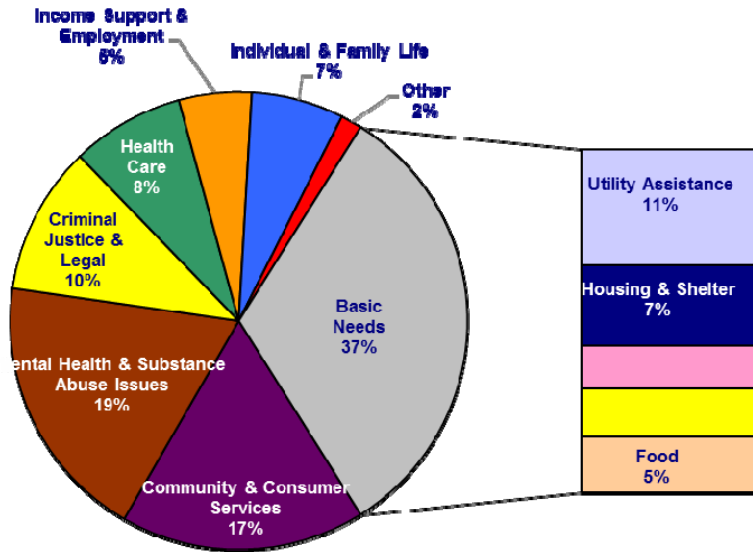
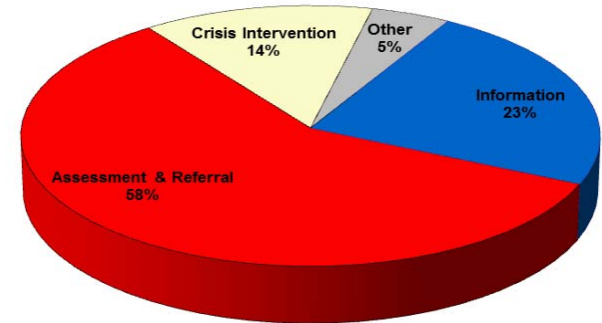


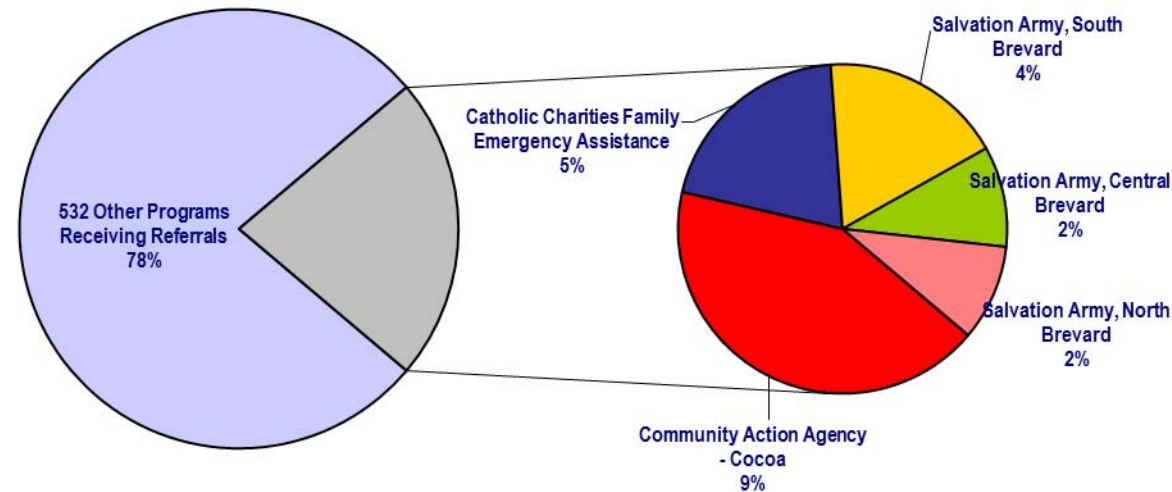
## Caller Needs



## Assistance Provided



## Referrals



## Contacts

|                           |              |
|---------------------------|--------------|
| Transactional Calls       | 3,258        |
| Sunshine Service Contacts | 260          |
| Online Database Visits    | 3,340        |
| <b>Total Contacts</b>     | <b>6,858</b> |

|                                    |       |
|------------------------------------|-------|
| % of calls with @ least 1 referral | 71%   |
| Total # helpline referrals         | 3,850 |
| Total # agencies referred to       | 537   |
| % of database receiving referral   | 33%   |