SNAPSHOT

Okeechobee County
Yearly: January – December 2019

TOTAL CONTACTS 826

Call Volume 814
Texts & Emails 12

WEB BASED SERVICES 15,372

CHATS* 15,087
Database/Mobile App Visits ** 285

*Total Agency Count
**Proportional based on population estimates

1,116
Age of Callers

3% of callers were under 18 years old
63% of callers were between 18-59 years old
21% of callers were 60+ years old
13% Unknown

1,184
Problems & Needs

Case of the Year

Resource Center Specialist, Karen, answered a call from a scared 16-year-old girl named Regina. She admitted to having taken a bunch of prescription pills she found in her parents’ bathroom. Karen kept Regina on the line and asked what the pills were. Regina wasn’t sure. Karen asked Regina if she would be willing to have help sent. Regina agreed and voluntarily gave her name and address. While Dee, another Specialist, called emergency services, Karen kept Regina talking. Regina said her boyfriend had broken up with her after she refused to have sex with him and she was feeling rejected. Karen told her how grateful she was that Regina called 211. She wanted her to know she was valued and her life mattered. Police and paramedics arrived in less than 10 minutes. An officer got on the phone and told Karen that Regina would be taken to the hospital and that the bottle of pills was on the floor. Karen was about to hang up when the officer asked her to hang on because Regina wanted to talk to her again. “Thank you,” were the only words Regina whispered before the call was disconnected. At 211, our Resource Center Specialists literally save lives – every single day. No one needs to struggle alone; we are here 24/7 to listen, to care, and to help.***

Types of Calls

Assessment & Referral — 25%
Assessed caller’s needs & then provided referrals to meet those needs

Counseling, Assessment & Referral — 45%
Responded to emotional state, assessed caller’s needs, & provided referrals

Counseling — 7%
Responded to the emotional state of the caller in addition to assessing needs

Information Only — 7%
Provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage — 16%
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 Salvation Army (Okeechobee County)</td>
<td>160</td>
</tr>
<tr>
<td>Economic Opportunities Council of Indian River County</td>
<td>123</td>
</tr>
<tr>
<td>Communities Connected for Kids</td>
<td>75</td>
</tr>
<tr>
<td>Big Lake Missions Outreach</td>
<td>55</td>
</tr>
<tr>
<td>Counseling and Recovery Center</td>
<td>39</td>
</tr>
<tr>
<td>Okeechobee Senior Services</td>
<td>34</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>27</td>
</tr>
<tr>
<td>Aging and Disability Resource Center/Area Agency on Aging</td>
<td>26</td>
</tr>
<tr>
<td>New Horizons of the Treasure Coast</td>
<td>24</td>
</tr>
<tr>
<td>Florida Housing Finance Corporation</td>
<td>21</td>
</tr>
</tbody>
</table>
**Problem & Needs Breakdown**

**211 HelpLine – Okeechobee County**

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions (includes 21 Suicide Related Calls)</td>
<td>243</td>
<td>20.52%</td>
</tr>
<tr>
<td>Housing</td>
<td>223</td>
<td>18.83%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>193</td>
<td>16.30%</td>
</tr>
<tr>
<td>Health Care</td>
<td>116</td>
<td>9.80%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>101</td>
<td>8.53%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>76</td>
<td>6.42%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>62</td>
<td>5.24%</td>
</tr>
<tr>
<td>Transportation</td>
<td>37</td>
<td>3.13%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>33</td>
<td>2.79%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>29</td>
<td>2.45%</td>
</tr>
<tr>
<td>Information Services</td>
<td>22</td>
<td>1.86%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>19</td>
<td>1.60%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>17</td>
<td>1.44%</td>
</tr>
<tr>
<td>Employment</td>
<td>5</td>
<td>0.42%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>4</td>
<td>0.34%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td>Education</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>1,184</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.*

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**Top 15 Individual Needs**

- Electric Service Payment Assistance
- Drug/Alcohol Use Self Evaluation Tools
- Rent Payment Assistance
- Food Pantries
- Legal Counseling
- Low Cost Home Rental Listings
- Psychiatric Mobile Response Teams
- Community Shelters
- Transitional Housing/Shelter
- Emergency Shelter Clearinghouses
- Individual Counseling
- At Risk/Homeless Housing Assistance Programs
- Developmental Screening
- Medicaid Applications
- Non-Emergency Medical Transportation

**Top Unmet Needs**

- Rent Payment Assistance
- Electric Service Payment Assistance
- Emergency Shelter Clearinghouses
- Transitional Housing/Shelter
- Rental Deposit Assistance
- Water Service Payment Assistance
- At Risk/Homeless Housing Assistance Programs
- Utility Deposit Assistance
- Community Shelters
- Gas Money
- Low Income/Subsidized Private Rental Housing
- Non-Emergency Medical Transportation
- Drug/Alcohol Use Self Evaluation Tools
- Food Pantries
- General Furniture Provision

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**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.***

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**211 TreasureCoast.org**

Major Funders Include: ([For a full list of funders go to www.211treasurecoast.org/funding](http://www.211treasurecoast.org/funding))

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**United Way**

**United Way of Okeechobee County**

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**Children's Services Council of Okeechobee County**

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**Southeast Florida Behavioral Health Network**

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1/10/2020 Final