SNAPSHOT

Treasure Coast
Yearly: January – December 2019

TOTAL CONTACTS 19,159
Call Volume 18,948
Texts & Emails 211

WEB BASED SERVICES 19,731
CHATS* 15,087
Database/Mobile App Visits ** 4,644
*Total Agency Count
**Proportional based on population estimates

Referrals 24,736

Age of Callers
4% of callers were under 18 years old
54% of callers were between 18-59 years old
31% of callers were 60+ years old
11% Unknown

28,119 Problems & Needs

Case of the Year

Brenda, one of 211’s Resource Specialists took a call from Bruce, who had a gun next to him on the bed and had a plan to kill himself that evening. He said he had recently been diagnosed with a serious illness and felt he would become a burden to his family. He also did not want to prolong his suffering since he knew that the chance of recovery from this cancer was unlikely. Brenda was able to de-escalate the situation by acknowledging his feelings and getting Bruce to recognize how much his family loved him and how they would prefer to be by his side during medical treatments rather than lose him to suicide now. She asked him to put the gun in a drawer while they were talking, which he did. As they talked, Bruce began talking about some positive things in his life such as his children, and was feeling a bit more hopeful. After an hour, Bruce said he felt a bit better, and Brenda was able to get him to lock the gun away in the safe. He even provided Brenda his email address so she could send him some information on counseling and support groups for individuals and their families struggling with long-term illness. He agreed to have Brenda call him back the next day to see how he was doing. When she did, Bruce said that he had confided in his wife about his suicidal thoughts and fears, and thanked Brenda for being there during a very dark moment in his life. He had made an appointment for a counselor who specialized in parents struggling with terminal illness. Bruce seemed much more at peace with his situation, and motivated to stay healthy and fight the disease. Brenda thanked him for having the courage to reach out and assured him that he could call anytime he needed to talk.

Types of Calls

Assessment & Referral — 23%
Assisted the caller in navigating the complex & overwhelming health & human services system.
Emergency Intervention/Follow-up — <1%

County Breakdown of Calls

Indian River County 20%
Martin County 21%
Okeechobee County 4%
St. Lucie County 55%
## 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>Mental Health/Addictions (Includes 371 Suicide Related Calls)</td>
<td>6,802</td>
<td>24.19%</td>
</tr>
<tr>
<td>Housing</td>
<td>6,561</td>
<td>23.33%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>3,802</td>
<td>13.52%</td>
</tr>
<tr>
<td>Health Care</td>
<td>2,377</td>
<td>8.45%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,966</td>
<td>6.99%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>1,393</td>
<td>4.95%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>1,377</td>
<td>4.90%</td>
</tr>
<tr>
<td>Transportation</td>
<td>673</td>
<td>2.39%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>633</td>
<td>2.25%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>544</td>
<td>1.93%</td>
</tr>
<tr>
<td>Clothing/Personal/ Household Needs</td>
<td>537</td>
<td>1.91%</td>
</tr>
<tr>
<td>Information Services</td>
<td>442</td>
<td>1.57%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>387</td>
<td>1.38%</td>
</tr>
<tr>
<td>Employment</td>
<td>248</td>
<td>0.88%</td>
</tr>
<tr>
<td>Education</td>
<td>142</td>
<td>0.50%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>129</td>
<td>0.46%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>106</td>
<td>0.38%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>28,119</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
- Food Pantries
- Community Shelters
- Transitional Housing/Shelter
- Low Cost Home Rental Listings
- Legal Counseling
- Rental Deposit Assistance
- Low Income/Subsidized Private Rental Housing
- Psychiatric Mobile Response Teams
- At Risk/Homeless Housing Assistance Programs
- Individual Counseling
- Developmental Screening
- Water Service Payment Assistance

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