

## Service Users

### Who

Gender	
Female	71%
Male	25%
Unknown	4%
Age	
Unknown	8%
Under 20	~
20-29	8%
30-39	17%
40-49	29%
50-59	24%
60-69	9%
70+	4%

### Why

Problems/Needs	
Basic Needs	37%
Community & Consumer Svcs.	24%
Mental Health & Subst. Abuse	17%
Health Care	7%
Criminal Justice & Legal Services	6%
Income Support & Employment	5%
Individual & Family Life	4%
Other	1%
<b>Total Needs</b>	<b>6,152</b>

### Where

Locations	
Melbourne	19%
Palm Bay	17%
Cocoa	15%
Titusville	7%
Rockledge	4%
Merritt Island	5%
Orlando	5%
Others	19%
Unknown	9%

### How

Helpline Services	
Info, Assessment & Referral	83%
Crisis, Mental Health, Suicide	20%
Others	7%

All Contacts	
Transactional Calls	5,423
Sunshine Service Contacts	420
Online Database Visits	3,541
<b>Total Contacts</b>	<b>9,384</b>

Website Services	
Website Visits	8,138
Website Page Views	19,880
Community Calendar Visits	174
Community Calendar Views	2,469

Day of Week	
Sunday	5%
Monday	17%
Tuesday	19%
Wednesday	18%
Thursday	21%
Friday	16%
Saturday	8%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	72%
4 PM – Midnight	22%

## Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	578
Salvation Army, South Brevard	421
Catholic Charities Emerg. Asst.	380
Salvation Army, Central Brevard	264
DCF ACCESS	206
Central Brev. Sharing Center	198
Salvation Army, North Brevard	167
Volusia/Flagler County Services	149
North Brevard Charities	107
Brevard County Legal Aid	101

Overview	
% of calls with @ least 1 referral	72%
Total # helpline referrals	6,914
Total # agencies referred to	700
% of database receiving referral	44%
# of online program page views	2,526
# of programs viewed	742
% of programs viewed	47%

Top 10 Online Programs Viewed	
Catholic Charities Emerg. Asst.	39
Central Brevard Sharing Ctr.	36
Salvation Army, Central Brevard	32
Community Action, Cocoa	31
WIN Housing	26
Community Housing Initiative	25
Dental Society	23
Salvation Army, South Brevard	22
Community Action, Titusville	21
North Brevard Charities	21

## Service Levels & Outcomes

Service Levels	
Total incoming calls	6,467
Total calls answered	5,792
% of calls answered	90%
Calls answered w/o queuing	87%
Average wait time/answered	0:39

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	89%
Caller received full assistance	33%
Caller received partial assistance	42%

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

Database Maintenance	
Database Records Updated	87