SNAPSHOT

Regional
2nd Quarter: April — June 2020

TOTAL CONTACTS 27,372
Call Volume 26,881
Texts & Emails 491

WEB BASED SERVICES 13,573
CHATS 8,293
Database-Mobile App Visits 5,280
Referrals 31,418

42,178

Age of Callers
2% of callers were under 18 years old
44% of callers were between 18-59 years old
23% of callers were 60+ years old
31% Unknown

Case of the Quarter

During this extremely stressful time due to the Coronavirus pandemic throughout our communities, 211 HelpLine has played an important role, providing urgently needed emotional support as well assistance with the lack of food provisions, financial assistance, housing, and health information. Residents of Palm Beach County, where cases of COVID-19 continue to grow, are contacting 211 with many concerns. The HelpLine recently referred a case to the Special Needs advocate, Lee, regarding a family with a 12-year-old daughter on the autism spectrum. The mother, “Karla” told Lee that her husband had recently lost his job and they had two other children to support as well. The family’s main issue was they needed financial resources for different therapies to help their special needs child as well as food stamps to help with the cost of groceries. Karla told Lee that they were struggling with basic needs like food and having trouble paying bills. They also wanted to also be able to get help for their daughter who had been thrown off of her normal schedule during this pandemic. Karla said she was embarrassed asking for help, and was not sleeping well because she felt so much anxiety about the future.

Our advocate, Lee, listened and validated what Karla was feeling in an empathetic, non-judgmental way. She explained to Karla that many people were having these concerns, and what she was feeling was normal. Lee was able to locate and assist the family in getting both social security income and food stamps. Lee was also able to give her some therapy resources to contact for their daughter. Karla thanked her, and when they spoke the following week she said her family feels that they are now more financially stable and was so grateful to the advocate and to 211 for their services. ***

Types of Calls

Assessment & Referral — 21%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 37%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 29%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 8%
Provided basic information such as a phone # or eligibility req. for services
Advocacy/Linkage — 5%
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>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian River County</td>
<td>3%</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>48%</td>
</tr>
<tr>
<td>St. Lucie County</td>
<td>12%</td>
</tr>
<tr>
<td>Unknown / Outside of Service Area</td>
<td>32%</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 837 Suicide Related Calls)</td>
<td>11,351</td>
<td>26.91%</td>
</tr>
<tr>
<td>Health Care</td>
<td>9,343</td>
<td>22.15%</td>
</tr>
<tr>
<td>Housing</td>
<td>6,073</td>
<td>14.40%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>3,698</td>
<td>8.77%</td>
</tr>
<tr>
<td>Information Services</td>
<td>3,231</td>
<td>7.66%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>2,386</td>
<td>5.66%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,614</td>
<td>3.83%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>1,499</td>
<td>3.55%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>1,050</td>
<td>2.49%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>825</td>
<td>1.96%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>413</td>
<td>0.98%</td>
</tr>
<tr>
<td>Transportation</td>
<td>256</td>
<td>0.61%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>143</td>
<td>0.34%</td>
</tr>
<tr>
<td>Employment</td>
<td>126</td>
<td>0.30%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>79</td>
<td>0.19%</td>
</tr>
<tr>
<td>Education</td>
<td>50</td>
<td>0.12%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>41</td>
<td>0.10%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>42,178</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

- COVID-19 Control
- Electric Service Payment Assistance
- Rent Payment Assistance
- Mental Health Crisis Lines
- Food Pantries
- Suicide Prevention Hotlines
- Drug/Alcohol Use Self Evaluation Tools
- Emergency Shelter Clearinghouses
- Unemployment Insurance
- Transitional Housing/Shelter
- Water Service Payment Assistance
- Legal Counseling
- Psychiatric Mobile Response Teams
- Home Delivered Meals
- VITA Programs

#### Top Unmet Needs

- Rent Payment Assistance
- Rental Deposit Assistance
- VITA Programs
- Emergency Shelter Clearinghouses
- Electric Service Payment Assistance
- Transitional Housing/Shelter
- Mortgage Payment Assistance
- COVID-19 Control
- Community Shelters
- Water Service Payment Assistance
- Food Pantries
- At Risk/Homeless Housing Assistance Programs
- Homeless Motel Vouchers
- Automobile Payment Assistance
- Psychiatric Mobile Response Teams

For additional information about this Snapshot, contact Alix Allison, Volunteer and Compliance Manager at (561) 383-2170 or e-mail alix.allison@211pbtco.org. For all other questions, please call 211.

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

[211PalmBeach.org](http://211PalmBeach.org)  [211TreasureCoast.org](http://211TreasureCoast.org)