SNAPSHOT

Treasure Coast
Annual: January — December 2022

Total Contacts: 19,039
Call Volume: 18,651
Local Texts & Emails: 388
Web Based Services: 46,320
Local Chats**: 44
Database/Mobile App Visits*: 13,609
TOTAL UTILIZATION: 65,359
TOTAL REFERRALS: 33,204

Case of the Year

211 provides information, resources, and support to the residents of the Treasure Coast on a 24-hour basis and we operate several internal programs that offer specialized support to vulnerable populations. The MYFLVET Program at 211 provides veterans re-entering society with veteran-specific support and resources help with their transition to civilian life. Recently, one of our Advocates, Scott, received a referral from a community partner regarding a senior veteran named Jack who was in desperate need of food. After reaching out, Scott discovered that Jack has medical conditions that prevent him from being able to drive. Jack’s roommate was his sole means of transportation, however his roommate was recently hospitalized and Jack was uncertain how long he would be unavailable. There is no easily accessible public transportation available where Jack lives, and he expressed to Scott how worried he was about getting food. Using his connections, Scott was able to reach out to a local veteran-specific food pantry that provided him with food that he was able to deliver to Jack. Jack was also able to be set up with a Meals On Wheels program in his area for long-term assistance. After checking in on him a few days later, Jack expressed to Scott how much relief he felt after receiving his delivery, and was so thankful for all that 211’s MYFLVET program had done for him during his time of crisis.

Please Note: Names and identifying information have been changed to protect privacy.

Types of Calls

Assessment & Referral — 18%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 56%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 14%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 5%
Provided basic information such as a phone # or eligibility req. for services
Advocacy/Linkage — 6%
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 16%
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>Housing</td>
<td>9,151</td>
<td>30.11%</td>
</tr>
<tr>
<td>Mental Health/Substance Use Disorders</td>
<td>5,725</td>
<td>18.84%</td>
</tr>
<tr>
<td>(Includes 304 Suicide Related Calls)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>3,891</td>
<td>12.80%</td>
</tr>
<tr>
<td>Health Care</td>
<td>2,830</td>
<td>9.31%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,951</td>
<td>6.42%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>1,503</td>
<td>4.95%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>1,474</td>
<td>4.85%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>1,055</td>
<td>3.47%</td>
</tr>
<tr>
<td>Transportation</td>
<td>616</td>
<td>2.03%</td>
</tr>
<tr>
<td>Information Services</td>
<td>568</td>
<td>1.87%</td>
</tr>
<tr>
<td>Clothing/Personal/ Household Needs</td>
<td>508</td>
<td>1.67%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>338</td>
<td>1.11%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>288</td>
<td>0.95%</td>
</tr>
<tr>
<td>Employment</td>
<td>168</td>
<td>0.55%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>164</td>
<td>0.54%</td>
</tr>
<tr>
<td>Education</td>
<td>98</td>
<td>0.32%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>65</td>
<td>0.21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30,393</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

*This is an itemization of needs related to Contacts as identified on Page 1.*

### Top 15 Individual Needs

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. Mental Health Crisis Lines
4. Transitional Housing/Shelter
5. COVID-Related
6. Low Cost Home Rental Listings
7. At Risk/Homeless Housing Related Assistance Programs
8. Food Pantries
9. Rental Deposit Assistance
10. Drug/Alcohol Use Self Evaluation Tools
11. Legal Counseling
12. VITA Programs
13. Psychiatric Mobile Response Teams
14. Low Income/Subsidized Private Rental Housing
15. Community Shelters

### Top Unmet Needs

1. Transitional Housing/Shelter
2. Rent Payment Assistance
3. Electric Service Payment Assistance
4. Community Shelters
5. Emergency Shelter Clearinghouses
6. Homeless Motel Vouchers
7. Low Income/Subsidized Private Rental Housing
8. Mortgage Payment Assistance
9. Home Maintenance and Minor Repair Services
10. Rental Deposit Assistance
11. At Risk/Homeless Housing Related Assistance Programs
12. Water Service Payment Assistance
13. Gas Money
14. Low Cost Home Rental Listings
15. Motel Bill Payment Assistance

For additional information about this Snapshot, contact Donald Earl, Director of Operations (561) 383-1112 or e-mail donald.earl@211pbtc.org. For all other questions, please call 211.