

Annual Report: 2014-15



- ★ 35,934 calls answered
- ★ 49,108 needs
- ★ 39,888 referrals
- ★ 31,312 database visits



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.

Learn more at our website, by signing up for newsletter

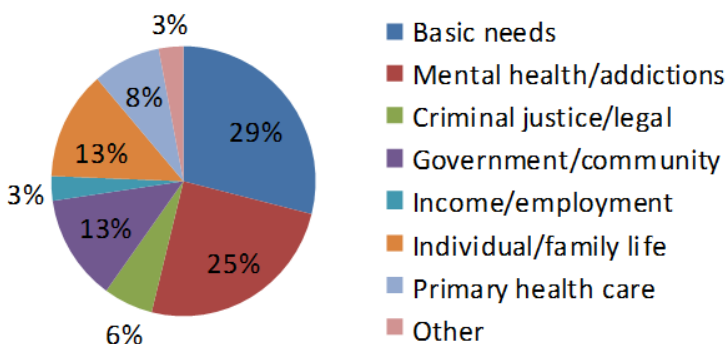
or by following on social media:

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Caller Problems and Needs



Brevard 
2-1-1™
Get Connected. Get Answers.

- ★ 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	\$325,920
United Way of Brevard	\$193,684
Service contracts and fees	\$91,373
Contributions	\$26,200
Nongovernment grants	\$25,080
Other	\$23,662
TOTAL REVENUE	\$685,919

EXPENSES

Personnel costs	\$528,355
Technology/Telephone	\$61,001
Operations and other	\$87,200
TOTAL EXPENSES	\$676,556

Callers' top needs

Crisis intervention/listening	6,796
Daily living/reassurance	4,049
Electric/gas bill payment	3,936
Homeless/emergency shelter	2,080
Food	2,072
Residential housing options	1,755
Rent assistance	1,643
Health facilities information	1,431
Other 2-1-1 helplines	1,543
Suicide prevention/intervention	1,316
Transportation	1,257
Outpatient mental health	1,076

Gender of callers

Female: 73%
Male: 25%
Unknown: 2%

Top ZIP codes

32780: Titusville	3,348
32935: Melbourne	2,981
32901: Melbourne	2,581
32922: Cocoa	2,449
32907: Palm Bay	2,033
32905: Palm Bay	1,884
32955: Rockledge	1,784
32953: Merritt Island	1,035
32909: Palm Bay	1,005
32796: Titusville	902

Top Referrals

Brevard Housing/Human Services	4,743
Catholic Charities	3,078
Salvation Army-South	2,885
Salvation Army-North/Central	2,072
North Brevard Charities Sharing Center	1,411
Florida Department of Children/Families	1,142
Aging Matters in Brevard	1,130
Circles of Care	893
Brevard County Legal Aid	856
The Women's Center	735
Housing for Homeless	733

 **Call for more information** 321-631-9290, ext. 224