SNAPSHOT

St. Lucie County

TOTAL CONTACTS 2,511

Call Volume 2,480
Texts & Emails 31

WEB BASED SERVICES 4,819

CHATS* 4,276
Database/Mobile App Visits ** 543

*Total Agency Count
**Proportional based on population estimates

Referrals 3,481

Age of Callers

5% of callers were under 18 years old
63% of callers were between 18-59 years old
21% of callers were 60+ years old

3,982 Problems & Needs

SNAPSHOT

Case of the Quarter

The effects of abuse have a long lasting impact, leaving permanent scars that can last years after the victim is removed from the abusive situation or even a lifetime. Chandra, one of 211’s Resource Center Specialists, had received a phone call from a young woman, “Aliya,” who was trying to find a counselor. She was actually in a domestic violence situation years earlier and had mustered up the courage to call 211 HelpLine, a phone call that she says saved her life. When she called in the past, she was frantic and looking for a domestic violence shelter. Our Specialist immediately confirmed that she was not currently in any danger. Aliya was at a friend’s house and had escaped a boyfriend who had been violent with her for the second time. She knew that it would only get worse and that she needed to find somewhere safe to go right away. By reaching out to us years ago, the young woman gained the encouragement she desperately needed to leave the abusive relationship. She told Chandra that she had, in fact, gone to the domestic violence shelter, where she received the opportunity she needed to start a new life. Now, years later, the caller was seeking counseling and was hoping 211 could refer her to a place that provides such service. Chandra was able to refer Aliya to a few options. She thanked Chandra profusely and went on to say that she would be dead if it weren’t for 211.

Types of Calls

Assessment & Referral — 27%
Assessed caller’s needs & then provided referrals to meet those needs

Counseling, Assessment & Referral — 49%
Responded to emotional state, assessed caller’s needs, & provided referrals

Counseling — 10%
Responded to the emotional state of the caller in addition to assessing needs

Information Only — 6%
Provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage — 8%
Assisted the caller in navigating the complex & overwhelming health& human services system.

Emergency Intervention/Follow-up < 1%

Top 10 Referral Agencies

<table>
<thead>
<tr>
<th>Agency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Agricultural and Labor Program</td>
<td>541</td>
</tr>
<tr>
<td>Council on Aging of St Lucie</td>
<td>145</td>
</tr>
<tr>
<td>Mustard Seed Ministries</td>
<td>114</td>
</tr>
<tr>
<td>New Horizons of the Treasure Coast</td>
<td>97</td>
</tr>
<tr>
<td>Florida Housing Finance Corporation</td>
<td>93</td>
</tr>
<tr>
<td>Aging and Disability Resource Center/Area Agency on Aging</td>
<td>84</td>
</tr>
<tr>
<td>Counseling and Recovery Center</td>
<td>77</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>76</td>
</tr>
<tr>
<td>Florida Department of Children &amp; Families</td>
<td>58</td>
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<tr>
<td>Whole Family Health Center</td>
<td>58</td>
</tr>
</tbody>
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## Problem & Needs Breakdown

### 211 HelpLine — St. Lucie County

### Need Category | Need Count | Percentage
--- | --- | ---
Housing | 1,053 | 26.44%
Utility Assistance | 722 | 18.13%
Mental Health/Addictions (Includes 46 Suicide Related Calls) | 604 | 15.17%
Health Care | 353 | 8.86%
Legal, Consumer and Public Safety Services | 316 | 7.94%
Individual, Family and Community Support | 251 | 6.30%
Food/Meals | 248 | 6.23%
Transportation | 92 | 2.31%
Income Support/Assistance | 89 | 2.24%
Information Services | 60 | 1.51%
Clothing/Personal/Household Needs | 53 | 1.33%
Other Government/Economic Services | 48 | 1.21%
Employment | 47 | 1.18%
Disaster Services | 18 | 0.45%
Volunteers/Donations | 15 | 0.38%
Education | 7 | 0.18%
Arts, Culture and Recreation | 6 | 0.15%
**Total** | **3,982** | **100.00%**

*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
- Food Pantries
- Community Shelters
- Transitional Housing/Shelter
- Low Cost Home Rental Listings
- Drug/Alcohol Use Self Evaluation Tools
- Holiday Gifts/Toys
- Rental Deposit Assistance
- At Risk/Homeless Housing Assistance Programs
- Legal Counseling
- Developmental Screening
- Water Service Payment Assistance
- Psychiatric Mobile Response Teams
- Low Income/Subsidized Private Rental Housing

### Top Unmet Needs

- Rent Payment Assistance
- Rental Deposit Assistance
- Water Service Payment Assistance
- Community Shelters
- Electric Service Payment Assistance
- Transitional Housing/Shelter
- Emergency Shelter Clearinghouses
- Mortgage Payment Assistance
- Utility Deposit Assistance
- At Risk/Homeless Housing Assistance Programs
- Holiday Gifts/Toys
- Home Maintenance and Minor Repair Services
- Homeless Motel Vouchers
- Low Income/Subsidized Private Rental Housing
- Food Pantries

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.*