SNAPSHOT

Regional

TOTAL CONTACTS 21,392
Call Volume 21,190
Texts & Emails 202
WEB BASED SERVICES 7,973
CHATS 4,276
Database/Mobile App Visits 3,697
Referrals 27,562

Age of Callers
4% of callers were under 18 years old
45% of callers were between 18-59 years old
26% of callers were 60+ years old
25% Unknown

30,371

Problems & Needs

Case of the Quarter

A true affirmation of the impact we have on individuals is when a caller reaches out to us for assistance because we were successful with helping them in the past. “Andrea” had called us years ago when she was a teenager and was feeling suicidal. She remembered that the person she spoke to really helped her feel better, able to see that there was hope for her in the future. So when she was looking for help finding a detox/rehab center, she knew she would be able to get the information and support from us that she needed. One of our Resource Center Specialists, Sherry, recently took a call from this woman who unfortunately was suffering with a drug addiction and was desperately trying to find a detox program that could help her recover. The caller told Sherry that she had made some bad choices and was surrounding herself with people who were also addicted to drugs and were enabling her. But she was finally ready to make a change and to stop abusing the substances she knew would probably kill her. Sherry listened and was empathetic and encouraging with her, telling her she was glad to hear she was reaching out for help. Andrea went on to tell Sherry that years earlier, when she was only in high school, she was suicidal and called 211 for help. Andrea never forgot the compassion and tenderness displayed to her by our Specialist in that most troubling time. Therefore, she didn’t hesitate to contact us again about her current situation. Although this woman’s current circumstance is dire, knowing that we pulled her out of her darkest moment years earlier, and knowing she had the strength and comfort to contact 211 for assistance again, is truly a testament to our service.***

Types of Calls

Assessment & Referral — 19%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 34%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 29%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 9%
Provided basic information such as a phone # or eligibility req. for services
Advocacy/Linkage — 9%
Assisted the caller in navigating the complex & overwhelming health& human services system.
Emergency Intervention/Follow-up <1%

County Breakdown of Calls

Indian River County 5%
Martin County 4%
Okeechobee County 1%
Palm Beach County 52%
St. Lucie County 12%
Outside Service Area/Unknown 26%
# Problem & Needs Breakdown

## 211 HelpLine – Regional

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions (Includes 931 Suicide Related Calls)</td>
<td>10,141</td>
<td>33.39%</td>
</tr>
<tr>
<td>Housing</td>
<td>5,976</td>
<td>19.68%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>2,773</td>
<td>9.13%</td>
</tr>
<tr>
<td>Health Care</td>
<td>2,002</td>
<td>6.59%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,763</td>
<td>5.80%</td>
</tr>
<tr>
<td>Information Services</td>
<td>1,758</td>
<td>5.79%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>1,555</td>
<td>5.12%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>1,403</td>
<td>4.62%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>741</td>
<td>2.44%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>508</td>
<td>1.67%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>470</td>
<td>1.55%</td>
</tr>
<tr>
<td>Transportation</td>
<td>455</td>
<td>1.50%</td>
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<tr>
<td>Employment</td>
<td>394</td>
<td>1.30%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>158</td>
<td>0.52%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>126</td>
<td>0.41%</td>
</tr>
<tr>
<td>Education</td>
<td>95</td>
<td>0.31%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>53</td>
<td>0.17%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>30,371</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

*The needs relate to needs expressed by callers; needs expressed in chats are not included.*

## Top 15 Individual Needs

- Electric Service Payment Assistance
- Rent Payment Assistance
- Emergency Shelter Clearinghouses
- Suicide Prevention Hotlines
- Food Pantries
- Drug/Alcohol Use Self Evaluation Tools
- Low Cost Home Rental Listings
- Rental Deposit Assistance
- Legal Counseling
- Psychiatric Mobile Response Teams
- Transitional Housing/Shelter
- Low Income/Subsidized Private Rental Housing
- Water Service Payment Assistance
- Developmental Screening
- Sexual Assault Counseling

## Top Unmet Needs

- Rent Payment Assistance
- Rental Deposit Assistance
- Emergency Shelter Clearinghouses
- Community Shelters
- Electric Service Payment Assistance
- Transitional Housing/Shelter
- Water Service Payment Assistance
- Homeless Motel Vouchers
- Mortgage Payment Assistance
- Food Pantries
- At Risk/Homeless Housing Assistance Programs
- Psychiatric Mobile Response Teams
- Holiday Gifts/Toys
- Low Income/Subsidized Private Rental Housing
- Drug/Alcohol Use Self Evaluation Tools

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 533-1061 or e-mail linda.roman@211pbtc.org. For all other questions, please call 211.

***Please note: Names and minor details have been changed to protect individuals’ confidentiality.***

[211PalmBeach.org](http://211PalmBeach.org) [211TreasureCoast.org](http://211TreasureCoast.org)