



January 2014

★ SPOTLIGHT ★

January is **Self-Help Group Awareness Month**, and 2-1-1 Brevard specialists regularly make referrals to support groups, including those that address addictions and mental and physical health.

In January 2014, specialists made **67 referrals to support groups** for a total of 418 for the fiscal year beginning July 1, 2013.

★ CALL DATA ★

3,482: Calls answered

3,617: Needs logged

506: No. 1 need of crisis intervention/active listening

292: No. 2 need of help with payment of electric bill

3,292: Referrals

(Some callers' needs are met without referrals.)

381: Agencies receiving at least one referral

★ CALLER DEMOGRAPHICS ★

25: Percent of callers younger than 50

24: Percent of callers ages 50-59

20: Percent of callers ages 60-69

11: Percent of callers ages 70-79

(16: Percent of callers with age unknown)

62: Percent of callers identified as female

156: Number of calls on behalf of a friend/relative

328: Callers living in 32935 (highest number by ZIP code)