

HODAC

# FY07 Helpline Statistical Analysis

For REGION 4



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 4 – CALLER BREAKDOWN BY COUNTY

<b>Region 4 Callers by County</b>		
COUNTY	FY07	% Callers
Baker	3	0.12%
Baldwin	87	3.44%
Bibb	609	24.10%
Calhoun	1	0.04%
Camden	2	0.08%
Chattahoochee	1	0.04%
Clay	2	0.08%
Colquitt	59	2.33%
Crawford	8	0.32%
Crisp	40	1.58%
Decatur	56	2.22%
Dooly	11	0.44%
Dougherty	218	8.63%
Early	10	0.40%
Grady	34	1.35%
Harris	11	0.44%
Houston	580	22.95%
Jones	14	0.55%
Lee	11	0.44%
Macon	25	0.99%
Marion	7	0.28%
Miller	11	0.44%
Mitchell	13	0.51%
Monroe	22	0.87%
Muscogee	327	12.94%
Peach	67	2.65%
Pulaski	17	0.67%
Putnam	19	0.75%
Quitman	3	0.12%
Randolph	7	0.28%
Schley	4	0.16%
Seminole	11	0.44%
Stewart	8	0.32%
Sumter	95	3.76%
Talbot	8	0.32%



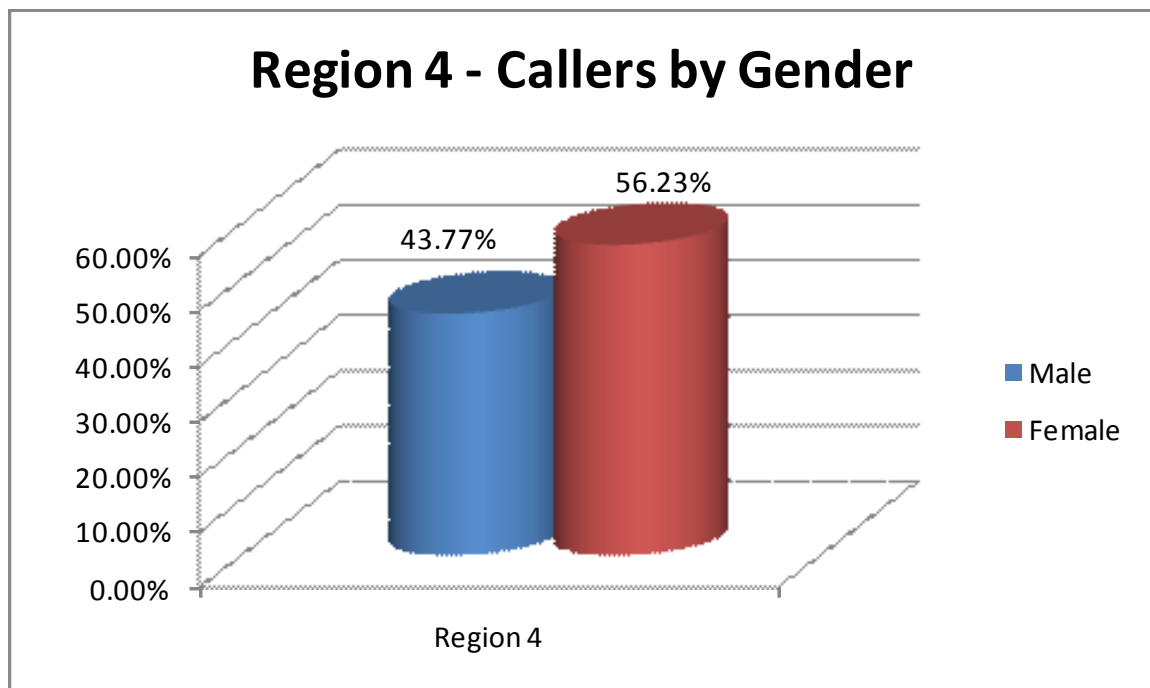


Taylor	10	0.40%
Terrell	5	0.20%
Thomas	75	2.97%
Twiggs	4	0.16%
Walker	2	0.08%
Wilkinson	17	0.67%
Worth	13	0.51%
TOTAL	2527	100.00%

## DEMOGRAPHICS

### GENDER – REGIONAL LEVEL

<i><b>Region 4</b></i>		
<i><b>Calls by Gender</b></i>		
	<b>COUNTS</b>	<b>%</b>
<b>Male</b>	1106	43.77%
<b>Female</b>	1421	56.23%
<b>TOTAL</b>	<b>2527</b>	<b>100.00%</b>



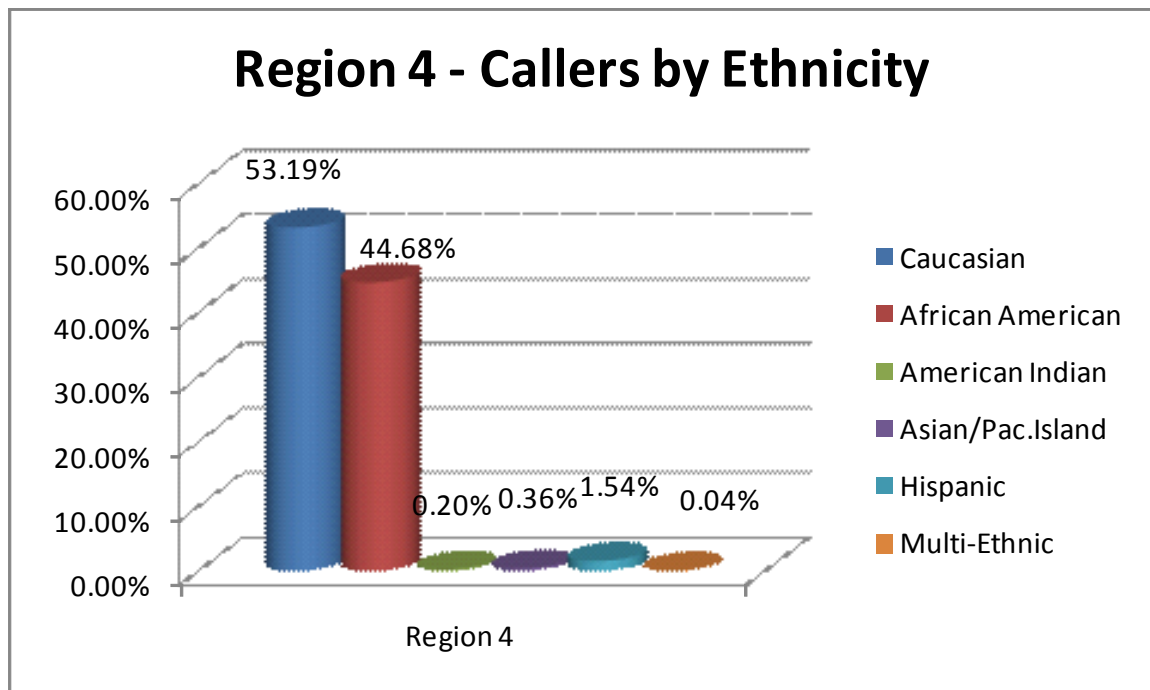


## ETHNICITY

### REGIONAL LEVEL ETHNICITY

#### REGION 4

<b>Region 4 Calls by Ethnicity</b>		
	<b>Count</b>	<b>% Calls</b>
Caucasian	1344	53.19%
African American	1129	44.68%
American Indian	5	0.20%
Asian/Pac.Island	9	0.36%
Hispanic	39	1.54%
Multi-Ethnic	1	0.04%
<b>TOTAL</b>	<b>2527</b>	<b>100.00%</b>







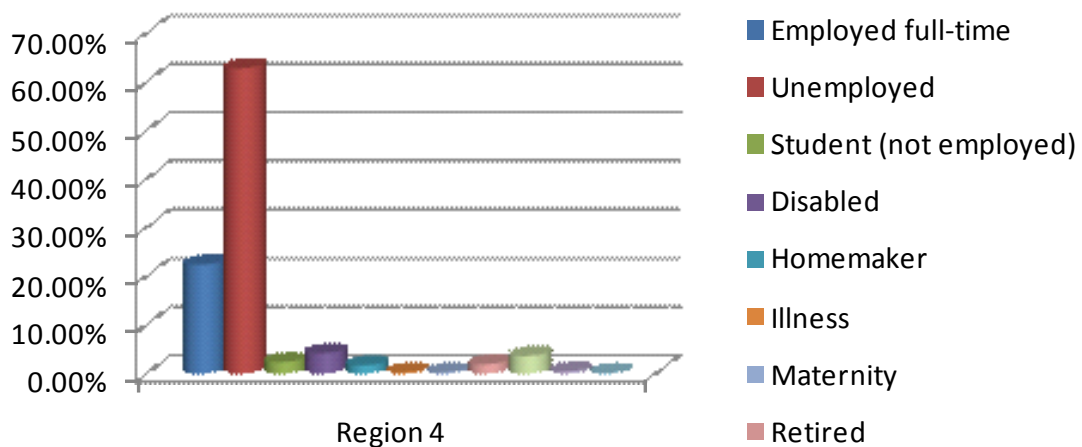
## EMPLOYMENT STATUS

### REGIONAL LEVEL EMPLOYMENT STATUS

#### REGION 4

<b><i>Region 4</i></b>		
<b><i>Calls by Employment Status</i></b>		
Employed full-time	566	22.40%
Unemployed	1587	62.80%
Student (not employed)	60	2.37%
Disabled	106	4.19%
Homemaker	42	1.66%
Illness	6	0.24%
Maternity	6	0.24%
Retired	48	1.90%
Employed part-time	91	3.60%
Temporary work	12	0.47%
Veteran	3	0.12%
<b>TOTAL</b>	<b>2527</b>	<b>100.00%</b>

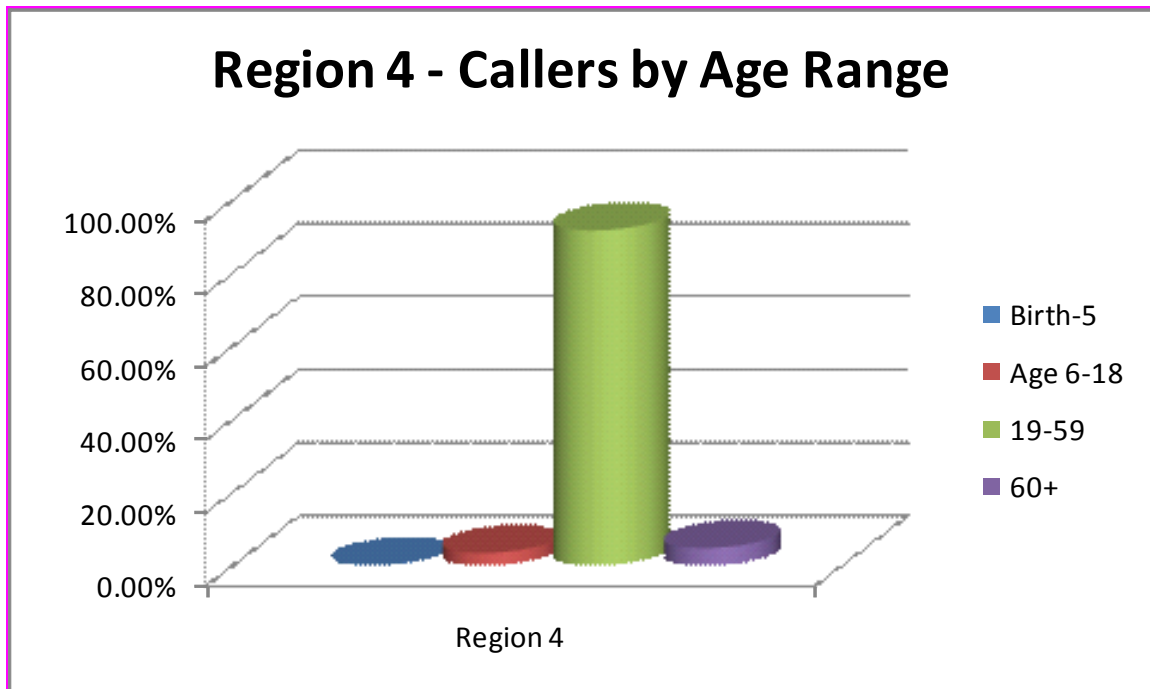
### Region 4 - Callers by Employment Status





## AGE RANGE

<b>Region 4</b>		
<b>Age Range</b>		
	Count	% Calls
Birth-5	2	0.08%
Age 6-18	87	3.44%
19-59	2317	91.69%
60+	121	4.79%
<b>TOTAL</b>	<b>2527</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 4

<b>Categorical Needs</b>	<b>FY07</b>	<b>%</b>
Substance Abuse / Addiction	1345	53.23%
Mental Health	80	3.17%
Criminal/Legal Reporting	176	6.96%
Abuse / Neglect	140	5.54%
General Information / Inquiries	622	24.61%
Medical / Health Inquiries	53	2.10%
<b><i>SUBTOTAL</i></b>	<b>2416</b>	95.61%
		0.00%
Multiple Categories (not fitting into categorical needs)	111	4.39%
		0.00%
<b><i>TOTAL</i></b>	<b>2527</b>	100.00%

## 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. Totaling 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





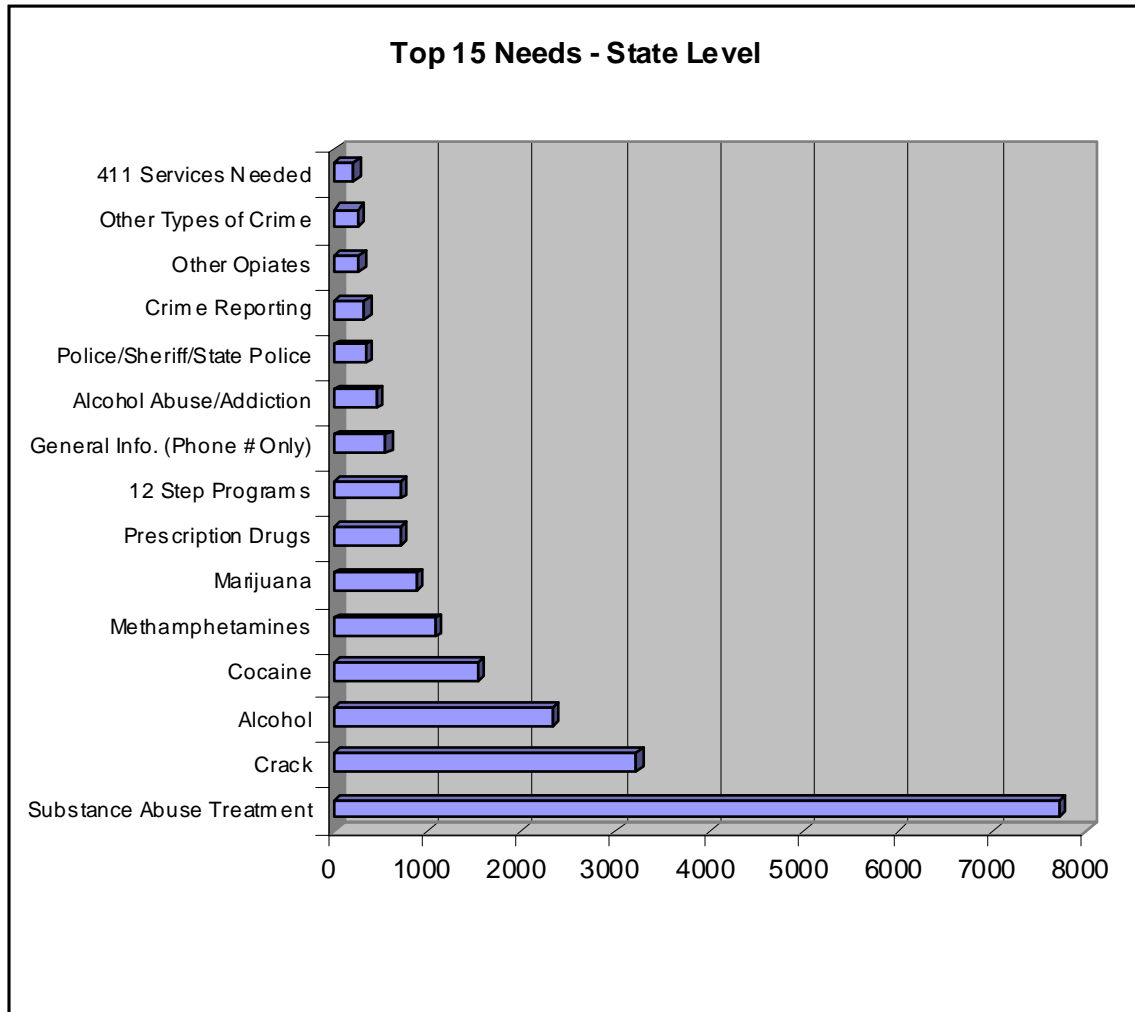
needs. The top five needs combine to 62.11% and the top 15 needs combine for 80.78% of the total needs of all callers. Including all needs up the top 25 brings the amount to 87.73%.

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 4

	<b>Needs</b>	<b>Count</b>	<b>% of calls</b>
1	Substance Abuse Treatment	1158	26.39%
2	Crack	519	11.83%
3	Alcohol	301	6.86%
4	Cocaine	285	6.49%
5	Methamphetamines	135	3.08%
6	Marijuana	133	3.03%
7	Utility, Electric	116	2.64%
8	Prescription Drugs	109	2.48%
9	General Info. (Phone # Only)	107	2.44%
10	12 Step Programs	96	2.19%
11	Alcohol Abuse/Addiction	70	1.60%
12	411 Services Needed	53	1.21%
13	Crime Reporting	52	1.19%
14	Individual Shelter	51	1.16%
15	Other Opiates	50	1.14%
16	Rent Assistance	50	1.14%
17	Domestic Violence	48	1.09%
18	Utility, Unspecified	45	1.03%
19	Police/Sheriff/State Police	44	1.00%
20	LOTTERY GAMES	39	0.89%
21	Emergency Food/Pantries	37	0.84%
22	Other Financial Assistance	36	0.82%
23	Utility, Gas	32	0.73%
24	Victim Witness Services	28	0.64%
25	Family Shelter	27	0.62%
	Total - Top 25 Needs	3621	82.52%
	Total # of Needs - Region 3	4388	100.00%





## COMPLETE CALLER NEED LIST – REGION 4

***FY 2007 - Region 4- Individual Needs***

<b><i>Needs</i></b>	<b><i>Count</i></b>	<b><i>% of calls</i></b>
Substance Abuse Treatment	1158	26.39%
Crack	519	11.83%
Alcohol	301	6.86%
Cocaine	285	6.49%
Methamphetamines	135	3.08%
Marijuana	133	3.03%
Utility, Electric	116	2.64%
Prescription Drugs	109	2.48%
General Info. (Phone # Only)	107	2.44%
12 Step Programs	96	2.19%
Alcohol Abuse/Addiction	70	1.60%
411 Services Needed	53	1.21%
Crime Reporting	52	1.19%
Individual Shelter	51	1.16%
Other Opiates	50	1.14%
Rent Assistance	50	1.14%
Domestic Violence	48	1.09%
Utility, Unspecified	45	1.03%
Police/Sheriff/State Police	44	1.00%
LOTTERY GAMES	39	0.89%
Emergency Food/Pantries	37	0.84%
Other Financial Assistance	36	0.82%
Utility, Gas	32	0.73%
Victim Witness Services	28	0.64%
Family Shelter	27	0.62%
Legal Assist./Representation	27	0.62%
Individual Counseling	26	0.59%
Other Types of Crime	25	0.57%
Drug Abuse/Addiction	24	0.55%
CRISIS LINE/I&R OTHER CITIES	23	0.52%
Substance Abuse Info/Materials	22	0.50%
Substance Abuse Prevention	19	0.43%
Battered Women's Shelter	18	0.41%
Gambler's Anonymous	16	0.36%
Video Poker/Slots	16	0.36%
Drug Selling	15	0.34%
Heroin	13	0.30%
Rape/Sexual Assault	13	0.30%
Assessment	12	0.27%
General Volunteer Opportunity	12	0.27%
Mental Illness	12	0.27%







Ecstasy	11	0.25%
Job Search/Placement	11	0.25%
Rental Housing	11	0.25%
Housing Search Assistance	10	0.23%
Non-Emergency Food	10	0.23%
Civil Cases	9	0.21%
Crisis Counseling	9	0.21%
Medical Care/Treatment	9	0.21%
Mental Health Evaluation	9	0.21%
Subsidized Housing	9	0.21%
Utility, Water	9	0.21%
Drug Testing	8	0.18%
Family Counseling	8	0.18%
Government Information Lines	8	0.18%
Mortgage Assistance	8	0.18%
Child Abuse Physical	7	0.16%
Drivers Education	7	0.16%
Long Distance Transportation	7	0.16%
Other Housing	7	0.16%
Other Support Groups	7	0.16%
Prescription Assistance	7	0.16%
Anger Management Classes	6	0.14%
Cards	6	0.14%
Consumer Advocacy	6	0.14%
Emotional Supprt/Mental Health	6	0.14%
Inpatient Mental Health	6	0.14%
Medical Bill Payment Assist.	6	0.14%
Medical Services	6	0.14%
Medical Transportation	6	0.14%
Child Abuse Mental/Neglect	5	0.11%
Consumer Complaints	5	0.11%
FINANCIAL ASSISTANCE & SUPPORT	5	0.11%
Food Stamps	5	0.11%
Health-Related Support Groups	5	0.11%
HIV/AIDS Testing/Treatment	5	0.11%
HOUSING	5	0.11%
MENTAL HEALTH	5	0.11%
Physical Assault	5	0.11%
SUBSTANCE ABUSE	5	0.11%
Vision Screening/Glasses	5	0.11%
Adult Clothing	4	0.09%
Adult Sexual Abuse	4	0.09%
Casino	4	0.09%
Child Care Information	4	0.09%
Child Sexual Abuse	4	0.09%
Dental Care/Screening	4	0.09%
Divorce Assistance	4	0.09%
Domestic Violence Groups	4	0.09%





Mental Health Information	4	0.09%
Sports Betting	4	0.09%
Administrative	3	0.07%
Adult Abuse Survivors	3	0.07%
Bullying	3	0.07%
Crime Prevention	3	0.07%
Custody Assistance	3	0.07%
DUI	3	0.07%
Elder Abuse	3	0.07%
Environmental Protection	3	0.07%
FOOD	3	0.07%
GAMBLING ADDICTION	3	0.07%
Guardianship	3	0.07%
Helpline Counseling	3	0.07%
Holiday Gifts/Toys	3	0.07%
Home Repairs	3	0.07%
Medical/Health Information	3	0.07%
Mental Health Day Treatment	3	0.07%
Other Donations	3	0.07%
Probate Court	3	0.07%
Senior Transportation Services	3	0.07%
Transitional Housing	3	0.07%
Adult Education	2	0.05%
Burial/Funeral Assistance	2	0.05%
Car Seats	2	0.05%
Child Adoption	2	0.05%
Children's Clothing	2	0.05%
Criminal Cases	2	0.05%
Dice	2	0.05%
Discrimination Assistance	2	0.05%
Family Planning/Birth Control	2	0.05%
Furniture	2	0.05%
Home Health Aide/Companion	2	0.05%
Horse/Dog Racing	2	0.05%
Insurance Info./Counseling	2	0.05%
Licensing, Business/Profession	2	0.05%
Mass Transit/Public Transport.	2	0.05%
Maternity Housing	2	0.05%
Pregnancy Counseling	2	0.05%
Pregnancy Testing	2	0.05%
Sexually Transmitted Diseases	2	0.05%
Special Educ. Support/Advocacy	2	0.05%
911 Services Needed	1	0.02%
Alzheimer's Disease	1	0.02%
Animal Control	1	0.02%
Animal Rescue	1	0.02%
Appliances	1	0.02%
Assisted Living	1	0.02%





Birth/Death Certificates	1	0.02%
Child Care Financial Assist.	1	0.02%
Congregate Meals (Seniors etc)	1	0.02%
Couples Shelter	1	0.02%
Couples/Marriage Counseling	1	0.02%
CPR/First Aid Instruction	1	0.02%
CRIME	1	0.02%
Day Shelter	1	0.02%
Disabled/Medical Transport.	1	0.02%
Divorce Counseling	1	0.02%
EMPLOYMENT	1	0.02%
Formula/Baby Food	1	0.02%
Halfway House	1	0.02%
Homebuyer Services	1	0.02%
Housing Counseling	1	0.02%
Information About Suicide	1	0.02%
Inhalants	1	0.02%
Job Safety	1	0.02%
Job Training	1	0.02%
Landlord/Tenant	1	0.02%
LEGAL	1	0.02%
Literacy	1	0.02%
LSD	1	0.02%
Medicaid	1	0.02%
Medical Alert Devices	1	0.02%
Medical Equipment/Supplies	1	0.02%
Money Mgmt./Budget Counsel.	1	0.02%
Murder/Homicide	1	0.02%
OTC Drugs	1	0.02%
Parenting Skills	1	0.02%
PCP	1	0.02%
Prenatal Care	1	0.02%
SHELTER/HOMELESS SERVICES	1	0.02%
Soup Kitchens	1	0.02%
Steroids	1	0.02%
Suicide, Level 1 (Threat)	1	0.02%
SUPPORT GROUPS	1	0.02%
Tax Forms/Information	1	0.02%
Temporary Restraining Order	1	0.02%
Tobacco Products	1	0.02%
TRANSPORTATION	1	0.02%
Utility, Telephone	1	0.02%
Vocational Rehabilitation	1	0.02%
YOUTH DEVELOPMNT/AT RISK YOUTH	1	0.02%
Abortion	0	0.00%
ACTIVE CALLER	0	0.00%
ADOPTION/FOSTER CARE	0	0.00%
Adult Day Care	0	0.00%





After School Care	0	0.00%
Animal Abuse	0	0.00%
Animal Adoption	0	0.00%
Automobile/Boat Donation	0	0.00%
Baby Clothing	0	0.00%
Baby Furniture/Baby Items	0	0.00%
CASE MANAGEMENT	0	0.00%
Cash Donation	0	0.00%
Chambers of Commerce	0	0.00%
Child Abuse Mental/Neglec	0	0.00%
Child Support Recovery	0	0.00%
CLOTHING	0	0.00%
Clothing Donation	0	0.00%
Computer Classes	0	0.00%
CONSUMER	0	0.00%
Consumer Protection	0	0.00%
Couples/Marriage Counseli	0	0.00%
CRISIS LINE/I&R OTHER CIT	0	0.00%
DAY CARE/CHILD CARE	0	0.00%
Development Disability	0	0.00%
Diapers	0	0.00%
Disaster Shelter	0	0.00%
Disaster, Natural or Man	0	0.00%
EDUCATION	0	0.00%
Elder Exploitation	0	0.00%
EMERGENCIES/LAW ENFORCEMENT	0	0.00%
Emotional Supprt/Mental H	0	0.00%
English as 2nd Language (ESL)	0	0.00%
Foster Care	0	0.00%
Furniture Donation	0	0.00%
Gang Related	0	0.00%
GED	0	0.00%
General Assistance	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%
HEALTH/MEDICAL	0	0.00%
Health-Related Support Gr	0	0.00%
Hearing Screening/Hearing Aids	0	0.00%
HIV/AIDS Testing/Treatmen	0	0.00%
Holiday Food	0	0.00%
Holiday Volunteering	0	0.00%
HOME & SPECIALIZED HEALTH	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%
Identification Info./Assist.	0	0.00%
Immigration Services	0	0.00%
Immunizations/Vaccination	0	0.00%
Immunizations/Vaccinations	0	0.00%
Info. on Business/Industry	0	0.00%
INFORMATION	0	0.00%
Insurance Info./Counselin	0	0.00%
Legal Assist./Representat	0	0.00%
Legislator Information	0	0.00%
Licensing, Business/Profe	0	0.00%
Long Distance Transportat	0	0.00%
Long-Term Case Management	0	0.00%
Mass Transit/Public Trans	0	0.00%
Maternity Clothing	0	0.00%
Meals on Wheels	0	0.00%
Medical Bill Payment Assi	0	0.00%
Medical Equipment/Supplie	0	0.00%
Medical/Health Informatio	0	0.00%
Medicare	0	0.00%
Mental Health Day Treatme	0	0.00%
Missing Persons	0	0.00%
Nonprofit Corp. Development	0	0.00%
Nursing Homes	0	0.00%
Nutrition Education/Couns	0	0.00%
Nutrition Education/Counseling	0	0.00%
Other Financial Assistanc	0	0.00%
Parent Groups	0	0.00%
Personal Crisis/Mental Health	0	0.00%
Physical Handicap	0	0.00%
Physician Referral	0	0.00%
Poison Control	0	0.00%
Police/Sheriff/State Poli	0	0.00%
Primary Care	0	0.00%
Probation/Parole	0	0.00%
PUBLIC ASSISTANCE	0	0.00%
Request for Bullying Card	0	0.00%
Request for Bullying Cards	0	0.00%
Retirement Homes/Communities	0	0.00%
Sanitation	0	0.00%
School Supplies	0	0.00%
Senior Centers	0	0.00%
Sex Education/Pregnancy Prev.	0	0.00%
Sexually Transmitted Dise	0	0.00%
Small Business Development	0	0.00%
Small Claims	0	0.00%
Social Security/SSI	0	0.00%





Speed	0	0.00%
Subsidized Insurance	0	0.00%
Substance Abuse Info/Mate	0	0.00%
Substance Abuse Preventio	0	0.00%
SUICIDE	0	0.00%
Suicide Survivors	0	0.00%
Suicide, Level 2 (With Plan)	0	0.00%
Suicide, Level 3 (In Prog	0	0.00%
Summer Programs	0	0.00%
TANF	0	0.00%
Temporary Restraining Ord	0	0.00%
TEST CALLS	0	0.00%
Transitional Case Management	0	0.00%
TRANSLATION/INTERPRETING	0	0.00%
Unemployment Insurance	0	0.00%
Visual Impairment/Blindness	0	0.00%
Vocational/Technical Educ	0	0.00%
YOUTH DEVELOPMNT/AT RISK	0	0.00%
Youth/Runaway Shelter	0	0.00%
<i>TOTAL</i>	4388	100.00%





## 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>1345</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:

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

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

EMPLOYMENT STATUS	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>

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







REGIONAL LEVEL

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

REGION	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>	100.00%





## 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***

REGION	1	337	10.45%
	2	470	14.58%
	3	1333	41.35%
	4	519	16.10%
	5	565	17.52%
	TOTAL	<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***

REGION	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>	100.00%





## 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%.

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

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

EMPLOYMENT STATUS	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
	<b>TOTAL</b>	<b>723</b>

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

