SNAPSHOT

Regional
Yearly: January – December 2019

TOTAL CONTACTS 88,409
Call Volume 87,624
Texts & Emails 785
WEB BASED SERVICES 29,874
CHATS 15,087
Database/Mobile App Visits 14,787
Referrals 108,226

Age of Callers
4% of callers were under 18 years old
45% of callers were between 18-59 years old
27% of callers were 60+ years old
24% Unknown

121,757

Problems & Needs

Case of the Year

A true affirmation of the impact we have on individuals is when a caller reaches out to us to for assistance because we helped them in the past. “Andrea” had called us years ago as a teenager who was feeling suicidal. She remembered that the person she spoke to really helped her see that there was hope for her future. So, when she was looking for help finding a detox/rehab center, she knew she would be able to get the information and support from us that she needed. Andrea told 211 Resource Center Specialist Sherry that she had made some bad choices, was addicted to drugs, and was surrounding herself with people who were also addicted. But she was finally ready to make a change and stop abusing the substances she knew would probably kill her. Sherry listened and encouraged Andrea, telling her she was glad to hear she was reaching out for help. Andrea went on to tell Sherry that years earlier, when she was only in high school, she was suicidal and called 211 for help. She never forgot the compassion displayed to her by our Specialist in that troubling time, and she didn’t hesitate to contact us again about her current situation. Knowing that we pulled Andrea out of her darkest moment years earlier, and knowing she had the strength and confidence to contact 211 for assistance again, is truly a testament to our service.

Types of Calls

Assessment & Referral — 19%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 35%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 28%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 10%
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%

County Breakdown of Calls

<table>
<thead>
<tr>
<th>County</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian River County</td>
<td>4%</td>
</tr>
<tr>
<td>Martin County</td>
<td>4%</td>
</tr>
<tr>
<td>Okeechobee County</td>
<td>1%</td>
</tr>
<tr>
<td>Palm Beach County</td>
<td>55%</td>
</tr>
<tr>
<td>St. Lucie County</td>
<td>12%</td>
</tr>
<tr>
<td>Outside Service Area/Unknown</td>
<td>24%</td>
</tr>
</tbody>
</table>
## Problem & Needs Breakdown
### 211 HelpLine – Regional

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions (Includes 3,701 Suicide Related Calls)</td>
<td>40,084</td>
<td>32.92%</td>
</tr>
<tr>
<td>Housing</td>
<td>23,499</td>
<td>19.30%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>10,288</td>
<td>8.45%</td>
</tr>
<tr>
<td>Health Care</td>
<td>8,597</td>
<td>7.06%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>7,896</td>
<td>6.49%</td>
</tr>
<tr>
<td>Information Services</td>
<td>6,208</td>
<td>5.10%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>5,118</td>
<td>4.20%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>4,986</td>
<td>4.10%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>3,170</td>
<td>2.60%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>2,879</td>
<td>2.36%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>2,387</td>
<td>1.96%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>2,003</td>
<td>1.65%</td>
</tr>
<tr>
<td>Transportation</td>
<td>1,949</td>
<td>1.60%</td>
</tr>
<tr>
<td>Employment</td>
<td>1,202</td>
<td>0.99%</td>
</tr>
<tr>
<td>Education</td>
<td>597</td>
<td>0.49%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>535</td>
<td>0.44%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>359</td>
<td>0.29%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>121,757</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
- Suicide Prevention Hotlines
- Drug/Alcohol Use Self Evaluation Tools
- Food Pantries
- Low Cost Home Rental Listings
- Legal Counseling
- Rental Deposit Assistance
- Low Income/Subsidized Private Rental Housing
- Transitional Housing/Shelter
- Psychiatric Mobile Response Teams
- Water Service Payment Assistance
- Individual Counseling
- Sexual Assault Counseling

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

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 533-1061 or e-mail linda.roman@211pbtco.org. For all other questions, please call 211.

***Please note: Names and minor details have been changed to protect individuals’ confidentiality.