

## Service Users

### Who

Gender	
Female	71%
Male	24%
Unknown	4%
Age	
Unknown	7%
Under 20	1%
20-29	8%
30-39	19%
40-49	26%
50-59	24%
60-69	12%
70+	3%

### Why

Problems/Needs	
Basic Needs	33%
Mental Health Care/Counseling	19%
Community & Consumer Svcs.	24%
Health Care	9%
Criminal Justice & Legal	8%
Individual & Family Life	7%
Income Support & Employment	5%
Other	1%

### Where

Locations	
Melbourne	20%
Palm Bay	17%
Cocoa	12%
Titusville	8%
Rockledge	4%
Merritt Island	5%
Orlando	6%
Others	15%
Unknown	13%

### How

Helpline Services	
Information & Referral	81%
Crisis, Mental Health, Suicide	19%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	3,772
Sunshine Service Contacts	368
Online Database Visits	8,313
<b>Total Contacts</b>	<b>12,453</b>

Website Services	
Website Visits	6,978
Website Page Views	16,284

Day of Week	
Sunday	184
Monday	736
Tuesday	643
Wednesday	773
Thursday	701
Friday	501
Saturday	212



Time of Day	
Midnight – 8 AM	4%
8 AM – 4 PM	73%
4 PM – Midnight	22%

### Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	366
Catholic Charities Emerg. Asst.	342
Salvation Army, South	218
Salvation Army, North	119
Salvation Army, Central	98
DCF ACCESS	94
Central Brevard Sharing Ctr.	86
North Brev. Charities	80
WIN Housing	72
South Brev. Sharing Center	63

Overview	
% of calls with @ least 1 referral	68%
Total # helpline referrals	4,444
Total # agencies referred to	571
% of database receiving referral	36%

Top 10 Online Programs Viewed	
Central Brevard Sharing Center	
Catholic Charities Emergency Assistance	
Hidden Potentials, Inc.	
Salvation Army, North	
North Brevard Charities Sharing Center	
Space Coast Ct. for Independent Living	
Community Action Agency, Cocoa	
Community Action Agency, Titusville	
Creative Care Center	
Pregnancy Resources, Inc.	

## Service Levels & Outcomes

Service Levels	
Total incoming calls	4,715
Total calls answered	3,937
% of calls answered	84%

Database Maintenance	
Database Records Updated	37

Caller Outcomes	
Satisfied	98%
Reporting satisfaction status	90%