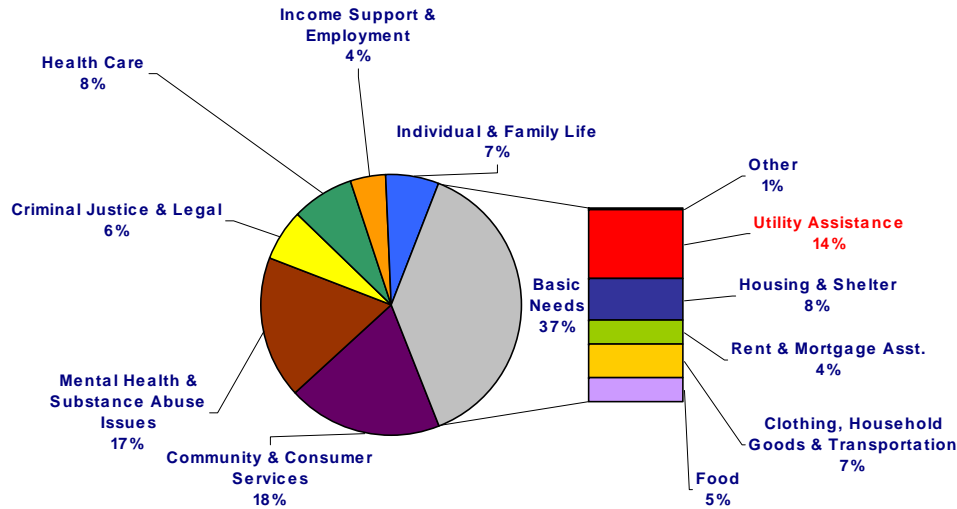
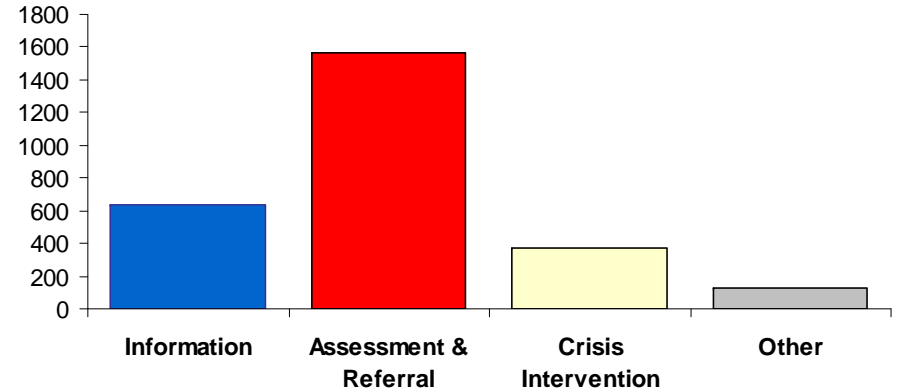


## Caller Needs

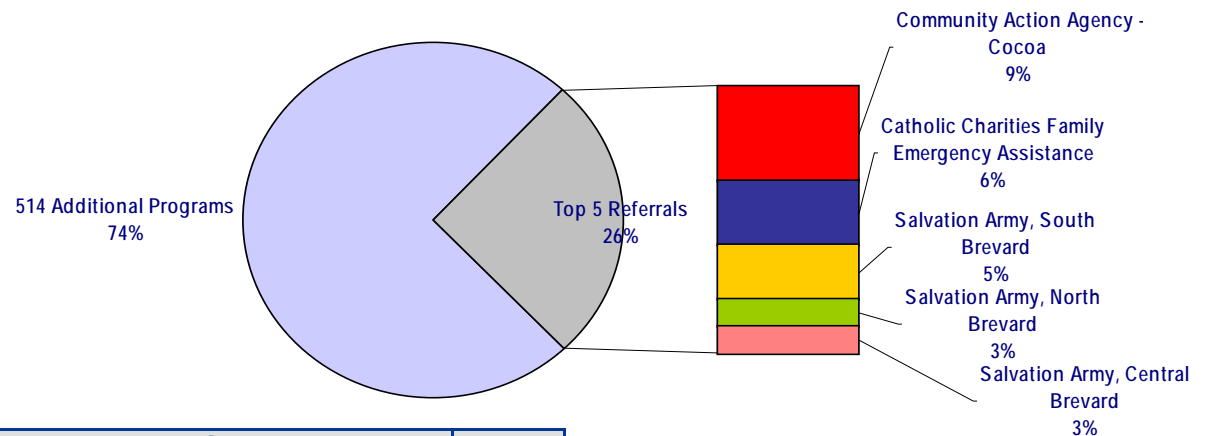


## Assistance Provided



## Contacts

Transactional Calls	3,044
Sunshine Service Contacts	337
Online Database Visits	3,762
<b>Total Contacts</b>	<b>7,143</b>



## Referrals

% of calls with @ least 1 referral	69%
Total # helpline referrals	3,406
Total # agencies referred to	519
% of database receiving referral	32%