



Livingston County Summary

Annual
Custom Report

2019



LIFE LINE
Get Connected. Get Answers.

Total Number of Calls = 482

Age Range	# of Callers
Under 5 Years	2
5 - 9 Years	1
10 - 14 Years	3
15 - 19 Years	14
20 - 24 Years	17
25 - 34 Years	34
35 - 44 Years	58
45 - 54 Years	38
55 - 59 Years	101
60 - 64 Years	33
65 - 74 Years	32
75 - 84 Years	12
85 Years and Older	4
Unknown	133
Total	482

Gender	# of Callers
Female	368
Gender Queer	0
Gender not listed here	0
Intersex	0
Male	107
Transgender	0
Transgender Female	0
Transgender Male	1
Unknown/Decline to answer	6
Total	482

Inquiry Type	# of Callers
Advocacy	22
Counseling and I&R	25
Counseling Only	130
Information Only	53
Referral Call	252
Total	482

City	# of Callers
Avon	29
Caledonia	35
Conesus	8
Dalton	1
Dansville	54
Geneseo	64
Groveland	2
Hemlock	11
Honeoye Falls	4
Hunt	1
Lakeville	9
Leicester	15
Lima	110
Livonia	26
Livonia Center	1
Mount Morris	53
Nunda	19
Piffard	8
Sonyea	1
Springwater	9
Tuscarora	1
Webster Crossing	1
Unknown	20
Total	482

Referral Source	# of Callers
911	1
Always known	114
Cell Phone Applications	1
Doctor/Other Medical Professional	8
DSS	8
Friend/Relative/Neighbor	19
Government Agency	1
Hospital (Social Worker/Liaison)	5
Human Services Organization	42
Internet	19
Literature (Brochures Stickers Flyers Posters etc)	4
Mental Health Professional	5
Other	65
Previous Caller	172
Quality Service Follow-Up Call	1
School	1
School Nurse/Counselor/Teacher/Social Worker	5
Television Promotion	3
United Way	1
Workplace	4
Unknown	3
Total	482

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	21	5	1
Bullying	0	0	0
Family/Other Relationship	37	20	3
Financial/Basic Needs	93	4	3
Public benefits (SNAP, DSS, etc)	2	0	0
Insurance connection/navigation	9	0	0
Housing support (Shelter, Affordable housing, etc)	45	3	0
Food Support	64	0	0
Job Loss	0	0	0
Legal	9	1	0
Medical	41	16	0
Dental	1	0	0
Mental Health	169	x	5
Recent Psychiatric Hospitalization	0	x	x
Homicidal	0	x	x
Self-harm	0	x	x
Suicide - Thoughts/ Attempt In Progress /Attempt Survivor /Loss Survivor	10	x	x
Sexuality/LGBTQ	0	0	0
Substance Abuse/Addiction	8	5	x

Top 25 Services Requested *

Need Name	Count
General Crisis Intervention Hotlines	160
Food Pantries	89
Psychiatric Mobile Response Teams	39
Information and Referral	29

Homeless Shelter	25
Rent Payment Assistance	18
Health Insurance Information/Counseling	11
Home Health Aide Services	11
Electric Service Payment Assistance	10
Non-Emergency Medical Transportation	10
Individual Counseling	8
Community Mental Health Agencies	7
Furniture	7
911 Services	6
Baby Clothing	5
Benefits Screening	5
Case/Care Management	5
Undesignated Temporary Financial Assistance	5
311 Services	4
Animal Control	4
Diapers	4
Domestic Violence Hotlines	4
Domestic Violence Shelters	4
Formula/Baby Food	4
Gas Service Payment Assistance	4
Landlord/Tenant Dispute Resolution	4
Low Income/Subsidized Rental Housing	4
Physician Referrals	4
Weatherization Programs	4

Top Unmet Needs*	
Electric Service Payment Assistance	3
Appliances	2
Donation Pickups	2
General Crisis Intervention Hotlines	2
Homeless Shelter	2
Information and Referral	2
Psychiatric Mobile Response Teams	2
Rental Deposit Assistance	2
Rent Payment Assistance	2
Thanksgiving Baskets	2



Reasons*	
Service is unavailable	12
Ineligible for available services	10
Incomplete call/Hang Up	5
Exhausted suggested referrals	4
Service referral is refused	4
Funding is exhausted	1
Service hours are inappropriate/inconvenient	1
Service is too far away/Transportation is unavailable	1

Website Hits**		
City	Users	Sessions
Avon	456	542
Caledonia	38	44
Dansville	346	428
Hemlock Lake	3	3
Leicester	0	0
Lima	63	73
Livonia	78	95
Mount Morris	122	215
Nunda	4	4
York	0	0
Geneseo	510	613
Springwater	4	4
Livingston County Total	1624	2021

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

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

