



YEAR END REPORT 2002 -2003

PHONE & ONLINE CONTACTS

Helpline Contacts	22,803
Sunshine Contacts	8,582
Helpline Online Visits	15,980
<u>Online Programs Pages Viewed</u>	<u>22,979</u>
Total Contacts	70,344

CALL FREQUENCY

Midnight – 8 AM	6%
8 AM - Noon	35%
Noon-4 PM	34%
<u>4 PM - Midnight</u>	<u>25%</u>
Busiest Hours:	10:00 AM – 11:00 AM

PROBLEM/NEEDS

Financial	16%
Info Request	18%
Mental Health	16%
Basic Needs	9%
Interpersonal	4%
Health/Medical	7%
Addictions	4%
Legal	3%
Sunshine Callers	5%
Community Svcs	4%
Suicide	3%
Abuse/Neglect	2%
Volunteer Info	2%
All other	7%

REFERRALS

71% of all contacts received one or more referrals
 34,417 referrals made to 1,130 programs

50% of all referrals were made to the following:

- Community Action Team - Cocoa
- Salvation Army - South
- Catholic Charities Family Emergency Assistance Program
- Salvation Army - Central
- Sharing Center - Central
- Sharing Center - South - Melbourne
- Low Income Energy Assistance Program (LIHEAP)
- Salvation Army - North
- Sharing Center - South - Palm Bay
- Helpline Brevard
- DCF - South
- Sharing Center - North
- Crisis/Help/I&R Lines - Out of Area
- Community Action Team - Palm Bay
- Freedom Out Post Ministries
- Brevard County Legal Aid, Inc. - Rockledge
- DCF - Central
- Circles of Care - Twin Rivers Drug Treatment Center
- Community Psychological Services (Florida Tech)
- Housing Authority of Brevard County
- Women's Center - Melbourne
- Emergency Financial Assistance for Housing Program (EFAHP)
- Housing and Community Development, City of Melbourne
- Family Counseling Center - Outpatient Counseling
- Space Coast Center for Living
- Family Court Resource Assistance
- C.I.T.A. Mission - Men's Shelter
- Abuse Hotline - Child/Adult/Elder (DCF)
- Circles of Care - Emergency Crisis Assessment
- Alco-Hall (Community Treatment Center)

GEOGRAPHIC AREAS

South	41%
Central	26%
North	9%
Other/Unknown	23%

MAJOR CITIES

Melbourne	21%
Palm Bay	13%
Cocoa	11%
Titusville	8%
Merritt Island	5%
Rockledge	4%
Cocoa Beach	2%
Satellite Beach	2%
Unknown/Other	34%

CALL TYPES

Info & Referral	48%
MH&SA*	14%
Info Only	19%
Crisis Counseling	5%
Sunshine Service	6%
Suicide Related	4%
Volunteering	1%
All Other	3%
*Mental Health & Substance Abuse	

AGES

Unknown	84%
Under 18	1%
18-21	1%
22-54	11%
55-64	1%
Over 64	2%

SOURCE OF CALLS

Previous Client	19%
Other Agencies	10%
Phone Book	12%
FPL	8%
Other	4%
Unknown	47%

GENDER

Female	66%
Male	28%
Unknown	6%

Notes/Trends

- Call volume increased 14% compared to FY 2001-2002
- Online database usage increased 63% compared to FY 2001-2002