



211 Helpline Brevard Services Snapshot FY 2001



| <u>PHONE & ONLINE CONTACTS</u> | |
|------------------------------------|---------------|
| Helpline Contacts | 14,710 |
| Sunshine Contacts | 7,755 |
| <u>Helpline Online Visits</u> | <u>2,482</u> |
| Total Contacts | 11,708 |

PROBLEM/NEEDS:

| | |
|-----------------------|-----|
| Financial | 21% |
| Info Request | 16% |
| Mental Health | 15% |
| Basic Needs | 8% |
| Interpersonal Issues | 6% |
| Health/Medical | 10% |
| Addictions | 5% |
| Legal | 4% |
| Community Services | 3% |
| Suicide | 3% |
| Sunshine Callers | 2% |
| Abuse/Neglect | 2% |
| Volunteer Information | 2% |
| All other | 6% |

CALL FREQUENCY

| | |
|-------------------|-----------------|
| Midnight – 8 a.m: | 6% of contacts |
| 8 a.m. – Noon | 32% of contacts |
| Noon - 4 p.m: | 34% of contacts |
| 4 p.m. – 8 p.m | 19% of contacts |
| 8 p.m - Midnight: | 9% of contacts |

Busiest Hours:
10:00 a.m.—12:00 Noon

**GEOGRAPHIC AREAS/
MAJOR CITIES**

| | |
|-----------------|-----|
| South | 33% |
| Central | 21% |
| North | 8% |
| Other/Unknown | 37% |
| Melbourne | 19% |
| Palm Bay | 10% |
| Cocoa | 10% |
| Titusville | 7% |
| Merritt Island | 4% |
| Rockledge | 4% |
| Cocoa Beach | 1% |
| Satellite Beach | 1% |
| Unknown/Other | 44% |

REFERRALS

60% of all contacts received one or more referrals
19,756 made to 923 programs
(38% of programs in database)

50% of all referrals were made to the following programs:

- Brevard County Family & Children's Services
- Catholic Charities Family Emergency Assistance Program
- Salvation Army South
- Salvation Army Central
- Brevard County Health Dept - Anthrax
- Central Brevard Sharing Center
- South Brevard Sharing Center
- Society of St. Vincent DePaul
- St. Mary's Helping Hands
- A Helping Hand Resale Store - Financial Assistance
- Salvation Army North
- DCF South Brevard
- Community Psychological Services
- DCF Central
- South Brevard Sharing Center - Palm Bay
- Resurrection Ranch
- Family Counseling Center
- Life Center for the Homeless
- North Brevard Charities Sharing Center
- Women's Center - Melbourne
- Brevard County Legal Aid
- Women's Center—Merritt Island
- Pathways WIN Housing Program
- Senior Helpline
- Alco-Hall Community Treatment Center
- Circles of Care Emergency Crisis Assessment
- Brevard Utility Rental & Deposit Assistance
- Space Coast Center for Independent Living
- Circles of Care Twin Rivers
- Addictions Receiving Facility
- Crisis & Helplines out of County
- DCF North

CALL TYPES

| | |
|---------------------------------|-----|
| Information & Referral | 38% |
| Mental Health & Substance Abuse | 23% |
| Information only | 15% |
| Crisis Counseling | 6% |
| Sunshine Service | 1% |
| Suicide Calls | 2% |
| Volunteer Inquiry | 1% |
| All Other Calls | 14% |

SOURCE OF CALLS

| | |
|-----------------|-----|
| Other Agencies | 15% |
| Phone Book | 12% |
| Previous Client | 16% |
| Other | 84% |
| Unknown | 41% |

AGES

| | |
|----------|-----|
| Unknown | 75% |
| Under 18 | 2% |
| 18-21 | 2% |
| 22-54 | 18% |
| 55-64 | 1% |
| Over 64 | 2% |

GENDER

| | |
|---------|-----|
| Female | 64% |
| Male | 27% |
| Unknown | 9% |

Due to rounding, not all areas total to 100%

For additional information, contact Libby Donoghue at 321-631-9290 or
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