



HODAC

# FY07 Helpline Statistical Analysis

For REGION 3



September 30, 2007

by



ANOVA Business Analysts



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## EXECUTIVE SUMMARY

### 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, 2006 – December 31, 2006 and January 1, 2007 – June 30, 2007. 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, 2006 – December 31, 2006 and January 1, 2007 – June 30, 2007, with calls totaling 7,417 for the 1st six month period and 6,022 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 13,439 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.

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

### METHODOLOGY

#### 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. **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.



## COMPANY PROFILE AND HISTORY

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

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

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





## CALLER HISTORY

### REGION 3 – CALLER BREAKDOWN BY COUNTY

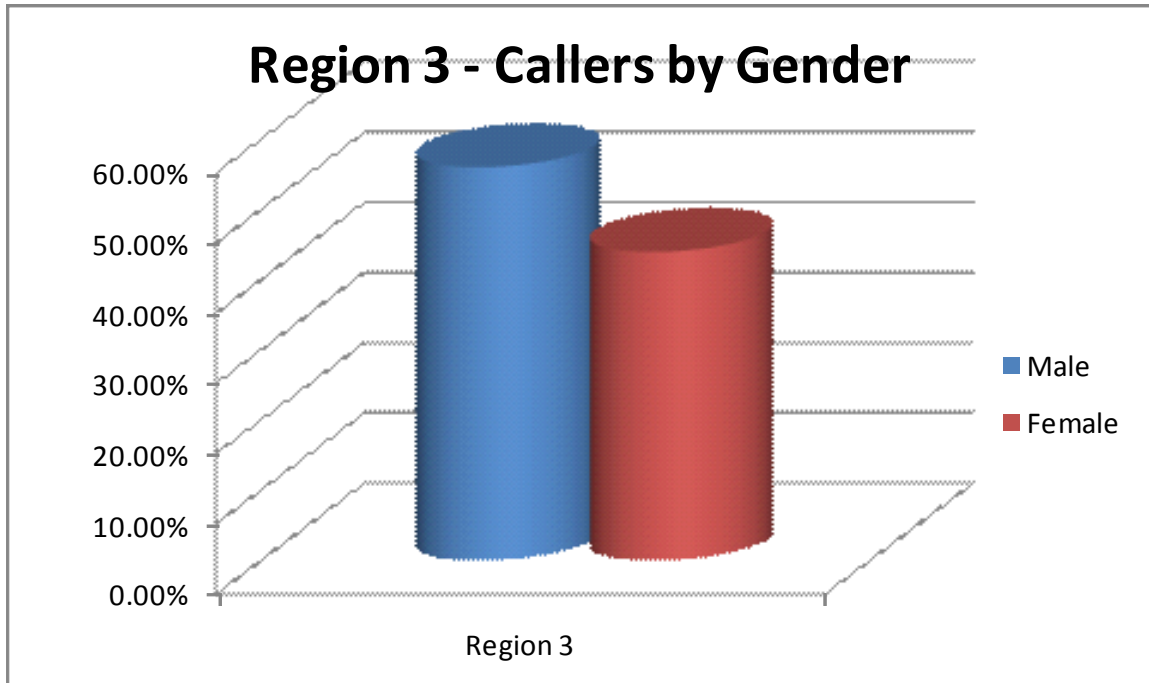
<b>Region 3 Callers by County</b>		
<i>County</i>	<i>County</i>	<i>% of Calls</i>
<b>COUNTY</b>	<b>FY07</b>	
Camden	1	0.02%
Cherokee	183	3.21%
Clayton	403	7.08%
Cobb	771	13.54%
Dekalb	576	10.12%
Douglas	148	2.60%
Fayette	90	1.58%
Fulton	2422	42.54%
Gwinnett	734	12.89%
Henry	235	4.13%
Rockdale	127	2.23%
Walker	4	0.07%
<b>TOTAL</b>	<b>5694</b>	<b>100.00%</b>



## DEMOGRAPHICS

### GENDER – REGIONAL LEVEL

<i>Region 3 Calls by Gender</i>		
	COUNTS	%
<b>Male</b>	3191	56.04%
<b>Female</b>	2503	43.96%
<b>TOTAL</b>	<b>5694</b>	100.00%



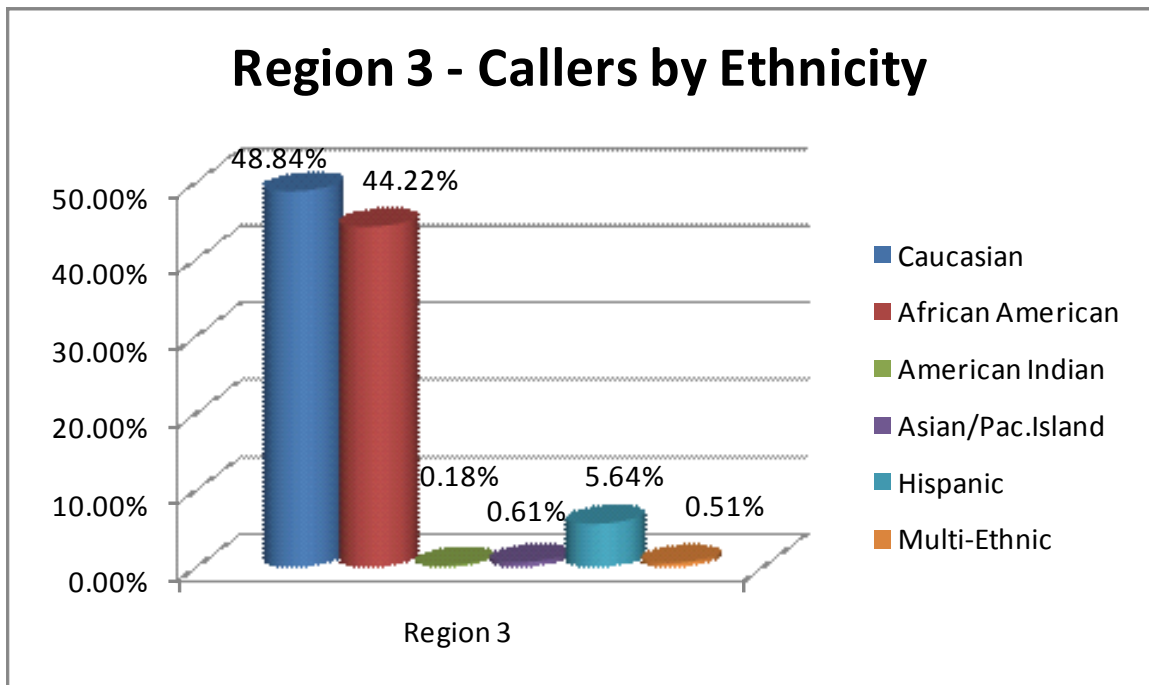


## ETHNICITY

### REGIONAL LEVEL ETHNICITY

#### REGION 3

<b>Region 3 Calls by Ethnicity</b>		
	<b>Count</b>	<b>% Calls</b>
Caucasian	2781	48.84%
African American	2518	44.22%
American Indian	10	0.18%
Asian/Pac.Island	35	0.61%
Hispanic	321	5.64%
Multi-Ethnic	29	0.51%
<b>TOTAL</b>	<b>5694</b>	<b>100.00%</b>



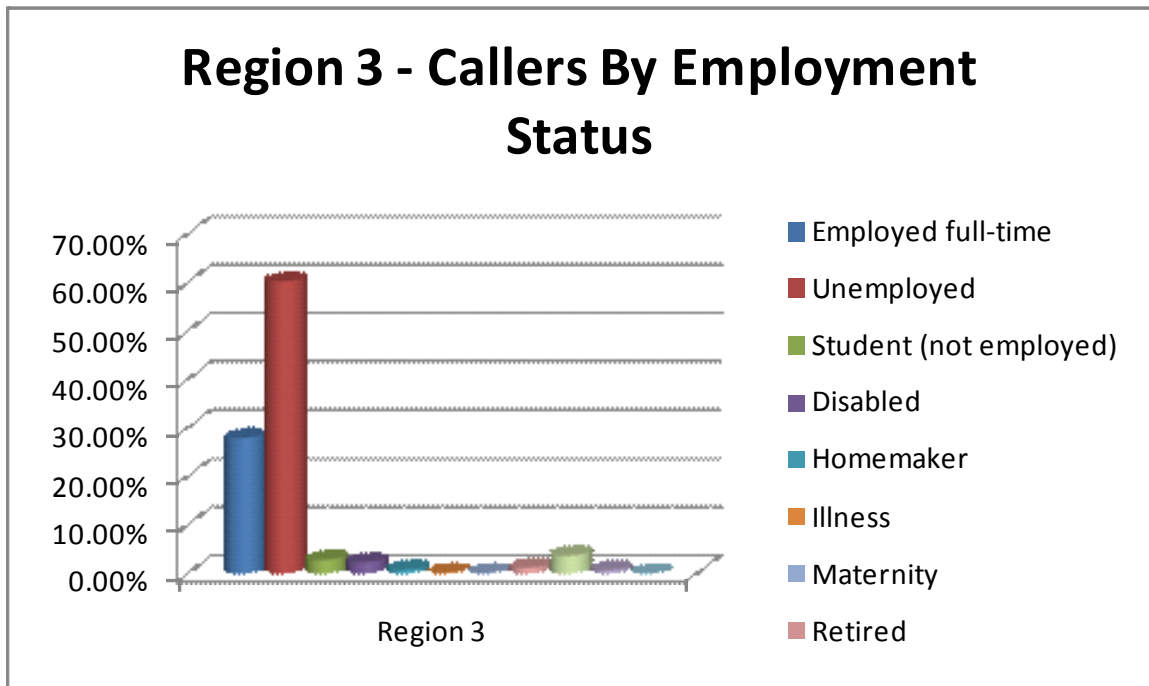




## EMPLOYMENT STATUS

### REGIONAL LEVEL EMPLOYMENT STATUS

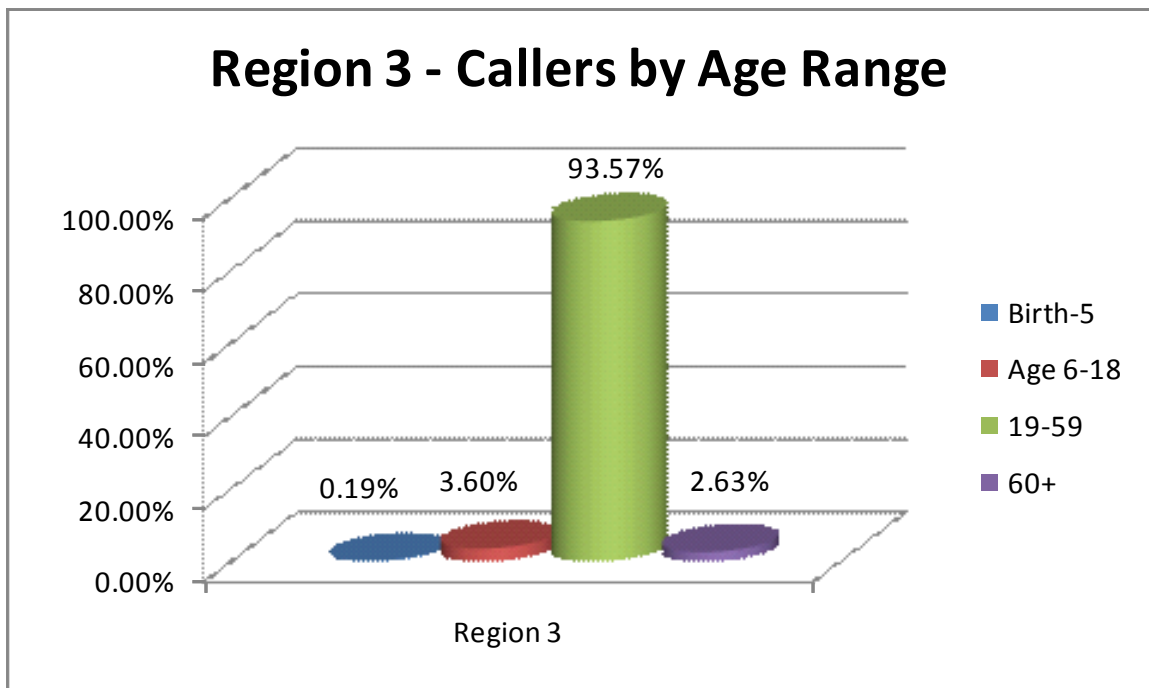
#### REGION 3





### AGE RANGE

<b>Region 3</b>		
<b>Age Range</b>		
	Count	% Calls
Birth-5	11	0.19%
Age 6-18	205	3.60%
19-59	5328	93.57%
60+	150	2.63%
<b>TOTAL</b>	<b>5694</b>	<b>100.00%</b>





## NEEDS

### NEEDS DISCUSSION

Caller Needs are represented in the HODAC Iris data collection system with 244 separate and individual needs. These needs are divided into both individual needs and categories. Needs were broken down into 6 separate main categories. 95% of all calls received at the Helpline can be categorized within one of the following six Main Categorical headings for Region 3.

This allows the Helpline to determine which general areas people are calling about.

### 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 for State level data below for each of FY04, FY05, FY06 and FY07.

	<i>FY04</i>	<i>FY05</i>	<i>FY06</i>	<i>FY07</i>
<b>Avg # Needs per Call</b>	1.95	2.001	1.976	1.901

As you can see, the average number of needs per call inquired about remains virtually flat for each of FY04, FY05 and FY06, and FY07, hovering right at two needs per call.

Categorical Main needs attempt 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.

Of the 244 individual needs inquired about, the top 6 main need categories reported were as follows:



REGIONAL NEEDS BREAKDOWN

REGION 3

<b>Categorical Needs</b>	<b>FY07</b>	<b>%</b>
Substance Abuse / Addiction	3803	66.79%
Mental Health	169	2.97%
Criminal/Legal Reporting	652	11.45%
Abuse / Neglect	184	3.23%
General Information / Inquiries	552	9.69%
Medical / Health Inquiries	53	0.93%
<b><i>SUBTOTAL</i></b>	<b>5413</b>	<b>95.06%</b>
Multiple Categories (not fitting into categorical needs)	281	4.94%
<b><i>TOTAL</i></b>	<b>5694</b>	<b>100.00%</b>

TOP 25 CALLER INQUIRIES

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. The type and utilization of the most ‘common’ drugs such as marijuana have seen slight declines in call inquiries, while Methamphetamines and Crack have increased in interest – even in largely rural areas. 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. Still, ease of production, using common, everyday items as well as the ability to produce smaller amounts in concealed areas have lent, in part, a easy way to get high with decreased risk. This again is not just Georgian behavior, but is truly becoming a national epidemic.

As stated during FY2006 final report, while established drugs continue to be inquired about, ‘newer’, drugs with devastating physical results are being inquired about in larger and larger numbers. Marijuana, Heroin, Cocaine and Alcohol, while still appearing on the ‘Top 25’ hit list, are declining slowly in call inquiries throughout the last four year reporting period.

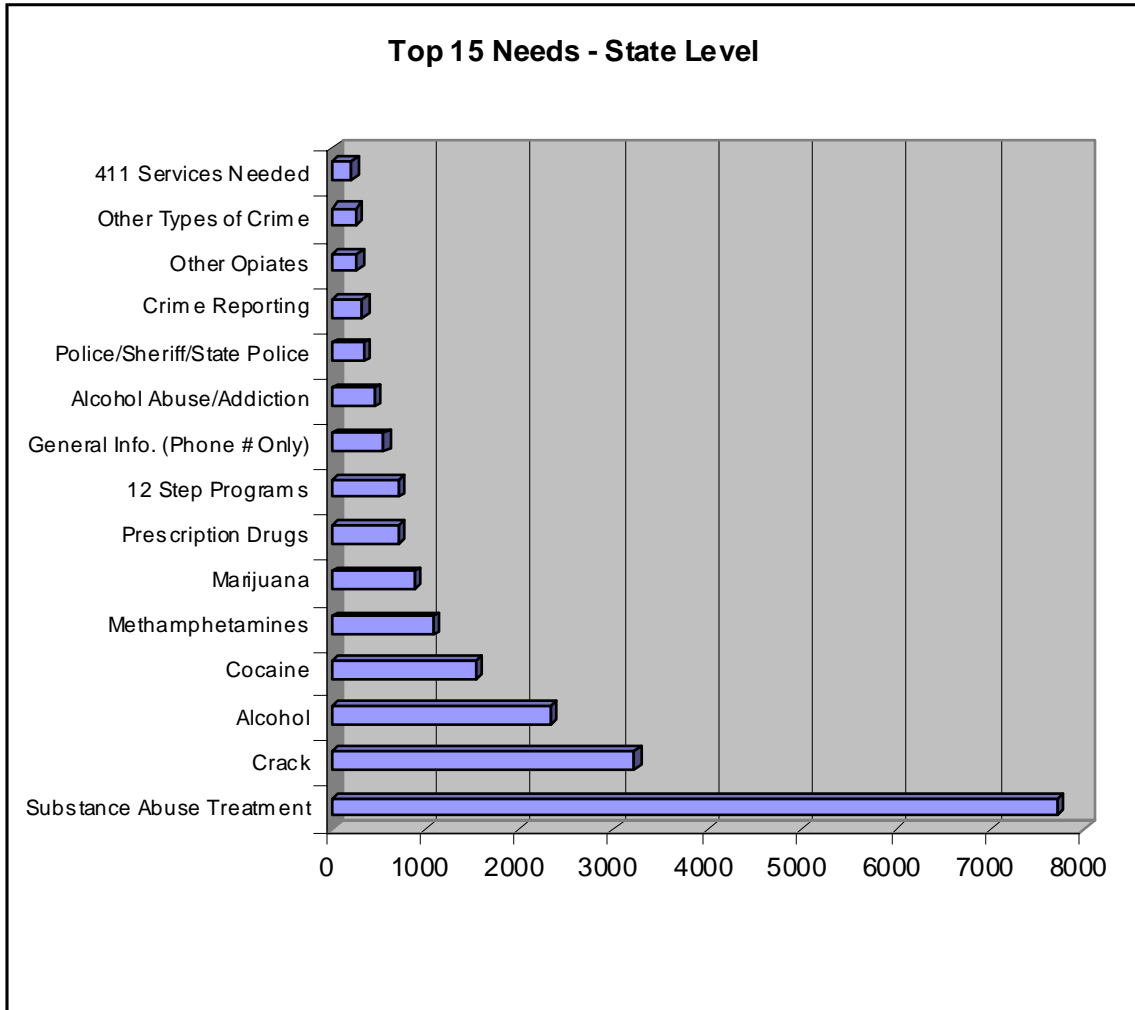
Below is a listing for the top 25 needs or reasons for calling the helpline and a graphical view of the top 15 of these needs. Totalling all needs yields a volume of 25,551 needs that the 13,419 callers had. These values contain a caveat that callers can and do call in for multiple needs. The top five needs combine to 62.11% and the top 15 needs combine for 80.78% of the total needs of all callers. Including all needs up the top 25 brings the amount to 87.73%.



The Top 25 individual caller inquiries at the state level are as follows:

**State Level - 25 Top Call Needs**

	<b>Need</b>		
1	Substance Abuse Treatment	7702	34.36%
2	Crack	3224	14.38%
3	Alcohol	2313	10.32%
4	Cocaine	1544	6.89%
5	Methamphetamines	1086	4.84%
6	Marijuana	889	3.97%
7	Prescription Drugs	723	3.23%
8	12 Step Programs	704	3.14%
9	General Info. (Phone # Only)	562	2.51%
10	Alcohol Abuse/Addiction	475	2.12%
11	Police/Sheriff/State Police	347	1.55%
12	Crime Reporting	326	1.45%
13	Other Opiates	264	1.18%
14	Other Types of Crime	255	1.14%
15	411 Services Needed	226	1.01%
16	CRISIS LINE/I&R OTHER CITIES	223	0.99%
17	Drug Abuse/Addiction	220	0.98%
18	Victim Witness Services	188	0.84%
19	Substance Abuse Prevention	184	0.82%
20	LOTTERY GAMES	173	0.77%
21	Individual Shelter	171	0.76%
22	Domestic Violence	157	0.70%
23	Heroin	156	0.70%
24	Utility, Electric	154	0.69%
25	Substance Abuse Info/Materials	150	0.67%
	<b>TOTAL</b>	<b>22416</b>	<b>100.00%</b>





REGIONAL LEVELS

Individual caller need inquiries were also divided between the Regions for FY2007. The Top 25 needs for each region for each year is reported below with also the percentages of each for each year.

REGION 3

**Top 25 Caller Needs - Region 3**

	<b>Needs</b>	<b>Count</b>	<b>% of calls</b>
1	Substance Abuse Treatment	3184	29.55%
2	Crack	1333	12.37%
3	Alcohol	1061	9.85%
4	Cocaine	670	6.22%
5	Marijuana	407	3.78%
6	Methamphetamines	373	3.46%
7	12 Step Programs	309	2.87%
8	General Info. (Phone # Only)	250	2.32%
9	Prescription Drugs	208	1.93%
10	Police/Sheriff/State Police	201	1.87%
11	Alcohol Abuse/Addiction	198	1.84%
12	Crime Reporting	183	1.70%
13	Other Types of Crime	155	1.44%
14	CRISIS LINE/I&R OTHER CITIES	114	1.06%
15	411 Services Needed	108	1.00%
16	Victim Witness Services	105	0.97%
17	Heroin	102	0.95%
18	Substance Abuse Prevention	100	0.93%
19	Drug Abuse/Addiction	99	0.92%
20	Assessment	84	0.78%
21	Other Opiates	73	0.68%
22	Individual Shelter	72	0.67%
23	Substance Abuse Info/Materials	72	0.67%
24	LOTTERY GAMES	70	0.65%
25	Domestic Violence	65	0.60%
	Total - Top 25 Needs	9596	89.06%
	Total # of Needs - Region 3	10775	100.00%



## COMPLETE CALLER NEED LIST – REGION 3

### *FY 2007 - Region 3 - Individual Needs*

<b>Needs</b>	<b>Count</b>	<b>% of calls</b>
Substance Abuse Treatment	3184	29.55%
Crack	1333	12.37%
Alcohol	1061	9.85%
Cocaine	670	6.22%
Marijuana	407	3.78%
Methamphetamines	373	3.46%
12 Step Programs	309	2.87%
General Info. (Phone # Only)	250	2.32%
Prescription Drugs	208	1.93%
Police/Sheriff/State Police	201	1.87%
Alcohol Abuse/Addiction	198	1.84%
Crime Reporting	183	1.70%
Other Types of Crime	155	1.44%
CRISIS LINE/I&R OTHER CITIES	114	1.06%
411 Services Needed	108	1.00%
Victim Witness Services	105	0.97%
Heroin	102	0.95%
Substance Abuse Prevention	100	0.93%
Drug Abuse/Addiction	99	0.92%
Assessment	84	0.78%
Other Opiates	73	0.68%
Individual Shelter	72	0.67%
Substance Abuse Info/Materials	72	0.67%
LOTTERY GAMES	70	0.65%
Domestic Violence	65	0.60%
Individual Counseling	56	0.52%
Drug Testing	55	0.51%
Gambler's Anonymous	48	0.45%
Legal Assist./Representation	43	0.40%
Physical Assault	40	0.37%
Video Poker/Slots	39	0.36%
Civil Cases	38	0.35%
Family Shelter	36	0.33%
Ecstasy	36	0.33%
Other Financial Assistance	32	0.30%
Mental Health Evaluation	28	0.26%
Rent Assistance	26	0.24%
Mental Illness	23	0.21%
Crisis Counseling	20	0.19%





HIV/AIDS Testing/Treatment	19	0.18%
Rape/Sexual Assault	18	0.17%
Job Search/Placement	17	0.16%
SUBSTANCE ABUSE	16	0.15%
Cards	15	0.14%
Inpatient Mental Health	15	0.14%
Battered Women's Shelter	14	0.13%
Housing Search Assistance	14	0.13%
Utility, Electric	14	0.13%
Government Information Lines	13	0.12%
Sports Betting	13	0.12%
DUI	13	0.12%
Child Sexual Abuse	12	0.11%
Long Distance Transportation	12	0.11%
Child Abuse Mental/Neglect	11	0.10%
Child Abuse Physical	11	0.10%
Consumer Advocacy	11	0.10%
Anger Management Classes	11	0.10%
Other Support Groups	11	0.10%
Adult Sexual Abuse	10	0.09%
Consumer Complaints	10	0.09%
Drivers Education	10	0.09%
Other Housing	10	0.09%
Subsidized Housing	10	0.09%
Medical Care/Treatment	10	0.09%
Drug Selling	10	0.09%
911 Services Needed	9	0.08%
Crime Prevention	9	0.08%
Mental Health Information	9	0.08%
Casino	8	0.07%
Utility, Unspecified	8	0.07%
SHELTER/HOMELESS SERVICES	7	0.06%
Custody Assistance	7	0.06%
Probate Court	7	0.06%
Medicaid	7	0.06%
Family Counseling	7	0.06%
CRIME	6	0.06%
Dice	6	0.06%
Emergency Food/Pantries	6	0.06%
Landlord/Tenant	6	0.06%
Transitional Housing	6	0.06%
Medical Services	6	0.06%
Medical/Health Information	6	0.06%
Emotional Supprt/Mental Health	6	0.06%



MENTAL HEALTH	6	0.06%
GAMBLING ADDICTION	6	0.06%
Prescription Assistance	6	0.06%
Elder Abuse	5	0.05%
Bullying	5	0.05%
Murder/Homicide	5	0.05%
Food Stamps	5	0.05%
Halfway House	5	0.05%
Medical Bill Payment Assist.	5	0.05%
Sexually Transmitted Diseases	5	0.05%
Mental Health Day Treatment	5	0.05%
Tobacco Products	5	0.05%
YOUTH DEVELOPMNT/AT RISK YOUTH	4	0.04%
Criminal Cases	4	0.04%
Disaster, Natural or Man	4	0.04%
INFORMATION	4	0.04%
Child Care Information	4	0.04%
SUPPORT GROUPS	4	0.04%
ABUSE/NEGLECT	3	0.03%
Domestic Violence Groups	3	0.03%
Child Support Recovery	3	0.03%
LEGAL	3	0.03%
Request for Bullying Cards	3	0.03%
Discrimination Assistance	3	0.03%
Horse/Dog Racing	3	0.03%
HOUSING	3	0.03%
Identification Info./Assist.	3	0.03%
Rental Housing	3	0.03%
Special Educ. Support/Advocacy	3	0.03%
Dental Care/Screening	3	0.03%
Couples/Marriage Counseling	3	0.03%
OTC Drugs	3	0.03%
Speed	3	0.03%
Adult Abuse Survivors	2	0.02%
Consumer Protection	2	0.02%
EMERGENCIES/LAW ENFORCEMENT	2	0.02%
Immigration Services	2	0.02%
General Volunteer Opportunity	2	0.02%
Job Training	2	0.02%
Mass Transit/Public Transport.	2	0.02%
Non-Emergency Food	2	0.02%
Other Donations	2	0.02%
Medical Transportation	2	0.02%
Helpline Counseling	2	0.02%



Parenting Skills	2	0.02%
Suicide, Level 1 (Threat)	2	0.02%
Inhalants	2	0.02%
Day Shelter	1	0.01%
Gang Related	1	0.01%
Small Claims	1	0.01%
Temporary Restraining Order	1	0.01%
Baby Clothing	1	0.01%
Burial/Funeral Assistance	1	0.01%
Chambers of Commerce	1	0.01%
Child Care Financial Assist.	1	0.01%
Clothing Donation	1	0.01%
English as 2nd Language (ESL)	1	0.01%
Furniture	1	0.01%
Furniture Donation	1	0.01%
General Assistance	1	0.01%
Guardianship	1	0.01%
Housing Counseling	1	0.01%
Info. on Business/Industry	1	0.01%
Long-Term Case Management	1	0.01%
Maternity Housing	1	0.01%
Missing Persons	1	0.01%
Money Mgmt./Budget Counsel.	1	0.01%
Mortgage Assistance	1	0.01%
Nonprofit Corp. Development	1	0.01%
Sanitation	1	0.01%
Small Business Development	1	0.01%
Social Security/SSI	1	0.01%
TANF	1	0.01%
TRANSLATION/INTERPRETING	1	0.01%
TRANSPORTATION	1	0.01%
Utility, Gas	1	0.01%
Utility, Water	1	0.01%
Abortion	1	0.01%
CPR/First Aid Instruction	1	0.01%
Hearing Screening/Hearing Aids	1	0.01%
Medical Equipment/Supplies	1	0.01%
Medicare	1	0.01%
Prenatal Care	1	0.01%
Sex Education/Pregnancy Prev.	1	0.01%
Divorce Assistance	1	0.01%
Divorce Counseling	1	0.01%
Information About Suicide	1	0.01%
Parent Groups	1	0.01%



SUICIDE	1	0.01%
LSD	1	0.01%
Animal Abuse	0	0.00%
Child Abuse Mental/Neglec	0	0.00%
Couples Shelter	0	0.00%
Elder Exploitation	0	0.00%
YOUTH DEVELOPMNT/AT RISK	0	0.00%
Youth/Runaway Shelter	0	0.00%
Child Adoption	0	0.00%
CONSUMER	0	0.00%
Legal Assist./Representat	0	0.00%
Legislator Information	0	0.00%
Police/Sheriff/State Poli	0	0.00%
Probation/Parole	0	0.00%
Request for Bullying Card	0	0.00%
Temporary Restraining Ord	0	0.00%
Administrative	0	0.00%
ADOPTION/FOSTER CARE	0	0.00%
Adult Clothing	0	0.00%
Adult Day Care	0	0.00%
Adult Education	0	0.00%
After School Care	0	0.00%
Animal Adoption	0	0.00%
Animal Control	0	0.00%
Animal Rescue	0	0.00%
Appliances	0	0.00%
Assisted Living	0	0.00%
Automobile/Boat Donation	0	0.00%
Baby Furniture/Baby Items	0	0.00%
Birth/Death Certificates	0	0.00%
Car Seats	0	0.00%
CASE MANAGEMENT	0	0.00%
Cash Donation	0	0.00%
Children's Clothing	0	0.00%
CLOTHING	0	0.00%
Computer Classes	0	0.00%
Congregate Meals (Seniors etc)	0	0.00%
DAY CARE/CHILD CARE	0	0.00%
Diapers	0	0.00%
Disabled/Medical Transport.	0	0.00%
Disaster Shelter	0	0.00%
EDUCATION	0	0.00%
EMPLOYMENT	0	0.00%
Environmental Protection	0	0.00%



Family Planning/Birth Control	0	0.00%
FINANCIAL ASSISTANCE & SUPPORT	0	0.00%
FOOD	0	0.00%
Formula/Baby Food	0	0.00%
Foster Care	0	0.00%
GED	0	0.00%
General Info. (Phone # On	0	0.00%
General Volunteer Opportu	0	0.00%
GOVERNMENT INFORMATION	0	0.00%
Government Information Li	0	0.00%
Govmt. Surplus Commodities	0	0.00%
HANDICAPS	0	0.00%
Holiday Food	0	0.00%
Holiday Gifts/Toys	0	0.00%
Holiday Volunteering	0	0.00%
Home Repairs	0	0.00%
Homebuyer Services	0	0.00%
Hospice Care	0	0.00%
Household Goods	0	0.00%
Household Items Donation	0	0.00%
Identification Info./Assi	0	0.00%
Job Safety	0	0.00%
Licensing, Business/Profe	0	0.00%
Licensing, Business/Profession	0	0.00%
Literacy	0	0.00%
Long Distance Transportat	0	0.00%
Mass Transit/Public Trans	0	0.00%
Maternity Clothing	0	0.00%
Meals on Wheels	0	0.00%
Nutrition Education/Couns	0	0.00%
Nutrition Education/Counseling	0	0.00%
Other Financial Assistanc	0	0.00%
Pregnancy Counseling	0	0.00%
Pregnancy Testing	0	0.00%
PUBLIC ASSISTANCE	0	0.00%
Retirement Homes/Communities	0	0.00%
School Supplies	0	0.00%
Senior Centers	0	0.00%
Senior Transportation Services	0	0.00%
Soup Kitchens	0	0.00%
Subsidized Insurance	0	0.00%
Summer Programs	0	0.00%
Tax Forms/Information	0	0.00%
TEST CALLS	0	0.00%



Transitional Case Management	0	0.00%
Unemployment Insurance	0	0.00%
Utility, Telephone	0	0.00%
Vocational Rehabilitation	0	0.00%
Vocational/Technical Educ	0	0.00%
Alzheimer's Disease	0	0.00%
HEALTH/MEDICAL	0	0.00%
Health-Related Support Gr	0	0.00%
Health-Related Support Groups	0	0.00%
HIV/AIDS Testing/Treatmen	0	0.00%
HOME & SPECIALIZED HEALTH	0	0.00%
Home Health Aide/Companion	0	0.00%
Immunizations/Vaccination	0	0.00%
Immunizations/Vaccinations	0	0.00%
Insurance Info./Counselin	0	0.00%
Insurance Info./Counseling	0	0.00%
Medical Alert Devices	0	0.00%
Medical Bill Payment Assi	0	0.00%
Medical Equipment/Supplie	0	0.00%
Medical/Health Informatio	0	0.00%
Nursing Homes	0	0.00%
Physician Referral	0	0.00%
Physical Handicap	0	0.00%
Poison Control	0	0.00%
Primary Care	0	0.00%
Sexually Transmitted Dise	0	0.00%
Vision Screening/Glasses	0	0.00%
Visual Impairment/Blindness	0	0.00%
ACTIVE CALLER	0	0.00%
Couples/Marriage Counseli	0	0.00%
CRISIS LINE/I&R OTHER CIT	0	0.00%
Development Disability	0	0.00%
Emotional Supprt/Mental H	0	0.00%
Mental Health Day Treatme	0	0.00%
Personal Crisis/Mental Health	0	0.00%
Suicide Survivors	0	0.00%
Suicide, Level 2 (With Plan)	0	0.00%
Suicide, Level 3 (In Prog	0	0.00%
PCP	0	0.00%
Steroids	0	0.00%
Substance Abuse Info/Mate	0	0.00%
Substance Abuse Preventio	0	0.00%
<b>TOTAL</b>	<b>10775</b>	<b>100.00%</b>



## SUBSTANCE ABUSE

### REGIONAL LEVEL

All 13,439 calls were analyzed to determine how many of these individual calls were related to Substance Abuse.

The following are the results for Region 3 –this test 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.

### ***SUBSTANCE ABUSE***

<b>Count</b>	<b>3803</b>
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## SPECIFIC FOCUS AREAS

Specific Focus Areas were analyzed for the areas of Alcohol, Methamphetamines, Crack and Prescription Drugs for both the State level and for each region.

Substance abuse continues to be the most prevalent reason people utilize Helpline Georgia. It is important to investigate several areas of substance abuse to pinpoint emerging trends and/or potential problem areas.

The following specific focus areas are divided and represented by all regions to show a comparison for each region for FY2007.



## ALCOHOL

### STATE LEVEL RESULTS

The specific focus area of calls pertaining to Alcohol make up 20.70% of the total calls for FY07. Demographically viewing this category shows Males with 65.71%, Caucasians with 62.44% and the unemployed with 65.63% of calls. Regionally, region 3 contains 45.08% of calls and mirrors the call distribution for the entire state.

State level results for FY 2007 are as follows:

<b>GENDER</b>	Male	1828
	Female	954
	<b>TOTAL</b>	<b>2782</b>

<b>ETHNICITY</b>	Caucasian	1737
	African American	908
	American Indian	4
	Asian/Pac.Island	6
	Hispanic	122
	Multi-Ethnic	5
	<b>TOTAL</b>	<b>2782</b>

<b>EMPLOYMENT STATUS</b>	Employed full-time	680
	Unemployed	1823
	Student (not employed)	34
	Disabled	69
	Homemaker	17
	Illness	4
	Maternity	2
	Retired	21
	Employed part-time	113
	Temporary work	18
	Veteran	1
	<b>TOTAL</b>	<b>2782</b>

<b>AGE RANGE</b>	Birth-5	0
	18-Jun	48
	19-59	2673
	60+	61
	<b>TOTAL</b>	<b>2782</b>





REGIONAL LEVEL

***Alcohol Calls Received - By Region***

<b>REGION</b>	1	341	12.26%
	2	402	14.45%
	3	1254	45.08%
	4	370	13.30%
	5	415	14.92%
	<b>TOTAL</b>	<b>2782</b>	<b>100.00%</b>



CRACK

STATE LEVEL RESULTS

The specific focus area of calls pertaining to Crack make up 23.99% of the total calls for FY07. Demographically viewing this category shows Males with 62.34%, African Americans with 49.81% and the unemployed with 81.39% of calls. Regionally, region 3 contains 41.35% of calls and mirrors the call distribution for the entire state.

<b>GENDER</b>	Male	2010
	Female	1214
	<b>TOTAL</b>	<b>3224</b>

<b>ETHNICITY</b>	Caucasian	1546
	African American	1606
	American Indian	5
	Asian/Pac.Island	6
	Hispanic	59
	Multi-Ethnic	2
	<b>TOTAL</b>	<b>3224</b>

<b>EMPLOYMENT STATUS</b>	Employed full-time	426
	Unemployed	2624
	Student (not employed)	20
	Disabled	48
	Homemaker	6
	Illness	0
	Maternity	0
	Retired	5
	Employed part-time	66
	Temporary work	25
	Veteran	4
	<b>TOTAL</b>	<b>3224</b>

<b>AGE RANGE</b>	Birth-5	0
	18-Jun	50
	19-59	3154
	60+	20
	<b>TOTAL</b>	<b>3224</b>



REGIONAL LEVEL

**Crack Calls Received - By Region**

<b>REGION</b>	1	337	10.45%
	2	470	14.58%
	3	1333	41.35%
	4	519	16.10%
	5	565	17.52%
	<i>TOTAL</i>	<b>3224</b>	100.00%



## METHAMPHETAMINES

### STATE LEVEL RESULTS

The specific focus area of calls pertaining to Methamphetamines make up 8.08% of the total calls for FY07. Demographically viewing this category shows Males with 53.59%, Caucasians with 92.17% and the unemployed with 78.45% of calls. Regionally, the distribution is more even than the entire call base with region 3 containing 34.35% of calls, Regions 1 and 2 above 20% and Regions 4 and 5 averaging 11%.

<b>GENDER</b>	Male	582
	Female	504
	<b>TOTAL</b>	<b>1086</b>

<b>ETHNICITY</b>	Caucasian	1001
	African American	53
	American Indian	3
	Asian/Pac.Island	7
	Hispanic	22
	Multi-Ethnic	0
	<b>TOTAL</b>	<b>1086</b>

<b>EMPLOYMENT STATUS</b>	Employed full-time	156
	Unemployed	852
	Student (not employed)	23
	Disabled	7
	Homemaker	2
	Illness	0
	Maternity	3
	Retired	0
	Employed part-time	38
	Temporary work	4
	Veteran	1
	<b>TOTAL</b>	<b>1086</b>

<b>AGE RANGE</b>	Birth-5	0
	18-Jun	52
	19-59	1031
	60+	3
	<b>TOTAL</b>	<b>1086</b>



REGIONAL LEVEL

***Methamphetamines Calls Received - By Region***

<b>REGION</b>	1	258	23.76%
	2	220	20.26%
	3	373	34.35%
	4	135	12.43%
	5	100	9.21%
	<b>TOTAL</b>	<b>1086</b>	<b>100.00%</b>

Region 3 represents the greater Metro Atlanta area and surrounding counties. These areas are generally urban in nature and also tend to result the highest yields of calls for most benchmark categories.



## PRESCRIPTION DRUGS

### STATE LEVEL RESULTS

The specific focus area of calls pertaining to Prescription Drugs make up only 5.38% of the total calls for FY07. Demographically viewing this category shows Males and Females at an almost even split with 49.10% and 50.90% respectively. Caucasians make up 89.76% and the unemployed 68.46% of the calls. Regionally, the distribution is more even than the entire call base with region 3 containing 28.77% of calls. Region 5 is a close second with 22.68%. The remaining regions average 16.2%.

<b>GENDER</b>	Male	355
	Female	368
	<i>TOTAL</i>	<b>723</b>

<b>ETHNICITY</b>	Caucasian	649
	African American	67
	American Indian	0
	Asian/Pac.Island	2
	Hispanic	4
	Multi-Ethnic	1
	<i>TOTAL</i>	<b>723</b>

<b>EMPLOYMENT STATUS</b>	Employed full-time	133
	Unemployed	495
	Student (not employed)	21
	Disabled	43
	Homemaker	4
	Illness	4
	Maternity	1
	Retired	0
	Employed part-time	17
	Temporary work	5
	Veteran	0
	<i>TOTAL</i>	<b>723</b>

<b>AGE RANGE</b>	Birth-5	0
	18-Jun	27
	19-59	684
	60+	12
	<i>TOTAL</i>	<b>723</b>



REGIONAL LEVEL

***Prescription Drugs Calls - By Region***

<b>REGION</b>	1	139	19.23%
	2	103	14.25%
	3	208	28.77%
	4	109	15.08%
	5	164	22.68%
	<i>TOTAL</i>	<b>723</b>	100.00%



## ANOVA BUSINESS ANALYSTS, LLC.

### SUMMARY

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

A Master Database Document was maintained and can be referenced.

Please contact ANOVA Business Analysts at [www.anovabusiness.com](http://www.anovabusiness.com) for any questions.