

HELP CENTER Inc. Program Data 2017

Help Center 211 Program

Category counts - One contact is checked in all categories that apply

Type of Contact		Abuse/Interpersonal Violence		Relationship Issues		Basic Needs	
Local Help Line	6,807	Child Abuse/Neglect	45	Anger/Venting	325	Child Care	8
National Lifeline	1,260	Elder Abuse/Neglect	5	Bereavement	132	Clothing	11
211 Line	514	Harrassment/Stalking	17	Caregiver/helper	190	Dental Health	6
Outreach	50	Intimate Partner Violence	91	Employer/ee	99	Education or Taining	10
Walk-In	228	Other	22	Family	789	Employment orIncome	55
Email, text, other	243	Recovery/Past Abuse	88	Lonely/isolated	317	Financial Stress	215
Outbound calls	3,030	Secondary Victim	3	Other	69	Food	68
Advoc, Follow-up	4,323	Verbal Abuse	56	Parent/child	613	Housing or Shelter	238
Total Contacts	16,455	Violent Ideation	2	Partner	388	Interpretive Assistance	1
Age		Total	329	Peer	251	Other	18
less than 15	1.0%			Pet	79	Personal Care Items	14
15-24	9.0%	Addiction/Substance Abuse		Teacher/student	36	Transportation	137
25-44	33.5%	Alcohol	207	Total	3,288	Utilities	22
45-64	36.0%	Drugs	90	Contacts Re Suicide		Total	803
65 & over	4.5%	Eating Disorders	10	Attempt	24		
Unsure	16.0%	Gambling	9	Crisis or Threat	202	Legal Issues	
Gender		Other	5	Ideation	535	Bankrupcy	3
Female	65.5%	Recovery	25	Information	40	Civil	14
Male	33.5%	Secondary Victim	5	Grieving	63	Consumer Services	4
Other	0.1%	Self Mutilation	24	Third Party	273	Criminal	38
Unknown	0.9%	Sexual Abuse/Molestation	10	Total	1,137	Family, Divorce, Custody	59
Caller reaction/Mood		Shopping/Spending	1	Suicide Risk Assessments		Other	38
Appreciative	90.2%	Tobacco	10			Social Security/Disability	4
Dissatisfied	0.6%	Treatment Options	17	Total	1,039	Tenant/Landlord, Housing	22
Improvement	2.2%	Total	413			Total	182
No Change	5.0%	Known Locations of Callers/Clients					
N/A	2.0%	Gallatin County	7,257	Other Montana	3,118	Help Center Volunteers	
		Madison County	49	Out Of State	733	Crisis Lines 34,	Hours 2,729
		Meagher County	8			Telecare 4	Hours 274
		Park County	621			Resource Checkers 3	Hours 116
						Total Hours	3,119
						Total Hc Volunteers	41
						Total in Agency	102

Sexual Assault Counselin Center (SACC)

Counseling/Advocacy service to 105 adult primary victims, including 57 advocacies during forensic medical exams

Staffing both SACC and CAC, Counselor /Advocates provided 1,117 Conseling/Therapy session, 505 Legal advocacies, 632 Personal advocacies

Gallatin County Child Advocacy Center (CAC)

228 contacts from children and care givers; 68 forensic interviews

Hearts & Homes (H&H)

Supervised 1,920 hours of Visitation for 96 different Children as well as 48 Attenders at at "Parenting through Separation" classes

Sacks Thrift Stores

Were assisted by 61 Volunteers serving 4,730 hours

May 2018