

Annual report: 2012-13



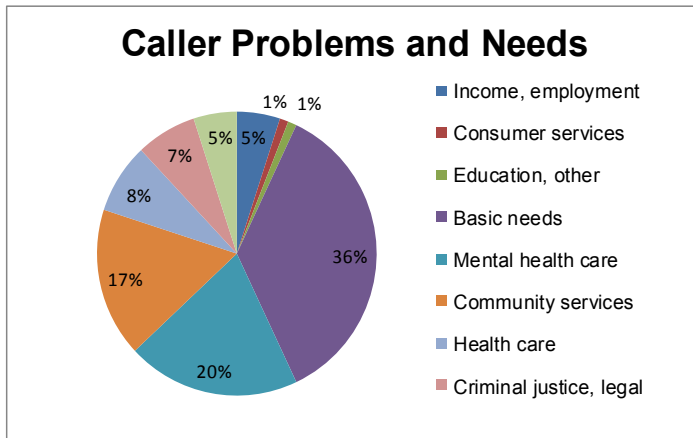
★ 39,497 calls ★ 22,017 database visits
★ 44,126 referrals to... ★ 423 organizations



2-1-1 Brevard provides information and assistance in times of emotional, financial and community crisis.

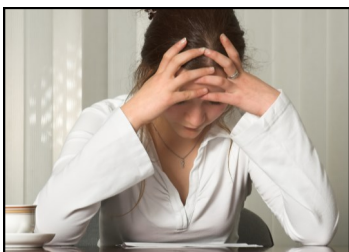
Some problems are harder to solve than others.

No. 1 need: Paying Utility Bills. No. 2: Crisis Intervention.



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Agency dates to 1963

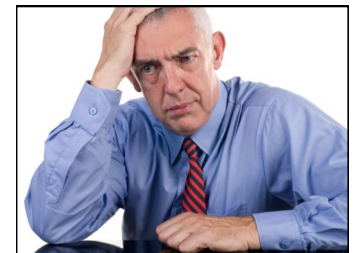
★ First 2-1-1 in Florida in 2001 ★ Seventh 2-1-1 in U.S.

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★ REVENUE

Government fees and grants	\$344,848
United Way of Brevard	\$187,522
Program service fees	\$18,288
Contributions and grants	\$126,766
Interest and other	\$17,786
TOTAL REVENUE	\$695,210



★ EXPENSES

Personnel costs	\$472,272
Technology	\$47,003
Telephone	\$19,447
Operations and other	\$95,305
TOTAL EXPENSES	\$634,027

What callers say...

Here's a sample of the stories 2-1-1 specialists hear from callers:

- ★ Under 12 years old, she wants to hold her breath until she dies.
- ★ Over 90 years old, she knows she shouldn't live alone but doesn't know how to go about moving or what she can afford.
- ★ Mother of two toddlers wants to leave abusive boyfriend but says she has nowhere to turn to make sure her children will be safe.
- ★ Father wants to know how he can force adult, addicted son to leave their house and get into treatment.
- ★ Caller after caller seeks help paying bills and providing for families.

★ Top Needs

Electric bill payments	4,357
Crisis intervention/listening	4,280
Food	1,816
Rent assistance	1,723
Social service organizations	1,622

★ Top Referrals

Brevard Housing/Human Services	5,049
Catholic Charities	3,193
Salvation Army-South	2,909
Salvation Army-North/Central	2,176
Florida Dept. of Children/Families	1,439