SNAPSHOT
Treasure Coast April – June 2023

Total Contacts: 4,392
Call Volume 4,186
Local Texts & Emails 206
Web Based Services: 3,979
Local Chats 25
Database/Mobile App Visits* 3,954
TOTAL UTILIZATION 8,371
TOTAL REFERRALS 6,774

*Proportional based on population estimates

Age of Callers
Under 18 years old 4%
19-59 years old 54%
60+ years old 30%
Unknown 12%

Problems & Needs 7,192

Types of Calls
Assessment & Referral — 18%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 58%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 12%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 4%
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.
Unknown — <1%

County Breakdown of Calls
Indian River County 20%
Martin County 14%
Okeechobee County 5%
St. Lucie County 61%

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

Case of the Quarter
Alice reached out seeking help for her mother, who was battling alcoholism and experiencing distressing delusions. She believed someone was breaking into her home and drugging her, indicating potential struggles with her mental health. Alice was overwhelmed and deeply concerned for her mother’s well-being. Recognizing the urgency of the situation, 211 Specialist, James, offered a listening ear and provided support. Understanding the complexity of her mother’s needs, he referred Alice to mobile crisis services, equipped to handle mental health emergencies. Mobil Crisis was able to send a team directly to her mother’s location to de-escalate and offer support. During the conversation, Alice expressed her gratitude for the vital services provided by 211. As a teenager, she had previously reached out to 211 when facing her own mental health challenges, and she recognizes the crucial role 211 plays in supporting the community.

Please Note: Names and identifying information have been changed to protect privacy.
## 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>2,418</td>
<td>33.62%</td>
</tr>
<tr>
<td>Mental Health/Substance Use Disorders (Includes 95 Suicide Related Contacts)</td>
<td>1,391</td>
<td>19.34%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>857</td>
<td>11.92%</td>
</tr>
<tr>
<td>Health Care</td>
<td>482</td>
<td>6.70%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>459</td>
<td>6.38%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>355</td>
<td>4.94%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>346</td>
<td>4.81%</td>
</tr>
<tr>
<td>Information Services</td>
<td>209</td>
<td>2.91%</td>
</tr>
<tr>
<td>Transportation</td>
<td>166</td>
<td>2.31%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>164</td>
<td>2.28%</td>
</tr>
<tr>
<td>Clothing/Personal/ Household Needs</td>
<td>135</td>
<td>1.88%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>53</td>
<td>0.74%</td>
</tr>
<tr>
<td>Employment</td>
<td>47</td>
<td>0.65%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>36</td>
<td>0.50%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>30</td>
<td>0.42%</td>
</tr>
<tr>
<td>Education</td>
<td>24</td>
<td>0.33%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>20</td>
<td>0.27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,192</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 Met Needs
- Electric Service Payment Assistance
- Rent Payment Assistance
- Transitional Housing/Shelter
- Mental Health Crisis Lines
- Low Cost Home Rental Listings
- Drug/Alcohol Treatment Evaluation
- Food Pantries
- Rental Deposit Assistance
- Legal Counseling
- Low Income/Subsidized Private Rental Housing
- Psychiatric Mobile Response Teams
- Community Shelters
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Related Assistance Programs
- Individual Counseling

### Top 15 Individual Unmet Needs
- Rental Deposit Assistance
- Rent Payment Assistance
- Transitional Housing/Shelter
- Electric Service Payment Assistance
- Emergency Shelter Clearinghouses
- Community Shelters
- Low Income/Subsidized Private Rental Housing
- Mortgage Payment Assistance
- Water Service Payment Assistance
- Housing
- Home Maintenance and Minor Repair Services
- Utility Deposit Assistance
- Homeless Shelter
- Individual Counseling
- Transportation Fuel Assistance

For additional information about this Snapshot, contact Geoff Stanley, Information Manager, at (561) 459-4122 or via e-mail at Geoffery.stanley@211pbtc.org. For all other questions, please call 211.