



HODAC

FY07 Helpline Statistical Analysis

For REGION 2



September 30, 2007

by



ANOVA Business Analysts



TABLE OF CONTENTS

Executive Summary 3

Methodology 3

Company Profile and History..... 5

Caller History 6

Demographics..... 7

 Gender – Regional Level 7

 Ethnicity..... 8

 Regional Level Ethnicity..... 8

 Employment Status..... 9

 Regional Level Employment Status..... 9

 Age Range 10

Needs..... 11

 Needs Discussion 11

 Multiple Needs 11

 Regional Needs Breakdown..... 12

 Top 25 Caller Inquiries 12

 State Levels 12

 Regional Levels..... 15

Complete Caller Need List – Region 2 16

 Substance Abuse..... 23

Specific Focus Areas 23

 Alcohol..... 24

 Crack..... 26

 Methamphetamines..... 28

 Prescription Drugs 30

ANOVA Business Analysts, LLC. 32



EXECUTIVE SUMMARY

HODAC

A thorough and complete statistical analysis has been compiled, disseminated, and analyzed comparing the first six months of data for the periods of July 1, 2006 – December 31, 2006 and January 1, 2007 – June 30, 2007. This data has been compiled from actual calls received into the Helpline Georgia Call Center and logged into the database. Data was received in a 'raw' or untouched state where a series of statistical cleaning and repairing operations were performed. If pertinent data was missing from specific calls, that call was deleted from the entire database to allow for a relevant and pertinent database to analyze from. Type 1 and Type 2 statistical errors were avoided at all costs.

Data was received in two 'blocks' of six month intervals for FY06, spanning July 1, 2006 – December 31, 2006 and January 1, 2007 – June 30, 2007, with calls totaling 7,417 for the 1st six month period and 6,022 calls for the second six month period. The two six-month periods were then totaled for the entire year reporting period for a total of 13,439 calls. Each test performed was completed individually on each dataset so as not to risk tainting each of the datasets. Certain specific state, regional, and county information was deemed important to obtain from the datasets to compare. The information gleaned from these tests will create a situation where caller behaviors, habits, and utilizations can be determined. Seasonal behavior can be identified when comparing the datasets of each of the three years of reporting. This knowledge has great implications for further marketing of the Helpline Georgia program, as well as pinpointing important areas within the state and cultural sub-sects of society that may require specialized assistance.

The following information was cultivated from the three sets of data obtained:

METHODOLOGY

1. DEMOGRAPHICAL

- i. **Gender**- Tests performed at both the State and Regional Levels for high level Gender call behaviors.
- ii. **Ethnicity** - Performed at both the State and Regional Level
- iii. **Employment** – Status tests performed at both the State and Regional Level
- iv. **Age Range** - State and Regional high level data was obtained

2. CALLER USAGE_(General, high level information)

- i. Total State, Regional, and County caller usage habits were obtained.





3. NEEDS

This section is extremely detailed and comprehensive. Need data was cultivated for the following for each of the six month periods:

- i. **Multiple Needs** – These are callers who utilize the service for more than one reason. ALL ‘reasons’ or ‘needs’ were calculated for each caller, resulting in a figure much higher than the actual number of callers. This captures all the reasons they call the service. This high level data was captured for State and Regional levels.
- ii. **Top Fifteen Needs** – These represent the top 15 reason people are utilizing Helpline Georgia. This was compared for each 6-month period of each year and was calculated for both State and Regional levels.
- iii. **Complete List** – This is a complete State level list of the needs callers inquired about when they called the service.
- iv. **Substance Abuse** - This area was calculated at the State and Regional Level.

4. SPECIFIC FOCUS AREAS – ALCOHOL, CRACK, METHAMPHETAMINES & PRESCRIPTION DRUGS

- i. **Demographical** – State Level data for each focus area, for each reporting period including:
 - a. **Gender**
 - b. **Ethnicity**
 - c. **Employment Status**
 - d. **Age Range**
- ii. **Caller Usage** – State Level, Regional and County Level.



COMPANY PROFILE AND HISTORY

HODAC, Inc. began as The Houston Drug Action Council in 1970, shortly following the Atlanta International Rock Festival, also known as the Byron Rock Festival, which was held in neighboring Peach County. The Rock Festival brought to light the need for a drug intervention program in the county. Some concerned citizens started to look at the problem of rising drug use and teen pregnancies in Houston County. By 1973, The Houston Drug Action Council was incorporated and the staff size had tripled.

HODAC's priority has always been helping children who are having problems in their homes who are abused, delinquent, dealing with pregnancy or drug use. Since that time, HODAC's programs have increased as needs were identified in the community. Programs such as: Gateway Cottage, a transitional shelter for women with children who are coming out of drug and alcohol treatment facilities; Student and Family Prevention Services, working with high risk kids in dealing with an array of problems such as conflict resolution and anger management; Helpline Georgia, a statewide toll-free hotline providing information and referrals for crime victims, gambling addiction, drug and alcohol abuse and domestic violence; Teen Pregnancy Prevention Program and Teen Headquarters, designed to assist teens with prevention of pregnancy, risks involved in having children, and alternative activities to reduce the number of juvenile crimes and pregnancies; and HODAC's Victim Resource Center, offering comprehensive services to crime victims and violence prevention education to the community.

The Houston Drug Action Council, Inc. officially changed its name in 1999 to HODAC, Inc.





CALLER HISTORY

REGION 2 – CALLER BREAKDOWN BY COUNTY

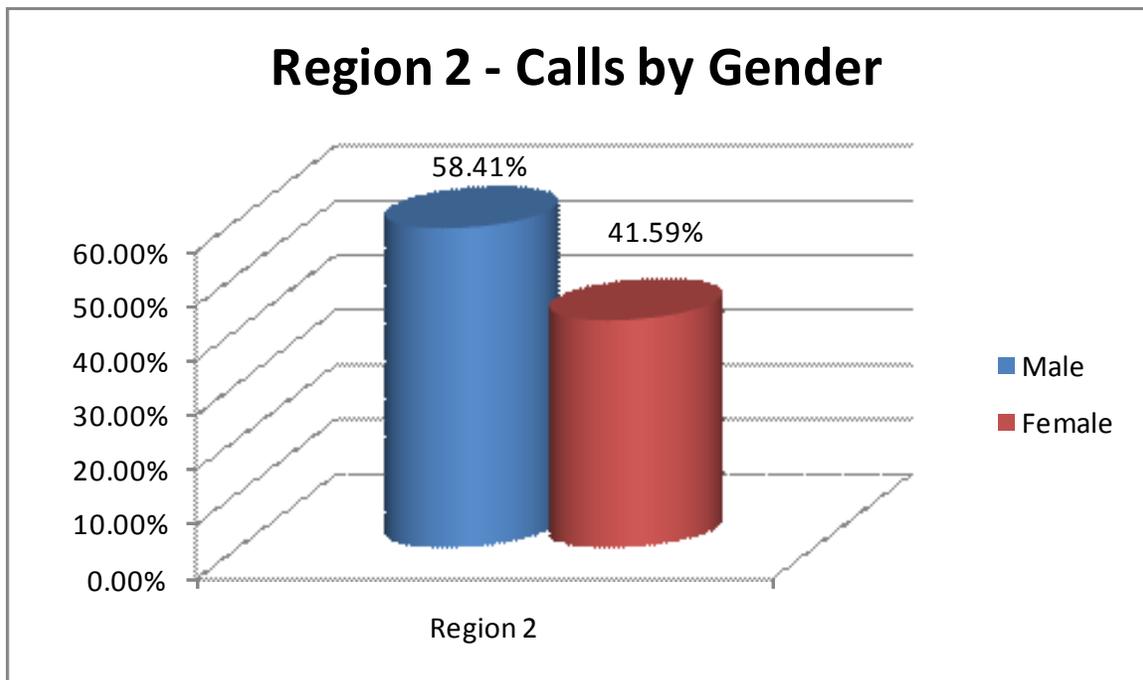
Region 2		
Callers by County		
<i>County</i>	<i>County</i>	<i>% of Calls</i>
Banks	1	0.06%
Barrow	82	4.58%
Burke	30	1.68%
Clarke	155	8.66%
Columbia	32	1.79%
Dawson	18	1.01%
Elbert	26	1.45%
Forsyth	98	5.48%
Franklin	35	1.96%
Glascocock	8	0.45%
Greene	14	0.78%
Habersham	20	1.12%
Hall	201	11.24%
Hancock	13	0.73%
Hart	12	0.67%
Jackson	64	3.58%
Jasper	22	1.23%
Jefferson	31	1.73%
Jenkins	1	0.06%
Lincoln	1	0.06%
Lumpkin	21	1.17%
Madison	23	1.29%
McDuffie	32	1.79%
Morgan	32	1.79%
Newton	103	5.76%
Oconee	4	0.22%
Oglethorpe	16	0.89%
Rabun	18	1.01%
Richmond	509	28.45%
Screven	11	0.61%
Stephens	36	2.01%
Towns	7	0.39%
Union	4	0.22%
Walker	2	0.11%
Walton	51	2.85%
Warren	7	0.39%
Washington	25	1.40%
White	19	1.06%
Wilkes	5	0.28%
TOTAL	1789	100.00%



DEMOGRAPHICS

GENDER – REGIONAL LEVEL

<i>Region 2</i> <i>Calls by Gender</i>		
	COUNTS	%
Male	1045	58.41%
Female	744	41.59%
TOTAL	1789	100.00%



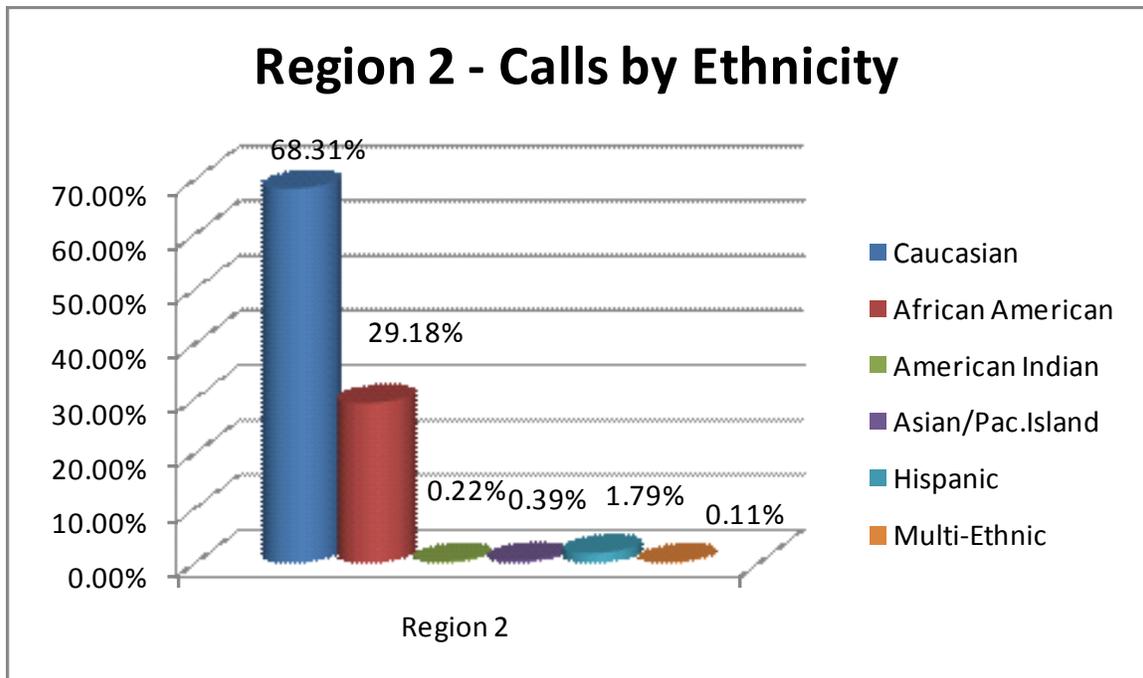


ETHNICITY

REGIONAL LEVEL ETHNICITY

REGION 2

Region 2 Calls by Ethnicity		
	Count	% Calls
Caucasian	1222	68.31%
African American	522	29.18%
American Indian	4	0.22%
Asian/Pac.Island	7	0.39%
Hispanic	32	1.79%
Multi-Ethnic	2	0.11%
TOTAL	1789	100.00%



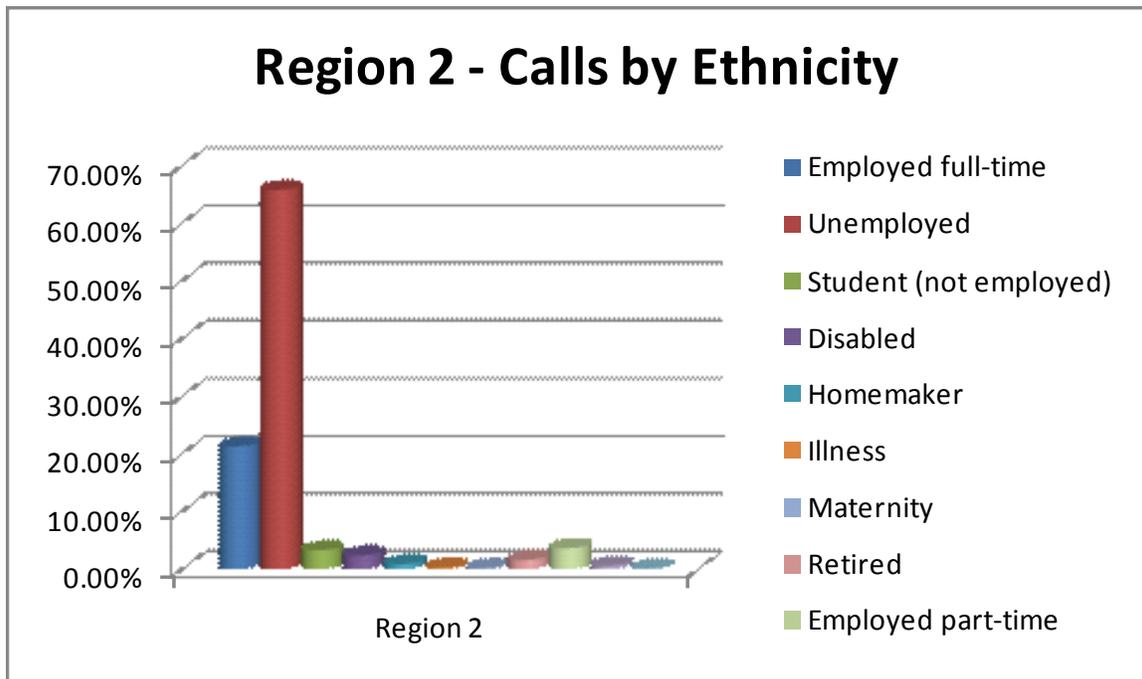


EMPLOYMENT STATUS

REGIONAL LEVEL EMPLOYMENT STATUS

REGION 2

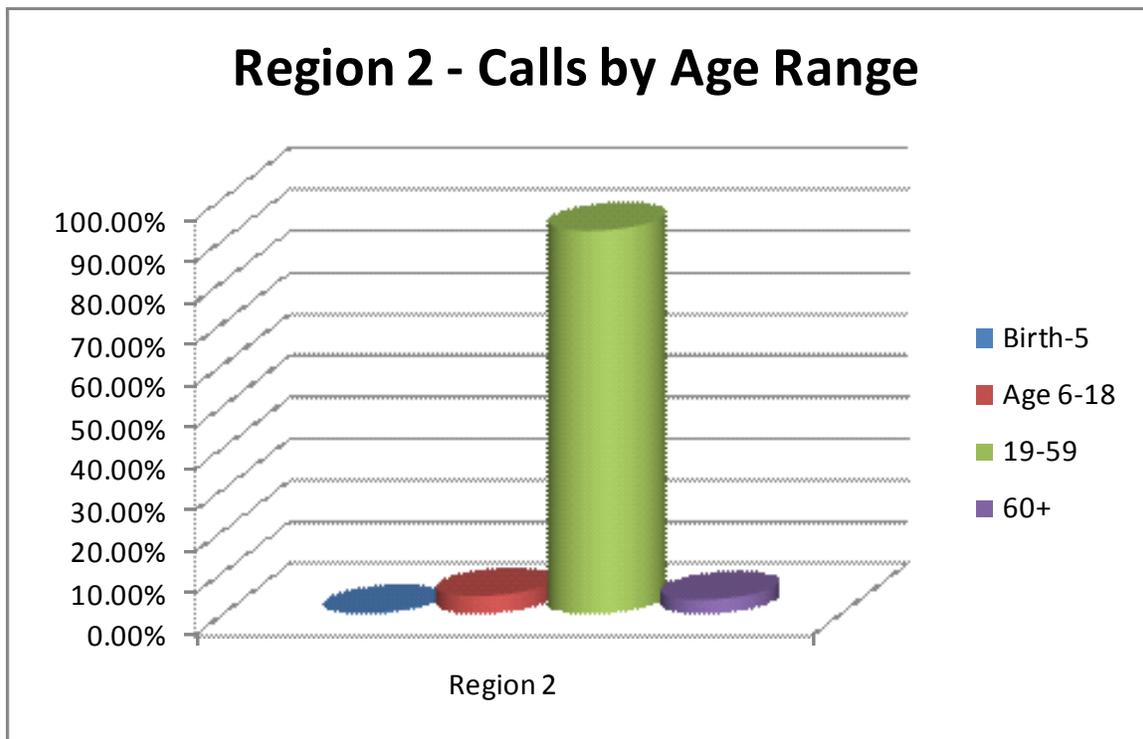
Region 2 Calls by Employment Status		
Employed full-time	381	21.30%
Unemployed	1177	65.79%
Student (not employed)	59	3.30%
Disabled	43	2.40%
Homemaker	16	0.89%
Illness	4	0.22%
Maternity	3	0.17%
Retired	29	1.62%
Employed part-time	65	3.63%
Temporary work	10	0.56%
Veteran	2	0.11%
TOTAL	1789	100.00%





AGE RANGE

Region 2		
Age Range		
	Count	% Calls
Birth-5	3	0.17%
Age 6-18	76	4.25%
19-59	1649	92.17%
60+	61	3.41%
TOTAL	1789	100.00%





NEEDS

NEEDS DISCUSSION

Caller Needs are represented in the HODAC Iris data collection system with 244 separate and individual needs. These needs are divided into both individual needs and categories. Needs were broken down into 6 separate main categories. 95% of all calls received at the Helpline can be categorized within one of the following six Main Categorical headings for Region 2.

This allows the Helpline to determine which general areas people are calling about.

MULTIPLE NEEDS

State and Regional Levels

Callers generally have more than one reason why they utilize Helpline Georgia. While they may inquire about only one issue, their calls often become larger and more encompassing, bleeding into other assistance areas. The average number of needs inquired about during any given call is calculated for State level data below for each of FY04, FY05, FY06 and FY07.

	<i>FY04</i>	<i>FY05</i>	<i>FY06</i>	<i>FY07</i>
Avg # Needs per Call	1.95	2.001	1.976	1.901

As you can see, the average number of needs per call inquired about remains virtually flat for each of FY04, FY05 and FY06, and FY07, hovering right at two needs per call.

Categorical Main needs attempt to pinpoint demographical data with regards to calling need inquiries. This assists the service to determine to what extent and configuration people are troubled when they utilize the service.

Of the 244 individual needs inquired about, the top 6 main need categories reported were as follows:



REGIONAL NEEDS BREAKDOWN

REGION 2

Categorical Needs	FY07	%
Substance Abuse / Addiction	1290	72.11%
Mental Health	47	2.63%
Criminal/Legal Reporting	133	7.43%
Abuse / Neglect	48	2.68%
General Information / Inquiries	175	9.78%
Medical / Health Inquiries	13	0.73%
<i>SUBTOTAL</i>	1706	95.36%
Multiple Categories (not fitting into categorical needs)	83	4.64%
<i>TOTAL</i>	1789	100.00%

TOP 25 CALLER INQUIRIES

STATE LEVELS

The most frequent reasons people call into Helpline Georgia have been historically, and continue to be largely for drug and substance abuse issues. The type and utilization of the most ‘common’ drugs such as marijuana have seen slight declines in call inquiries, while Methamphetamines and Crack have increased in interest – even in largely rural areas. Most prevalent within the state and continually gaining ground, drug problems are permeating even the most rural areas with drugs that were, in the past, considered to be ‘urban’ or ‘city’ in nature only. Still, ease of production, using common, everyday items as well as the ability to produce smaller amounts in concealed areas have lent, in part, a easy way to get high with decreased risk. This again is not just Georgian behavior, but is truly becoming a national epidemic.

As stated during FY2006 final report, while established drugs continue to be inquired about, ‘newer’, drugs with devastating physical results are being inquired about in larger and larger numbers. Marijuana, Heroin, Cocaine and Alcohol, while still appearing on the ‘Top 25’ hit list, are declining slowly in call inquiries throughout the last four year reporting period.

Below is a listing for the top 25 needs or reasons for calling the helpline and a graphical view of the top 15 of these needs. Totaling all needs yields a volume of 25,551 needs that the 13,419 callers had. These values contain a caveat that callers can and do call in for multiple

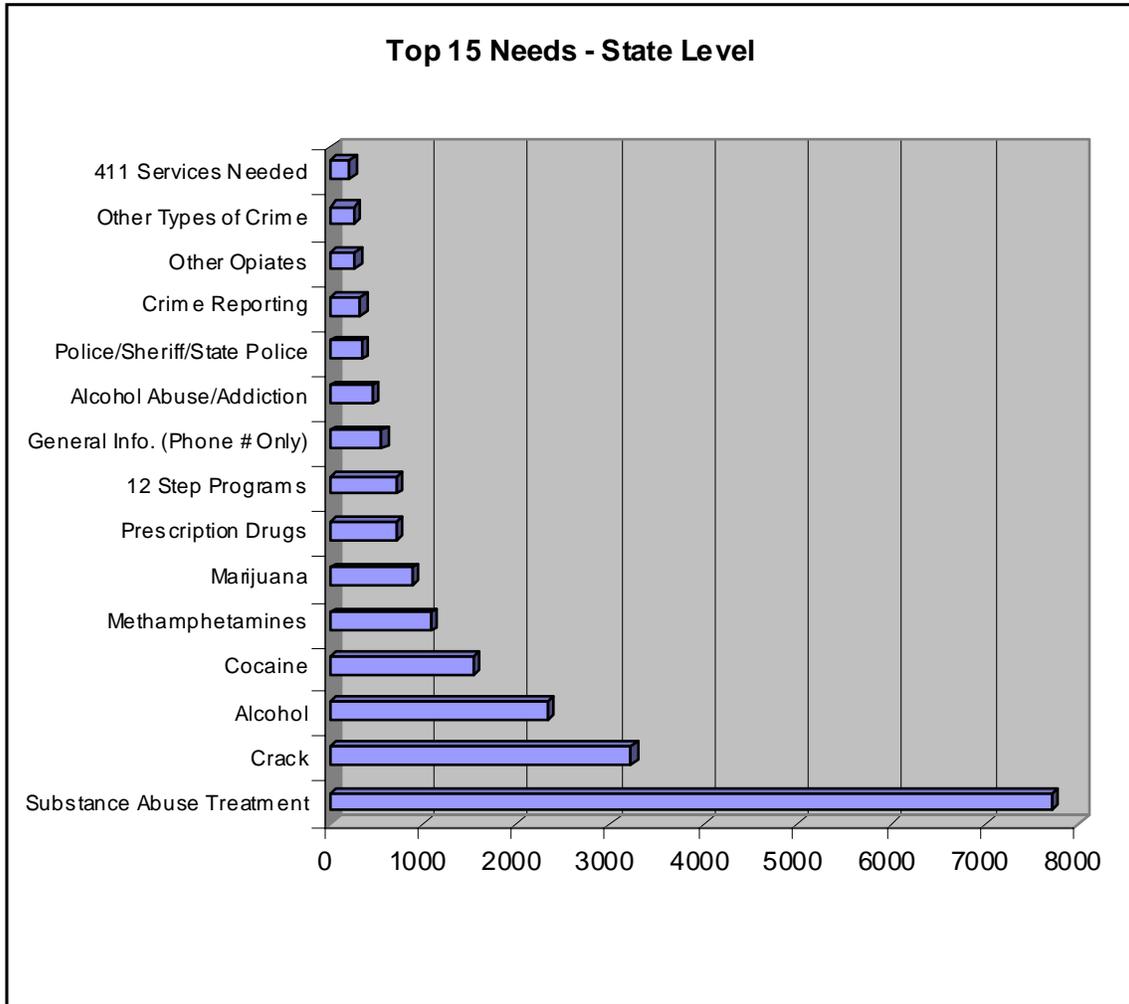


needs. The top five needs combine to 62.11% and the top 15 needs combine for 80.78% of the total needs of all callers. Including all needs up the top 25 brings the amount to 87.73%.

The Top 25 individual caller inquiries at the state level are as follows:

State Level - 25 Top Call Needs

	Need		
1	Substance Abuse Treatment	7702	34.36%
2	Crack	3224	14.38%
3	Alcohol	2313	10.32%
4	Cocaine	1544	6.89%
5	Methamphetamines	1086	4.84%
6	Marijuana	889	3.97%
7	Prescription Drugs	723	3.23%
8	12 Step Programs	704	3.14%
9	General Info. (Phone # Only)	562	2.51%
10	Alcohol Abuse/Addiction	475	2.12%
11	Police/Sheriff/State Police	347	1.55%
12	Crime Reporting	326	1.45%
13	Other Opiates	264	1.18%
14	Other Types of Crime	255	1.14%
15	411 Services Needed	226	1.01%
16	CRISIS LINE/I&R OTHER CITIES	223	0.99%
17	Drug Abuse/Addiction	220	0.98%
18	Victim Witness Services	188	0.84%
19	Substance Abuse Prevention	184	0.82%
20	LOTTERY GAMES	173	0.77%
21	Individual Shelter	171	0.76%
22	Domestic Violence	157	0.70%
23	Heroin	156	0.70%
24	Utility, Electric	154	0.69%
25	Substance Abuse Info/Materials	150	0.67%
	TOTAL	22416	100.00%





REGIONAL LEVELS

Individual caller need inquiries were also divided between the Regions for FY2007. The Top 25 needs for each region for each year is reported below with also the percentages of each for each year.

REGION 2

Top 25 Caller Needs - Region 2

	Needs	Count	% of calls
1	Substance Abuse Treatment	1143	32.64%
2	Crack	470	13.42%
3	Alcohol	322	9.19%
4	Methamphetamines	220	6.28%
5	Cocaine	177	5.05%
6	Marijuana	109	3.11%
7	Prescription Drugs	103	2.94%
8	12 Step Programs	93	2.66%
9	General Info. (Phone # Only)	81	2.31%
10	Alcohol Abuse/Addiction	80	2.28%
11	Other Opiates	43	1.23%
12	Drug Abuse/Addiction	34	0.97%
13	Crime Reporting	33	0.94%
14	Other Types of Crime	30	0.86%
15	CRISIS LINE/I&R OTHER CITIES	30	0.86%
16	Police/Sheriff/State Police	26	0.74%
17	LOTTERY GAMES	25	0.71%
18	Substance Abuse Prevention	23	0.66%
19	Victim Witness Services	21	0.60%
20	411 Services Needed	21	0.60%
21	Individual Shelter	20	0.57%
22	Legal Assist./Representation	19	0.54%
23	Heroin	17	0.49%
24	Substance Abuse Info/Materials	17	0.49%
25	Ecstasy	16	0.46%
	Total - Top 25 Caller Needs	3173	90.61%
	Total # of Needs - Region 2	3502	100.00%



COMPLETE CALLER NEED LIST – REGION 2

FY 2007 - Region 2 - Individual Needs

Need	FY07
Substance Abuse Treatment	1143
Crack	470
Alcohol	322
Methamphetamines	220
Cocaine	177
Marijuana	109
Prescription Drugs	103
12 Step Programs	93
General Info. (Phone # Only)	81
Alcohol Abuse/Addiction	80
Other Opiates	43
Drug Abuse/Addiction	34
Crime Reporting	33
Other Types of Crime	30
CRISIS LINE/I&R OTHER CITIES	30
Police/Sheriff/State Police	26
LOTTERY GAMES	25
Substance Abuse Prevention	23
Victim Witness Services	21
411 Services Needed	21
Individual Shelter	20
Legal Assist./Representation	19
Heroin	17
Substance Abuse Info/Materials	17
Ecstasy	16
Drug Testing	14
Domestic Violence	13
Individual Counseling	13
Mental Illness	12
Rape/Sexual Assault	11
Physical Assault	10
Crisis Counseling	9
Mental Health Evaluation	9
Other Support Groups	8
Probate Court	7
Other Financial Assistance	7
Rent Assistance	7
Utility, Electric	7
Assessment	7
Drug Selling	7
Elder Abuse	6



Civil Cases	6
Inpatient Mental Health	6
Battered Women's Shelter	5
Child Abuse Mental/Neglect	5
Consumer Complaints	5
Government Information Lines	5
Mental Health Day Treatment	5
Gambler's Anonymous	5
Family Shelter	4
CRIME	4
Criminal Cases	4
Utility, Unspecified	4
Anger Management Classes	4
Mental Health Information	4
Adult Sexual Abuse	3
Child Sexual Abuse	3
Crime Prevention	3
Cards	3
Video Poker/Slots	3
Dental Care/Screening	3
HIV/AIDS Testing/Treatment	3
Medical/Health Information	3
Family Counseling	3
MENTAL HEALTH	3
SUPPORT GROUPS	3
Inhalants	3
OTC Drugs	3
Adult Abuse Survivors	2
Child Abuse Physical	2
Bullying	2
Consumer Advocacy	2
Custody Assistance	2
LEGAL	2
Murder/Homicide	2
Drivers Education	2
Emergency Food/Pantries	2
General Volunteer Opportunity	2
Holiday Gifts/Toys	2
Other Housing	2
Transitional Housing	2
Utility, Gas	2
Child Care Information	2
Sexually Transmitted Diseases	2
Information About Suicide	2
Suicide, Level 1 (Threat)	2
DUI	2



Prescription Assistance	2
SUBSTANCE ABUSE	2
Elder Exploitation	1
YOUTH DEVELOPMNT/AT RISK YOUTH	1
911 Services Needed	1
Immigration Services	1
Administrative	1
Adult Clothing	1
Baby Clothing	1
Burial/Funeral Assistance	1
Child Care Financial Assist.	1
Children's Clothing	1
Clothing Donation	1
Diapers	1
Dice	1
Formula/Baby Food	1
Furniture	1
General Assistance	1
Home Repairs	1
Identification Info./Assist.	1
Job Search/Placement	1
Landlord/Tenant	1
Mortgage Assistance	1
Nutrition Education/Counseling	1
Pregnancy Counseling	1
Subsidized Housing	1
TANF	1
TRANSLATION/INTERPRETING	1
Unemployment Insurance	1
Utility, Water	1
Medical Bill Payment Assist.	1
Medical Care/Treatment	1
Medical Services	1
Physical Handicap	1
Divorce Assistance	1
Helpline Counseling	1
LSD	1
Animal Abuse	0
Child Abuse Mental/Neglec	0
Couples Shelter	0
Day Shelter	0
Domestic Violence Groups	0
SHELTER/HOMELESS SERVICES	0
YOUTH DEVELOPMNT/AT RISK	0
Youth/Runaway Shelter	0
Child Adoption	0



Child Support Recovery	0
CONSUMER	0
Consumer Protection	0
EMERGENCIES/LAW ENFORCEMENT	0
Gang Related	0
Legal Assist./Representat	0
Legislator Information	0
Police/Sheriff/State Poli	0
Probation/Parole	0
Request for Bullying Card	0
Request for Bullying Cards	0
Small Claims	0
Temporary Restraining Ord	0
Temporary Restraining Order	0
ADOPTION/FOSTER CARE	0
Adult Day Care	0
Adult Education	0
After School Care	0
Animal Adoption	0
Animal Control	0
Animal Rescue	0
Appliances	0
Assisted Living	0
Automobile/Boat Donation	0
Baby Furniture/Baby Items	0
Birth/Death Certificates	0
Car Seats	0
CASE MANAGEMENT	0
Cash Donation	0
Casino	0
Chambers of Commerce	0
CLOTHING	0
Computer Classes	0
Congregate Meals (Seniors etc)	0
DAY CARE/CHILD CARE	0
Disabled/Medical Transport.	0
Disaster Shelter	0
Disaster, Natural or Man	0
Discrimination Assistance	0
EDUCATION	0
EMPLOYMENT	0
English as 2nd Language (ESL)	0
Environmental Protection	0
Family Planning/Birth Control	0
FINANCIAL ASSISTANCE & SUPPORT	0
FOOD	0



Food Stamps	0
Foster Care	0
Furniture Donation	0
GED	0
General Info. (Phone # On	0
General Volunteer Opportu	0
GOVERNMENT INFORMATION	0
Government Information Li	0
Govmt. Surplus Commodities	0
Guardianship	0
Halfway House	0
HANDICAPS	0
Holiday Food	0
Holiday Volunteering	0
Homebuyer Services	0
Horse/Dog Racing	0
Hospice Care	0
Household Goods	0
Household Items Donation	0
HOUSING	0
Housing Counseling	0
Housing Search Assistance	0
Identification Info./Assi	0
Info. on Business/Industry	0
INFORMATION	0
Job Safety	0
Job Training	0
Licensing, Business/Profe	0
Licensing, Business/Profession	0
Literacy	0
Long Distance Transportat	0
Long Distance Transportation	0
Long-Term Case Management	0
Mass Transit/Public Trans	0
Mass Transit/Public Transport.	0
Maternity Clothing	0
Maternity Housing	0
Meals on Wheels	0
Missing Persons	0
Money Mgmt./Budget Counsel.	0
Non-Emergency Food	0
Nonprofit Corp. Development	0
Nutrition Education/Couns	0
Other Donations	0
Other Financial Assistanc	0
Pregnancy Testing	0



PUBLIC ASSISTANCE	0
Subsidized Insurance	0
Summer Programs	0
Tax Forms/Information	0
TEST CALLS	0
Transitional Case Management	0
TRANSPORTATION	0
Utility, Telephone	0
Vocational Rehabilitation	0
Vocational/Technical Educ	0
Abortion	0
Alzheimer's Disease	0
CPR/First Aid Instruction	0
HEALTH/MEDICAL	0
Health-Related Support Gr	0
Health-Related Support Groups	0
Hearing Screening/Hearing Aids	0
HIV/AIDS Testing/Treatmen	0
HOME & SPECIALIZED HEALTH	0
Home Health Aide/Companion	0
Immunizations/Vaccination	0
Immunizations/Vaccinations	0
Insurance Info./Counselin	0
Insurance Info./Counseling	0
Medicaid	0
Medical Alert Devices	0
Medical Bill Payment Assi	0
Medical Equipment/Supplie	0
Medical Equipment/Supplies	0
Medical Transportation	0
Medical/Health Informatio	0
Medicare	0
Nursing Homes	0
Physician Referral	0
Poison Control	0
Prenatal Care	0
Primary Care	0
Sex Education/Pregnancy Prev.	0
Sexually Transmitted Dise	0
Vision Screening/Glasses	0
Visual Impairment/Blindness	0
ACTIVE CALLER	0
Couples/Marriage Counseli	0
Couples/Marriage Counseling	0
CRISIS LINE/I&R OTHER CIT	0
Development Disability	0



Divorce Counseling	0
Emotional Supprt/Mental H	0
Emotional Supprt/Mental Health	0
Mental Health Day Treatme	0
Parent Groups	0
Parenting Skills	0
Personal Crisis/Mental Health	0
SUICIDE	0
Suicide Survivors	0
Suicide, Level 2 (With Plan)	0
Suicide, Level 3 (In Prog	0
GAMBLING ADDICTION	0
PCP	0
Speed	0
Steroids	0
Substance Abuse Info/Mate	0
Substance Abuse Preventio	0
Tobacco Products	0
ABUSE/NEGLECT	0
<i>TOTAL</i>	3502



SUBSTANCE ABUSE

REGIONAL LEVEL

All 13,439 calls were analyzed to determine how many of these individual calls were related to Substance Abuse.

The following are the results for Region 2 –this test captures all calls that may have had any Substance Abuse reason for calling in regardless of the number of needs the caller expressed needing help with.

SUBSTANCE ABUSE

Count	1290
--------------	-------------

SPECIFIC FOCUS AREAS

Specific Focus Areas were analyzed for the areas of Alcohol, Methamphetamines, Crack and Prescription Drugs for both the State level and for each region.

Substance abuse continues to be the most prevalent reason people utilize Helpline Georgia. It is important to investigate several areas of substance abuse to pinpoint emerging trends and/or potential problem areas.

The following specific focus areas are divided and represented by all regions to show a comparison for each region for FY2007.





ALCOHOL

STATE LEVEL RESULTS

The specific focus area of calls pertaining to Alcohol make up 20.70% of the total calls for FY07. Demographically viewing this category shows Males with 65.71%, Caucasians with 62.44% and the unemployed with 65.63% of calls. Regionally, region 3 contains 45.08% of calls and mirrors the call distribution for the entire state.

State level results for FY 2007 are as follows:

GENDER	Male	1828
	Female	954
	<i>TOTAL</i>	2782

ETHNICITY	Caucasian	1737
	African American	908
	American Indian	4
	Asian/Pac.Island	6
	Hispanic	122
	Multi-Ethnic	5
	<i>TOTAL</i>	2782

EMPLOYMENT STATUS	Employed full-time	680
	Unemployed	1823
	Student (not employed)	34
	Disabled	69
	Homemaker	17
	Illness	4
	Maternity	2
	Retired	21
	Employed part-time	113
	Temporary work	18
	Veteran	1
	<i>TOTAL</i>	2782

AGE RANGE	Birth-5	0
	18-Jun	48
	19-59	2673
	60+	61
	<i>TOTAL</i>	2782



REGIONAL LEVEL

Alcohol Calls Received - By Region

REGION	1	341	12.26%
	2	402	14.45%
	3	1254	45.08%
	4	370	13.30%
	5	415	14.92%
	TOTAL	2782	100.00%



CRACK

STATE LEVEL RESULTS

The specific focus area of calls pertaining to Crack make up 23.99% of the total calls for FY07. Demographically viewing this category shows Males with 62.34%, African Americans with 49.81% and the unemployed with 81.39% of calls. Regionally, region 3 contains 41.35% of calls and mirrors the call distribution for the entire state.

GENDER	Male	2010
	Female	1214
	TOTAL	3224

ETHNICITY	Caucasian	1546
	African American	1606
	American Indian	5
	Asian/Pac.Island	6
	Hispanic	59
	Multi-Ethnic	2
	TOTAL	3224

EMPLOYMENT STATUS	Employed full-time	426
	Unemployed	2624
	Student (not employed)	20
	Disabled	48
	Homemaker	6
	Illness	0
	Maternity	0
	Retired	5
	Employed part-time	66
	Temporary work	25
	Veteran	4
	TOTAL	3224

AGE RANGE	Birth-5	0
	18-Jun	50
	19-59	3154
	60+	20
	TOTAL	3224



REGIONAL LEVEL

Crack Calls Received - By Region

REGION	1	337	10.45%
	2	470	14.58%
	3	1333	41.35%
	4	519	16.10%
	5	565	17.52%
	TOTAL	3224	100.00%



METHAMPHETAMINES

STATE LEVEL RESULTS

The specific focus area of calls pertaining to Methamphetamines make up 8.08% of the total calls for FY07. Demographically viewing this category shows Males with 53.59%, Caucasians with 92.17% and the unemployed with 78.45% of calls. Regionally, the distribution is more even than the entire call base with region 3 containing 34.35% of calls, Regions 1 and 2 above 20% and Regions 4 and 5 averaging 11%.

GENDER	Male	582
	Female	504
	TOTAL	1086

ETHNICITY	Caucasian	1001
	African American	53
	American Indian	3
	Asian/Pac.Island	7
	Hispanic	22
	Multi-Ethnic	0
	TOTAL	1086

EMPLOYMENT STATUS	Employed full-time	156
	Unemployed	852
	Student (not employed)	23
	Disabled	7
	Homemaker	2
	Illness	0
	Maternity	3
	Retired	0
	Employed part-time	38
	Temporary work	4
	Veteran	1
	TOTAL	1086

AGE RANGE	Birth-5	0
	18-Jun	52
	19-59	1031
	60+	3
	TOTAL	1086



REGIONAL LEVEL

Methamphetamines Calls Received - By Region

REGION	1	258	23.76%
	2	220	20.26%
	3	373	34.35%
	4	135	12.43%
	5	100	9.21%
	TOTAL	1086	100.00%

It is interesting to note that although Region 2 also showed relatively low numbers of calls with regards to Crack and Alcohol inquiries like Region 1, Region 2 revealed nearly as many Methamphetamines calls as second place Region 1.



PRESCRIPTION DRUGS

STATE LEVEL RESULTS

The specific focus area of calls pertaining to Prescription Drugs make up only 5.38% of the total calls for FY07. Demographically viewing this category shows Males and Females at an almost even split with 49.10% and 50.90% respectively. Caucasians make up 89.76% and the unemployed 68.46% of the calls. Regionally, the distribution is more even than the entire call base with region 3 containing 28.77% of calls. Region 5 is a close second with 22.68%. The remaining regions average 16.2%.

GENDER	Male	355
	Female	368
	TOTAL	723

ETHNICITY	Caucasian	649
	African American	67
	American Indian	0
	Asian/Pac.Island	2
	Hispanic	4
	Multi-Ethnic	1
	TOTAL	723

EMPLOYMENT STATUS	Employed full-time	133
	Unemployed	495
	Student (not employed)	21
	Disabled	43
	Homemaker	4
	Illness	4
	Maternity	1
	Retired	0
	Employed part-time	17
	Temporary work	5
	Veteran	0
	TOTAL	723

AGE RANGE	Birth-5	0
	18-Jun	27
	19-59	684
	60+	12
	TOTAL	723



REGIONAL LEVEL

Prescription Drugs Calls - By Region

REGION	1	139	19.23%
	2	103	14.25%
	3	208	28.77%
	4	109	15.08%
	5	164	22.68%
	<i>TOTAL</i>	723	100.00%



ANOVA BUSINESS ANALYSTS, LLC.

SUMMARY

ANOVA Business Analysts, LLC. received Helpline Georgia data collected by HODAC, Inc. Data was received in good faith and assumed to be correct. No attempt was made by principals at ANOVA Business Analysts, LLC. to alter data. Missing, incomplete, or incorrect data was deleted from the final complete database to adhere to statistical analytical principles and avoid Type I and Type II errors at all possible costs.

A Master Database Document was maintained and can be referenced.

Please contact ANOVA Business Analysts at www.anovabusiness.com for any questions.

