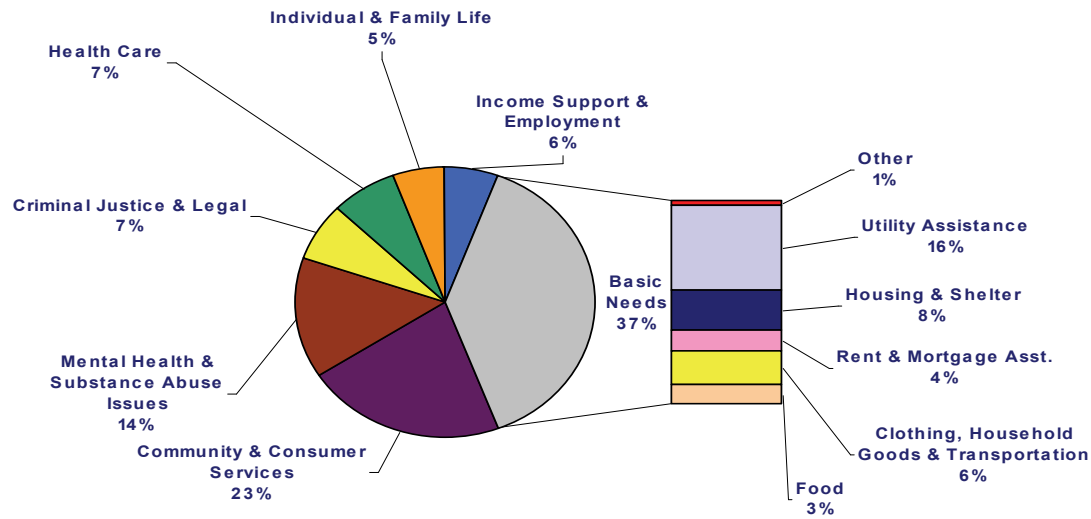
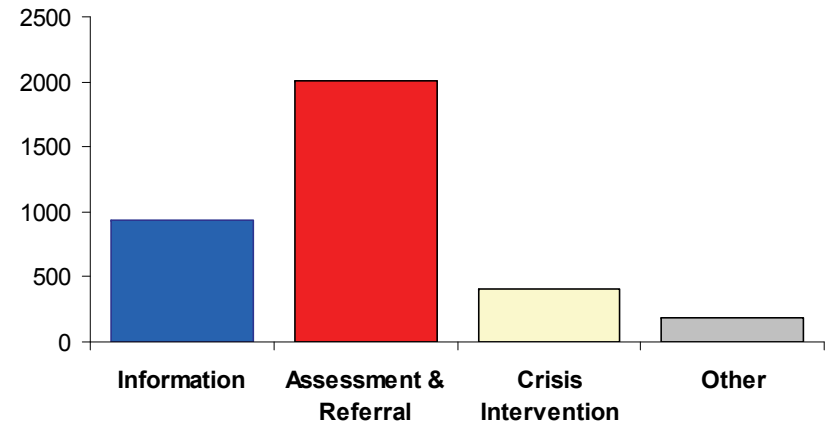


Caller Needs



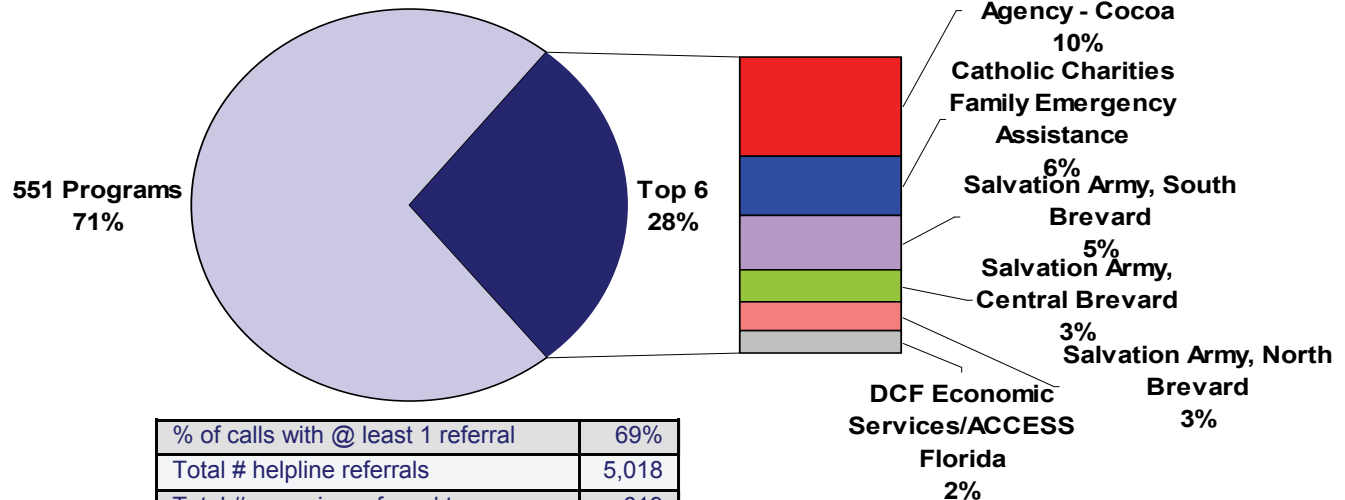
Assistance Provided



Referrals

Contacts

Transactional Calls	3,763
Sunshine Service Contacts	319
Online Database Visits	8,493
Total Contacts	12,877



% of calls with @ least 1 referral	69%
Total # helpline referrals	5,018
Total # agencies referred to	619
% of database receiving referral	39%