

Contact Information

Who

Gender	
Female	70%
Male	24%
Unknown	6%
Age	
Unknown	8%
Under 20	<1%
20-29	9%
30-39	22%
40-49	29%
50-59	19%
60-69	10%
70+	3%

Why

Problems/Needs	
Basic Needs	37%
Mental Health Care/Counseling	17%
Community & Consumer Svcs.	16%
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	17%
Others	14%
Orlando	12%
Titusville	7%
Merritt Island	5%
Cocoa	4%
Rockledge	4%
Unknown	8%

How

Helpline Services	
Information & Referral	72%
Crisis, Mental Health, Suicide	28%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	5,181
Sunshine Service Contacts	468
Online Database Visits	3,568
Total Contacts	9,217

Website Services	
Website Visits	10,332
Website Page Views	22,472
Community Calendar Visits	4,795
Community Calendar Views	10,207

Day of Week	
Sunday	4%
Monday	20%
Tuesday	16%
Wednesday	19%
Thursday	19%
Friday	16%
Saturday	6%



Time of Day	
Midnight – 8 AM	6%
8 AM – 4 PM	74%
4 PM – Midnight	21%

Referrals

Top 10 Helpline Referrals	
Comm. Action Team, Cocoa	864
Salvation Army, Central	315
Salvation Army, North	224
Salvation Army, South	202
DCF Economic Services	189
St. Vincent de Paul, St. Joseph	163
Low Income Home Energy Ast.	129
North Brev. Charities Shar. Ctr.	127
2-1-1 Orlando	126
South Brev. Shar. Ctr., Palm Bay	108

Overview	
% of calls with @ least 1 referral	71%
Total # helpline referrals	6,616
Total # agencies referred to	685
% of database receiving referral	43%
# of online program page views	2,613
# of programs viewed	663
% of programs viewed	42%

Top 10 Online Programs Viewed	
Community Action Team, Cocoa	55
Catholic Charities Emerg. Asst.	44
Central Brev. Sharing Center	39
South Brev. Sharing Center, Mlb	32
Low Income Home Energy Asst.	29
Salvation Army, Central	29
WIN Housing	29
St. Vincent de Paul of St. Joseph	28
Salvation Army, South	26
BCC Dental Hygiene Clinic	23

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,228
Total calls answered	5,403
Calls answered w/o queuing	77%
Average wait time/answered	00:00:33
Calls abandoned to voicemail	3%
Calls abandoned/no voicemail	10%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	68%
Caller received partial assistance	32%

Caller Outcomes	
Satisfied	96%
Not satisfied	4%
Reporting satisfaction status	89%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%