



# May 2014

## ★ SPOTLIGHT ★

May was **Mental Health Awareness Month**, and helpline specialists logged 958 calls related to mental health or substance abuse. This included 578 calls for crisis intervention and 49 calls considered "suicide prevention/intervention." Ninety callers sought outpatient mental health services, while 56 were looking for options for inpatient addiction treatment.

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## ★ CALL DATA ★

**3,016: Calls logged**

3,846: Needs logged

162: Callers were homeless or in need of emergency shelter

336: Callers wanted assistance in paying rent

**3,457: Referrals**

(Some callers' needs are met without referrals; some callers have more than one need and get more than one referral.)

241: Agencies receiving at least one referral

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## ★ CALLER DEMOGRAPHICS ★

**47: Percent of callers under age 50**

42: Percent of callers 50 and above

(11: Percent of callers with age unknown)

**66: Percent of callers identified as female**

25: Percent of callers identified as male

(9: Percent of callers with gender unknown)

236: Callers living in 32922 in Cocoa (highest number by ZIP code)

232: Callers living in 32935 in Melbourne (second highest number)

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