

# 2008-2009 Annual Report



Call 211  
We Help You Get Help

Brevard   
**2-1-1**   
Get Connected. Get Answers.

# Financial Report

<b>Public Support &amp; Revenues</b>	<b>Total</b>
Contributions& Events	\$ 50,792
Grants & Contracts	532,877
United Way	186,211
Program Income	38,097
Interest & Other	6,505
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<b>Total Support &amp; Revenue</b>	<b>\$ 814,482</b>
<b>Expenses</b>	
Program Services	648,522
Management & Fundraising	47,258
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<b>Total Expenses</b>	<b>695,780</b>
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<b>Management &amp; Fundraising %</b>	<b>7%</b>

# 2008-2009 Service Summary

## Programs & Services

2-1-1 Brevard connects people to services by providing information, referral, crisis intervention and training. The agency fulfills this mission through the following programs and services:

**Helpline Services**, including the **2-1-1 Helpline (2-1-1)** providing Brevard County with crisis intervention, information about, assessment for and referral to community services and the **Crisis Hotline of Central Florida (407.425.2624)**, providing crisis and suicide intervention services for Orange, Osceola & Seminole Counties. Both helplines are available 24 hours a day.

2-1-1 Brevard also partners with *United Way of Volusia/Flagler Counties* to provide their residents with information & referral services overnight and on weekends, and manages the *Brevard C.A.R.E.S.* hotline (1.866.CARES.09) for Brevard Family Partnership.

The agency also answers calls routed locally from several national hotlines, including the *National Suicide Prevention Lifeline* (1.800.273.TALK and 1.800.SUICIDE), the *Rape, Abuse & Incest National Network (RAINN) National Sexual Assault Hotline* (1.800.656.HOPE) and the *Darkness to Light Child Sexual Abuse Hotline* (1.866.FOR.LIGHT).

The **2-1-1 Database** is routinely updated and contains information on local public, private, for-profit, non-profit and faith organizations and the community services and programs they offer.

The **2-1-1 Brevard Website** at [www.211brevard.org](http://www.211brevard.org) includes a community calendar, online library and frequently updated news of interest regarding community services.

The **2-1-1 Online Database** is a searchable compilation of information about community services and volunteer opportunities.

The **Directory of Community Services** is a printed version of the information contained in the 2-1-1 Database.

The **Sunshine Service** provides a regular telephone call to elderly or disabled people who live alone, are physically or socially isolated or otherwise would benefit from a routine reassurance call.

2-1-1 Brevard is the lead agency for the county's **Homeless Management Information System (HMIS)**, a web-based client and case management system used by local organizations that provide services for homeless individuals and families.

## Contact Overview

Helpline calls increased by 30,495, or 81%, from FY 07-08. The following summarizes the contacts managed by 2-1-1 Brevard between July 1, 2007 and June 30, 2008.

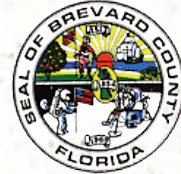
<b>Contact Type</b>	<b>Number</b>	<b>% of Total</b>
<b>Helpline Calls</b>	<b>68,359</b>	<b>64%</b>
<b>Sunshine Contacts</b>	<b>5,087</b>	<b>5%</b>
<b>Online Database Visits</b>	<b>32,835</b>	<b>31%</b>
<b>Directories Sold*</b>	<b>303</b>	<b>~</b>
<b>Total Contacts</b>	<b>106,584</b>	<b>100%</b>

Additionally, there were 114,117 visits to the agency's website and 384,494 page views of content on the site in addition to the Online Database visits noted above.

Helpline coverage totaled 18,405 staff hours.

\*Directories were issued in 2008 & the majority of sales occurred in the prior FY

The work of 2-1-1 is made possible through contracts and grants provided by



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