

## Service Users

### Who

Gender	
Female	70%
Male	25%
Unknown	5%
Age	
Unknown	9%
Under 20	1%
20-29	9%
30-39	19%
40-49	25%
50-59	24%
60-69	11%
70+	2%

### Why

Problems/Needs	
Basic Needs	34%
Community & Consumer Svcs.	21%
Mental Health Care/Counseling	19%
Personal Health	10%
Criminal Justice & Legal	7%
Individual & Family Life	6%
Income Support & Employment	4%
Education	1%
Public Health	1%

### Where

Locations	
Melbourne	21%
Palm Bay	17%
Cocoa	12%
Titusville	7%
Rockledge	4%
Merritt Island	5%
Orlando	6%
Others	19%
Unknown	9%

### How

Helpline Services	
Information & Referral	78%
Crisis, Mental Health, Suicide	21%
Other	1%

All Contacts	
Transactional Calls	4,754
Sunshine Service Contacts	404
Online Database Visits	3,517
<b>Total Contacts</b>	<b>8,675</b>

Website Services	
Website Visits	8,635
Website Page Views	33,746
Community Calendar Visits	569

Day of Week	
Sunday	5%
Monday	21%
Tuesday	20%
Wednesday	18%
Thursday	16%
Friday	14%
Saturday	6%



Time of Day	
Midnight – 8 AM	7%
8 AM – 4 PM	71%
4 PM – Midnight	23%

## Referrals

Top 10 Helpline Referrals	
Comm. Action Agency, Cocoa	445
Catholic Charities Emerg. Asst.	280
Salvation Army, South	268
DCF ACCESS	169
Salvation Army, Central	156
Salvation Army, North	142
Central Brevard Sharing Ctr.	138
Volusia/Flagler Resources	96
St. Vincent de Paul, St. Joseph	94
Brevard County Legal Aid	82

Overview	
% of calls with @ least 1 referral	
Total # helpline referrals	
Total # agencies referred to	
% of database receiving referral	
# of online program page views	
# of programs viewed	
% of programs viewed	

Top 10 Online Programs Viewed	
Catholic Charities Emergency Assistance	
Salvation Army, South	
Central Brevard Sharing Center	
Daily Bread	
Salvation Army, North	
South Brevard Sharing Center	
Community Action Agency, Cocoa	
Child Care Association	
WIN Housing	
Hidden Potentials	

## Service Levels & Outcomes

Service Levels	
Total incoming calls	5,419
Total calls answered	4,817
% of calls answered	88.7%

Caller Outcomes	
Caller received accurate info	
Caller contacted referrals	
Caller received full assistance	
Caller received partial assistance	

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

Database Maintenance	
Database Records Updated	51