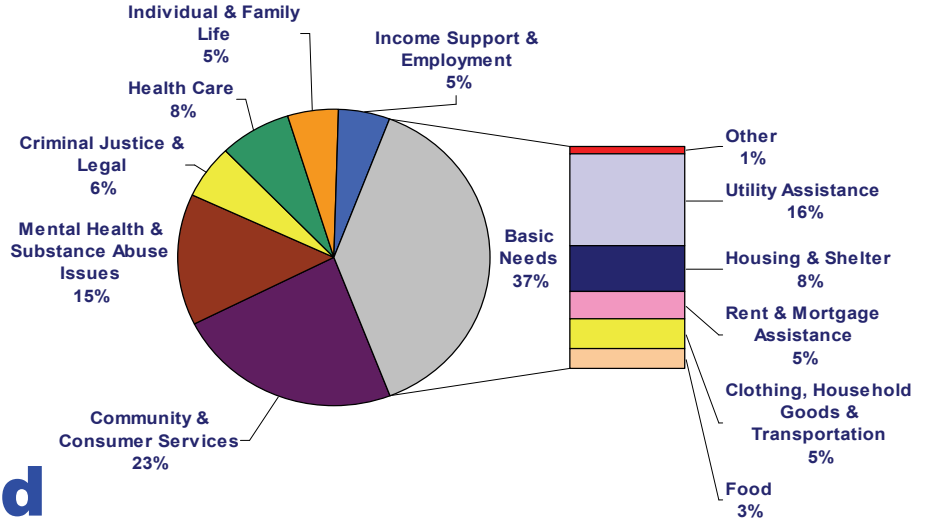
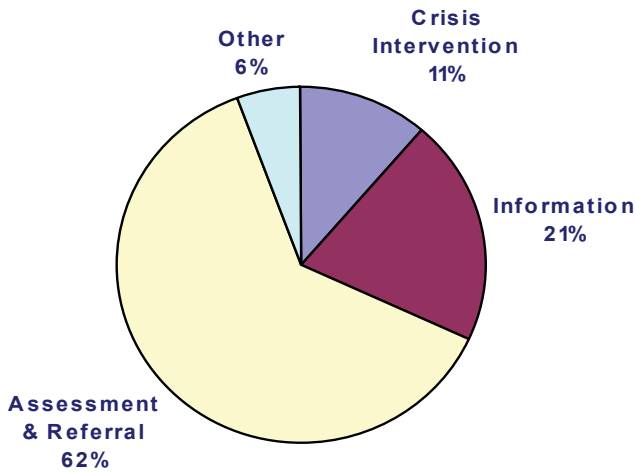


Caller Needs

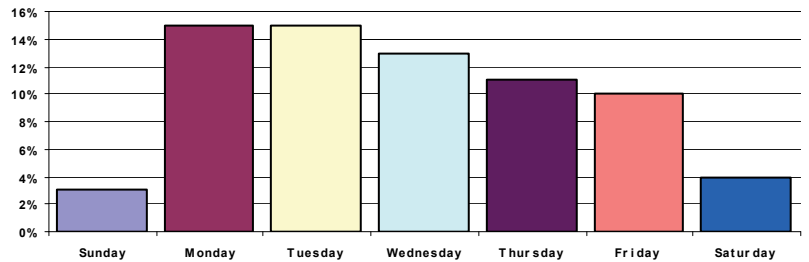
Contacts	
Transactional Calls	4,060
Sunshine Service Contacts	324
Online Database Visits	8,493
Total Contacts	12,877



Service Provided



Calls By Day of Week



Referrals

Referrals	
% of calls with @ least 1 referral	69%
Total # helpline referrals	5,018
Total # agencies referred to	619
% of database receiving referral	39%

