

## 2-1-1 Idaho CareLine Year-to Date Spanish Contacts As of December 2009

[State Fiscal Year (SFY) = July 1, 2009 to June 30, 2010]

Call Classification	July	August	September	October	November	December	Total Calls
Abuse/Neglect	4	6	11	6	3	7	37
Adoption	4	4	7	1	0	1	17
Childcare	87	112	86	88	77	110	560
Clearinghouse	0	0	0	0	0	0	0
Dentist	0	5	5	3	8	10	31
Disabilities (under age 3)	0	0	2	0	0	2	4
Disabilities (age 3 & older)	0	2	3	0	1	3	9
Doctor	12	11	18	9	9	10	69
Employment / Business	2	8	6	2	6	2	26
Environmental Health	0	0	1	0	0	0	1
Financial Service / Benefits	359	427	364	392	335	325	2202
Foster Care	15	11	1	4	3	0	34
Fraud	1	1	1	2	2	4	11
Health Resources	20	17	30	19	17	12	115
Immunizations	0	2	7	30	21	10	70
Medicaid (Age 19-)	202	215	257	235	164	213	1286
Medicaid (Age 19+)	41	35	33	51	53	24	237
Medicaid Dentist	11	6	4	4	5	4	34
Medicaid Doctor	22	17	16	17	14	23	109
Mental Health	2	7	12	1	6	2	30
Miscellaneous	47	77	73	456	200	71	924
Senior Issues (Age 60 & older)	2	1	2	0	0	1	6
Social Security	4	5	1	5	3	4	22
Substance Abuse	1	2	1	1	2	2	9
Tobacco	2	0	0	0	0	0	2
WIC	6	11	12	15	9	5	58
<b>Total:</b>	<b>844</b>	<b>982</b>	<b>953</b>	<b>1341</b>	<b>938</b>	<b>845</b>	<b>5903</b>

Source: IDHW 2-1-1 Idaho CareLine "Get Connected, Get Answers"

Note: Report displays the cumulative contacts received from Spanish-only speakers to date during the SFY by month, by contact classification, and total contacts to date..