Case of the Year

Julie was working the evening shift at 211 when she took a call from "Joseph," a St. Lucie County resident. He expressed concern about his teenage son, Tim, who was acting differently lately. He said Tim was isolating himself and seemed very depressed. He had little interest in doing things he used to enjoy, like playing sports or spending time with friends. And Tim was making comments that made Joseph nervous. Joseph told Julie that he did not believe his son was in immediate danger of hurting himself but was worried. He was calling to learn about depression, suicide, and what he can do to help his son. Julie provided Joseph with affordable counseling resources for his son. She also gave Joseph some other suggestions, such as reaching out to his son’s doctor, or guidance counselor, and learning more about the warning signs of depression in teens. She encouraged him to ensure his son had the opportunity to speak to him about anything troubling him. Julie commended the caller for taking steps to get his son some help. Joseph was grateful, and emailed 211 a couple of weeks later with an update. His son Tim had finally admitted he was feeling depressed, and he had agreed to see a counselor. Joseph also followed Julie’s suggestion to make sure Tim spent more time with friends and family. Joseph was grateful to 211 and for Julie who helped him deal with this difficult situation.***

Types of Calls

- **Assessment & Referral** — 26%
  - Assessed caller’s needs & then provided referrals to meet those needs
- **Counseling, Assessment & Referral** — 50%
  - 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** — 7%
  - Provided basic information such as a phone # or eligibility req. for services
- **Advocacy/Linkage** — 7%
  - 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>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Agricultural and Labor Program</td>
<td>1,972</td>
</tr>
<tr>
<td>The Salvation Army (St Lucie County)</td>
<td>752</td>
</tr>
<tr>
<td>Council on Aging of St Lucie</td>
<td>572</td>
</tr>
<tr>
<td>Mustard Seed Ministries</td>
<td>462</td>
</tr>
<tr>
<td>Florida Housing Finance Corporation</td>
<td>397</td>
</tr>
<tr>
<td>New Horizons of the Treasure Coast</td>
<td>382</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>363</td>
</tr>
<tr>
<td>Counseling and Recovery Center</td>
<td>310</td>
</tr>
<tr>
<td>PublicHousing.com</td>
<td>262</td>
</tr>
<tr>
<td>Aging and Disability Resource Center/Area Agency on Aging</td>
<td>245</td>
</tr>
</tbody>
</table>

*Total Agency Count
**Proportional based on population estimates

** Referrals 14,029

** Age of Callers

- 5% of callers were under 18 years old
- 62% of callers were between 18-59 years old
- 22% of callers were 60+ years old
- 11% Unknown

** Problems & Needs

- Health Care, 8%
- Legal, Consumer, and Public Safety Services, 8%
- Housing, 27%
- Food/Meals, 5%
- Individual, Family, and Community Support, 5%
- Income Support/Assistance, 2%
- Transportation, 2%
- Other Services, 9%
- Mental Health/Addictions, 16%
- Utility Assistance, 17%
- Other, 17%

** WEB BASED SERVICES

- CHATS* 15,087
- Database/Mobile App Visits * * 2,170

** Referrals 14,029

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- Utility Assistance, 17%
- Other, 17%
<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>4,277</td>
<td>26.73%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>2,796</td>
<td>17.48%</td>
</tr>
<tr>
<td>Mental Health/Addictions (Includes 181 Suicide Related Calls)</td>
<td>2,615</td>
<td>16.34%</td>
</tr>
<tr>
<td>Health Care</td>
<td>1,326</td>
<td>8.29%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,221</td>
<td>7.63%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>861</td>
<td>5.38%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>747</td>
<td>4.67%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>393</td>
<td>2.46%</td>
</tr>
<tr>
<td>Transportation</td>
<td>376</td>
<td>2.35%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>334</td>
<td>2.09%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>266</td>
<td>1.66%</td>
</tr>
<tr>
<td>Information Services</td>
<td>212</td>
<td>1.33%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>205</td>
<td>1.28%</td>
</tr>
<tr>
<td>Employment</td>
<td>156</td>
<td>0.98%</td>
</tr>
<tr>
<td>Education</td>
<td>87</td>
<td>0.54%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>77</td>
<td>0.48%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>51</td>
<td>0.32%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16,000</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
- Low Cost Home Rental Listings
- Transitional Housing/Shelter
- Community Shelters
- Drug/Alcohol Use Self Evaluation Tools
- Legal Counseling
- Rental Deposit Assistance
- Low Income/Subsidized Private Rental Housing
- Developmental Screening
- At Risk/Homeless Housing Assistance Programs
- Psychiatric Mobile Response Teams
- Water Service Payment Assistance
- Emergency Shelter Clearinghouses

**Top Unmet Needs**
- Rent Payment Assistance
- Rental Deposit Assistance
- Water Service Payment Assistance
- Community Shelters
- Transitional Housing/Shelter
- Electric Service Payment Assistance
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Assistance Programs
- Utility Deposit Assistance
- Mortgage Payment Assistance
- Low Income/Subsidized Private Rental Housing
- Home Maintenance and Minor Repair Services
- Low Cost Home Rental Listings
- Homeless Motel Vouchers
- Gas Money

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.***

Major funders include: (For a full list of funders go to www.211treasurecoast.org/funding)