

211 Brevard  
**December 2009**  
 Service Snapshot



## Service Users

### Who

Gender	
Female	70%
Male	24%
Unknown	6%
Age	
Unknown	10%
Under 20	~
20-29	9%
30-39	20%
40-49	24%
50-59	22%
60-69	11%
70+	4%

### Why

Problems/Needs	
Basic Needs	35%
Mental Health Care/Counseling	19%
Community & Consumer Svcs.	19%
Health Care	10%
Criminal Justice & Legal	5%
Individual & Family Life	5%
Income Support & Employment	3%

### Where

Locations	
Melbourne	18%
Palm Bay	16%
Cocoa	12%
Titusville	6%
Rockledge	4%
Merritt Island	5%
Orlando	10%
Others	18%
Unknown	11%

### How

Helpline Services	
Information & Referral	70%
Crisis, Mental Health, Suicide	29%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	4,952
Sunshine Service Contacts	424
Online Database Visits	2,501
<b>Total Contacts</b>	<b>7,877</b>

Website Services	
Website Visits	8,924
Website Page Views	20,228
Community Calendar Visits	3,789
Community Calendar Views	8,405

Day of Week	
Sunday	5%
Monday	19%
Tuesday	24%
Wednesday	19%
Thursday	15%
Friday	11%
Saturday	6%



Time of Day	
Midnight – 8 AM	9%
8 AM – 4 PM	71%
4 PM – Midnight	20%

## Referrals

Top 10 Helpline Referrals	
Comm. Action Team, Cocoa	801
DCF ACCESS	184
Salvation Army, South	169
Salvation Army, North	164
North Brev. Charities Shar. Ctr.	128
Public Information (411)	97
Volusia/Flagler Services	88
Circles of Care Twin Rivers	79
Cent. Brev. Sharing Center	74
Brevard County Legal Aid	63
Central FL/Tri-County Svcs.	62

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 Fam. Assist.	25
Salvation Army, North	20
Comm. Action Team, Cocoa	19
C.I.T.A. Rescue Mission	17
Community of Hope, Inc.	17
LIHEAP	17
WIN Housing	16
Cent. Brev. Sharing Center	14
South Brev. Sharing Ctr/PB	14
Community Housing Initiative	12

## Service Levels & Outcomes

Service Levels	
Total incoming calls	6,071
Total calls answered	5,073
% of calls answered	84%
Calls answered w/o queuing	68%
Average wait time/answered	01:45
Calls abandoned to voicemail	2%
Calls abandoned/no voicemail	14%

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

Caller Outcomes	
Satisfied	96%
Not satisfied	4%
Reporting satisfaction status	85%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%