

# Annual Report: 2013-14



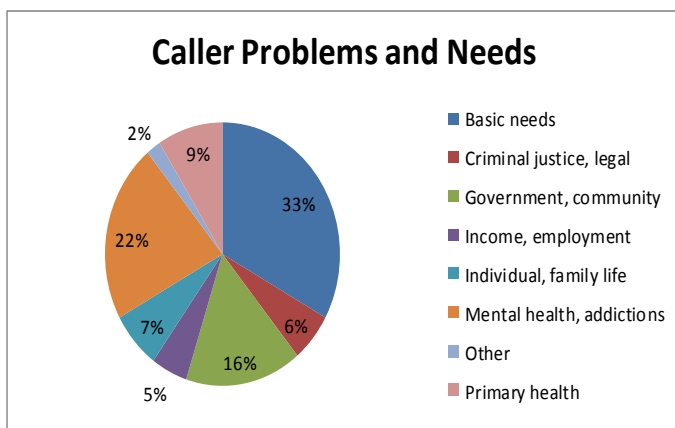
★ 38,071 calls answered    ★ 25,100 database visits  
★ 43,434 referrals        ★ 46,862 needs



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

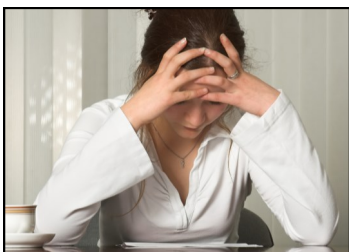
**Some problems are harder to solve than others.**

No. 1 need: Crisis Intervention/Listening. No. 2: Paying utility bills.



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- ★ [www.211brevard.org/newsletter](http://www.211brevard.org/newsletter)
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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	\$359,503
United Way of Brevard	\$205,066
Service contracts and fees	\$45,708
Contributions and grants	\$28,135
Interest and other	\$10,626
<b>TOTAL REVENUE</b>	<b>\$649,038</b>



## ★ EXPENSES

Personnel costs	\$513,150
Technology/Telephone	\$62,320
Operations and other	\$81,227
<b>TOTAL EXPENSES</b>	<b>\$656,697</b>

## ★ Gender of callers

**Female:** 61%  
**Male:** 27%  
Unknown: 12%

## ★ Callers' top needs

Crisis intervention/listening	6,680
Electric/gas bill payment	4,113
Social service organizations	2,306
Food	2,343
Emergency shelter/homeless	2,046
Daily living/reassurance	2,037
Rent assistance	1,868
Residential housing options	1,739
Transportation	1,251
Outpatient mental health	1,247

## ★ Top ZIP codes

<b>32935:</b> Melbourne	3,768
<b>32780:</b> Titusville	2,507
<b>32922:</b> Cocoa	2,404
<b>32907:</b> Palm Bay	2,362
<b>32955:</b> Rockledge	1,782

## ★ Call for info

321-631-9290, ext. 224

## ★ Top Referrals

Brevard Housing/Human Services  
Catholic Charities  
Salvation Army-South  
Salvation Army-North/Central  
Florida Department of Children/Families