

Service Users

Who

Gender	
Female	70%
Male	25%
Unknown	5%
Age	
Unknown	9%
Under 20	<1%
20-29	10%
30-39	16%
40-49	26%
50-59	26%
60-69	10%
70+	3%

Why

Problems/Needs	
Basic Needs	28%
Community & Consumer Svcs.	23%
Mental Health Care/Counseling	20%
Health Care	8%
Criminal Justice & Legal	9%
Individual & Family Life	7%
Income Support & Employment	4%
Other	1%

Where

Locations	
Melbourne	19%
Palm Bay	16%
Cocoa	12%
Titusville	8%
Rockledge	4%
Merritt Island	4%
Central Florida	6%
Others	18%
Unknown	13%

How

Helpline Services	
Information & Referral	75%
Crisis, Mental Health, Suicide	17%
National Suicide Hotline	1%

All Contacts	
Transactional Calls	3,508
Sunshine Service Contacts	302
Online Database Visits	2,540
Total Contacts	6,350

Website Services	
Website Visits	7,762
Website Page Views	20,201

Day of Week	
Sunday	5%
Monday	20%
Tuesday	16%
Wednesday	17%
Thursday	16%
Friday	19%
Saturday	7%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	71%
4 PM – Midnight	23%

Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	249
Catholic Charities Emerg. Asst.	195
Salvation Army, South	166
Salvation Army, North	88
DCF ACCESS	79
Salvation Army, Central	71
S. Brevard Sharing Center	64
Legal Aid	61
WIN Housing	58
C. Brevard Sharing Center	51

Overview	
% of calls with @ least 1 referral	64%
Total # helpline referrals	3,762
Total # agencies referred to	553
% of database receiving referral	35%

Top 10 Online Programs Viewed	
Brevard County Head Start	
Riverside Counseling Services	
Catholic Charities Family Emerg. Assist.	
Salvation Army, North	
Transitional Housing for Women	
Family Counseling Center, Outpatient	
Central Brevard Sharing Center	
Community Action Agency, Cocoa	
Pregnancy Resources	
Women's Center	

Service Levels & Outcomes

Service Levels	
Total incoming calls	4,102
Total calls answered	3,263
% of calls answered	80%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	86%
Caller received partial assistance	14%

Caller Outcomes	
Satisfied	97%
Reporting satisfaction status	90%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	77