Types of Calls

Assessment & Referral — 23%
Assessed caller’s needs & then provided referrals to meet those needs

Counseling, Assessment & Referral — 43%
Responded to emotional state, assessed caller’s needs, & provided referrals

Counseling — 20%
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%

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.

County Breakdown of Calls

Indian River County  21%
Martin County   20%
Okeechobee County  4%
St. Lucie County  55%

TOTAL CONTACTS  4,606
Call Volume  4,564
Texts & Emails  42
WEB BASED SERVICES  5,433
CHATS*  4,276
Database/Mobile App Visits * *  1,157

*Total Agency Count
**Proportional based on population estimates

SNAPSHOT
Treasure Coast

TOTAL CONTACTS  4,606
Call Volume  4,564
Texts & Emails  42

WEB BASED SERVICES  5,433
CHATS*  4,276
Database/Mobile App Visits * *  1,157

*Total Agency Count
**Proportional based on population estimates

Referrals  6,154

Age of Callers
4% of callers were under 18 years old
54% of callers were between 18-59 years old
32% of callers were 60+ years old
10% Unknown

6,926

Problems & Needs

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 — 23%
Assessed caller’s needs & then provided referrals to meet those needs

Counseling, Assessment & Referral — 43%
Responded to emotional state, assessed caller’s needs, & provided referrals

Counseling — 20%
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%
### Problem & Needs Breakdown

**211 HelpLine – Treasure Coast**

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>1,655</td>
<td>23.90%</td>
</tr>
<tr>
<td>Mental Health/Addictions (Includes 82 Suicide Related Calls)</td>
<td>1,647</td>
<td>23.78%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>1,018</td>
<td>14.70%</td>
</tr>
<tr>
<td>Health Care</td>
<td>589</td>
<td>8.50%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>455</td>
<td>6.57%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>419</td>
<td>6.05%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>404</td>
<td>5.83%</td>
</tr>
<tr>
<td>Transportation</td>
<td>139</td>
<td>2.01%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>137</td>
<td>1.98%</td>
</tr>
<tr>
<td>Information Services</td>
<td>108</td>
<td>1.56%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>106</td>
<td>1.53%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>99</td>
<td>1.43%</td>
</tr>
<tr>
<td>Employment</td>
<td>70</td>
<td>1.01%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>28</td>
<td>0.40%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>23</td>
<td>0.33%</td>
</tr>
<tr>
<td>Education</td>
<td>17</td>
<td>0.25%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>12</td>
<td>0.17%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>6,926</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
- Food Pantries
- Drug/Alcohol Use Self Evaluation Tools
- Community Shelters
- Low Cost Home Rental Listings
- Transitional Housing/Shelter
- Rental Deposit Assistance
- Legal Counseling
- At Risk/Homeless Housing Assistance Programs
- Psychiatric Mobile Response Teams
- Holiday Gifts/Toys
- Low Income/Subsidized Private Rental Housing
- Developmental Screening
- Water Service Payment Assistance

#### Top Unmet Needs
- Rent Payment Assistance
- Rental Deposit Assistance
- Community Shelters
- Transitional Housing/Shelter
- Water Service Payment Assistance
- Electric Service Payment Assistance
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Assistance Programs
- Mortgage Payment Assistance
- Homeless Motel Vouchers
- Utility Deposit Assistance
- Holiday Gifts/Toys
- Home Maintenance and Minor Repair Services
- Food Pantries
- Homeless Permanent Supportive Housing

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.