### Types of Calls

- **Assessment & Referral — 25%**
  - Assessed caller’s needs & then provided referrals to meet those needs

- **Counseling, Assessment & Referral — 43%**
  - Responded to emotional state, assessed caller’s needs, & provided referrals

- **Counseling — 22%**
  - Responded to the emotional state of the caller in addition to assessing needs

- **Information Only — 6%**
  - Provided basic information such as a phone # or eligibility req. for services

- **Advocacy/Linkage — 4%**
  - Assisted the caller in navigating the complex & overwhelming health& human services system.

- **Emergency Intervention/Follow-up — <1%**

### County Breakdown of Calls

- **Indian River County**
  - 17%

- **Martin County**
  - 19%

- **Okeechobee County**
  - 4%

- **St. Lucie County**
  - 60%
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 100 Suicide Related Calls)</td>
<td>1,930</td>
<td>22.28%</td>
</tr>
<tr>
<td>Housing</td>
<td>1,783</td>
<td>20.58%</td>
</tr>
<tr>
<td>Health Care</td>
<td>1,752</td>
<td>20.22%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>1,133</td>
<td>13.08%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>571</td>
<td>6.59%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>385</td>
<td>4.44%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>296</td>
<td>3.42%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>241</td>
<td>2.78%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>161</td>
<td>1.86%</td>
</tr>
<tr>
<td>Information Services</td>
<td>115</td>
<td>1.33%</td>
</tr>
<tr>
<td>Transportation</td>
<td>93</td>
<td>1.07%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>79</td>
<td>0.91%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>39</td>
<td>0.45%</td>
</tr>
<tr>
<td>Employment</td>
<td>30</td>
<td>0.35%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>29</td>
<td>0.33%</td>
</tr>
<tr>
<td>Education</td>
<td>17</td>
<td>0.20%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>9</td>
<td>0.10%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>8,663</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
- Drug/Alcohol Use Self Evaluation Tools
- Transitional Housing/Shelter
- Unemployment Insurance
- Legal Counseling
- Water Service Payment Assistance
- Psychiatric Mobile Response Teams
- Low Cost Home Rental Listings
- At Risk/Homeless Housing Assistance Programs
- Rental Deposit Assistance
- Home Delivered Meals

**Top Unmet Needs**

- Rent Payment Assistance
- Transitional Housing/Shelter
- Rental Deposit Assistance
- Electric Service Payment Assistance
- Water Service Payment Assistance
- Community Shelters
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Assistance Programs
- Mortgage Payment Assistance
- Home Maintenance and Minor Repair Services
- Low Income/Subsidized Private Rental Housing
- VITA Programs
- COVID-19 Control
- Automobile Payment Assistance
- Food Pantries

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

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