

Service Users

Who

Gender	
Female	71%
Male	25%
Unknown	4%
Age	
Unknown	7%
Under 20	1%
20-29	9%
30-39	16%
40-49	29%
50-59	24%
60-69	10%
70+	4%

Why

Problems/Needs	
Basic Needs	2,432
Community & Consumer Svcs.	1,449
Mental Health & Subst. Abuse	915
Personal Health	455
Criminal Justice & Legal	424
Individual & Family Life	298
Income Support & Employment	294
Other	69

Where

Locations	
Melbourne	21%
Palm Bay	17%
Cocoa	13%
Titusville	9%
Rockledge	5%
Merritt Island	5%
Orange/Seminole	5%
Others	16%
Unknown	9%

How

Helpline Services	
Info, Assessment & Referral	84%
Crisis, Mental Health, Suicide	11%
Others	5%

All Contacts	
Transactional Calls	5,739
Sunshine Service Contacts	420
Online Database Visits	3,649
Total Contacts	9,808

Website Services	
Website Visits	8,380
Website Page Views	19,477
Community Calendar Visits	153
Community Calendar Views	2,044

Day of Week	
Sunday	6%
Monday	28%
Tuesday	24%
Wednesday	18%
Thursday	17%
Friday	16%
Saturday	6%



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

Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	651
Salvation Army, South Brevard	496
Catholic Charities Emerg. Asst.	480
Salvation Army, Central Brevard	245
DCF ACCESS	206
Central Brev. Sharing Center	198
Salvation Army, North Brevard	196
St. Vincent de Paul/St. Joseph	155
Volusia/Flagler County Services	155
North Brevard Charities	145

Overview	
% of calls with @ least 1 referral	74%
Total # helpline referrals	7,394
Total # agencies referred to	706
% of database receiving referral	44%
# of online program page views	2,161
# of programs viewed	595
% of programs viewed	38%

Top 10 Online Programs Viewed	
Central Brev. Sharing Center	35
Community Action Team	34
WIN Housing	34
Catholic Charities Emerg. Asst.	33
Salvation Army, North Brevard	32
C.I.T.A. Rescue Mission	31
Salvation Army, South Brevard	30
South Brev. Sharing Center	22
Child Care Association	21
Transitional Housing for Women	21

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,830
Total calls answered	6,055
% of calls answered	89%
Calls answered w/o queuing	86%
Average wait time/answered	0:40

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	91%
Caller received full assistance	60%
Caller received partial assistance	24%

Caller Outcomes	
Satisfied	98%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	57