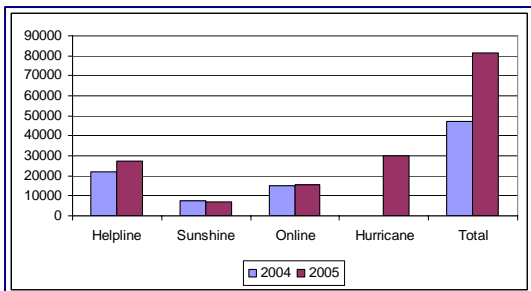


Phone & Online Contacts		Call Frequency	
Helpline Contacts	27,144	Midnight – 8 AM	6%
Hurricane Contacts	30,000	8 AM - Noon	37%
Sunshine Contacts	6,792	Noon-4 PM	35%
Helpline Online Visits	15,435	4 PM - Midnight	22%
<b>Total Contacts</b>	<b>79,371</b>	<b>Busiest Hours:</b>	<b>10:00 - 11:00 a.m.</b>

Problems / Needs	
Community Services	15%
Financial	14%
Basic Needs	12%
Mental Health	12%
Health/Medical	11%
Addictions	4%
Interpersonal	4%
Legal	4%
Abuse/Neglect	2%
Volunteer Info	2%
Suicide	1%
All other	19%

Call Types	
Info & Referral	51%
Information Only	23%
Info, Ref, & Counseling	11%
Counseling	9%
Info & Counseling	2%

Source of Calls	
Phone Book	23%
Other Agencies	17%
Previous Client	16%
FPL	3%
Other	24%
Unknown	17%



## Referrals

**83 % of all contacts received one or more referrals**  
**35,717 referrals were made to 1166 programs**  
**50% of all referrals were made to the following:**

- Salvation Army - South
- Community Action Team - Palm Bay
- Community Action Team - Cocoa
- Sharing Center - Central
- Salvation Army - Central
- Salvation Army - Central
- Sharing Center - South - Palm Bay
- Salvation Army - North
- Long Term Recovery Program - United Way
- Sue M Pridmore Center for Women and Children
- DCF South
- Brevard County Legal Aid, Inc.
- Low income Home Energy Assistance Program (LIHEAP)
- Non Listed Agency
- Sharing Center - South - Melbourne
- DCF - Central
- Housing Authority of Brevard County
- Sharing Center - North
- Women's Center - Melbourne
- Community Action Team - Titusville
- Transitional Housing for Women
- Senior Helpline
- Catholic Charities Family Emergency Assistance Program
- FEMA
- Brevard County Health Department - All Appointments
- Family Counseling Center - Outpatient Counseling
- C.I.T.A. Mission - Men's Shelter
- Melbourne Housing Authority
- Community Care for the Elderly and Disabled
- Circles of Care - Twin Rivers Drug Treatment Center
- Health First Nurse Advice
- Section 8 Housing Program
- Central Florida Legal Services

**Online Database: 33,320 pages viewed for 1,402 programs**

Area	
South	49%
Central	30%
North	12%
Other/Unknown	9%

Cities	
Melbourne	23%
Palm Bay	17%
Cocoa	13%
Titusville	11%
Merritt Island	7%
Rockledge	5%
Cocoa Beach	2%
Satellite Beach	2%
Unknown/Other	20%

Ages	
Unknown	66%
Under 18	1%
18-21	2%
22-54	22%
55-64	4%
Over 64	5%

Gender	
Female	70%
Male	25%
Unknown	5%

### Notes:

The fall 2004 hurricanes had significant impact on 2-1-1:

- An additional 30,000 calls specifically related to the storms
- "Community Services" became the most common need expressed by callers
- Long-term recovery services were among those with most referrals