**SNAPSHOT**

Palm Beach County

Yearly: January – December 2019

**TOTAL CONTACTS** 48,354

Call Volume 47,863

Texts & Emails 491

**WEB BASED SERVICES** 25,230

CHATS* 15,087

Database/Mobile App Visits ** 10,143

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**Referrals** 78,817

**Age of Callers**

5% of callers were under 18 years old

53% of callers were between 18-59 years old

30% of callers were 60+ years old

12% Unknown

**Problems & Needs**

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**Case of the Year**

Resource Center Specialist Anna responded to a call from a teenage boy, "Jonathan" who was crying and barely able to speak. Anna managed to get him to calm down and explain what was going on. He told her he was thinking of swallowing a bottle of pills he had next to him. Anna started de-escalating the situation, first asking him to put the pills in a drawer while they were talking. She also asked if he was alone at home. He said his mother was there but he was alone in his room. Anna encouraged him to talk about how he was feeling. She listened as he talked about being bullied at school and how a group of boys teased him for being gay. She empathized and got him to talk about things he liked to do and the people he cared about. She was also able to have him think about the family and friends who loved him and how devastated they would be if he killed himself. Anna and Jonathan discussed ways he could get more support and Anna gave him some counseling resources in his area which he said he would reach out to the following day. They also discussed him talking to his mom and a teacher at the school about what was going on there. After being on the phone for an hour he said he was feeling better and more hopeful about the future. Anna asked if it was okay to call him the next day to check in and he agreed to this. Jonathan thanked Anna for being a good listener and helping him feel like there was hope things would get better. She assured him that he could call anytime, 24 hours a day if he ever wanted to talk to someone again.

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Types of Calls

- **Assessment & Referral – 22%**
  - Assessed caller’s needs & then provided referrals to meet those needs

- **Counseling, Assessment & Referral – 39%**
  - Responded to emotional state, assessed caller’s needs, & provided referrals

- **Counseling – 20%**
  - Responded to the emotional state of the caller & provided referrals

- **Information Only – 10%**
  - 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%**

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**Top 10 Referral Agencies**

- PBC Division of Human and Veteran Services 6899
- Society of St Vincent de Paul District Council 4895
- Community Action Program of Palm Beach County 4735
- Florida Housing Finance Corporation 3455
- The Senator Phillip D Lewis Center 2841
- Legal Aid Society of Palm Beach County 1605
- Adopt-A-Family of the Palm Beaches 1471
- The Salvation Army (Palm Beach County) 1285
- Drug Abuse Foundation of Palm Beach County 1225
- Florida Rural Legal Services 1093
### Problem & Needs Breakdown

#### 211 HelpLine — Palm Beach County

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions</td>
<td>19,303</td>
<td>27.46%</td>
</tr>
<tr>
<td>(Includes 943 Suicide Related Calls)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>16,177</td>
<td>23.02%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>6,242</td>
<td>8.88%</td>
</tr>
<tr>
<td>Health Care</td>
<td>5,703</td>
<td>8.11%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>5,405</td>
<td>7.69%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>3,547</td>
<td>5.05%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>3,317</td>
<td>4.72%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>2,372</td>
<td>3.37%</td>
</tr>
<tr>
<td>Information Services</td>
<td>1,593</td>
<td>2.27%</td>
</tr>
<tr>
<td>Clothing/Personal/ Household Needs</td>
<td>1,347</td>
<td>1.92%</td>
</tr>
<tr>
<td>Transportation</td>
<td>1,178</td>
<td>1.68%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>1,121</td>
<td>1.59%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>979</td>
<td>1.39%</td>
</tr>
<tr>
<td>Employment</td>
<td>926</td>
<td>1.32%</td>
</tr>
<tr>
<td>Education</td>
<td>434</td>
<td>0.62%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>377</td>
<td>0.54%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>262</td>
<td>0.37%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>70,283</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
- Food Pantries
- Drug/Alcohol Use Self Evaluation Tools
- Rental Deposit Assistance
- Legal Counseling
- Low Cost Home Rental Listings
- Low Income/Subsidized Private Rental Housing
- Psychiatric Mobile Response Teams
- Transitional Housing/Shelter
- Geriatric Counseling
- Water Service Payment Assistance
- VITA Programs
- Individual Counseling

#### Top Unmet Needs
- Emergency Shelter Clearinghouses
- Rental Deposit Assistance
- Electric Service Payment Assistance
- Rent Payment Assistance
- Community Shelters
- Mortgage Payment Assistance
- Low Income/Subsidized Private Rental Housing
- Homeless Motel Vouchers
- Low Cost Home Rental Listings
- Food Pantries
- Gas Money
- Travelers Assistance
- General Furniture Provision
- Furniture

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.*