



# July 2014

## ★ SPOTLIGHT ★

In July, 2-1-1 Brevard helpline specialists logged 1,417 calls related to **basic needs**.

This included 403 callers who needed help paying utility bills, 209 who wanted information on **food**, 184 who were **homeless** or sought emergency shelter, and 108 who needed **transportation**.

## ★ CALL DATA ★

**3,502: Calls logged**

4,270: Problems and/or needs logged

555: Callers in need of crisis intervention/active listening

91: Callers in need of outpatient mental health services

**4,325: Referrals**

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

370: Agencies receiving at least one referral

## ★ CALLER DEMOGRAPHICS ★

**20: Percent of callers ages 40-49**

19: Percent of callers ages 50-59

18: Percent of callers ages 30-39

(16: Percent of callers with age unknown)

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

(2: Percent of callers with gender unknown)

326: Callers living in 32780 in Titusville (highest number by ZIP code)

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