

Service Users

Who

Gender	
Female	69%
Male	27%
Unknown	4%
Age	
Unknown	8%
Under 20	<1%
20-29	9%
30-39	19%
40-49	25%
50-59	24%
60-69	11%
70+	3%

Why

Problems/Needs	
Basic Needs	31%
Mental Health Care/Counseling	17%
Community & Consumer Svcs.	24%
Personal Health	10%
Criminal Justice & Legal	7%
Individual & Family Life	6%
Income Support & Employment	4%
Education	<1%
Public Health	1%

Where

Locations	
Melbourne	21%
Palm Bay	17%
Cocoa	13%
Titusville	8%
Rockledge	4%
Merritt Island	5%
Central FL	6%
Others	18%
Unknown	8%

How

Helpline Services	
Information & Referral	75%
Crisis, Mental Health, Suicide	25%

All Contacts	
Transactional Calls	4,183
Sunshine Service Contacts	
Online Database Visits	
Total Contacts	

Website Services	
Website Visits	10,184
Community Calendar Visits	4,771

Day of Week	
Sunday	6%
Monday	22%
Tuesday	17%
Wednesday	18%
Thursday	16%
Friday	14%
Saturday	8%



Time of Day	
Midnight – 8 AM	7%
8 AM – 4 PM	39%
4 PM – Midnight	24%

Referrals

Top 10 Helpline Referrals	
Community Action, Cocoa	420
Salvation Army, South	259
Catholic Charities Emerg. Asst.	245
Salvation Army, Central	161
Salvation Army, North	139
DCF ACCESS	136
Central Brev. Sharing Ctr.	131
Brevard County Legal Aid	91
WIN Housing	90
Volusia/Flagler Services	89

Overview	
% of calls with @ least 1 referral	73%
Total # helpline referrals	5,403
Total # agencies referred to	669
% of database receiving referral	42%

Top 10 Online Programs Viewed	
Central Brevard Sharing Center	
Catholic Charities Emergency Assistance	
Community Action Agency, Cocoa	
Salvation Army, North	
Salvation Army, South	
WIN Housing	
Child Care Association	
Women's Center	
DCF ACCESS	
City of Melbourne Housing & Comm. Dev.	

Service Levels & Outcomes

Service Levels	
Total incoming calls	4,969
Total calls answered	4,487
% of calls answered	90.3%
Average wait time/answered	0:32
Calls abandoned to voicemail	4%
Calls abandoned/no voicemail	6%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	54%
Caller received partial assistance	23%

Caller Outcomes	
Satisfied	98%
Not satisfied	2%
Reporting satisfaction status	89%
Will use 2-1-1 again	100%
Will recommend 2-1-1 to others	100%