



Wayne County Summary

Annual
Custom Report

2019



LIFE LINE

Get Connected. Get Answers.

Total Number of Calls = 1,176

| Age Range | # of Callers |
|--------------------|---------------------|
| Under 5 Years | 2 |
| 5 - 9 Years | 12 |
| 10 - 14 Years | 31 |
| 15 - 19 Years | 35 |
| 20 - 24 Years | 56 |
| 25 - 34 Years | 168 |
| 35 - 44 Years | 129 |
| 45 - 54 Years | 142 |
| 55 - 59 Years | 181 |
| 60 - 64 Years | 39 |
| 65 - 74 Years | 53 |
| 75 - 84 Years | 14 |
| 85 Years and Older | 9 |
| Unknown | 305 |
| Total | 1,176 |

| Gender | # of Callers |
|------------------------|---------------------|
| Female | 770 |
| Gender Queer | 0 |
| Gender not listed here | 0 |
| Intersex | 0 |
| Male | 390 |
| Transgender | 0 |
| Transgender Female | 0 |
| Transgender Male | 0 |
| Decline to answer | 1 |
| Unknown | 15 |
| Total | 1176 |

| Inquiry Type | # of Callers |
|---------------------|---------------------|
| Advocacy | 148 |
| Counseling and I&R | 51 |
| Counseling Only | 270 |
| Information Only | 135 |
| Referral Call | 572 |
| Total | 1,176 |

| City | # of Callers |
|-----------------|--------------|
| Alton | 1 |
| Clyde | 34 |
| Dalton | 1 |
| East Palmyra | 24 |
| East Williamson | 1 |
| Lyons | 212 |
| Macedon | 104 |
| Marion | 61 |
| Newark | 303 |
| North Rose | 11 |
| Ontario | 64 |
| Ontario Center | 3 |
| Palmyra | 64 |
| Red Creek | 22 |
| Savannah | 15 |
| Sodus | 69 |
| Sodus Point | 30 |
| Walworth | 24 |
| Williamson | 74 |
| Wolcott | 52 |
| Unknown | 7 |
| Total | 1176 |

| Referral Source | # of Callers |
|--|---------------------|
| Always known | 375 |
| Previous Caller | 342 |
| Other | 133 |
| Human Services Organization | 120 |
| Friend/Relative/Neighbor | 53 |
| Mental Health Professional | 40 |
| Doctor/Other Medical Professional | 28 |
| Internet | 24 |
| DSS | 13 |
| Government Agency | 10 |
| Hospital (Social Worker/Liaison) | 7 |
| Church/Clergy | 6 |
| School | 5 |
| Workplace | 5 |
| 911 | 3 |
| Literature (Brochures Stickers Flyers Posters etc) | 2 |
| Refused Information | 2 |
| Television Promotion | 2 |
| 311 | 1 |
| Billboard | 1 |
| Caller Hung Up | 3 |
| Presentation/Community Information Session | 1 |

Presenting Issues, Co-Occurring with Mental Health/Substance Use

| Presenting Issue | Total Calls | Co-Occurring with Mental Health/Suicide | Co-Occurring with Substance Use |
|--|--------------------|--|--|
| Abuse/Victimization | 25 | 9 | 0 |
| Bullying | 1 | 1 | 0 |
| Family/Other Relationship | 99 | 60 | 1 |
| Financial/Basic Needs | 319 | 17 | 2 |
| Public benefits (SNAP, DSS, etc) | 4 | 0 | 0 |
| Insurance connection/navigation | 3 | 0 | 0 |
| Housing support (Shelter, Affordable housing, etc) | 96 | 1 | 1 |
| Food Support | 180 | 2 | 0 |
| Job Loss | 5 | 4 | 0 |
| Legal | 33 | 5 | 0 |
| Medical | 63 | 15 | 2 |
| Dental | 1 | 0 | 0 |
| Mental Health | 426 | x | 6 |
| Recent Psychiatric Hospitalization | 3 | x | x |
| Homicidal | 3 | x | x |
| Self-harm | 12 | x | x |
| Suicide - Thoughts/ Attempt In Progress /Attempt Survivor /Loss Survivor | 44 | x | x |
| Sexuality/LGBTQ | 0 | 0 | 0 |
| Substance Abuse/Addiction | 28 | 6 | x |

| Top 25 Services Requested* | |
|---|--------------|
| Need Name | Count |
| Food Pantries | 306 |
| General Crisis Intervention Hotlines | 291 |
| Psychiatric Mobile Response Teams | 168 |
| Information and Referral | 82 |
| Electric Service Payment Assistance | 71 |
| Rent Payment Assistance | 62 |
| Undesignated Temporary Financial Assistance | 53 |
| Furnace Maintenance/Repair | 16 |
| General Clothing Provision | 15 |
| 911 Services | 14 |
| Gas Service Payment Assistance | 14 |
| Food Vouchers | 13 |
| Individual Counseling | 13 |
| Health Insurance Information/Counseling | 12 |
| Home Rehabilitation Programs | 12 |
| Legal Counseling | 12 |
| Suicide Prevention Hotlines | 12 |
| Diapers | 11 |
| Adult Protective Intervention/Investigation | 10 |
| Case/Care Management | 10 |
| Low Income/Subsidized Rental Housing | 9 |
| Central Intake/Assessment for Substance Use Disorders | 8 |
| Children's Clothing | 8 |
| Detoxification | 8 |
| Furniture | 8 |
| Homeless Shelter | 8 |
| Mental Health Evaluation | 8 |
| Sheriff | 8 |
| Transitional Housing/Shelter | 8 |



| Top Unmet Needs* | |
|---|----|
| Rent Payment Assistance | 20 |
| Homeless Shelter | 11 |
| Furniture | 10 |
| Food Pantries | 9 |
| Undesignated Temporary Financial Assistance | 7 |
| Electric Service Payment Assistance | 6 |
| Rental Deposit Assistance | 6 |
| Automotive Repair and Maintenance | 5 |
| Information and Referral | 5 |
| Transportation Expense Assistance | 5 |
| Appliances | 4 |
| General Crisis Intervention Hotlines | 4 |
| Gas Service Payment Assistance | 3 |
| Grocery Ordering/Delivery | 2 |
| Legal Counseling | 2 |
| Pest Control Services | 2 |
| School Supplies | 2 |
| Telephone Service Payment Assistance | 2 |

| Reasons* | |
|---|----|
| Service is unavailable | 62 |
| Ineligible for available services | 38 |
| Service referral is refused | 16 |
| Incomplete call/Hang Up | 13 |
| Exhausted suggested referrals | 11 |
| Service is too far away/Transportation is unavailable | 4 |
| Funding is exhausted | 1 |
| Service hours are inappropriate/inconvenient | 1 |

| Website Hits** | | |
|-----------------------|--------------|-----------------|
| City | Users | Sessions |
| Lyons | 194 | 412 |
| Macedon | 119 | 133 |
| Newark Arcadia | 898 | 1201 |
| Ontario | 119 | 136 |
| Ontario Center | 495 | 610 |
| Palmyra | 223 | 257 |
| Red Creek | 10 | 12 |
| Savannah | 29 | 32 |
| Sodus | 31 | 33 |
| Sodus Point | 20 | 22 |
| Walworth | 391 | 509 |
| Williamson | 336 | 391 |
| Wolcott | 34 | 53 |
| Marion | 72 | 88 |
| County Total | 2971 | 3889 |

**A complete breakdown of services is available upon request.*

***Cities/towns not shown here may not have data available through Google Analytics.*

