

Service Users

Who

Gender	
Female	67%
Male	26%
Unknown	8%
Age	
Unknown	8%
Under 20	1%
20-29	7%
30-39	16%
40-49	24%
50-59	28%
60-69	12%
70+	4%

Why

Problems/Needs	
Basic Needs	26%
Mental Health Care/Counseling	23%
Community & Consumer Svcs.	26%
Health Care	10%
Criminal Justice & Legal	5%
Individual & Family Life	5%
Income Support & Employment	4%

Where

Locations	
Melbourne	22%
Palm Bay	17%
Cocoa	14%
Titusville	9%
Rockledge	4%
Merritt Island	5%
Orlando	5%
Others	17%
Unknown	7%

How

Helpline Services	
Information & Referral	77%
Crisis, Mental Health, Suicide	20%
National Suicide Hotline	2%
Brevard Cares	1%

All Contacts	
Transactional Calls	4,523
Sunshine Service Contacts	446
Online Database Visits	3,150
Total Contacts	8,119

Website Services	
Website Visits	8,922
Website Page Views	21,673
Community Calendar Visits	3,264
Community Calendar Views	12,246

Day of Week	
Sunday	5%
Monday	24%
Tuesday	19%
Wednesday	19%
Thursday	14%
Friday	14%
Saturday	5%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	73%
4 PM – Midnight	21%

Referrals

Top 10 Helpline Referrals	
Community Action - Cocoa	497
Catholic Charities Emerg. Asst.	273
Salvation Army - South	263
DCF ACCESS	156
Salvation Army - North	143
Salvation Army - Central	139
Central Brev. Sharing Center	110
North Brev. Charities Sharing	108
411 Information Services	105
Brevard County Legal Aid	105

Overview	
% of calls with @ least 1 referral	75%
Total # helpline referrals	6,059
Total # agencies referred to	701
% of database receiving referral	44%

Top 10 Online Programs Viewed	
Community Action - Cocoa	34
Catholic Charities - Emerg. Asst	30
Central Brev. Sharing Center	25
Salvation Army - South	23
Brevard County Legal Aid	20
C.I.T.A. Rescur Mission	17
Daily Bread	17
Links of Hope	17
Salvation Army - North	17
DCF ACCESS	16

Service Levels & Outcomes

Service Levels	
Total incoming calls	5,422
Total calls answered	4,872
% of calls answered	90%
Calls answered w/o queuing	87%
Average wait time/answered	0:33
Calls abandoned to voicemail	1%
Calls abandoned/no voicemail	9%

Caller Outcomes	
Caller received accurate info	97%
Caller contacted referrals	92%
Caller received full assistance	71%
Caller received partial assistance	29%
% Calls receiving follow up	1%

Caller Outcomes	
Satisfied	98%
Not satisfied	2%
Reporting satisfaction status	88%
Will use 2-1-1 again	93%
Will recommend 2-1-1 to others	93%

Database Maintenance	
Database Records Updated	96