

Service Users

Who

Gender	
Female	71%
Male	25%
Unknown	4%
Age	
Unknown	10%
Under 20	<1%
20-29	9%
30-39	20%
40-49	27%
50-59	21%
60-69	10%
70+	3%

Why

Problems/Needs	
Basic Needs	39%
Mental Health Care/Counseling	17%
Community & Consumer Svcs.	14%
Personal Health	11%
Criminal Justice & Legal	6%
Individual & Family Life	6%
Income Support & Employment	5%
Education	1%
Public Health	1%

Where

Locations	
Melbourne	19%
Palm Bay	18%
Cocoa	12%
Titusville	8%
Rockledge	4%
Merritt Island	4%
Orlando	11%
Others	17%
Unknown	7%

How

Helpline Services	
Information & Referral	74%
Crisis, Mental Health, Suicide	26%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	4,970
Sunshine Service Contacts	406
Online Database Visits	3,147
Total Contacts	8,523

Website Services	
Website Visits	9,650
Website Page Views	22,072
Community Calendar Visits	4,800
Community Calendar Views	9,419

Day of Week	
Sunday	5%
Monday	25%
Tuesday	19%
Wednesday	16%
Thursday	16%
Friday	13%
Saturday	7%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	73%
4 PM – Midnight	21%

Referrals

Top 10 Helpline Referrals	
Com. Action Team, Cocoa	953
Salvation Army, Central	282
Salvation Army, North	235
DCF ACCESS Florida	177
North Brevard Charities	162
St. Vincent de Paul/St. Joseph	158
2-1-1 Orlando	140
Salvation Army, South	137
LIHEAP	134
S. Brev. Sharing Ctr., PB	108

Overview	
% of calls with @ least 1 referral	73%
Total # helpline referrals	6,613
Total # agencies referred to	702
% of database receiving referral	44%
# of online program page views	1,997
# of programs viewed	578
% of programs viewed	37%

Top 10 Online Programs Viewed	
Com. Action Team, Cocoa	39
C. Brev. Sharing Ctr. Client Asst	35
Salvation Army, North	30
Salvation Army, South	26
Catholic Charities Emerg. Asst.	25
DCF ACCESS Florida	25
S. Brev Sharing Ctr, Client Asst.	24
WIN Housing	24
LIHEAP	23
Women's Center	22

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,253
Total calls answered	5,127
% of calls answered	82%
Calls answered w/o queuing	77%
Average wait time/answered	00:01:06
Calls abandoned to voicemail	4%
Calls abandoned/no voicemail	14%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	98%
Caller received full assistance	73%
Caller received partial assistance	27%

Caller Outcomes	
Satisfied	97%
Not satisfied	3%
Reporting satisfaction status	91%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	102