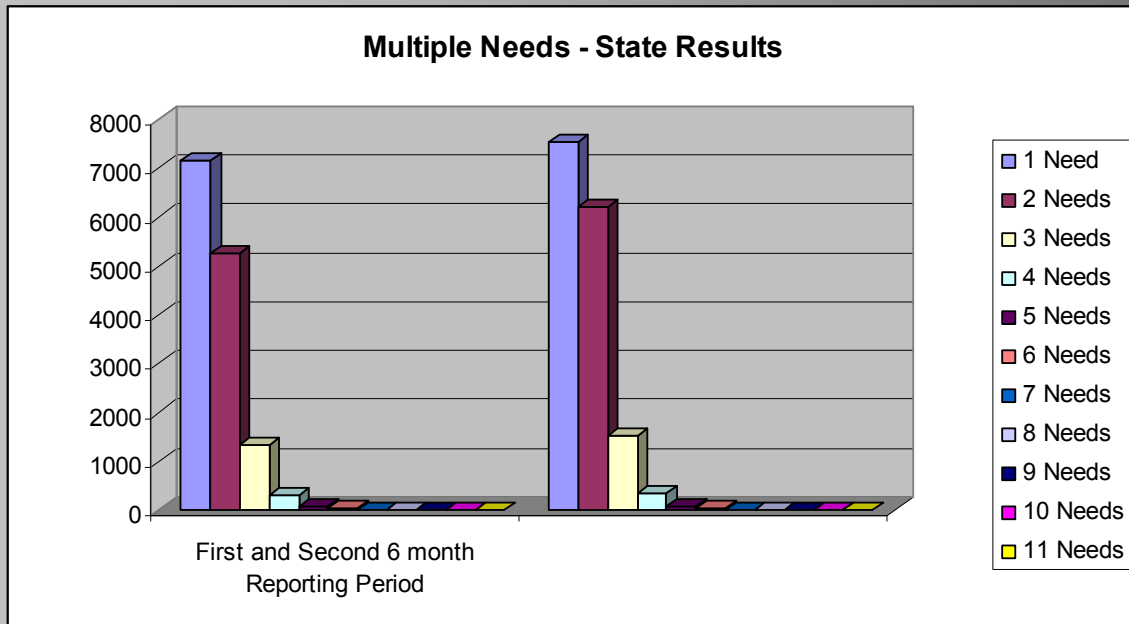
1. The individuals utilizing the service are genuinely becoming more troubled as time passes;
2. Callers, over time, have become better communicators when attempting to vocalize their problems and needs than when the service began. This could be attributable to effective public education and outreach programs



to change people’s perception about getting help and how to exactly ask for that help in an effective manner.

- The people collecting and inputting the data are becoming more adept at ferreting out the reasons why people call into the service, drawing out their issues in a more effective manner.

Multiple caller needs can be shown graphically as follows:



Regional Multiple Need findings are as follows:

Multiple Needs - Regional 1st vs 2nd 6 months FY06				Multiple Needs - Regional 1st vs 2nd 6 months FY06			
	1st 6mons	2nd 6mons	Total FY06		1st 6mons	2nd 6mons	Total FY06
Region 1				Region 1			
1 Need	1360	1326	2686	1 Need	50.43%	48.43%	49.42%
2 Needs	1018	1104	2122	2 Needs	37.75%	40.32%	39.04%
3 Needs	245	247	492	3 Needs	9.08%	9.02%	9.05%
4 Needs	59	44	103	4 Needs	2.19%	1.61%	1.90%
5 Needs	9	8	17	5 Needs	0.33%	0.29%	0.31%
6 Needs	5	3	8	6 Needs	0.19%	0.11%	0.15%
7 Needs	1	2	3	7 Needs	0.04%	0.07%	0.06%
8 Needs	0	1	1	8 Needs	0.00%	0.04%	0.02%
9 Needs	0	1	1	9 Needs	0.00%	0.04%	0.02%
10 Needs	0	1	1	10 Needs	0.00%	0.04%	0.02%
11 Needs	0	1	1	11 Needs	0.00%	0.04%	0.02%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	2697	2738	5435	Totals	100.00%	100.00%	100.00%



Multiple Needs - Regional				Multiple Needs - Regional			
1st vs 2nd 6 months FY06				1st vs 2nd 6 months FY06			
	1st 6mons	2nd 6mons	Total FY06		1st 6mons	2nd 6mons	Total FY06
Region 2				Region 2			
1 Need	2344	2440	4784	1 Need	50.25%	48.22%	49.19%
2 Needs	1734	1972	3706	2 Needs	37.17%	38.97%	38.11%
3 Needs	466	499	965	3 Needs	9.99%	9.86%	9.92%
4 Needs	95	114	209	4 Needs	2.04%	2.25%	2.15%
5 Needs	19	27	46	5 Needs	0.41%	0.53%	0.47%
6 Needs	4	7	11	6 Needs	0.09%	0.14%	0.11%
7 Needs	2	1	3	7 Needs	0.04%	0.02%	0.03%
8 Needs	1	0	1	8 Needs	0.02%	0.00%	0.01%
9 Needs	0	0	0	9 Needs	0.00%	0.00%	0.00%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	4665	5060	9725	Totals	100.00%	100.00%	100.00%
Region 3				Region 3			
1 Need	964	986	1950	1 Need	48.83%	46.77%	47.77%
2 Needs	772	836	1608	2 Needs	39.11%	39.66%	39.39%
3 Needs	191	225	416	3 Needs	9.68%	10.67%	10.19%
4 Needs	35	43	78	4 Needs	1.77%	2.04%	1.91%
5 Needs	7	10	17	5 Needs	0.35%	0.47%	0.42%
6 Needs	2	3	5	6 Needs	0.10%	0.14%	0.12%
7 Needs	1	2	3	7 Needs	0.05%	0.09%	0.07%
8 Needs	1	2	3	8 Needs	0.05%	0.09%	0.07%
9 Needs	1	1	2	9 Needs	0.05%	0.05%	0.05%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	1974	2108	4082	Totals	100.00%	100.00%	100.00%
Region 4				Region 4			
1 Need	879	879	1758	1 Need	55.53%	50.20%	52.73%
2 Needs	519	692	1211	2 Needs	32.79%	39.52%	36.32%
3 Needs	134	140	274	3 Needs	8.46%	8.00%	8.22%
4 Needs	38	33	71	4 Needs	2.40%	1.88%	2.13%
5 Needs	11	4	15	5 Needs	0.69%	0.23%	0.45%
6 Needs	2	1	3	6 Needs	0.13%	0.06%	0.09%
7 Needs	0	1	1	7 Needs	0.00%	0.06%	0.03%
8 Needs	0	1	1	8 Needs	0.00%	0.06%	0.03%
9 Needs	0	0	0	9 Needs	0.00%	0.00%	0.00%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	1583	1751	3334	Totals	100.00%	100.00%	100.00%



Multiple Needs State Results				Multiple Needs State Results by Percentage			
1st vs 2nd 6 months FY06				1st vs 2nd 6 months FY06			
1st 6mons		2nd 6mons		Total FY06			
Region 5				Region 5			
1 Need	627	633	1260	1 Need	49.29%	47.45%	48.35%
2 Needs	510	527	1037	2 Needs	40.09%	39.51%	39.79%
3 Needs	104	134	238	3 Needs	8.18%	10.04%	9.13%
4 Needs	23	30	53	4 Needs	1.81%	2.25%	2.03%
5 Needs	7	5	12	5 Needs	0.55%	0.37%	0.46%
6 Needs	1	3	4	6 Needs	0.08%	0.22%	0.15%
7 Needs	0	2	2	7 Needs	0.00%	0.15%	0.08%
8 Needs	0	0	0	8 Needs	0.00%	0.00%	0.00%
9 Needs	0	0	0	9 Needs	0.00%	0.00%	0.00%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	1272	1334	2606	Totals	100.00%	100.00%	100.00%
Region 6				Region 6			
1 Need	432	572	1004	1 Need	53.07%	47.99%	50.05%
2 Needs	284	462	746	2 Needs	34.89%	38.76%	37.19%
3 Needs	76	121	197	3 Needs	9.34%	10.15%	9.82%
4 Needs	17	30	47	4 Needs	2.09%	2.52%	2.34%
5 Needs	4	5	9	5 Needs	0.49%	0.42%	0.45%
6 Needs	1	1	2	6 Needs	0.12%	0.08%	0.10%
7 Needs	0	1	1	7 Needs	0.00%	0.08%	0.05%
8 Needs	0	0	0	8 Needs	0.00%	0.00%	0.00%
9 Needs	0	0	0	9 Needs	0.00%	0.00%	0.00%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	814	1192	2006	Totals	100.00%	100.00%	100.00%
Region 7				Region 7			
1 Need	554	718	1272	1 Need	48.55%	47.52%	47.96%
2 Needs	430	603	1033	2 Needs	37.69%	39.91%	38.95%
3 Needs	117	152	269	3 Needs	10.25%	10.06%	10.14%
4 Needs	27	30	57	4 Needs	2.37%	1.99%	2.15%
5 Needs	7	6	13	5 Needs	0.61%	0.40%	0.49%
6 Needs	4	1	5	6 Needs	0.35%	0.07%	0.19%
7 Needs	2	1	3	7 Needs	0.18%	0.07%	0.11%
8 Needs	0	0	0	8 Needs	0.00%	0.00%	0.00%
9 Needs	0	0	0	9 Needs	0.00%	0.00%	0.00%
10 Needs	0	0	0	10 Needs	0.00%	0.00%	0.00%
11 Needs	0	0	0	11 Needs	0.00%	0.00%	0.00%
12 Needs	0	0	0	12 Needs	0.00%	0.00%	0.00%
Totals	1141	1511	2652	Totals	100.00%	100.00%	100.00%



Top 15 Needs

State Levels

The most frequent reasons people call into Helpline Georgia have been historically, and continue to be largely for drug and substance abuse issues. Most prevalent within the state and continually gaining ground, drug problems are permeating even the most rural areas with drugs that were, in the past, considered to be 'urban' or 'city' in nature only. The ease of production and obtainment of these drugs, coupled with their relative 'cheapness' in relation to other more expensive hard core drugs have created an epidemic that is not just indicative of Georgian behavior, but is truly becoming a national epidemic.

It is alarming to note that, while established drugs continue to be inquired about, these new, even more devastating drugs are being inquired about in larger and larger numbers. Several 'old' drugs such as Marijuana, Heroin, Cocaine and Alcohol, while still appearing on the 'Top 15' hit list, are slowly creeping down the list in terms of the number of inquiries being made about them. Does this mean people are kicking these habits? It is believed that this may not be the case, since far more dangerous and destructive drugs such as crack, crank and methamphetamines are being inquired about in ever increasing numbers. There may be a shift of these individual's drug habits, since these 'new' drugs are not only cheaper, but much easier to obtain than previous drugs that could not, for the most part be manufactured within their areas.

The Top 15 individual caller inquiries, divided by 1st and 2nd six month reporting periods are as follows:

State		1st vs 2nd 6 months FY06				
Level	1st 6 months	Need	2nd 6 months	Need	FY06 Total	Need
1	4441	Substance Abuse Treatment	4689	Substance Abuse Treatment	9130	Substance Abuse Treatment
2	1761	Crack	2128	Crack	3889	Crack
3	1231	Alcohol	1484	Alcohol	2715	Alcohol
4	1000	Methamphetamines	789	Cocaine	1661	Cocaine
5	872	Cocaine	644	Marijuana	1619	Methamphetamines
6	567	Marijuana	619	Methamphetamines	1211	Marijuana
7	455	12 Step Programs	495	12 Step Programs	950	12 Step Programs
8	370	Prescription Drugs	468	Prescription Drugs	838	Prescription Drugs
9	182	General Info. (Phone # Only)	202	Alcohol Abuse/Addiction	378	Alcohol Abuse/Addiction
10	176	Alcohol Abuse/Addiction	197	Drug Abuse/Addiction	366	General Info. (Phone # Only)
11	144	Police/Sheriff/State Police	184	General Info. (Phone # Only)	314	Drug Abuse/Addiction
12	139	Crime Reporting	153	Other Opiates	283	Police/Sheriff/State Police
13	125	Substance Abuse Prevention	139	Police/Sheriff/State Police	272	Crime Reporting
14	121	Heroin	136	Substance Abuse Prevention	261	Substance Abuse Prevention
15	117	Drug Abuse/Addiction	133	Crime Reporting	121	Heroin
	14145		12460		24008	

The top six caller needs remained the same during FY06, with cocaine, methamphetamines, and marijuana merely trading out the fourth, fifth and sixth place in the top fifteen places. It is no surprise that twelve out of the top fifteen caller needs were substance abuse related. For the past three years data has been compiled, this has been the case, and merely represents the problems associated with substance abuse and drug addiction within the state of Georgia.



Regional Levels

Individual caller need inquiries were also divided according to Regions for the same reporting period of July 1, 2005 – December 31, 2005, and January 1, 2006 – June 30, 2006 for FY06. The Top 15 needs for each region for each year is reported below with also the percentages of each for each year. This allows an equal field for comparative analysis.

Totals			Totals - By Percentage		
Region1	1st 6 mon FY06	Need	Region1	1st 6 mon FY06	Need
1	851	Substance Abuse Treatment	1	37.60%	Substance Abuse Treatment
2	320	Methamphetamines	2	14.14%	Methamphetamines
3	235	Crack	3	10.38%	Crack
4	229	Alcohol	4	10.12%	Alcohol
5	120	Marijuana	5	5.30%	Marijuana
6	112	Cocaine	6	4.95%	Cocaine
7	88	Prescription Drugs	7	3.89%	Prescription Drugs
8	87	12 Step Programs	8	3.84%	12 Step Programs
9	39	Police/Sheriff/State Police	9	1.72%	Police/Sheriff/State Police
10	38	Alcohol Abuse/Addiction	10	1.68%	Alcohol Abuse/Addiction
11	35	General Info. (Phone # Only)	11	1.55%	General Info. (Phone # Only)
12	32	Crime Reporting	12	1.41%	Crime Reporting
13	27	411 Services Needed	13	1.19%	411 Services Needed
14	26	Victim Witness Services	14	1.15%	Victim Witness Services
15	24	Other Opiates	15	1.06%	Other Opiates
2263			100.00%		

Region1	2nd 6 mon FY06	Need	Region1	2nd 6 mon FY06	Need
1	853	Substance Abuse Treatment	1	38.11%	Substance Abuse Treatment
2	288	Crack	2	12.87%	Crack
3	266	Alcohol	3	11.89%	Alcohol
4	201	Methamphetamines	4	8.98%	Methamphetamines
5	108	Prescription Drugs	5	4.83%	Prescription Drugs
6	107	Marijuana	6	4.78%	Marijuana
7	96	Cocaine	7	4.29%	Cocaine
8	95	12 Step Programs	8	4.24%	12 Step Programs
9	45	Alcohol Abuse/Addiction	9	2.01%	Alcohol Abuse/Addiction
10	38	Drug Abuse/Addiction	10	1.70%	Drug Abuse/Addiction
11	31	Police/Sheriff/State Police	11	1.39%	Police/Sheriff/State Police
12	31	Substance Abuse Prevention	12	1.39%	Substance Abuse Prevention
13	28	Other Types of Crime	13	1.25%	Other Types of Crime
14	26	Other Opiates	14	1.16%	Other Opiates
15	25	Drug Testing	15	1.12%	Drug Testing
2238			100.00%		

Region1	FY06 Total	Need	Region1	FY06 Total	Need
1	1704	Substance Abuse Treatment	1	35.78%	Substance Abuse Treatment
2	523	Crack	2	10.98%	Crack
3	521	Methamphetamines	3	10.94%	Methamphetamines
4	495	Alcohol	4	10.39%	Alcohol
5	227	Marijuana	5	4.77%	Marijuana
6	208	Cocaine	6	4.37%	Cocaine
7	196	Prescription Drugs	7	4.12%	Prescription Drugs
8	182	12 Step Programs	8	3.82%	12 Step Programs
9	156	Substance Abuse Prevention	9	3.28%	Substance Abuse Prevention
10	155	Drug Abuse/Addiction	10	3.25%	Drug Abuse/Addiction
11	114	Other Types of Crime	11	2.39%	Other Types of Crime
12	83	Alcohol Abuse/Addiction	12	1.74%	Alcohol Abuse/Addiction
13	70	Police/Sheriff/State Police	13	1.47%	Police/Sheriff/State Police
14	69	Drug Testing	14	1.45%	Drug Testing
15	59	General Info. (Phone # Only)	15	1.24%	General Info. (Phone # Only)
4762			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region2	1st 6 mon FY06	Need	Region2	1st 6 mon FY06	Need
1	1440	Substance Abuse Treatment	1	36.83%	Substance Abuse Treatment
2	605	Crack	2	15.47%	Crack
3	450	Alcohol	3	11.51%	Alcohol
4	360	Cocaine	4	9.21%	Cocaine
5	240	Methamphetamines	5	6.14%	Methamphetamines
6	185	Marijuana	6	4.73%	Marijuana
7	158	12 Step Programs	7	4.04%	12 Step Programs
8	73	Prescription Drugs	8	1.87%	Prescription Drugs
9	66	Police/Sheriff/State Police	9	1.69%	Police/Sheriff/State Police
10	65	General Info. (Phone # Only)	10	1.66%	General Info. (Phone # Only)
11	64	Heroin	11	1.64%	Heroin
12	59	Substance Abuse Prevention	12	1.51%	Substance Abuse Prevention
13	55	Crime Reporting	13	1.41%	Crime Reporting
14	51	Alcohol Abuse/Addiction	14	1.30%	Alcohol Abuse/Addiction
15	39	Other Types of Crime	15	1.00%	Other Types of Crime
3910			100.00%		
Region2	2nd 6 mon FY06	Need	Region2	2nd 6 mon FY06	Need
1	1491	Substance Abuse Treatment	1	36.45%	Substance Abuse Treatment
2	706	Crack	2	17.26%	Crack
3	526	Alcohol	3	12.86%	Alcohol
4	297	Cocaine	4	7.26%	Cocaine
5	229	Marijuana	5	5.60%	Marijuana
6	181	12 Step Programs	6	4.43%	12 Step Programs
7	146	Methamphetamines	7	3.57%	Methamphetamines
8	73	Prescription Drugs	8	1.78%	Prescription Drugs
9	66	Victim Witness Services	9	1.61%	Victim Witness Services
10	65	Other Types of Crime	10	1.59%	Other Types of Crime
11	63	Drug Abuse/Addiction	11	1.54%	Drug Abuse/Addiction
12	63	General Info. (Phone # Only)	12	1.54%	General Info. (Phone # Only)
13	63	Heroin	13	1.54%	Heroin
14	61	Crime Reporting	14	1.49%	Crime Reporting
15	60	Police/Sheriff/State Police	15	1.47%	Police/Sheriff/State Police
4090			100.00%		
Region2	FY06 Total	Need	Region2	FY06 Total	Need
1	2931	Substance Abuse Treatment	1	35.28%	Substance Abuse Treatment
2	1311	Crack	2	15.78%	Crack
3	976	Alcohol	3	11.75%	Alcohol
4	657	Cocaine	4	7.91%	Cocaine
5	414	Marijuana	5	4.98%	Marijuana
6	386	Methamphetamines	6	4.65%	Methamphetamines
7	339	12 Step Programs	7	4.08%	12 Step Programs
8	227	Alcohol Abuse/Addiction	8	2.73%	Alcohol Abuse/Addiction
9	184	Substance Abuse Prevention	9	2.21%	Substance Abuse Prevention
10	180	Drug Abuse/Addiction	10	2.17%	Drug Abuse/Addiction
11	177	Victim Witness Services	11	2.13%	Victim Witness Services
12	146	Prescription Drugs	12	1.76%	Prescription Drugs
13	128	General Info. (Phone # Only)	13	1.54%	General Info. (Phone # Only)
14	127	Heroin	14	1.53%	Heroin
15	126	Police/Sheriff/State Police	15	1.52%	Police/Sheriff/State Police
8309			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region3	1st 6 mon FY06	Need	Region3	1st 6 mon FY06	Need
1	689	Substance Abuse Treatment	1	40.03%	Substance Abuse Treatment
2	251	Crack	2	14.58%	Crack
3	193	Methamphetamines	3	11.21%	Methamphetamines
4	165	Alcohol	4	9.59%	Alcohol
5	112	Cocaine	5	6.51%	Cocaine
6	80	Marijuana	6	4.65%	Marijuana
7	57	Prescription Drugs	7	3.31%	Prescription Drugs
8	52	12 Step Programs	8	3.02%	12 Step Programs
9	23	Alcohol Abuse/Addiction	9	1.34%	Alcohol Abuse/Addiction
10	21	General Info. (Phone # Only)	10	1.22%	General Info. (Phone # Only)
11	19	Victim Witness Services	11	1.10%	Victim Witness Services
12	16	Crime Reporting	12	0.93%	Crime Reporting
13	16	Heroin	13	0.93%	Heroin
14	15	Drug Abuse/Addiction	14	0.87%	Drug Abuse/Addiction
15	12	Other Opiates	15	0.70%	Other Opiates
1721			100.00%		
Region3	2nd 6 mon FY06	Need	Region3	2nd 6 mon FY06	Need
1	682	Substance Abuse Treatment	1	38.16%	Substance Abuse Treatment
2	324	Crack	2	18.13%	Crack
3	189	Alcohol	3	10.58%	Alcohol
4	108	Cocaine	4	6.04%	Cocaine
5	103	Methamphetamines	5	5.76%	Methamphetamines
6	87	Marijuana	6	4.87%	Marijuana
7	85	Prescription Drugs	7	4.76%	Prescription Drugs
8	54	12 Step Programs	8	3.02%	12 Step Programs
9	36	Drug Abuse/Addiction	9	2.01%	Drug Abuse/Addiction
10	25	Alcohol Abuse/Addiction	10	1.40%	Alcohol Abuse/Addiction
11	21	Other Opiates	11	1.18%	Other Opiates
12	20	Substance Abuse Prevention	12	1.12%	Substance Abuse Prevention
13	20	LOTTERY GAMES	13	1.12%	LOTTERY GAMES
14	18	General Info. (Phone # Only)	14	1.01%	General Info. (Phone # Only)
15	15	Legal Assist./Representation	15	0.84%	Legal Assist./Representation
1787			100.00%		
Region3	FY06 Total	Need	Region3	FY06 Total	Need
1	1371	Substance Abuse Treatment	1	39.15%	Substance Abuse Treatment
2	575	Crack	2	16.42%	Crack
3	354	Alcohol	3	10.11%	Alcohol
4	296	Methamphetamines	4	8.45%	Methamphetamines
5	220	Cocaine	5	6.28%	Cocaine
6	167	Marijuana	6	4.77%	Marijuana
7	142	Prescription Drugs	7	4.05%	Prescription Drugs
8	106	12 Step Programs	8	3.03%	12 Step Programs
9	51	Drug Abuse/Addiction	9	1.46%	Drug Abuse/Addiction
10	48	Alcohol Abuse/Addiction	10	1.37%	Alcohol Abuse/Addiction
11	41	Substance Abuse Prevention	11	1.17%	Substance Abuse Prevention
12	39	General Info. (Phone # Only)	12	1.11%	General Info. (Phone # Only)
13	33	Other Opiates	13	0.94%	Other Opiates
14	30	Crime Reporting	14	0.86%	Crime Reporting
15	29	LOTTERY GAMES	15	0.83%	LOTTERY GAMES
3502			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region4	1st 6 mon FY06	Need	Region4	1st 6 mon FY06	Need
1	403	Substance Abuse Treatment	1	34.62%	Substance Abuse Treatment
2	152	Crack	2	13.06%	Crack
3	96	Alcohol	3	8.25%	Alcohol
4	92	Methamphetamines	4	7.90%	Methamphetamines
5	77	Cocaine	5	6.62%	Cocaine
6	59	Marijuana	6	5.07%	Marijuana
7	55	12 Step Programs	7	4.73%	12 Step Programs
8	54	Utility, Electric	8	4.64%	Utility, Electric
9	48	Prescription Drugs	9	4.12%	Prescription Drugs
10	30	Domestic Violence	10	2.58%	Domestic Violence
11	25	General Info. (Phone # Only)	11	2.15%	General Info. (Phone # Only)
12	23	Rent Assistance	12	1.98%	Rent Assistance
13	18	Alcohol Abuse/Addiction	13	1.55%	Alcohol Abuse/Addiction
14	16	Emergency Food/Pantries	14	1.37%	Emergency Food/Pantries
15	16	LOTTERY GAMES	15	1.37%	LOTTERY GAMES
1164			100.00%		
Region4	2nd 6 mon FY06	Need	Region4	2nd 6 mon FY06	Need
1	377	Substance Abuse Treatment	1	31.90%	Substance Abuse Treatment
2	160	Crack	2	13.54%	Crack
3	116	Alcohol	3	9.81%	Alcohol
4	78	Utility, Electric	4	6.60%	Utility, Electric
5	56	Cocaine	5	4.74%	Cocaine
6	56	Marijuana	6	4.74%	Marijuana
7	53	Prescription Drugs	7	4.48%	Prescription Drugs
8	52	Methamphetamines	8	4.40%	Methamphetamines
9	52	12 Step Programs	9	4.40%	12 Step Programs
10	43	Utility, Gas	10	3.64%	Utility, Gas
11	42	Rent Assistance	11	3.55%	Rent Assistance
12	29	Individual Shelter	12	2.45%	Individual Shelter
13	25	Domestic Violence	13	2.12%	Domestic Violence
14	23	Alcohol Abuse/Addiction	14	1.95%	Alcohol Abuse/Addiction
15	20	General Info. (Phone # Only)	15	1.69%	General Info. (Phone # Only)
1182			100.00%		
Region4	FY06 Total	Need	Region4	FY06 Total	Need
1	780	Substance Abuse Treatment	1	33.35%	Substance Abuse Treatment
2	312	Crack	2	13.34%	Crack
3	212	Alcohol	3	9.06%	Alcohol
4	144	Methamphetamines	4	6.16%	Methamphetamines
5	133	Cocaine	5	5.69%	Cocaine
6	132	Utility, Electric	6	5.64%	Utility, Electric
7	115	Marijuana	7	4.92%	Marijuana
8	107	12 Step Programs	8	4.57%	12 Step Programs
9	101	Prescription Drugs	9	4.32%	Prescription Drugs
10	65	Rent Assistance	10	2.78%	Rent Assistance
11	55	Utility, Gas	11	2.35%	Utility, Gas
12	55	Domestic Violence	12	2.35%	Domestic Violence
13	45	General Info. (Phone # Only)	13	1.92%	General Info. (Phone # Only)
14	42	Individual Shelter	14	1.80%	Individual Shelter
15	41	Alcohol Abuse/Addiction	15	1.75%	Alcohol Abuse/Addiction
2339			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region5	1st 6 mon FY06	Need	Region5	1st 6 mon FY06	Need
1	444	Substance Abuse Treatment	1	39.15%	Substance Abuse Treatment
2	214	Crack	2	18.87%	Crack
3	111	Alcohol	3	9.79%	Alcohol
4	91	Methamphetamines	4	8.02%	Methamphetamines
5	67	Cocaine	5	5.91%	Cocaine
6	44	12 Step Programs	6	3.88%	12 Step Programs
7	43	Marijuana	7	3.79%	Marijuana
8	43	Prescription Drugs	8	3.79%	Prescription Drugs
9	16	Alcohol Abuse/Addiction	9	1.41%	Alcohol Abuse/Addiction
10	12	Drug Abuse/Addiction	10	1.06%	Drug Abuse/Addiction
11	10	General Info. (Phone # Only)	11	0.88%	General Info. (Phone # Only)
12	10	LOTTERY GAMES	12	0.88%	LOTTERY GAMES
13	10	Heroin	13	0.88%	Heroin
14	10	Other Opiates	14	0.88%	Other Opiates
15	9	Substance Abuse Prevention	15	0.79%	Substance Abuse Prevention
1134			100.00%		
Region5	2nd 6 mon FY06	Need	Region5	2nd 6 mon FY06	Need
1	423	Substance Abuse Treatment	1	37.30%	Substance Abuse Treatment
2	200	Crack	2	17.64%	Crack
3	122	Alcohol	3	10.76%	Alcohol
4	71	Cocaine	4	6.26%	Cocaine
5	60	Marijuana	5	5.29%	Marijuana
6	52	Prescription Drugs	6	4.59%	Prescription Drugs
7	51	Methamphetamines	7	4.50%	Methamphetamines
8	38	12 Step Programs	8	3.35%	12 Step Programs
9	21	General Info. (Phone # Only)	9	1.85%	General Info. (Phone # Only)
10	21	Other Opiates	10	1.85%	Other Opiates
11	20	Alcohol Abuse/Addiction	11	1.76%	Alcohol Abuse/Addiction
12	15	LOTTERY GAMES	12	1.32%	LOTTERY GAMES
13	14	Drug Abuse/Addiction	13	1.23%	Drug Abuse/Addiction
14	13	Victim Witness Services	14	1.15%	Victim Witness Services
15	13	Heroin	15	1.15%	Heroin
1134			100.00%		
Region5	FY06 Total	Need	Region5	FY06 Total	Need
1	867	Substance Abuse Treatment	1	38.23%	Substance Abuse Treatment
2	414	Crack	2	18.25%	Crack
3	233	Alcohol	3	10.27%	Alcohol
4	142	Methamphetamines	4	6.26%	Methamphetamines
5	138	Cocaine	5	6.08%	Cocaine
6	103	Marijuana	6	4.54%	Marijuana
7	95	Prescription Drugs	7	4.19%	Prescription Drugs
8	82	12 Step Programs	8	3.62%	12 Step Programs
9	36	Alcohol Abuse/Addiction	9	1.59%	Alcohol Abuse/Addiction
10	31	General Info. (Phone # Only)	10	1.37%	General Info. (Phone # Only)
11	31	Other Opiates	11	1.37%	Other Opiates
12	26	Drug Abuse/Addiction	12	1.15%	Drug Abuse/Addiction
13	25	LOTTERY GAMES	13	1.10%	LOTTERY GAMES
14	23	Heroin	14	1.01%	Heroin
15	22	Victim Witness Services	15	0.97%	Victim Witness Services
2268			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region6	1st 6 mon FY06	Need	Region6	1st 6 mon FY06	Need
1	243	Substance Abuse Treatment	1	36.76%	Substance Abuse Treatment
2	131	Crack	2	19.82%	Crack
3	66	Alcohol	3	9.98%	Alcohol
4	66	Cocaine	4	9.98%	Cocaine
5	25	Marijuana	5	3.78%	Marijuana
6	20	General Info. (Phone # Only)	6	3.03%	General Info. (Phone # Only)
7	19	12 Step Programs	7	2.87%	12 Step Programs
8	18	Methamphetamines	8	2.72%	Methamphetamines
9	17	Alcohol Abuse/Addiction	9	2.57%	Alcohol Abuse/Addiction
10	17	Prescription Drugs	10	2.57%	Prescription Drugs
11	9	Other Types of Crime	11	1.36%	Other Types of Crime
12	9	LOTTERY GAMES	12	1.36%	LOTTERY GAMES
13	8	Utility, Electric	13	1.21%	Utility, Electric
14	7	Rent Assistance	14	1.06%	Rent Assistance
15	6	Domestic Violence	15	0.91%	Domestic Violence
661			100.00%		
Region6	2nd 6 mon FY06	Need	Region6	2nd 6 mon FY06	Need
1	363	Substance Abuse Treatment	1	36.97%	Substance Abuse Treatment
2	188	Crack	2	19.14%	Crack
3	113	Alcohol	3	11.51%	Alcohol
4	81	Cocaine	4	8.25%	Cocaine
5	47	Marijuana	5	4.79%	Marijuana
6	35	Methamphetamines	6	3.56%	Methamphetamines
7	31	Prescription Drugs	7	3.16%	Prescription Drugs
8	27	General Info. (Phone # Only)	8	2.75%	General Info. (Phone # Only)
9	21	12 Step Programs	9	2.14%	12 Step Programs
10	19	Alcohol Abuse/Addiction	10	1.93%	Alcohol Abuse/Addiction
11	15	Drug Abuse/Addiction	11	1.53%	Drug Abuse/Addiction
12	11	Other Opiates	12	1.12%	Other Opiates
13	11	Police/Sheriff/State Police	13	1.12%	Police/Sheriff/State Police
14	11	Legal Assist./Representation	14	1.12%	Legal Assist./Representation
15	9	Individual Shelter	15	0.92%	Individual Shelter
982			100.00%		
Region6	FY06 Total	Need	Region6	FY06 Total	Need
1	606	Substance Abuse Treatment	1	37.20%	Substance Abuse Treatment
2	319	Crack	2	19.58%	Crack
3	179	Alcohol	3	10.99%	Alcohol
4	147	Cocaine	4	9.02%	Cocaine
5	72	Marijuana	5	4.42%	Marijuana
6	53	Methamphetamines	6	3.25%	Methamphetamines
7	48	Prescription Drugs	7	2.95%	Prescription Drugs
8	47	General Info. (Phone # Only)	8	2.89%	General Info. (Phone # Only)
9	40	12 Step Programs	9	2.46%	12 Step Programs
10	36	Alcohol Abuse/Addiction	10	2.21%	Alcohol Abuse/Addiction
11	17	LOTTERY GAMES	11	1.04%	LOTTERY GAMES
12	17	Police/Sheriff/State Police	12	1.04%	Police/Sheriff/State Police
13	17	Legal Assist./Representation	13	1.04%	Legal Assist./Representation
14	16	Utility, Electric	14	0.98%	Utility, Electric
15	15	Domestic Violence	15	0.92%	Domestic Violence
1629			100.00%		



HODAC Helpline Report – July 1, 2005 – June 30, 2006

Totals			Totals - By Percentage		
Region7	1st 6 mon FY06	Need	Region7	1st 6 mon FY06	Need
1	371	Substance Abuse Treatment	1	37.17%	Substance Abuse Treatment
2	173	Crack	2	17.33%	Crack
3	114	Alcohol	3	11.42%	Alcohol
4	78	Cocaine	4	7.82%	Cocaine
5	55	Marijuana	5	5.51%	Marijuana
6	46	Methamphetamines	6	4.61%	Methamphetamines
7	44	Prescription Drugs	7	4.41%	Prescription Drugs
8	40	12 Step Programs	8	4.01%	12 Step Programs
9	13	Crime Reporting	9	1.30%	Crime Reporting
10	13	Alcohol Abuse/Addiction	10	1.30%	Alcohol Abuse/Addiction
11	13	Drug Abuse/Addiction	11	1.30%	Drug Abuse/Addiction
12	10	Police/Sheriff/State Police	12	1.00%	Police/Sheriff/State Police
13	10	Victim Witness Services	13	1.00%	Victim Witness Services
14	9	CRISIS LINE/I&R OTHER CITIES	14	0.90%	CRISIS LINE/I&R OTHER CITIES
15	9	Substance Abuse Prevention	15	0.90%	Substance Abuse Prevention
998			100.00%		
Region7	2nd 6 mon FY06	Need	Region7	2nd 6 mon FY06	Need
1	500	Substance Abuse Treatment	1	38.23%	Substance Abuse Treatment
2	262	Crack	2	20.03%	Crack
3	152	Alcohol	3	11.62%	Alcohol
4	80	Cocaine	4	6.12%	Cocaine
5	66	Prescription Drugs	5	5.05%	Prescription Drugs
6	58	Marijuana	6	4.43%	Marijuana
7	54	12 Step Programs	7	4.13%	12 Step Programs
8	31	Methamphetamines	8	2.37%	Methamphetamines
9	29	Other Opiates	9	2.22%	Other Opiates
10	19	Drug Abuse/Addiction	10	1.45%	Drug Abuse/Addiction
11	13	Alcohol Abuse/Addiction	11	0.99%	Alcohol Abuse/Addiction
12	11	General Info. (Phone # Only)	12	0.84%	General Info. (Phone # Only)
13	11	Substance Abuse Prevention	13	0.84%	Substance Abuse Prevention
14	11	Crime Reporting	14	0.84%	Crime Reporting
15	11	LOTTERY GAMES	15	0.84%	LOTTERY GAMES
1308			100.00%		
Region7	FY06 Total	Need	Region7	FY06 Total	Need
1	871	Substance Abuse Treatment	1	37.87%	Substance Abuse Treatment
2	435	Crack	2	18.91%	Crack
3	266	Alcohol	3	11.57%	Alcohol
4	158	Cocaine	4	6.87%	Cocaine
5	113	Marijuana	5	4.91%	Marijuana
6	110	Prescription Drugs	6	4.78%	Prescription Drugs
7	94	12 Step Programs	7	4.09%	12 Step Programs
8	77	Methamphetamines	8	3.35%	Methamphetamines
9	37	Other Opiates	9	1.61%	Other Opiates
10	32	Drug Abuse/Addiction	10	1.39%	Drug Abuse/Addiction
11	26	Alcohol Abuse/Addiction	11	1.13%	Alcohol Abuse/Addiction
12	24	Crime Reporting	12	1.04%	Crime Reporting
13	20	Police/Sheriff/State Police	13	0.87%	Police/Sheriff/State Police
14	20	Substance Abuse Prevention	14	0.87%	Substance Abuse Prevention
15	17	Victim Witness Services	15	0.74%	Victim Witness Services
2300			100.00%		



Complete Need Breakdown

State Level

A complete call list, by state was compiled by calculating the total number of calls for each need over the course of FY06. Notice there are more listings in the 2nd 6 month period and also in the total compilation. This is due to categories that may not have been added during the first six month period.

Complete Need Breakdown					
State Level					
1st vs 2nd 6 months - FY06					
1st 6mons 2006	Need	2nd 6mons 2006	Need	Total 2006	Need
4441	Substance Abuse Treatment	4689	Substance Abuse Treatment	9130	Substance Abuse Treatment
1761	Crack	2128	Crack	3889	Crack
1231	Alcohol	1484	Alcohol	2715	Alcohol
1000	Methamphetamines	789	Cocaine	1661	Cocaine
872	Cocaine	644	Marijuana	1619	Methamphetamines
567	Marijuana	619	Methamphetamines	1211	Marijuana
455	12 Step Programs	495	12 Step Programs	950	12 Step Programs
370	Prescription Drugs	468	Prescription Drugs	838	Prescription Drugs
182	General Info. (Phone # Only)	202	Alcohol Abuse/Addiction	378	Alcohol Abuse/Addiction
176	Alcohol Abuse/Addiction	197	Drug Abuse/Addiction	366	General Info. (Phone # Only)
144	Police/Sheriff/State Police	184	General Info. (Phone # Only)	314	Drug Abuse/Addiction
139	Crime Reporting	153	Other Opiates	283	Police/Sheriff/State Police
125	Substance Abuse Prevention	139	Police/Sheriff/State Police	272	Crime Reporting
121	Heroin	136	Substance Abuse Prevention	261	Substance Abuse Prevention
117	Drug Abuse/Addiction	133	Crime Reporting	246	Other Opiates
111	Victim Witness Services	130	Other Types of Crime	243	Heroin
107	Domestic Violence	129	Victim Witness Services	240	Victim Witness Services
93	Other Opiates	123	LOTTERY GAMES	216	Other Types of Crime
88	411 Services Needed	122	CRISIS LINE/I&R OTHER CITIES	205	CRISIS LINE/I&R OTHER CITIES
86	Other Types of Crime	122	Heroin	201	LOTTERY GAMES
84	Utility, Electric	115	Utility, Electric	199	Utility, Electric
83	CRISIS LINE/I&R OTHER CITIES	101	Individual Shelter	198	Domestic Violence
80	Legal Assist./Representation	91	Legal Assist./Representation	171	Legal Assist./Representation
78	LOTTERY GAMES	91	Domestic Violence	159	Individual Shelter
58	Individual Shelter	82	SUBSTANCE ABUSE	158	411 Services Needed
54	Individual Counseling	81	Individual Counseling	135	Individual Counseling
53	Rent Assistance	75	Drug Testing	122	Rent Assistance
50	Assessment	70	411 Services Needed	119	Drug Testing
44	Drug Testing	69	Rent Assistance	113	SUBSTANCE ABUSE
40	Mental Health Evaluation	63	Video Poker/Slots	110	Assessment
35	Family Shelter	61	Mental Illness	90	Mental Illness
35	Crisis Counseling	60	Assessment	90	Video Poker/Slots
35	Substance Abuse Info/Materials	59	Gambler's Anonymous	89	Mental Health Evaluation
31	Disaster, Natural or Man	52	Family Shelter	87	Family Shelter
31	SUBSTANCE ABUSE	50	Crisis Counseling	85	Crisis Counseling
30	Battered Women's Shelter	49	Mental Health Evaluation	81	Substance Abuse Info/Materials
30	Government Information Lines	48	Utility, Gas	79	Gambler's Anonymous
29	Physical Assault	47	Ecstasy	76	Ecstasy
29	Mental Illness	46	Substance Abuse Info/Materials	74	Government Information Lines



HODAC Helpline Report – July 1, 2005 – June 30, 2006

29	Ecstasy	44	Government Information Lines	65	Utility, Gas
28	Other Financial Assistance	37	Other Support Groups	61	Physical Assault
27	Video Poker/Slots	35	Family Counseling	60	Other Financial Assistance
25	Emergency Food/Pantries	34	Child Sexual Abuse	58	Battered Women's Shelter
25	Subsidized Housing	33	Drug Selling	58	Subsidized Housing
23	Drug Selling	33	Subsidized Housing	56	Drug Selling
22	Casino	32	Other Financial Assistance	55	Family Counseling
21	Civil Cases	32	Physical Assault	51	Emergency Food/Pantries
21	Consumer Complaints	30	Anger Management Classes	50	Anger Management Classes
20	Consumer Advocacy	30	DUI	50	Child Sexual Abuse
20	Job Search/Placement	28	Battered Women's Shelter	48	Disaster, Natural or Man
20	Anger Management Classes	28	Inpatient Mental Health	48	Inpatient Mental Health
20	Family Counseling	26	Emergency Food/Pantries	46	DUI
20	Inpatient Mental Health	23	Job Search/Placement	46	Other Support Groups
20	Gambler's Anonymous	23	Consumer Complaints	44	Consumer Complaints
18	Rape/Sexual Assault	23	OTC Drugs	43	Civil Cases
18	Mental Health Information	22	Civil Cases	43	Job Search/Placement
18	OTC Drugs	22	Cards	41	OTC Drugs
17	Cards	21	GAMBLING ADDICTION	39	Cards
17	Utility, Gas	21	Rape/Sexual Assault	39	Rape/Sexual Assault
16	Child Sexual Abuse	19	Probate Court	36	Casino
16	DUI	17	Drivers Education	36	Consumer Advocacy
14	HIV/AIDS Testing/Treatment	17	Disaster, Natural or Man	35	GAMBLING ADDICTION
14	GAMBLING ADDICTION	17	Mental Health Information	35	Mental Health Information
13	Consumer Protection	16	Consumer Advocacy	31	Probate Court
13	Emotional Supprt/Mental Health	16	Medical Services	28	Drivers Education
12	Adult Sexual Abuse	15	Medical Care/Treatment	28	Emotional Supprt/Mental Health
12	Probate Court	15	Emotional Supprt/Mental Health	27	Consumer Protection
12	Speed	14	Child Abuse Physical	25	Medical Care/Treatment
11	Drivers Education	14	Consumer Protection	24	Adult Sexual Abuse
10	ABUSE/NEGLECT	14	Casino	24	HIV/AIDS Testing/Treatment
10	Children's Clothing	14	Prescription Assistance	24	Prescription Assistance
10	Medicaid	13	Couples/Marriage Counseling	22	Child Abuse Physical
10	Medical Care/Treatment	12	Child Abuse Mental/Neglect	21	MENTAL HEALTH
10	Prescription Assistance	12	Adult Sexual Abuse	20	Child Abuse Mental/Neglect
9	Elder Abuse	12	Inhalants	19	Long Distance Transportation
9	Food Stamps	12	Long Distance Transportation	19	Medical Services
9	Rental Housing	12	SHELTER/HOMELESS SERVICES	18	Food Stamps
9	Transitional Housing	12	MENTAL HEALTH	18	Inhalants
9	MENTAL HEALTH	11	Custody Assistance	18	Speed
9	Other Support Groups	11	Tobacco Products	18	Sports Betting
8	Child Abuse Mental/Neglect	10	Landlord/Tenant	17	Couples/Marriage Counseling
8	Child Abuse Physical	10	General Volunteer Opportunity	17	Utility, Water
8	Criminal Cases	10	HIV/AIDS Testing/Treatment	16	ABUSE/NEGLECT
8	Adult Clothing	10	YOUTH DEVELOPMNT/AT RISK YOUTH	16	Criminal Cases
8	Disaster Shelter	10	Sports Betting	16	Custody Assistance
8	Other Housing	9	Food Stamps	16	Elder Abuse
8	Sports Betting	9	Divorce Assistance	16	General Volunteer Opportunity
8	Utility, Water	9	Utility, Water	16	Landlord/Tenant
7	Bullying	8	Criminal Cases	15	Medicaid
7	Murder/Homicide	8	Medical/Health Information	15	Other Housing
7	Furniture	8	Medical Bill Payment Assist.	15	Suicide, Level 1 (Threat)
7	General Assistance	8	Suicide, Level 1 (Threat)	15	YOUTH DEVELOPMNT/AT RISK YOUTH
7	Housing Search Assistance	7	Adult Abuse Survivors	14	Dental Care/Screening
7	Dental Care/Screening	7	911 Services Needed	14	General Assistance
7	Suicide, Level 1 (Threat)	7	General Assistance	14	Medical/Health Information
6	Day Shelter	7	Dental Care/Screening	14	Rental Housing
6	Domestic Violence Groups	7	Mortgage Assistance	14	Tobacco Products
6	FOOD	7	Elder Abuse	13	Bullying
6	General Volunteer Opportunity	7	Other Housing	13	Children's Clothing



HODAC Helpline Report – July 1, 2005 – June 30, 2006

6	Landlord/Tenant	6	Bullying	13	SHELTER/HOMELESS SERVICES
6	Long Distance Transportation	6	Administrative	12	Divorce Assistance
6	Medical/Health Information	6	ABUSE/NEGLECT	11	Furniture
6	SUPPORT GROUPS	6	Medical Transportation	11	Housing Search Assistance
6	Inhalants	6	Temporary Restraining Order	11	SUPPORT GROUPS
5	YOUTH DEVELOPMNT/AT RISK YOUTH	6	Speed	10	Adult Clothing
5	Custody Assistance	5	Mass Transit/Public Transport.	10	Medical Bill Payment Assist.
5	Clothing Donation	5	Rental Housing	10	Medical Transportation
5	Identification Info./Assist.	5	Helpline Counseling	10	Mortgage Assistance
5	INFORMATION	5	Child Support Recovery	10	Murder/Homicide
4	Couples Shelter	5	Non-Emergency Food	10	Transitional Housing
4	Crime Prevention	5	Information About Suicide	9	FOOD
4	LEGAL	5	Other Donations	8	911 Services Needed
4	Housing Counseling	5	Medicaid	8	Adult Abuse Survivors
4	Pregnancy Counseling	5	TANF	8	Child Support Recovery
4	Medical Transportation	5	SUPPORT GROUPS	8	Clothing Donation
4	Sexually Transmitted Diseases	4	Home Health Aide/Companion	8	Disaster Shelter
4	Couples/Marriage Counseling	4	Environmental Protection	8	Helpline Counseling
4	Divorce Counseling	4	Furniture	8	Identification Info./Assist.
3	Child Support Recovery	4	Housing Search Assistance	8	INFORMATION
3	Immigration Services	4	Medicare	8	Information About Suicide
3	Small Claims	4	Dice	8	LEGAL
3	Dice	4	Home Nursing	7	Administrative
3	Environmental Protection	4	LEGAL	7	Day Shelter
3	Furniture Donation	4	LSD	7	Dice
3	Holiday Gifts/Toys	3	Murder/Homicide	7	Environmental Protection
3	Home Repairs	3	Child Care Information	7	LSD
3	Household Items Donation	3	Sexually Transmitted Diseases	7	Mass Transit/Public Transport.
3	HOUSING	3	Child Care Financial Assist.	7	Other Donations
3	Licensing, Business/Profession	3	Children's Clothing	7	Pregnancy Counseling
3	Money Mgmt./Budget Counsel.	3	Clothing Donation	7	Sexually Transmitted Diseases
3	Mortgage Assistance	3	Discrimination Assistance	6	Crime Prevention
3	Pregnancy Testing	3	Identification Info./Assist.	6	Divorce Counseling
3	Tax Forms/Information	3	Job Training	6	Domestic Violence Groups
3	Medical Services	3	Money Mgmt./Budget Counsel.	6	Home Health Aide/Companion
3	Development Disability	3	Mental Health Day Treatment	6	Licensing, Business/Profession
3	Divorce Assistance	3	Elder Exploitation	6	Medicare
3	Helpline Counseling	3	Small Claims	6	Money Mgmt./Budget Counsel.
3	Information About Suicide	3	INFORMATION	6	Non-Emergency Food
3	Parent Groups	3	Licensing, Business/Profession	6	Small Claims
3	LSD	3	Pregnancy Counseling	6	TANF
3	Tobacco Products	3	Medical Equipment/Supplies	6	Temporary Restraining Order
2	CRIME	3	Prenatal Care	5	Child Care Information
2	Adult Education	3	PCP	5	Discrimination Assistance
2	Animal Control	3	FOOD	5	Housing Counseling
2	Birth/Death Certificates	2	CRIME	5	Medical Equipment/Supplies
2	Discrimination Assistance	2	Adult Clothing	5	Mental Health Day Treatment
2	Formula/Baby Food	2	Family Planning/Birth Control	5	Parent Groups
2	Mass Transit/Public Transport.	2	FINANCIAL ASSISTANCE & SUPPORT	5	Pregnancy Testing
2	Meals on Wheels	2	Pregnancy Testing	5	Prenatal Care
2	Other Donations	2	HEALTH/MEDICAL	5	Tax Forms/Information
2	School Supplies	2	Crime Prevention	4	Child Care Financial Assist.
2	Utility, Unspecified	2	Burial/Funeral Assistance	4	Couples Shelter
2	Child Care Information	2	Diapers	4	CRIME
2	HEALTH/MEDICAL	2	Govmt. Surplus Commodities	4	Development Disability
2	Home Health Aide/Companion	2	Home Delivered Food	4	Elder Exploitation
2	Medical Bill Payment Assist.	2	Small Business Development	4	HEALTH/MEDICAL
2	Medical Equipment/Supplies	2	Social Security/SSI	4	Home Nursing
2	Medicare	2	Tax Forms/Information	4	HOUSING
2	Prenatal Care	2	Utility, Unspecified	4	Immigration Services



HODAC Helpline Report – July 1, 2005 – June 30, 2006

2	Mental Health Day Treatment	2	Vacational Rehabilitation	4	Job Training
1	Adult Abuse Survivors	2	Divorce Counseling	4	Utility, Unspecified
1	Elder Exploitation	2	Personal Crisis/Mental Health	3	Adult Education
1	SHELTER/HOMELESS SERVICES	2	PUBLIC ASSISTANCE	3	Birth/Death Certificates
1	911 Services Needed	2	VOLUNTEERISM	3	CPR/First Aid Instruction
1	Wills	2	Parent Groups	3	Diapers
1	Legislator Information	2	Suicide, Level 2 (With Plan)	3	FINANCIAL ASSISTANCE & SUPPORT
1	Request for Bullying Cards	1	Day Shelter	3	Furniture Donation
1	Administrative	1	Adult Day Care	3	Holiday Gifts/Toys
1	After School Care	1	Adult Education	3	Home Repairs
1	Car Seats	1	After School Care	3	Household Items Donation
1	Chambers of Commerce	1	Assisted Living	3	PCP
1	Child Care Financial Assist.	1	Baby Clothing	3	PUBLIC ASSISTANCE
1	DAY CARE/CHILD CARE	1	BABY NEEDS	3	Small Business Development
1	EMPLOYMENT	1	Birth/Death Certificates	3	Social Security/SSI
1	FINANCIAL ASSISTANCE & SUPPORT	1	Congregate Meals (Seniors etc)	2	After School Care
1	Foster Care	1	Disabled/Medical Transport.	2	Animal Control
1	GED	1	DONATION INFORMATION	2	Baby Clothing
1	Halfway House	1	Foster Care	2	BABY NEEDS
1	HANDICAPS	1	GOVERNMENT INFORMATION	2	Burial/Funeral Assistance
1	Homebuyer Services	1	Halfway House	2	Family Planning/Birth Control
1	Household Goods	1	Homebuyer Services	2	Formula/Baby Food
1	Job Training	1	HOUSING	2	Foster Care
1	Maternity Housing	1	Housing Counseling	2	Govmt. Surplus Commodities
1	Non-Emergency Food	1	Info. on Business/Industry	2	Halfway House
1	PUBLIC ASSISTANCE	1	Job Readiness/Resume Prep.	2	Home Delivered Food
1	Senior Transportation Services	1	Tutoring/Homework Assistance	2	Homebuyer Services
1	Small Business Development	1	WIC	2	Homemaker Services
1	Social Security/SSI	1	CPR/First Aid Instruction	2	Horse/Dog Racing
1	Special Educ. Support/Advocacy	1	Immunizations/Vaccinations	2	Immunizations/Vaccinations
1	TANF	1	Insurance Info./Counseling	2	Meals on Wheels
1	TRANSPORTATION	1	Vision Screening/Glasses	2	Parenting Skills
1	Unemployment Insurance	1	Parenting Skills	2	Personal Crisis/Mental Health
1	Utility, Telephone	1	Immigration Services	2	Request for Bullying Cards
1	Baby Clothing	1	Request for Bullying Cards	2	School Supplies
1	BABY NEEDS	1	CASE MANAGEMENT	2	Senior Transportation Services
1	Diapers	1	CLOTHING	2	Suicide, Level 2 (With Plan)
1	Fans/Air Conditioners	1	Homemaker Services	2	TRANSPORTATION
1	HOLIDAY ASSISTANCE	1	Hospice Care	2	Vacational Rehabilitation
1	Shopping Assistance	1	Respite Care	2	Wills
1	CPR/First Aid Instruction	1	Roommate Matching Services	2	VOLUNTEERISM
1	Hearing Screening/Hearing Aids	1	Sanitation	1	Adult Day Care
1	Immunizations/Vaccinations	1	Senior Transportation Services	1	Assisted Living
1	Sex Education/Pregnancy Prev.	1	Soup Kitchens	1	Car Seats
1	Vision Screening/Glasses	1	Transitional Housing	1	CASE MANAGEMENT
1	Parenting Skills	1	TRANSPORTATION	1	Chambers of Commerce
1	Horse/Dog Racing	1	Health-Related Support Groups	1	CLOTHING
0	Animal Abuse	1	Development Disability	1	Congregate Meals (Seniors etc)
0	Child Abuse Mental/Neglec	1	Horse/Dog Racing	1	DAY CARE/CHILD CARE
0	YOUTH DEVELOPMNT/AT RISK	0	Animal Abuse	1	Disabled/Medical Transport.
0	Youth/Runaway Shelter	0	Child Abuse Mental/Neglec	1	DONATION INFORMATION
0	Child Adoption	0	Couples Shelter	1	EMPLOYMENT
0	CONSUMER	0	Domestic Violence Groups	1	Fans/Air Conditioners
0	EMERGENCIES/LAW ENFORCEMENT	0	YOUTH DEVELOPMNT/AT RISK	1	GED
0	Legal Assist./Representat	0	Youth/Runaway Shelter	1	GOVERNMENT INFORMATION
0	Police/Sheriff/State Poli	0	Child Adoption	1	HANDICAPS
0	Probation/Parole	0	CONSUMER	1	Health-Related Support Groups
0	Request for Bullying Card	0	EMERGENCIES/LAW ENFORCEMENT	1	Hearing Screening/Hearing Aids
0	Temporary Restraining Ord	0	Legal Assist./Representat	1	HOLIDAY ASSISTANCE
0	Temporary Restraining Order	0	Legislator Information	1	Hospice Care



HODAC Helpline Report – July 1, 2005 – June 30, 2006

0	ADOPTION/FOSTER CARE	0	Police/Sheriff/State Poli	1	Household Goods
0	Adult Day Care	0	Probation/Parole	1	Info. on Business/Industry
0	Animal Adoption	0	Request for Bullying Card	1	Insurance Info./Counseling
0	Animal Rescue	0	Temporary Restraining Ord	1	Job Readiness/Resume Prep.
0	Appliances	0	ADOPTION/FOSTER CARE	1	Legislator Information
0	Assisted Living	0	Animal Adoption	1	Maternity Housing
0	Automobile/Boat Donation	0	Animal Control	1	Respite Care
0	Baby Furniture/Baby Items	0	Animal Rescue	1	Roommate Matching Services
0	Burial/Funeral Assistance	0	Appliances	1	Sanitation
0	CASE MANAGEMENT	0	Automobile/Boat Donation	1	Sex Education/Pregnancy Prev.
0	Cash Donation	0	Baby Furniture/Baby Items	1	Shopping Assistance
0	CLOTHING	0	Car Seats	1	Soup Kitchens
0	Computer Classes	0	Cash Donation	1	Special Educ. Support/Advocacy
0	Congregate Meals (Seniors etc)	0	Chambers of Commerce	1	Tutoring/Homework Assistance
0	Disabled/Medical Transport.	0	Computer Classes	1	Unemployment Insurance
0	EDUCATION	0	DAY CARE/CHILD CARE	1	Utility, Telephone
0	English as 2nd Language (ESL)	0	Disaster Shelter	1	Vision Screening/Glasses
0	Family Planning/Birth Control	0	EDUCATION	1	WIC
0	General Info. (Phone # On	0	EMPLOYMENT	0	ACTIVE CALLER
0	General Volunteer Opportu	0	English as 2nd Language (ESL)	0	ADOPTION/FOSTER CARE
0	GOVERNMENT INFORMATION	0	Formula/Baby Food	0	Animal Abuse
0	Government Information Li	0	Furniture Donation	0	Animal Adoption
0	Govmt. Surplus Commodities	0	GED	0	Animal Rescue
0	Guardianship	0	General Info. (Phone # On	0	Appliances
0	Holiday Food	0	General Volunteer Opportu	0	Automobile/Boat Donation
0	Holiday Volunteering	0	Government Information Li	0	Baby Furniture/Baby Items
0	Hospice Care	0	Guardianship	0	Cash Donation
0	Identification Info./Assi	0	HANDICAPS	0	Child Abuse Mental/Neglec
0	Info. on Business/Industry	0	Holiday Food	0	Child Adoption
0	Licensing, Business/Profe	0	Holiday Gifts/Toys	0	Computer Classes
0	Literacy	0	Holiday Volunteering	0	CONSUMER
0	Long Distance Transportat	0	Home Repairs	0	Couples/Marriage Counseli
0	Mass Transit/Public Trans	0	Household Goods	0	CRISIS LINE/I&R OTHER CIT
0	Maternity Clothing	0	Household Items Donation	0	EDUCATION
0	Missing Persons	0	Identification Info./Assi	0	EMERGENCIES/LAW ENFORCEMENT
0	Nonprofit Corp. Development	0	Licensing, Business/Profe	0	Emotional Supprt/Mental H
0	Nutrition Education/Couns	0	Literacy	0	English as 2nd Language (ESL)
0	Nutrition Education/Counseling	0	Long Distance Transportat	0	General Info. (Phone # On
0	Other Financial Assistanc	0	Mass Transit/Public Trans	0	General Volunteer Opportu
0	Retirement Homes/Communities	0	Maternity Clothing	0	Government Information Li
0	Sanitation	0	Maternity Housing	0	Guardianship
0	Senior Centers	0	Meals on Wheels	0	Health-Related Support Gr
0	Subsidized Insurance	0	Missing Persons	0	HIV/AIDS Testing/Treatmen
0	Summer Programs	0	Nonprofit Corp. Development	0	Holiday Food
0	TEST CALLS	0	Nutrition Education/Couns	0	Holiday Volunteering
0	Transitional Case Management	0	Nutrition Education/Counseling	0	HOME & SPECIALIZED HEALTH
0	TRANSLATION/INTERPRETING	0	Other Financial Assistanc	0	Identification Info./Assi
0	Vocational/Technical Educ	0	Retirement Homes/Communities	0	Immunizations/Vaccination
0	Job Safety	0	School Supplies	0	Insurance Info./Counselin
0	Other Holiday Needs	0	Senior Centers	0	Legal Assist./Representat
0	Vocational/Technical Education	0	Special Educ. Support/Advocacy	0	Licensing, Business/Profe
0	Health-Related Support Gr	0	Subsidized Insurance	0	Literacy
0	Health-Related Support Groups	0	Summer Programs	0	Long Distance Transportat
0	HIV/AIDS Testing/Treatmen	0	TEST CALLS	0	Mass Transit/Public Trans
0	HOME & SPECIALIZED HEALTH	0	Transitional Case Management	0	Maternity Clothing
0	Immunizations/Vaccination	0	TRANSLATION/INTERPRETING	0	Medical Alert Devices
0	Insurance Info./Counselin	0	Unemployment Insurance	0	Medical Bill Payment Assi
0	Insurance Info./Counseling	0	Utility, Telephone	0	Medical Equipment/Supplie
0	Medical Alert Devices	0	Vocational/Technical Educ	0	Medical/Health Informatio
0	Medical Bill Payment Assi	0	Health-Related Support Gr	0	Mental Health Day Treatme
0	Medical Equipment/Supplie	0	Hearing Screening/Hearing Aids	0	Missing Persons
0	Medical/Health Informatio	0	HIV/AIDS Testing/Treatmen	0	Nonprofit Corp. Development
0	Nursing Homes	0	HOME & SPECIALIZED HEALTH	0	Nursing Homes
0	Physical Handicap	0	Immunizations/Vaccination	0	Nutrition Education/Counseling
0	Poison Control	0	Insurance Info./Counselin	0	Other Financial Assistanc



HODAC Helpline Report – July 1, 2005 – June 30, 2006

0	Primary Care	0	Medical Alert Devices	0	Physical Handicap
0	Sexually Transmitted Dise	0	Medical Bill Payment Assi	0	Poison Control
0	Visual Impairment/Blindness	0	Medical Equipment/Supplie	0	Primary Care
0	ACTIVE CALLER	0	Nursing Homes	0	Probation/Parole
0	Couples/Marriage Counseli	0	Physical Handicap	0	Request for Bullying Card
0	CRISIS LINE/I&R OTHER CIT	0	Poison Control	0	Retirement Homes/Communities
0	Emotional Supprt/Mental H	0	Primary Care	0	Senior Centers
0	Mental Health Day Treatme	0	Sex Education/Pregnancy Prev.	0	Sexually Transmitted Dise
0	Personal Crisis/Mental Health	0	Sexually Transmitted Dise	0	Steroids
0	SUICIDE	0	Visual Impairment/Blindness	0	Subsidized Insurance
0	Suicide Survivors	0	ACTIVE CALLER	0	Substance Abuse Info/Mate
0	Suicide, Level 2 (With Plan)	0	CRISIS LINE/I&R OTHER CIT	0	Substance Abuse Preventio
0	Suicide, Level 3 (In Prog	0	Mental Health Day Treatme	0	SUICIDE
0	PCP	0	SUICIDE	0	Suicide Survivors
0	Steroids	0	Suicide Survivors	0	Suicide, Level 3 (In Prog
0	Substance Abuse Info/Mate	0	Suicide, Level 3 (In Prog	0	Temporary Restraining Ord
0	Substance Abuse Preventio	0	Steroids	0	Transitional Case Management
		0	Substance Abuse Info/Mate	0	TRANSLATION/INTERPRETING
		0	Substance Abuse Preventio	0	Visual Impairment/Blindness
				0	Vocational/Technical Educ
				0	YOUTH DEVELOPMNT/AT RISK
				0	Youth/Runaway Shelter
14278		15694		29839	



Categorical Supposition

Demographical

Ethnicity

Categorical supposition takes the total number of calls received into the Helpline for the reporting period, in this case 14,713 calls and divides them into one of six categories. This allows the Helpline to determine the types of calls that are received, since many individual categories can seem as though they overlap.

The following breakdown is divided into six main categorical needs for which previously discussed individual needs can be placed. Although the six main categorical needs do not capture 100% of all calls, the percentage is in the statistically relevant 95th percentile for all calls for FY06. This has been indicative of the percentage of calls this categorical supposition captures for all historical data harvesting. By dividing the majority of calls into specific categories, it is much easier to ferret out similar behaviors and aid those callers utilizing the services. More effective, efficient marketing and educational strategies can be conceived and implemented to target audiences within the various regions throughout the state, with a sensitivity to the cultural and societal differences that are present.

The following breakdown shows caller behavior with regard to the six main categorical needs. Further, the caller's ethnicity was determined for FY06.

Substance Abuse/Addiction calls were most plentiful, capturing 76% of all calls fitting into the six categories.

It is interesting to note that Caucasian callers comprised nearly 60% of the categorized calls. When adding in African Americans, 96% of all categorized calls are captured.

It is also interesting to note that Caucasian utilized the service for Substance Abuse issues nearly twice the amount than African Americans. One possible reason for this seeking of external help may lay with the cultural differences between various ethnicities. The Caucasian sect of society has traditionally sought external help for problems to a greater degree than other ethnicities, where the preference is to handle situations within the ethnic community. It is often a dishonor to disclose what is often perceived as weakness.

Additionally, in all years studied, Caucasians utilized the service nearly two times as much as the next most frequent user – African Americans.

Needs based upon ethnicity at the state level are as follows:



State Level Needs Breakdown							
<i>FY 06 - Actual Data</i>							
<i>Categorical Need Breakdown by Ethnicity</i>							
	Caucasian	African American	American Indian	Asian/Pac.Island	Hispanic	Multi-Ethnic	TOTAL
Substance Abuse / Addiction	6498	3802	20	67	217	14	10618
Mental Health	298	158	2	7	10	0	475
Criminal/Legal Reporting	583	403	5	5	27	6	1029
Abuse / Neglect	258	185	0	0	15	0	458
General Information / Inquiries	654	591	2	6	37	1	1291
Medical / Health Inquiries	64	39	1	1	10	1	116
	8355	5178	30	86	316	22	13987

Total Calls Represented by Categories 13,987

State Level Needs Breakdown							
<i>FY06 - Actual Data by Percentage</i>							
<i>Categorical Need Breakdown by Ethnicity</i>							
	Caucasian	African American	American Indian	Asian/Pac.Island	Hispanic	Multi-Ethnic	TOTAL
Substance Abuse / Addiction	61.20%	35.81%	0.19%	0.63%	2.04%	0.13%	100.00%
Mental Health	62.74%	33.26%	0.42%	1.47%	2.11%	0.00%	100.00%
Criminal/Legal Reporting	56.66%	39.16%	0.49%	0.49%	2.62%	0.58%	100.00%
Abuse / Neglect	56.33%	40.39%	0.00%	0.00%	3.28%	0.00%	100.00%
General Information / Inquiries	50.66%	45.78%	0.15%	0.46%	2.87%	0.08%	100.00%
Medical / Health Inquiries	55.17%	33.62%	0.86%	0.86%	8.62%	0.86%	100.00%
	59.73%	37.02%	0.21%	0.61%	2.26%	0.16%	100.00%

Gender

Calls were analyzed based upon the total number of calls fitting into the six main categorical needs as well as divided by female and male, with corresponding percentages relying on gender as a delineator.

It is interesting to note that males utilized the service for Substance Abuse issues nearly twice the amount than females. In fact, by placing all individual call needs into categories, it is apparent that males utilize the entire service 30% more than women do.

Women utilize the service at a greater rate for every other category, with Abuse/Neglect calls being logged at nearly four times the rate of men. This is revealing because it shows that women are far more apt to seek help for a variety of issues they feel they cannot handle themselves.

This trend indicates the distinct difference between men and women's needs and problems and what they seek assistance for. This is extremely important when planning marketing, educational, and public outreach strategies. Programs can be targeted to men and women's differing needs.



State Level Needs Breakdown 1st 6 months - Actual Data Categorical Need Breakdown by Gender				State Level Needs Breakdown 1st 6 months - By Percentage Categorical Need Breakdown by Gender			
FY06				FY06			
	Female	Male	TOTAL		Female	Male	TOTAL
Substance Abuse / Addiction	3845	6773	10618	Substance Abuse / Addiction	36.21%	63.79%	100.00%
Mental Health	289	186	475	Mental Health	60.84%	39.16%	100.00%
Criminal/Legal Reporting	656	373	1029	Criminal/Legal Reporting	63.75%	36.25%	100.00%
Abuse / Neglect	361	97	458	Abuse / Neglect	78.82%	21.18%	100.00%
General Information / Inquiries	862	429	1291	General Information / Inquiries	66.77%	33.23%	100.00%
Medical / Health Inquiries	73	43	116	Medical / Health Inquiries	62.93%	37.07%	100.00%
	6086	7901	13987		43.51%	56.49%	100.00%

Substance Abuse

State Level

All 14,713 calls were analyzed to determine how many of these individual calls were related to Substance Abuse.

The following are the results for the State level – this differs from the categorical supposition, in that it captures all calls that may have had any Substance Abuse reason for calling in regardless of the number of needs the caller expressed needing help with.

State Level Data Substance Abuse Actual Data	
FY06	
Substance Abuse Calls	11049
Total Calls	14713
% of Calls	75.10%

Therefore, 75% of all calls logged into the Helpline are related to Substance Abuse.



Regional Substance Abuse findings are as follows:

Regional Level Data Substance Abuse Actual Data		Regional Level Data Substance Abuse By Percentage	
FY06 # of Calls		FY06 % of Calls	
<i>Region 1</i>	2102	<i>Region 1</i>	19.02%
<i>Region 2</i>	3575	<i>Region 2</i>	32.36%
<i>Region 3</i>	1588	<i>Region 3</i>	14.37%
<i>Region 4</i>	964	<i>Region 4</i>	8.72%
<i>Region 5</i>	1043	<i>Region 5</i>	9.44%
<i>Region 6</i>	719	<i>Region 6</i>	6.51%
<i>Region 7</i>	1058	<i>Region 7</i>	9.58%
11049		100.00%	

A third of all Substance Abuse calls are logged from Region 2. This is more than Regions 4 through 7 added together and as much as Region 1 & 3 added together.



Specific Area Focus

Alcohol

The data shows the majority of callers for Alcohol related needs are male, Caucasian, unemployed between the ages of 19-59.

STATE LEVEL DATA - ALCOHOL Actual Data		STATE LEVEL DATA - ALCOHOL By Percentage	
FY06		FY06	
Male	2059	Male	68.20%
Female	960	Female	31.80%
TOTAL	3019	TOTAL	100.00%
FY06		FY06	
Caucasian	1858	Caucasian	61.54%
African American	1057	African American	35.01%
American Indian	5	American Indian	0.17%
Asian/Pac.Island	14	Asian/Pac.Island	0.46%
Hispanic	77	Hispanic	2.55%
Multi-Ethnic	8	Multi-Ethnic	0.26%
TOTAL	3019	TOTAL	100.00%
FY06		FY06	
Employed full-time	660	Employed full-time	21.86%
Unemployed	2079	Unemployed	68.86%
Student (not employed)	33	Student (not employed)	1.09%
Disabled	90	Disabled	2.98%
Homemaker	15	Homemaker	0.50%
Illness	7	Illness	0.23%
Maternity	0	Maternity	0.00%
Retired	33	Retired	1.09%
Employed part-time	83	Employed part-time	2.75%
Temporary work	19	Temporary work	0.63%
Veteran	0	Veteran	0.00%
TOTAL	3019	TOTAL	100.00%
FY06		FY06	
Birth-5	0	Birth-5	0.00%
6-18	60	6-18	1.99%
19-59	2905	19-59	96.22%
60+	54	60+	1.79%
TOTAL	3019	TOTAL	100.00%



Crack

The majority of callers for crack related needs are male, unemployed and between 19-59 years old. The demographics are split amidst race with Caucasians and African Americans making up 47% and 51% of the crack calls respectively.

STATE LEVEL DATA - CRACK		STATE LEVEL DATA - CRACK	
Actual Data		By Percentage	
FY06		FY06	
Male	2547	Male	65.70%
Female	1330	Female	34.30%
TOTAL	3877	TOTAL	100.00%
FY06		FY06	
Caucasian	1818	Caucasian	46.89%
African American	1971	African American	50.84%
American Indian	9	American Indian	0.23%
Asian/Pac.Island	18	Asian/Pac.Island	0.46%
Hispanic	56	Hispanic	1.44%
Multi-Ethnic	5	Multi-Ethnic	0.13%
TOTAL	3877	TOTAL	100.00%
FY06		FY06	
Employed full-time	525	Employed full-time	13.54%
Unemployed	3122	Unemployed	80.53%
Student (not employed)	21	Student (not employed)	0.54%
Disabled	91	Disabled	2.35%
Homemaker	7	Homemaker	0.18%
Illness	3	Illness	0.08%
Maternity	1	Maternity	0.03%
Retired	5	Retired	0.13%
Employed part-time	82	Employed part-time	2.12%
Temporary work	17	Temporary work	0.44%
Veteran	3	Veteran	0.08%
TOTAL	3877	TOTAL	100.00%
FY06		FY06	
Birth-5	0	Birth-5	0.00%
6-18	81	6-18	2.09%
19-59	3780	19-59	97.50%
60+	16	60+	0.41%
TOTAL	3877	TOTAL	100.00%



Methamphetamines

Callers for methamphetamines are overwhelmingly Caucasian and unemployed. The split between male and female is 56% and 44% respectively.

STATE LEVEL DATA - METH Actual Data		STATE LEVEL DATA - METH By Percentage	
FY06		FY06	
Male	904	Male	55.98%
Female	711	Female	44.02%
TOTAL	1615	TOTAL	100.00%
FY06		FY06	
Caucasian	1499	Caucasian	92.82%
African American	76	African American	4.71%
American Indian	1	American Indian	0.06%
Asian/Pac.Island	17	Asian/Pac.Island	1.05%
Hispanic	21	Hispanic	1.30%
Multi-Ethnic	1	Multi-Ethnic	0.06%
TOTAL	1615	TOTAL	100.00%
FY06		FY06	
Employed full-time	197	Employed full-time	12.20%
Unemployed	1304	Unemployed	80.74%
Student (not employed)	43	Student (not employed)	2.66%
Disabled	15	Disabled	0.93%
Homemaker	9	Homemaker	0.56%
Illness	3	Illness	0.19%
Maternity	2	Maternity	0.12%
Retired	1	Retired	0.06%
Employed part-time	32	Employed part-time	1.98%
Temporary work	9	Temporary work	0.56%
Veteran	0	Veteran	0.00%
TOTAL	1615	TOTAL	100.00%
FY06		FY06	
Birth-5	0	Birth-5	0.00%
6-18	110	6-18	6.81%
19-59	1505	19-59	93.19%
60+	0	60+	0.00%
TOTAL	1615	TOTAL	100.00%



Prescription Drugs

The majority of callers regarding prescription drugs are unemployed Caucasians with almost a even split between the genders.

STATE LEVEL DATA - PRES DRUGS Actual Data		STATE LEVEL DATA - PRES DRUGS By Percentage	
FY06		FY06	
Male	423	Male	50.84%
Female	409	Female	49.16%
TOTAL	832	TOTAL	100.00%
FY06		FY06	
Caucasian	746	Caucasian	89.66%
African American	79	African American	9.50%
American Indian	0	American Indian	0.00%
Asian/Pac. Island	4	Asian/Pac. Island	0.48%
Hispanic	3	Hispanic	0.36%
Multi-Ethnic	0	Multi-Ethnic	0.00%
TOTAL	832	TOTAL	100.00%
FY06		FY06	
Employed full-time	140	Employed full-time	16.83%
Unemployed	580	Unemployed	69.71%
Student (not employed)	14	Student (not employed)	1.68%
Disabled	59	Disabled	7.09%
Homemaker	4	Homemaker	0.48%
Illness	8	Illness	0.96%
Maternity	0	Maternity	0.00%
Retired	3	Retired	0.36%
Employed part-time	21	Employed part-time	2.52%
Temporary work	3	Temporary work	0.36%
Veteran	0	Veteran	0.00%
TOTAL	832	TOTAL	100.00%
FY06		FY06	
Birth-5	0	Birth-5	0.00%
6-18	29	6-18	3.49%
19-59	792	19-59	95.19%
60+	11	60+	1.32%
TOTAL	832	TOTAL	100.00%



Caller Usage – Specific Focus Areas

State Findings

Callers categorized by the specific focus on crack make up the largest portion of the focus areas with over a quarter of all calls. Alcohol is second with 20%, then methamphetamines and prescription drugs with 11% and 6% respectively.

Total Calls - State						
Specific Area Focus						
	ALCOHOL	CRACK	METH	PRES	TOTAL	YEAR
Calls	3019	3877	1615	832	9343	14713
Percentage	20.52%	26.35%	10.98%	5.65%	63.50%	100.00%

Regional Findings

Counties in Region 2 contain the majority of calls for Alcohol and Crack reported while Region 1 contains the highest call volume for Methamphetamines and Prescription drugs.

Total Calls - By Region								
Alcohol								
	REGION1	REGION2	REGION3	REGION4	REGION5	REGION6	REGION7	TOTAL
Calls	561	1057	395	246	267	205	288	3019
Percentage	18.58%	35.01%	13.08%	8.15%	8.84%	6.79%	9.54%	100.00%

Total Calls - By Region								
Crack								
	REGION1	REGION2	REGION3	REGION4	REGION5	REGION6	REGION7	TOTAL
Calls	523	1305	573	312	413	316	435	3877
Percentage	13.49%	33.66%	14.78%	8.05%	10.65%	8.15%	11.22%	100.00%

Total Calls - By Region								
Methamphetamines								
	REGION1	REGION2	REGION3	REGION4	REGION5	REGION6	REGION7	TOTAL
Calls	518	385	296	144	142	53	77	1615
Percentage	32.07%	23.84%	18.33%	8.92%	8.79%	3.28%	4.77%	100.00%

Total Calls - By Region								
Prescription Drugs								
	REGION1	REGION2	REGION3	REGION4	REGION5	REGION6	REGION7	TOTAL
Calls	195	145	142	100	93	47	110	832
Percentage	23.44%	17.43%	17.07%	12.02%	11.18%	5.65%	13.22%	100.00%



County

Fulton County registered the highest volume of calls for each of the four specific areas of focus. Cobb County was second for Alcohol and Prescription Drug calls.

COUNTY	ALCOH	CRACK	METH	PRES
Appling	3	6	0	4
Atkinson	1	6	0	1
Bacon	4	6	1	1
Baker	0	1	0	1
Baldwin	11	22	5	3
Banks	1	1	1	3
Barrow	24	31	20	13
Bartow	28	30	37	13
Ben Hill	4	5	0	2
Berrien	5	8	3	1
Bibb	81	133	35	27
Bleckley	4	4	1	1
Brantley	1	1	3	1
Brooks	2	4	1	0
Bryan	3	9	4	1
Bulloch	14	20	4	3
Burke	6	9	2	1
Butts	6	3	7	1
Calhoun	2	1	2	1
Camden	14	14	0	9
Candler	2	5	0	0
Carroll	36	43	47	21
Catoosa	2	3	5	3
Charlton	2	2	1	2
Chatham	130	177	23	36
Chattahoochee	2	2	0	0
Chattooga	3	5	6	1
Cherokee	43	27	36	12
Clarke	50	66	22	13
Clay	0	1	0	0
Clayton	88	140	34	7
Clinch	2	1	2	0
Cobb	222	185	108	50
Coffee	8	21	6	4
Colquitt	10	14	4	2
Columbia	6	5	2	3
Cook	0	3	2	1
Coweta	60	83	57	20
Crawford	4	1	0	0
Crisp	7	10	3	2
Dade	0	1	1	1
Dawson	2	4	6	1
Decatur	8	11	5	2
Dekalb	149	192	18	9
Dodge	3	9	0	6
Dooly	3	9	4	2
Dougherty	53	78	9	13
Douglas	36	37	40	14
Early	1	1	0	1
Echols	0	0	0	0
Effingham	14	10	1	4
Elbert	4	8	5	0
Emanuel	9	11	2	2

COUNTY	ALCOH	CRACK	METH	PRES
Evans	6	8	0	2
Fanin	5	1	4	2
Fayette	33	19	18	5
Floyd	20	31	30	13
Forsyth	25	11	25	5
Franklin	3	8	5	5
Fulton	582	777	168	75
Gilmer	4	2	2	1
Glascok	0	0	2	0
Glynn	27	43	9	8
Gordon	10	11	24	5
Grady	6	8	4	2
Greene	7	8	2	1
Gwinnett	182	140	118	36
Habersham	5	2	2	4
Hall	39	56	43	18
Hancock	2	2	1	0
Haralson	8	13	18	3
Harris	4	4	2	2
Hart	0	2	3	1
Heard	0	5	4	1
Henry	50	73	49	25
Houston	73	63	58	40
Irwin	3	3	0	0
Jackson	13	18	16	5
Jasper	7	2	5	1
Jeff Davis	5	12	1	5
Jefferson	6	8	2	1
Jenkins	1	2	1	4
Johnson	0	1	0	1
Jones	3	6	1	0
Lamar	7	4	4	3
Lanier	0	5	0	0
Laurens	13	17	8	3
Lee	3	5	1	1
Liberty	13	17	3	5
Lincoln	3	3	0	1
Long	0	2	0	0
Lowndes	57	67	10	11
Lumpkin	11	0	4	2
Macon	1	3	0	0
Madison	3	3	1	0
Marion	1	0	0	0
McDuffie	4	8	4	1
McIntosh	5	8	0	1
Meriwether	5	8	0	1
Miller	2	6	0	0
Mitchell	1	6	0	0
Monroe	4	8	5	1
Montgomery	3	4	1	0
Morgan	6	5	3	2
Murray	5	1	4	1
Muscogee	85	160	28	21



HODAC Helpline Report – July 1, 2005 – June 30, 2006

COUNTY	ALCOH	CRACK	METH	PRES
<i>Newton</i>	18	26	25	6
<i>Oconee</i>	2	3	1	1
<i>Oglethorpe</i>	2	1	0	0
<i>Paulding</i>	19	22	39	10
<i>Peach</i>	7	14	12	2
<i>Pickens</i>	2	4	10	0
<i>Pierce</i>	2	11	1	2
<i>Pike</i>	4	1	5	0
<i>Polk</i>	13	12	9	2
<i>Pulaski</i>	2	3	7	2
<i>Putnam</i>	7	6	7	2
<i>Quitman</i>	0	0	0	0
<i>Rabun</i>	2	3	12	1
<i>Randolph</i>	1	5	1	0
<i>Richmond</i>	104	199	38	43
<i>Rockdale</i>	38	30	22	12
<i>Schley</i>	1	5	0	0
<i>Screven</i>	4	4	1	0
<i>Seminole</i>	2	2	1	1
<i>Spalding</i>	34	34	21	16
<i>Stephens</i>	9	11	3	3
<i>Stewart</i>	3	2	0	0
<i>Sumter</i>	11	18	4	1
<i>Talbot</i>	1	1	0	0
<i>Taliaferro</i>	0	3	0	0
<i>Tattnall</i>	4	3	0	8
<i>Taylor</i>	1	6	3	0
<i>Telfair</i>	8	4	0	5
<i>Terrell</i>	7	6	0	0
<i>Thomas</i>	16	21	6	3
<i>Tift</i>	17	43	4	2
<i>Toombs</i>	13	27	4	6
<i>Towns</i>	2	0	0	0
<i>Treutlen</i>	3	1	0	0
<i>Troup</i>	32	62	29	16
<i>Turner</i>	2	8	1	1
<i>Twiggs</i>	1	3	0	0
<i>Union</i>	1	1	4	2
<i>Upson</i>	0	5	3	3
<i>Walker</i>	10	14	9	9
<i>Walton</i>	13	18	18	5
<i>Ware</i>	10	15	10	5
<i>Warren</i>	0	2	1	1
<i>Washington</i>	10	8	2	2
<i>Wayne</i>	5	11	4	2
<i>Webster</i>	0	1	0	0
<i>Wheeler</i>	0	1	0	0
<i>White</i>	6	9	7	2
<i>Whitfield</i>	25	16	21	8
<i>Wilcox</i>	4	4	2	2
<i>Wilkes</i>	1	0	0	0
<i>Wilkinson</i>	2	0	0	0
<i>Worth</i>	4	10	0	2
	3019	3877	1615	832





HODAC
Annual Report
FY06 Helpline
Statistical Analysis

August 25, 2006

by



ANOVA Business Analysts