

Service Users

Who

Gender	
Female	71%
Male	25%
Unknown	4%
Age	
Unknown	9%
Under 20	<1%
20-29	7%
30-39	19%
40-49	23%
50-59	25%
60-69	12%
70+	4%

Why

Problems/Needs	
Basic Needs	31%
Mental Health Care/Counseling	17%
Community & Consumer Svcs.	23%
Personal Health	10%
Criminal Justice & Legal	6%
Individual & Family Life	6%
Income Support & Employment	5%
Education	1%
Public Health	1%

Where

Locations	
Melbourne	19%
Palm Bay	17%
Cocoa	12%
Titusville	7%
Rockledge	4%
Merritt Island	5%
Orlando	7%
Others	19%
Unknown	10%

How

Helpline Services	
Information & Referral	3,936
Crisis, Mental Health, Suicide	1,228
National Suicide Hotline	79
Brevard Cares	15

All Contacts	
Transactional Calls	4,193
Sunshine Service Contacts	360
Online Database Visits	2,893
Total Contacts	7,446

Website Services	
Website Visits	10,025
Website Page Views	1,897
Community Calendar Visits	4,149
Community Calendar Views	10,285

Day of Week	
Sunday	6%
Monday	19%
Tuesday	19%
Wednesday	18%
Thursday	16%
Friday	15%
Saturday	8%



Time of Day	
Midnight – 8 AM	8%
8 AM – 4 PM	72%
4 PM – Midnight	20%

Referrals

Top 10 Helpline Referrals	
Comm. Action Team, Cocoa	623
Salvation Army, South Brevard	303
DCF ACCESS	178
Catholic Charities Emerg. Asst.	134
Salvation Army, North Brevard	126
Salvation Army, Central Brev.	111
Centr. Brev. Sharing Ctr.	109
North Brev. Charities Sh. Ctr.	99
Brevard County Legal Aid	83
LIHEAP	72

Overview	
% of calls with @ least 1 referral	72%
Total # helpline referrals	5,536
Total # agencies referred to	653
% of database receiving referral	41%
# of online program page views	1,897
# of programs viewed	617
% of programs viewed	39%

Top 10 Online Programs Viewed	
Catholic Charities Emerg. Asst.	27
Centr. Brev. Sharing Ctr.	22
Family Counseling Ctr.	22
Comm. Action Team, Cocoa	21
Daily Brevd	21
S. Brevard Sh. Ctr.	16
EFAHP	16
LIHEAP	16
WIN Housing	16
C.I.T.A. Rescue Mission	15

Service Levels & Outcomes

Service Levels	
Total incoming calls	5,828
Total calls answered	3,256
% of calls answered	94%
Calls answered w/o queuing	56%
Calls abandoned to voicemail	2%
Calls abandoned/no voicemail	6.4%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	87%
Caller received partial assistance	13%

Caller Outcomes	
Satisfied	98%
Not satisfied	2%
Reporting satisfaction status	89%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	100