

Help Center 2016 Annual Report

Data are for calendar year 2016 from the iCarol Data base used by the Help Center and all other 211 call centers in Montana. The Help Center answers a local Crisis/Help Line (586-3333) as well as a branch of the National Suicide Prevention Life Line (1-800-273-TALK) and a 211 line (Dial 211) for human resource and referral information. The latter two lines ring in from 13 counties in Southwestern Montana. Contact counts and category counts do not match because each contact is chalked up for all categories that apply. Data shown are selected to represent the range and number of problems brought to the Help Center via various phone lines, walk-in, outreach, advocacy, mail, email and texting. Telecare calls show as "Outbound."

Contact Counts- total Contacts in 2016 - 17,953

Helpline Contact Location:	Type of Contact	Gender of Caller:	Caller age range:
Gallatin County 9,212	Local Help Line 6,141	Female 59.0%	Under 15 0.5%
Park County 1,003	211 Line 439	Male 40.0%	15-24 9.3%
Siver Bow County 378	Lifeline Calls 930	Trans/other/unknown 1.0%	24-44 27.5%
Missoula County 131	Outreach 235	Total 100.0%	45-64 41.3%
Yellowstone Co. 235	Walk-In 254		65 and over 3.4%
Madison County 86	Email,Text, Other 141		Unsure 18.0%
Lewis & Clark Co. 294	Outgbound Calls 2,886	Caller Reaction	
Other Montana 2,880	Advocacy, Follow-Up 6,927	Appreciates service 90.3%	Total: 100.0%
Out of state/cntry 667	Total Contacts 17,953	Perceived improvement 3.4%	
		Dissatisfied call/referl 0.1%	Volunteers
		No perceived difference 3.7%	No. of volunteers in year 27
		Not applicable 2.5%	No. of volunteer hours 2,407
		total 100.0%	In-kind value of vol. hrs \$26,477

Category Counts

Suicide Contacts: 1,064	Relationship Issues: 3,691	Mental Health Issues: 2,750	Abuse/Interpersonal Violence: 367
Attempt 22	Anger/Venting 259	Anxiety/Fear 385	(Does not include any contact re sexual assault/molestation)
Crisis/Threat 107	Bereavement 325	Depression/mood dis. 604	Child abuse/neglect 41
Ideation 422	Caregiver/Helper 200	Develop.Disability 18	Elder abuse/neglect 9
Survivor 254	Employer/Employee 115	Experiencing Psychosis 50	Harrasment 21
Third Party 241	Family 637	Medication 99	Homicidal/violent ideat. 6
Suicide Info 18	Lonely/Isolated 274	Mental health care opt. 222	Intimate partner violence 72
	Parent or Child 729	Mental Illness, Other 1,106	Other 32
Health Issues 381	Partner 406	Self Esteem/Self Worth 58	Recovery/past abuse 94
Equip/Technology 2	Peer 484	Sexuality Issues 8	Secondary Victim 4
Communcable dis 1	Pet 70	Sleep Problems 44	Stalking 6
Dental 2	Teacher/Student 98	Other (PTSD, Body Imge) 156	Verbal/Emotional abuse 82
Emergency 11	Other 94		
Heartn care options 34		Please note:	Sexual Abuse/Assault: 199
Other 79	Prime Reason for Contact:	Only those Sexual Assault data that came in on Help Center lines are shown.	Advocacy/Support recent 40
Prescriptions 90	Crisis 3,110	The Sexual Assault Counseling Center joined forces with the Voice Center at MSU in order to serve both student & non-student clients with joint advocates/counselors who are very well trained in trauma recovery work.	Appointment 24
STI or HIV 2	Emotional Support 2,989	Data from that work are kept seperatly as Voice/SACC, not Help Center, data.	Incest/child sex. assault 15
Chronic condition 155	Information 1,398		Other 19
Terminal illness 5	Referral 980		Recovery/Past Assault 96
	Thank You Call 27		Secondary Victim 5
	LE/CAC Request/Consult 91		
	Third Party Call 521		Answering Services: 209
Basic Needs: 801	Substance Abuse or Addiction: 461	Legal Issues: 177	ADS 25
Child Care 13	Alcohol 242	Bankruptcy 3	Mental Health/CRT 34
Clothing 11	Drugs 109	Civil 8	MSU - CPS - HDC - CHP 11
Education/Traing 10	Eating Disorder 7	Consumer Services 0	Private Practitioner 139
Employ/income 61	Gambling 5	Criminal 44	
Financ stress/cris 195	Other 13	Fam/divorce/custody 40	General/Diaster: 486
Food 84	Secondary Victim 2	Other 35	Government 11
Housing/Shelter 213	Self Mutilation 26	Tenant/landlord/hous. 34	Multicultural 1
Interpretive assist 1	Sexual recovery 7	SSI/Disability 13	Spiritual/Religious 8
Other 37	Treatment Options 23		Social Media 5
Personal care item 6			Local Event/Storm 236
Transportation 141			Career/School 225
Utilities 29			