



February 2014

★ SPOTLIGHT ★

February is **Boost Self-Esteem Month**, and 2-1-1 Brevard specialists regularly offer callers support and reassurance in coping with the trials of daily living.

In February 2014, specialists took **174 calls of this type** for a total of 1,422 for the fiscal year beginning July 1, 2013.

★ CALL DATA ★

2,778: Calls answered

3,451: Needs logged

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

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

2,988: Referrals

(Some callers' needs are met without referrals.)

386: Agencies receiving at least one referral

★ CALLER DEMOGRAPHICS ★

26: Percent of callers younger than 40

21: Percent of callers ages 40-49

23: Percent of callers ages 50-59

18: Percent of callers 60 or older

(12: Percent of callers with age unknown)

65: Percent of callers identified as female

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

191: Callers living in 32955 in Rockledge (second highest number)
