

211 Brevard
November 2009
 Service Snapshot



Service Users

Who

Gender	
Female	72%
Male	24%
Unknown	4%
Age	
Unknown	10%
Under 20	<1%
20-29	9%
30-39	20%
40-49	24%
50-59	22%
60-69	11%
70+	3%

Why

Problems/Needs	
Basic Needs	39%
Mental Health Care/Counseling	18%
Community & Consumer Svcs.	15%
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	19%
Cocoa	12%
Titusville	8%
Rockledge	4%
Merritt Island	5%
Orlando	10%
Others	14%
Unknown	9%

How

Helpline Services	
Information & Referral	75%
Crisis, Mental Health, Suicide	25%
National Suicide Hotline	<1%
Brevard Cares	<1%

All Contacts	
Transactional Calls	5,159
Sunshine Service Contacts	373
Online Database Visits	1,454
Total Contacts	6,986

Website Services	
Website Visits	10,280
Website Page Views	25,987
Community Calendar Visits	4,537
Community Calendar Views	12,519

Day of Week	
Sunday	6%
Monday	25%
Tuesday	21%
Wednesday	17%
Thursday	13%
Friday	13%
Saturday	5%



Time of Day	
Midnight – 8 AM	7%
8 AM – 4 PM	74%
4 PM – Midnight	19%

Referrals

Top 10 Helpline Referrals	
Community Action Tm. Cocoa	892
Toys for Tots	296
Salvation Army, North Brevard	179
Salvation Army, Central Brev.	178
DCF ACCESS (food stamps)	146
North Brev. Charities Shar. Ctr.	144
Florida Today Reaching Out	120
Salvation Army, South Brevard	106
Cent. Brev. Sharing Center.	98
Volusia/Flagler County Svcs.	84

Overview	
% of calls with @ least 1 referral	70%
Total # helpline referrals	6,010
Total # agencies referred to	640
% of database receiving referral	41%
# of online program page views	914
# of programs viewed	402
% of programs viewed	25%

Top 10 Online Programs Viewed	
Salvation Army, North Brevard	17
WIN Housing	13
Women's Center	13
C.I.T.A. Rescue Mission	12
Florida Today Reaching Out	11
Daily Bread	11
Brevard Job Link, Palm Bay	10
Cent. Brev. Sharing Center	10
Salvation Army, South	10
Salvation Army, South, Holiday	9

Service Levels & Outcomes

Service Levels	
Total incoming calls	6,284
Total calls answered	5,190
% of calls answered	83%
Calls answered w/o queuing	60%
Average wait time/answered	03:26
Calls abandoned to voicemail	3%
Calls abandoned/no voicemail	14%

Caller Outcomes	
Caller received accurate info	100%
Caller contacted referrals	100%
Caller received full assistance	71%
Caller received partial assistance	29%

Caller Satisfaction	
Satisfied	96%
Not satisfied	4%
Reporting satisfaction status	90%
Will use 2-1-1 again	97%
Will recommend 2-1-1 to others	100%

Database Maintenance	
Database Records Updated	108