SNAPSHOT

Indian River County
Yearly: January – December 2019

TOTAL CONTACTS 3,899
Call Volume 3,869
Texts & Emails 30

WEB BASED SERVICES 16,156
CHATS* 15,087
Database/Mobile App Visits ** 1,069

*Total Agency Count
**Proportional based on population estimates

Referrals 5,320

Age of Callers
3% of callers were under 18 years old
47% of callers were between 18-59 years old
39% of callers were 60+ years old
11% Unknown

5,575
Problems & Needs

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Case of the Year

211 Resource Center Specialist, Kris, received a chat from LeeAnn, a teenager who was feeling suicidal. She had recently moved to Florida and found it difficult to be away from her friends in Virginia and adjust to her new school. LeeAnn said she didn’t really click with any of her new classmates. She hated the fact that her dad’s job took them to a new town, and she felt alone. She said sometimes she feels like she doesn’t want to live anymore. Kris confirmed that LeeAnn was not in any immediate danger and had no specific plans to commit suicide. She acknowledged LeeAnn’s feelings and explained it was very natural to be upset, even depressed, about a big change. LeeAnn told Kris she hasn’t spoken to anyone about her feelings because she didn’t want to make her dad feel bad. Kris suggested she speak to him about it or perhaps see a guidance counselor at school who can help her with the adjustment. Kris found out that LeeAnn enjoyed drama club back in Virginia, and encouraged her to look into similar activities at her new school so she can meet friends with common interests. A couple days later, Kris received message from LeeAnn thanking her for her support. She started talking to a girl in her science class and was going to attend the drama club meeting the next week. ***

Types of Calls

Assessment & Referral — 20%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 42%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 22%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 8%
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>Referral Agency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian River County Human Services</td>
<td>652</td>
</tr>
<tr>
<td>Economic Opportunities Council of Indian River County</td>
<td>261</td>
</tr>
<tr>
<td>St Vincent de Paul Society (Vero Beach)</td>
<td>259</td>
</tr>
<tr>
<td>New Horizons of the Treasure Coast</td>
<td>184</td>
</tr>
<tr>
<td>Treasure Coast Homeless Services Council</td>
<td>173</td>
</tr>
<tr>
<td>Board of County Commissioners (Indian River County)</td>
<td>130</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>125</td>
</tr>
<tr>
<td>St Vincent de Paul Thrift Store (Wabasso)</td>
<td>122</td>
</tr>
<tr>
<td>Communities Connected for Kids</td>
<td>119</td>
</tr>
<tr>
<td>Senior Resource Association</td>
<td>112</td>
</tr>
</tbody>
</table>
# Problem & Needs Breakdown

## 211 HelpLine — Indian River County

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions (Includes 91 Suicide Related Calls)</td>
<td>1,600</td>
<td>28.70%</td>
</tr>
<tr>
<td>Housing</td>
<td>1,215</td>
<td>21.79%</td>
</tr>
<tr>
<td>Health Care</td>
<td>498</td>
<td>8.93%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>495</td>
<td>8.88%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>385</td>
<td>6.91%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>287</td>
<td>5.15%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>257</td>
<td>4.61%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>165</td>
<td>2.96%</td>
</tr>
<tr>
<td>Transportation</td>
<td>150</td>
<td>2.69%</td>
</tr>
<tr>
<td>Information Services</td>
<td>122</td>
<td>2.19%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>116</td>
<td>2.08%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>83</td>
<td>1.49%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>80</td>
<td>1.43%</td>
</tr>
<tr>
<td>Employment</td>
<td>37</td>
<td>0.66%</td>
</tr>
<tr>
<td>Education</td>
<td>34</td>
<td>0.61%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>27</td>
<td>0.48%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>24</td>
<td>0.43%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>5,575</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
- Drug/Alcohol Use Self Evaluation Tools
- Low Cost Home Rental Listings
- Legal Counseling
- Community Shelters
- Food Pantries
- Transitional Housing/Shelter
- At Risk/Homeless Housing Assistance Programs
- Low Income/Subsidized Private Rental Housing
- Rental Deposit Assistance
- Suicide Prevention Hotlines
- Psychiatric Mobile Response Teams
- Food Stamps/SNAP Applications
- Developmental Screening

## Top Unmet Needs
- Rental Deposit Assistance
- Community Shelters
- Transitional Housing/Shelter
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Assistance Programs
- Rent Payment Assistance
- Mortgage Payment Assistance
- Utility Deposit Assistance
- Homeless Permanent Supportive Housing
- Automobile Payment Assistance
- Electric Service Payment Assistance
- Food Pantries
- Relocation Assistance
- Low Income/Subsidized Private Rental 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.