

Service Users

Who

Gender	
Female	71%
Male	23%
Unknown	6%
Age	
Unknown	8%
Under 20	1%
20-29	10%
30-39	22%
40-49	23%
50-59	23%
60-69	10%
70+	3%

Why

Problems/Needs	
Basic Needs	42%
Mental Health Care/Counseling	18%
Community & Consumer Svcs.	16%
Personal Health	11%
Criminal Justice & Legal	6%
Individual & Family Life	6%
Income Support & Employment	5%
Education	1%
Public Health	1%

Where

Locations	
Melbourne	20%
Palm Bay	18%
Cocoa	13%
Titusville	8%
Rockledge	5%
Merritt Island	4%
Orlando	3%
Others	20%
Unknown	9%

How

Helpline Services	
Information & Referral	75%
Crisis, Mental Health, Suicide	24%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	5,364
Sunshine Service Contacts	376
Online Database Visits	2,993
Total Contacts	8,733

Website Services	
Unique Website Visits	11,633
Website Page Views	27,174
Community Calendar Visits	5,394
Community Calendar Views	11,477

Day of Week	
Sunday	4%
Monday	20%
Tuesday	19%
Wednesday	18%
Thursday	18%
Friday	16%
Saturday	6%



Time of Day	
Midnight – 8 AM	5%
8 AM – 4 PM	75%
4 PM – Midnight	20%

Referrals

Top 10 Helpline Referrals	
Comm. Action Team, Cocoa	1,142
Salvation Army, Central	221
Salvation Army, North	204
DCF ACCESS	185
North Brevard Charities	172
Toys for Tots	142
Brevard County Legal Aid	103
LIHEAP	102
Salvation Army, South	99
Central Brevard Sharing Centr.	92

Overview	
% of calls with @ least 1 referral	71%
Total # helpline referrals	6,298
Total # agencies referred to	662
% of database receiving referral	42%
# of online program page views	1,904
# of programs viewed	592
% of programs viewed	38%

Top 10 Online Programs Viewed	
Central Brevard Sharing Centr.	35
Community Action Team, Cocoa	32
Catholic Charities Family Asst.	30
LIHEAP	28
City of Melbourne Housing, CD	23
Salvation Army, South	21
DCF ACCESS	20
WIN Housing	19
Salvation Army, Central	18
Jewish Federation	16

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,630
Total calls answered	5,400
% of calls answered	81%
Calls answered w/o queuing	3,806
Average wait time/answered	57%
Calls abandoned to voicemail	3%
Calls abandoned/no voicemail	16%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	97%
Caller received full assistance	68%
Caller received partial assistance	32%

Caller Outcomes	
Satisfied	96%
Not satisfied	4%
Reporting satisfaction status	90%
Will use 2-1-1 again	95%
Will recommend 2-1-1 to others	97%

Database Maintenance	
Database Records Updated	83