

Service Users

Who

Gender	
Female	70%
Male	26%
Unknown	4%
Age	
Unknown	10%
Under 20	<1%
20-29	10%
30-39	19%
40-49	25%
50-59	23%
60-69	10%
70+	2%

Why

Problems/Needs	
Basic Needs	41%
Mental Health Care/Counseling	19%
Community & Consumer Svcs.	14%
Personal Health	10%
Criminal Justice & Legal	6%
Individual & Family Life	5%
Income Support & Employment	4%
Education	<1%
Public Health	<1%

Where

Locations	
Melbourne	19%
Palm Bay	18%
Cocoa	13%
Titusville	8%
Rockledge	5%
Merritt Island	4%
Orlando	11%
Others	15%
Unknown	7%

How

Helpline Services	
Information & Referral	60%
Crisis, Mental Health, Suicide	39%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	4,751
Sunshine Service Contacts	304
Online Database Visits	3,025
Total Contacts	8,080

Website Services	
Website Visits	15,457
Website Page Views	22,961
Community Calendar Visits	4,979
Community Calendar Views	9,852

Day of Week	
Sunday	213
Monday	760
Tuesday	1072
Wednesday	996
Thursday	756
Friday	635
Saturday	260



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

Referrals

Top 10 Helpline Referrals	
Comm. Action Team, Cocoa	1,033
Salvation Army, Central	257
Salvation Army, North	194
North Brevard Charities Sh Ctr	161
DCF ACCESS FL	144
Brevard County Legal Aid	111
Salvation Army, South	97
South Brev. Sharing Center	87
Central Brevard Sharing Ctr.	67
LIHEAP	67

Overview	
% of calls with @ least 1 referral	70%
Total # helpline referrals	5,875
Total # agencies referred to	614
% of database receiving referral	39%
# of online program page views	2,638
# of programs viewed	687
% of programs viewed	44%

Top 10 Online Programs Viewed	
Central Brevard Sharing Center	42
Catholic Charities Emerg. Asst.	38
Salvation Army, North	32
DCF ACCESS FL	26
Community Action Team, Cocoa	24
WIN Housing	24
Crosswinds Transitional Living	23
C.I.T.A. Rescue Mission	20
BCC Dental Hygiene Clinic	19
City of Melb. Housing & CD	19

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,311
Total calls answered	4,898
% of calls answered	78%
Calls answered w/o queuing	52%
Average wait time/answered	00:00:54
Calls abandoned to voicemail	4%
Calls abandoned/no voicemail	16%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	91%
Caller received full assistance	74%
Caller received partial assistance	26%
Follow up Calls/Total Calls	1%

Caller Outcomes	
Satisfied	95%
Not satisfied	5%
Reporting satisfaction status	89%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	53