

Service Users

Who

Gender	
Female	70%
Male	25%
Unknown	5%
Age	
Unknown	10%
Under 20	<1%
20-29	7%
30-39	17%
40-49	23%
50-59	26%
60-69	13%
70+	4%

Why

Problems/Needs	
Basic Needs	28%
Community & Consumer Svcs.	23%
Mental Health Care/Counseling	23%
Personal Health	18%
Criminal Justice & Legal	7%
Individual & Family Life	6%
Income Support & Employment	5%
Education	1%
Public Health	1%

Where

Locations	
Melbourne	19%
Palm Bay	17%
Cocoa	13%
Titusville	9%
Rockledge	4%
Merritt Island	6%
Orlando	6%
Others	18%
Unknown	8%

How

Helpline Services	
Information & Referral	75%
Crisis, Mental Health, Suicide	25%

All Contacts	
Transactional Calls	4,523
Sunshine Service Contacts	400
Online Database Visits	2,720
Total Contacts	7,643

Website Services	
Website Visits	9,061
Community Calendar Visits	4,083

Day of Week	
Sunday	5%
Monday	19%
Tuesday	20%
Wednesday	16%
Thursday	19%
Friday	16%
Saturday	5%



Time of Day	
Midnight – 8 AM	8%
8 AM – 4 PM	71%
4 PM – Midnight	21%

Referrals

Top 10 Helpline Referrals	
Community Action Team	431
Catholic Charities Emerg. Ast.	260
Salvation Army, South Brevard	259
DCF ACCESS	180
Salvation Army, Central Brev.	159
Salvation Army, North Brevard	134
C. Brev. Sharing Center	130
N. Brev. Charities Sharing Ctr.	114
Brevard County Legal Aid	84
Volusia/Flagler County Svcs.	83

Overview	
% of calls with @ least 1 referral	74%
Total # helpline referrals	5,484
Total # agencies referred to	697
% of database receiving referral	44%
# of online program page views	1,926
# of programs viewed	601
% of programs viewed	38%

Top 10 Online Programs Viewed	
Community Action Team, Cocoa	35
Catholic Charities Emerg. Ast.	32
C.I.T.A. Rescue Mission	25
C. Brev. Sharing Ctr.	25
Community of Hope, Inc.	23
Salvation Army, North Brevard	22
WIN Housing	22
Daily Bread	20
Brev. County Health Dept Dental	19
Crosswinds Trans. Living Prgm.	18

Service Levels & Outcomes

Service Levels	
Total incoming calls	4,782
Total calls answered	4,241
% of calls answered	89%
Calls answered w/o queuing	87%
Average wait time/answered	0:35

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	93%
Caller received full assistance	50%
Caller received partial assistance	31%

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	68