



# Ontario County Summary

Annual  
Custom Report

2019



**LIFE LINE**  
**Get Connected. Get Answers.**

Total Number of Calls = 1,548

<b>Age Range</b>	<b># of Callers</b>
Under 5 Years	2
5 - 9 Years	17
10 - 14 Years	71
15 - 19 Years	74
20 - 24 Years	61
25 - 34 Years	115
35 - 44 Years	108
45 - 54 Years	107
55 - 59 Years	45
60 - 64 Years	36
65 - 74 Years	597
75 - 84 Years	28
85 Years and Older	9
Unknown	278
<b>Total</b>	<b>1,548</b>

<b>Gender</b>	<b># of Callers</b>
Female	614
Gender Queer	0
Gender not listed here	0
Intersex	0
Male	915
Transgender	0
Transgender Female	1
Transgender Male	0
Unknown/Decline to answer	18
<b>Total</b>	<b>1548</b>

<b>Inquiry Type</b>	<b># of Callers</b>
Advocacy	309
Counseling and I&R	59
Counseling Only	670
Information Only	79
Referral Call	431
<b>Total</b>	<b>1,548</b>

City	# of Callers
Bloomfield	31
Canandaigua	808
Clifton Springs	48
East Bloomfield	4
Farmington	88
Geneva	200
Holcomb	2
Honeoye	37
Manchester	13
Naples	31
Phelps	22
Port Gibson	2
Seneca Castle	1
Shortsville	29
Stanley	9
Unknown	137
Victor	84
West Bloomfield	1
West Junius	1
<b>Total</b>	<b>1548</b>

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

<b>Presenting Issue</b>	<b>Total Calls</b>	<b>Co-Occurring with Mental Health/ Suicide</b>	<b>Co-Occurring with Substance Use</b>
Abuse/Victimization	31	11	2
Bullying	3	3	0
Family/Other Relationship	110	75	5
Financial/Basic Needs	187	24	1
Public benefits (SNAP, DSS, etc)	3	0	0
Insurance connection/navigation	7	0	0
Housing support (Shelter, Affordable housing, etc)	135	10	3
Food Support	53	0	0
Job Loss	3	2	0
Legal	52	26	0
Medical	56	23	1
Dental	1	0	0
Mental Health	137	x	13
Recent Psychiatric Hospitalization	2	x	x
Homicidal	2	x	x
Self-harm	9	x	x
Suicide - Thoughts/ Attempt In Progress /Attempt Survivor /Loss Survivor	36	x	x
Sexuality/LGBTQ	2	1	0
Substance Abuse/Addiction	23	13	x

Referral Source	# of Callers
411/Information	2
911	3
Always known	599
Caller Hung Up	1
Church/Clergy	3
Doctor/Other Medical Professional	18
DSS	1
Friend/Relative/Neighbor	31
Government Agency	9
Hospital (Social Worker/Liaison)	16
Human Services Organization	71
Internet	28
Letter	1
Literature (Brochures Stickers Flyers Posters etc)	5
Mental Health Professional	72
Newspaper/Magazine	1
Other	135
Phonebook	2
Presentation/Community Information Session	2
Previous Caller	522
Quality Service Follow-Up Call	1
Refused Information	1
School	1
School Nurse/Counselor/Teacher/Social Worker	2
Social Media	1
Television Promotion	2
Workplace	10
Unknown	8
<b>Total</b>	<b>1548</b>

<b>Top 25 Services Requested *</b>	
<b>Need Name</b>	<b>Count</b>
General Crisis Intervention Hotlines	688
Psychiatric Mobile Response Teams	328
Homeless Shelter	112
Information and Referral	105
Food Pantries	84
Rent Payment Assistance	26
911 Services	21
Undesignated Temporary Financial Assistance	21
Individual Counseling	17
Mental Health Evaluation	14
Non-Emergency Medical Transportation	14
Furniture	12
Rental Deposit Assistance	11
Health Insurance Information/Counseling	10
Case/Care Management	9
Detoxification	9
Internet Based Crisis Intervention	9
Legal Counseling	9
Suicide Prevention Hotlines	9
Community Mental Health Agencies	8
Adult Protective Intervention/Investigation	7
Electric Service Payment Assistance	7
Mobile Markets	7
Therapy Referrals	7
Animal Control	5
Area Agencies on Aging	5
Discrimination Assistance	5
Domestic Violence Hotlines	5
Furnace Maintenance/Repair	5
Gas Service Payment Assistance	5
Sheriff	5



<b>Top Unmet Needs*</b>	
Homeless Shelter	11
Automotive Repair and Maintenance	6
Electric Service Payment Assistance	6
Information and Referral	4
Rent Payment Assistance	4
General Crisis Intervention Hotlines	3
Moving Services	3
Psychiatric Mobile Response Teams	3
911 Services	2
Detoxification	2
Food Pantries	2
Gas Service Payment Assistance	2
General Medical Equipment/Supplies Provision	2
Legal Counseling	2
Ride Sharing Programs	2
Transportation Expense Assistance	2

<b>Reasons*</b>	
Service is unavailable	20
Service referral is refused	16
Ineligible for available services	14
Exhausted suggested referrals	11
Incomplete call/Hang Up	8
Service is too far away/Transportation is unavailable	7
Frequent caller - Enforced policy	1
Funding is exhausted	1

<b>Website Hits**</b>		
<b>City</b>	<b>Users</b>	<b>Sessions</b>
Bloomfield	28	34
Canandaigua	1488	2008
Clifton Springs	109	136
East Bloomfield	0	0
Farmington	0	0
Fishers	300	449
Geneva	756	942
Honeoye	3	3
Naples	8	10
Phelps	49	64
Rushville	20	23
Victor	643	777
<b>Ontario County Total</b>	<b>3404</b>	<b>4446</b>

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

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

