

## Service Users

### Who

Gender	
Female	69%
Male	27%
Unknown	5%
Age	
Unknown	9%
Under 20	1%
20-29	7%
30-39	15%
40-49	27%
50-59	25%
60-69	12%
70+	5%

### Why

Problems/Needs	
Basic Needs	25%
Community & Consumer Svcs.	24%
Behavioral Health Care	19%
Criminal Justice & Legal	12%
Physical Health Care	8%
Individual & Family Life	7%
Income Support & Employment	4%
Other	1%

### Where

Locations	
Melbourne	17%
Palm Bay	15%
Cocoa	12%
Titusville	8%
Rockledge	5%
Merritt Island	5%
Orlando	7%
Others	20%
Unknown	11%

### How

Helpline Services	
Information & Referral	79%
Crisis, Mental Health, Suicide	19%
National Suicide Hotline	2%
Brevard Cares	<1%

All Contacts	
Transactional Helpline Calls	3,571
Sunshine Service Contacts	321
Online Database Visits	2,369
<b>Total Contacts</b>	<b>6,261</b>

Website Services	
Data unavailable	

Day of Week	
Sunday	5%
Monday	19%
Tuesday	18%
Wednesday	17%
Thursday	17%
Friday	17%
Saturday	6%



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

### Referrals

Top 10 Helpline Referrals	
Community Action – Cocoa	263
Catholic Charities Emerg. Asst.	232
Salvation Army – South	130
DCF ACCESS	96
Salvation Army – North	77
Brevard County Legal Aid	73
Salvation Army – Central	64
North Brev. Charities Sh. Ctr.	57
WIN Housing	49
C. Brev. Sharing Center	45

Overview	
% of calls with @ least 1 referral	72%
Total # helpline referrals	3,826
Total # agencies referred to	582
% of database receiving referral	36%

Top 10 Online Programs Viewed	
WIN Housing	
Central Brevard Sharing Center	
Daily Bread	
Transitional Housing for Women	
Community Action Team – Cocoa	
Women's Center	
Community of Hope, Inc.	
Family Counseling Center	
First Baptist Church of Merritt Island	
Space Coast Ctr. for Independent Living	

## Service Levels & Outcomes

Service Levels	
Total incoming calls	4,101
Total calls answered	3,558
% of calls answered	87%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	70%
Caller received partial assistance	30%

Caller Outcomes	
Satisfied	98%
Reporting satisfaction status	85%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	115