Annual report: 2012-13

39,497 calls  22,017 database visits
44,126 referrals to...  423 organizations

2-1-1 Brevard provides information and assistance in times of emotional, financial and community crisis.

Some problems are harder to solve than others.

Learn more at our website, by signing up for newsletter or by following on social media:

- www.211brevard.org/newsletter
- www.facebook.com/211brevard
- www.twitter.com/211brevard

Agency dates to 1963  First 2-1-1 in Florida in 2001  Seventh 2-1-1 in U.S.
Annual report: 2012-13

★ REVENUE

Government fees and grants $344,848
United Way of Brevard $187,522
Program service fees $18,288
Contributions and grants $126,766
Interest and other $17,786
TOTAL REVENUE $695,210

★ EXPENSES

Personnel costs $472,272
Technology $47,003
Telephone $19,447
Operations and other $95,305
TOTAL EXPENSES $634,027

What callers say...

Here’s a sample of the stories 2-1-1 specialists hear from callers:

★ Under 12 years old, she wants to hold her breath until she dies.
★ Over 90 years old, she knows she shouldn’t live alone but doesn’t know how to go about moving or what she can afford.
★ Mother of two toddlers wants to leave abusive boyfriend but says she has nowhere to turn to make sure her children will be safe.
★ Father wants to know how he can force adult, addicted son to leave their house and get into treatment.
★ Caller after caller seeks help paying bills and providing for families.

★ Top Needs

Electric bill payments 4,357
Crisis intervention/listening 4,280
Food 1,816
Rent assistance 1,723
Social service organizations 1,622

★ Top Referrals

Brevard Housing/Human Services 5,049
Catholic Charities 3,193
Salvation Army-South 2,909
Salvation Army-North/Central 2,176
Florida Dept. of Children/Families 1,439