

Phone & Online Contacts		Call Frequency	
Helpline Contacts	28,630	Midnight – 8 AM	5%
Sunshine Contacts	6,762	8 AM - Noon	36%
Helpline Online Visits	21,993	Noon-4 PM	36%
Total Contacts	57,385	4 PM - Midnight	23%
		Busiest Hours:	10:00 to 11:00 a.m.

Problems / Needs	
Financial	15%
Community Services	14%
Basic Needs	13%
Mental Health	10%
Health/Medical	9%
Addictions	4%
Legal	4%
Interpersonal	3%
Abuse/Neglect	2%
Volunteer Info	2%
Suicide	1%
All other	23%

Call Types	
Info & Referral	62%
Information Only	17%
Info, Ref, & Counseling	10%
Counseling	8%
Info & Counseling	2%
Advocacy & Counseling	2%

Source of Calls	
Unknown	25%
Phone Book	22%
Other Agencies	17%
Other	17%
Previous Client	15%
FPL	4%

Referrals

84 % of all contacts received one or more referrals
41,938 referrals were made to 1,182 programs

The 15 programs receiving the most referrals were:

- Community Action Team , Palm Bay
- Salvation Army , South Brevard
- Community Action Team , Cocoa
- Salvation Army , Central Brevard
- Salvation Army - North Brevard
- Central Brevard Sharing Center
- South Brevard Sharing Center, Melbourne
- Low Income Home Energy Assistance Program
- South Brevard Sharing Center, Palm Bay
- Brevard County Legal Aid, Inc. Rockledge
- Sue M. Pridmore Center for Women and Children
- DCF ESS Office, South Brevard
- DCF ESS Office- Central Brevard
- Catholic Charities Family Emergency Assistance
- Transitional Housing for Women

Online Program Pages Viewed:
33,570 hits to 1,296 programs

The 15 most often viewed programs were:

- Central Brevard Sharing Center
- Community Action Team, Palm Bay
- Yellow Umbrella
- Community Action Team, Cocoa
- Catholic Charities Family Emergency Assistance
- Women's Center
- Salvation Army, North Brevard
- Volunteers in Motion
- Community Housing Initiative
- DCF ESS Office, Central Brevard
- Glory Mansions
- Melbourne Housing & Community Development
- Family Counseling Center, Outpatient Counseling
- Community Care for the Elderly & Disabled Adult
- Transitional Housing for Women

Area	
South	47%
Central	32%
North	10%
Other/Unknown	11%

Cities	
Melbourne	24%
Palm Bay	16%
Cocoa	14%
Titusville	9%
Merritt Island	7%
Rockledge	6%
Cocoa Beach	2%
Satellite Beach	1%
Unknown/Other	21%

Ages	
Unknown	79%
Under 18	<1%
18-21	<1%
22-54	12%
55-64	4%
Over 64	3%

Gender	
Female	73%
Male	25%
Unknown	2%

Notes/Trends

- Together, basic needs and emergency financial assistance represent 28% of reported problems/needs. This is also reflected in the top 15 helpline referrals and online program pages viewed. Agencies are low on funds while electric bills are higher than ever and kids are home for the summer.
- Detailed service information can be found in the [2006-2006 Service Delivery Report](http://www.211brevard.org) at www.211brevard.org