



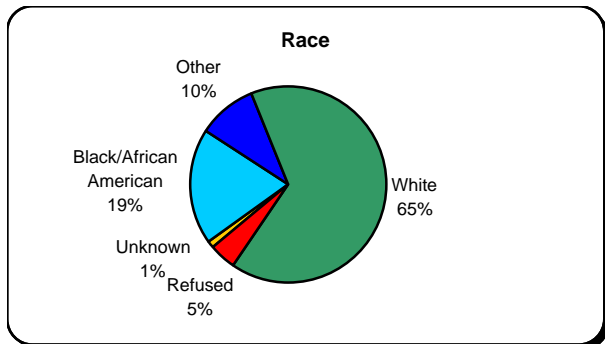
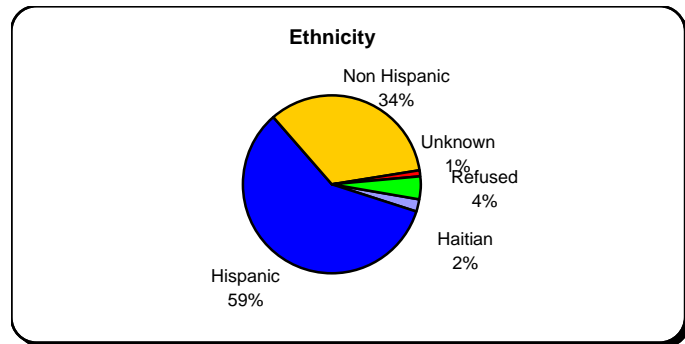
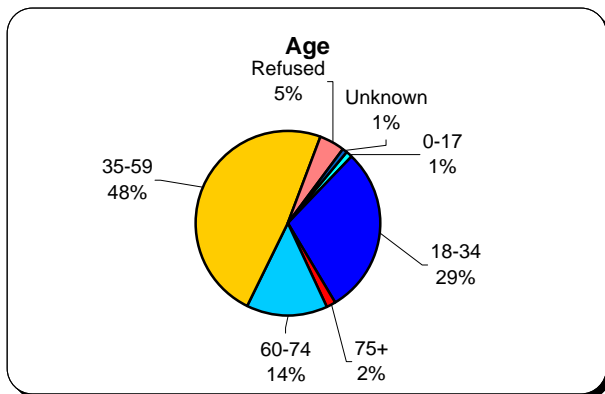
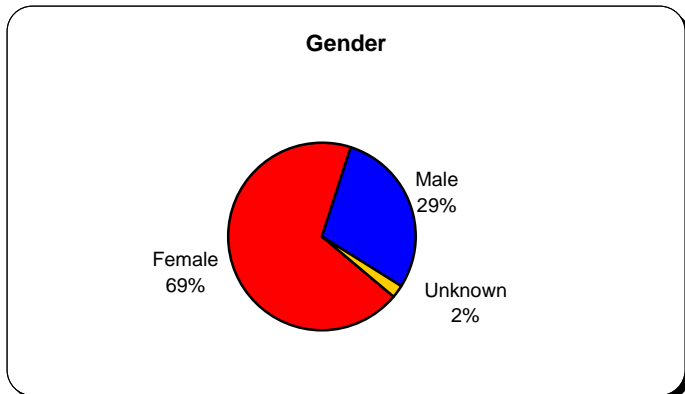
**Switchboard**  
Answering the Call since 1968

## HELPLINE MONTHLY REPORT

February 2009

Type of Call	Feb-09	Jan-09	Feb-08	YTD 2009
<b>Incoming Calls</b>	<b>11,026</b>	<b>9,052</b>	<b>9,338</b>	<b>9,052</b>
Active Crisis:	98	139	13	139
Counseling:	1,643	1,972	1,791	1,972
Counseling w/Advocacy:	15	5	13	5
Counseling w/Information & Referral:	269	224	176	224
Information Only (Information):	3,718	2,688	2,433	2,688
Information & Referral (Referral):	5,283	4,024	4,912	4,024
<b>Other Calls</b>	<b>569</b>	<b>716</b>	<b>895</b>	<b>716</b>
Follow-ups:	569	716	895	716
Other (Hang-ups, Wrong #'s, Obscene, etc.):	3,435	3,354	4,210	3,354
<b>Total Calls:</b>	<b>15,030</b>	<b>13,122</b>	<b>14,443</b>	<b>13,122</b>

Incoming Calls - Specialized HELPLines	
2 1 1	6,934
Switchboard's Community HELPLine	3,753
Lifeline	201
LINK Line	23
Care Force	50
Teach More Love More	11
Seniors Never Alone Program	13
M-DC Health Department	9
GLBTQ Info Line	21
Gang Hotline	5
DCPS - EAP Line	4
Instant Messaging	2
Rape	0
	<b>11,026</b>



Needs/Issues	
Addiction/Substance Abuse	42
Basic Needs	1,939
Consumer Services	78
Disability Issues	195
Education	380
Employment	299
Environmental Quality	59
Family/Teen Issues	512
Government Issues	1,070
Health Issues	824
Legal Services	1,560
Mental Health Issues	2,292
Suicide Related	30
Victim Abuse	15
Other	499

