

211 Brevard  
**February 2010**  
 Service Snapshot



## Service Users

### Who

Gender	
Female	71%
Male	25%
Unknown	4%
Age	
Unknown	12%
Under 20	<1%
20-29	7%
30-39	15%
40-49	22%
50-59	26%
60-69	14%
70+	4%

### Why

Problems/Needs	
Basic Needs	24%
Mental Health Care/Counseling	22%
Community & Consumer Svcs.	24%
Health Care	12%
Criminal Justice & Legal	12%
Individual & Family Life	7%
Income Support & Employment	4%

### Where

Locations	
Melbourne	22%
Palm Bay	17%
Cocoa	13%
Titusville	8%
Rockledge	4%
Merritt Island	6%
Orlando	5%
Others	16%
Unknown	9%

### How

Helpline Services	
Information & Referral	78%
Crisis, Mental Health, Suicide	22%
Other	2%

All Contacts	
Transactional Calls	4,130
Sunshine Service Contacts	326
Online Database Visits	3,029
Total Contacts	

Website Services	
Website Visits	8,154
Website Page Views	21,673
Community Calendar Visits	3,209
Community Calendar Views	7,942

Day of Week	
Sunday	4%
Monday	20%
Tuesday	19%
Wednesday	17%
Thursday	19%
Friday	14%
Saturday	6%



Time of Day	
Midnight – 8 AM	8%
8 AM – 4 PM	70%
4 PM – Midnight	22%

## Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	363
Salvation Army, South	201
Catholic Charities, Emerg. Asst	141
DCF ACCESS	137
Tax Prep.Assist., Palm Bay	121
Salvation Army, North	111
Salvation Army, Central	106
North Brevard Charities	82
Central Brevard Sharing Ctr.	81
Volusia/Flagler Resources	73

Overview	
% of calls with @ least 1 referral	73%
Total # helpline referrals	5,273
Total # agencies referred to	686
% of database receiving referral	43%

Top 10 Online Programs Viewed	
Catholic Charities, Emerg. Asst.	25
Community Action Cocoa	23
Central Brevard Sharing Ctr.	20
C.I.T.A Rescue Mission	18
Salvation Army, North	18
WIN Housing	18
Community of Hope	15
DCF ACCESS	15
Daily Bread	15
Women's Center	14

## Service Levels & Outcomes

Workgroup Service Levels	
Total incoming calls	5,203
Total calls answered	4,376
% of calls answered	84%
Average wait time/answered	3:34
Calls abandoned to voicemail	3%
Calls abandoned/no voicemail	10%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	90%
Caller received full assistance	66%
Caller received partial assistance	34%

Caller Outcomes	
Satisfied	98%
Not satisfied	2%
Reporting satisfaction status	85%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	66