

**2-1-1 Idaho CareLine  
SFY 2014 Q1 Summary by Contact Classification  
As of September 2013**

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

<b>Call Classification</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Total Calls</b>
Abuse/Neglect	387	367	292	<b>1,046</b>
Access Card				
Adoption	44	41	87	<b>173</b>
Adoption & Foster Care	42	22	48	<b>112</b>
Alzheimer	9	13	12	<b>34</b>
Cancer	42	46	39	<b>127</b>
Childcare	2,106	2,390	2,231	<b>6,950</b>
Clearinghouse	11	9	14	<b>34</b>
Dentist	114	105	74	<b>293</b>
Diabetes	5	8	6	<b>19</b>
Disabilities (under age 3)	54	63	104	<b>221</b>
Disabilities (age 3 & older)	108	117	58	<b>283</b>
Doctor	145	117	82	<b>344</b>
Employment / Business	86	80	86	<b>252</b>
Environmental Health	24	21	21	<b>66</b>
FACS Library	8	6	12	<b>26</b>
Foster Care	83	105	96	<b>284</b>
Fraud	143	189	169	<b>501</b>
Health Resources	420	424	375	<b>1,219</b>
HIV/AIDS/STD	7	4	6	<b>17</b>
Immunizations	33	65	47	<b>145</b>
Legal	433	430	371	<b>1,234</b>
Medicaid (Age 19-)	432	521	481	<b>1,434</b>
Medicaid (Age 19+)	1,091	1,116	1,017	<b>3,224</b>
Medicaid Dentist	172	186	159	<b>517</b>
Medicaid Doctor	247	255	203	<b>705</b>
Mental Health	268	215	175	<b>658</b>
Miscellaneous	665	709	605	<b>1,979</b>
Prenatal/Family Planning	21	24	7	<b>52</b>
Senior Issues (Age 60 & older)	136	148	144	<b>428</b>
Social Security	110	109	81	<b>300</b>
Substance Abuse	100	138	88	<b>326</b>
Tobacco	16	24	22	<b>62</b>
Welfare	5,108	5,198	4,341	<b>14,647</b>
WIC	131	147	103	<b>381</b>
<b>Total:</b>	<b>12,801</b>	<b>13,412</b>	<b>11,656</b>	<b>37,869</b>

(Spanish contact information included - see Spanish contacts for detail)

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

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

**2-1-1 Idaho CareLine SFY 2014 Q1 Spanish Contacts  
As of September 2013**

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

<b>Call Classification</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>Total Calls</b>
Abuse/Neglect	4	4	3	<b>11</b>
Access Card				
Adoption		1		<b>1</b>
Adoption & Foster Care				
Alzheimer				
Cancer	1	2	2	<b>5</b>
Childcare	55	70	98	<b>223</b>
Clearinghouse				
Dentist	1	2	6	<b>9</b>
Diabetes				
Disabilities (under age 3)	3	1	3	<b>7</b>
Disabilities (age 3 & older)		1	3	<b>4</b>
Doctor	5	3	1	<b>9</b>
Employment / Business	2	4	1	<b>7</b>
Environmental Health		1	1	<b>2</b>
FACS Library		1		<b>1</b>
Foster Care	1			<b>1</b>
Fraud	3	2	4	<b>9</b>
Health Resources	14	8	14	<b>36</b>
HIV/AIDS/STD				
Immunizations	1	1		<b>2</b>
Legal	12	10	6	<b>28</b>
Medicaid (Age 19-)	72	76	38	<b>186</b>
Medicaid (Age 19+)	13	14	10	<b>37</b>
Medicaid Dentist	2	4	5	<b>11</b>
Medicaid Doctor	12	12	10	<b>34</b>
Mental Health	4	3		<b>7</b>
Miscellaneous	33	43	36	<b>112</b>
Prenatal/Family Planning	1			<b>1</b>
Senior Issues (Age 60 & older)	7	1	1	<b>9</b>
Social Security	5	2	1	<b>8</b>
Substance Abuse	4	4	2	<b>10</b>
Tobacco				
Welfare	136	125	110	<b>371</b>
WIC	4	5	2	<b>11</b>
<b>Total:</b>	<b>395</b>	<b>400</b>	<b>357</b>	<b>1152</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..