

Phone & Online Contacts		Call Frequency	
Helpline Contacts	22,091	Midnight – 8 AM	6%
Sunshine Contacts	7,684	8 AM - Noon	35%
Helpline Online Visits	15,124	Noon-4 PM	37%
<b>Total Contacts</b>	<b>44,899</b>	4 PM - Midnight	22%
		<b>Busiest Hours:</b>	10:00 - 11:00 a.m.

Problems / Needs	
Mental Health	19%
Financial	17%
Basic Needs	11%
Community Services	11%
Health/Medical	9%
Interpersonal	5%
Addictions	4%
Legal	4%
Suicide	3%
Abuse/Neglect	2%
Volunteer Info	2%
All other	13%

Call Types	
Info & Referral	51%
Information Only	22%
Counseling	12%
Info, Ref, & Counseling	12%
Info & Counseling	2%
Linkage	<1%
Linkage & Counseling	<1%
Advocacy	<1%
Advocacy & Counseling	<1%
Emergency Intervention	<1%
Evaluation & Feedback	<1%
Contract Call	<1%

Source of Calls	
Phone Book	26%
Previous Client	15%
Other Agencies	15%
FPL	5%
Other	15%
Unknown	24%

## Referrals

**84 % of all contacts received one or more referrals**

**34,348 referrals made to 1,166 programs**

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

Community Action Team - Palm Bay  
 Salvation Army - South  
 Community Action Team - Cocoa  
 Sharing Center - Central  
 Salvation Army - Central  
 Catholic Charities Family Emergency Assistance Program  
 Salvation Army - North  
 2-1-1 Brevard  
 Sharing Center - Melbourne  
 Sharaing Center - South - Palm Bay  
 DCF - South  
 Sharing Center - North  
 Freedom Outpost Ministry  
 Crisis/Help/I&R Lines - Out of Area  
 Low Income Home Energy Assistance Program (LIHEAP)  
 Brevard County Legal Aid, Inc. - Rockledge  
 Community Action Team - Titusville  
 Women's Center  
 Senior Helpline  
 DCF Central  
 Housing Authority of Brevard County  
 Family Counseling Center - Outpatient Counseling  
 Transitional Housing for Women  
 Abuse Hotline - Child/Adult/Elder (DCF)  
 Brevard County Health Dept. - All Appointments  
 Circles of Care - Twin Rivers Drug Treatment Center  
 Family Court Resource Assistance  
 C.I.T.A. Mission - Men's Shelter  
 Community Psychological Services (Florida Tech)  
 Health First Nurse Advice  
 Atlantic Counseling Associates  
 Community Care for the Elderly and Disabled

Area	
South	43%
Central	29%
North	10%
Other/Unknown	18%

Cities	
Melbourne	22%
Palm Bay	14%
Cocoa	12%
Titusville	10%
Merritt Island	6%
Rockledge	6%
Cocoa Beach	2%
Satellite Beach	1%
Unknown/Other	27%

Ages	
Unknown	68%
Under 18	<1%
18-21	1%
22-54	24%
55-64	3%
Over 64	3%

Gender	
Female	71%
Male	26%
Unknown	3%

**Online Program Pages Viewed: 29,165 hits to over 1,300 programs**

### Notes/Trends

- Mental Health calls increased by 3% compared to FY 2003, moving into first place among callers' expressed problems/needs
- Call volume and online visits for FY 04 were nearly identical to FY 03, although nearly 27% more program pages were viewed by those using the web site. Callers also received more referrals to a greater number of programs