



October 2014

★ SPOTLIGHT ★

Electric and gas bills vary according to the weather, but these utility bills — almost all electric — are consistently the most common basic needs that callers identify.

2-1-1 Brevard helpline specialists reported **436 callers** in need of this assistance in October. That compared with 572 callers in October 2013 and 624 callers in that month in 2012.

★ REFERRALS ★

No. 1: Brevard County Housing and Human Services*

Rounding out the top 10:

- | | |
|--|---|
| 2) Catholic Charities | 6) Aging Matters |
| 3) Salvation Army-South | 7) North Brevard Charities Sharing Center |
| 4) Salvation Army-North/Central | 8) Circles of Care |
| 5) Florida Department of Children and Families | 9) The Women's Center |
| | 10) Housing for Homeless and Veterans |

*This is consistently a top referral because of varied assistance offered for basic needs. There was no change in top 5 from September.

★ CALLER DEMOGRAPHICS ★

BY ZIP CODE*

- | | |
|------------------------------|----------------------------------|
| 1) 32780 : Titusville | 6) 32922 : Cocoa |
| 2) 32935 : Melbourne | 7) 32955 : Rockledge |
| 3) 32907 : Palm Bay | 8) 32909 : Palm Bay |
| 4) 32901 : Melbourne | 9) 32953 : Merritt Island |
| 5) 32905 : Palm Bay | 10) 32940 : Titusville |

*16 percent unknown