

Service Users

Who

Gender	
Female	70%
Male	25%
Unknown	5%
Age	
Unknown	9%
Under 20	1%
20-29	8%
30-39	17%
40-49	26%
50-59	25%
60-69	12%
70+	4%

Why

Problems/Needs	
Basic Needs	26%
Community & Consumer Svcs.	25%
Mental Health Care/Counseling	18%
Health Care	9%
Criminal Justice & Legal	9%
Individual & Family Life	7%
Income Support & Employment	4%
Education	1%

Where

Locations	
Melbourne	21%
Palm Bay	17%
Cocoa	11%
Titusville	7%
Rockledge	4%
Merritt Island	5%
Central Florida	7%
Others	17%
Unknown	11%

How

Helpline Services	
Information & Referral	84%
Crisis, Mental Health, Suicide	15%
National Suicide Hotline	1%

All Contacts	
Transactional Calls	3,674
Sunshine Service Contacts	329
Online Database Visits	2,656
Total Contacts	6,659

Website Services	
Website Visits	3,461
Website Page Views	8,227

Day of Week	
Sunday	5%
Monday	17%
Tuesday	21%
Wednesday	19%
Thursday	18%
Friday	14%
Saturday	5%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	74%
4 PM – Midnight	20%

Referrals

Top 10 Helpline Referrals	
Community Action – Cocoa	280
Catholic Charities Emerg Assist.	234
Salvation Army, South	170
DCF ACCESS	110
Salvation Army, North	104
Legal Aid	72
Salvation Army, Central	72
N. Brevard Charities	59
C. Brevard Sharing Center	56
WIN Housing	51

Overview	
% of calls with @ least 1 referral	68%
Total # helpline referrals	4,167
Total # programs referred to	610
% of database receiving referral	38%

Top 10 Online Programs Viewed	
Central Brevard Sharing Center	
Salvation Army, North Brevard	
Women's Center	
C.I.T.A Rescue Mission	
Community of Hope, Inc.	
Transitional Housing for Women	
Catholic Charities Family Emerg. Assist.	
Community Treatment Center	
WIN Housing	
Daily Bread	

Service Levels & Outcomes

Service Levels	
Total incoming calls	4,153
Total calls answered	3,536
% of calls answered	85%

Database Maintenance	
Database Records Updated	102

Caller Outcomes	
Satisfied	
Not satisfied	
Reporting satisfaction status	
Will use 2-1-1 again	
Will recommend 2-1-1 to others	