SNAPSHOT

Regional
July — September 2023 (REVISED)

Total Contacts: 33,403
Call Volume 32,664
Local Texts & Emails 739
Web Based Services: 18,484
Local and Lifeline Chats 3,715
Database/Mobile App Visits 14,769
TOTAL UTILIZATION 51,887
TOTAL REFERRALS 37,431

Age of Callers
Under 18 years old 3%
18 - 59 years old 32%
60+ years old 17%
Unknown 48%

PROBLEMS & NEEDS* 36,710

*Revised 12/26 to reflect the full service area. Previous version omitted numbers from unknown area.

Case of the Quarter

Roberto, one of our 211 suicide prevention specialists, answered a call from Katrina, who said she had been feeling so alone and abandoned that she wanted to end her life and was planning to overdose. First, Roberto made sure she was safe by asking her to place the pills in another room. She agreed and then they talked. He listened as she shared things in her life that had brought her to this point. As they talked, she seemed calmer and ready to discuss next steps. Once she was safely de-escalated, Roberto arranged for a follow-up call, and Katrina promised to keep herself safe until they spoke next. When Roberto called her back a couple of days later, she was feeling much better and ready to talk about services. She thanked Roberto saying, “Thank you for helping me through such a rough place.”

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

Types of Calls

Assessment & Referral — 15%
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 — 25%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 7%
Provided basic information such as a phone # or eligibility req. for services
Advocacy/Linkage — 7%
Assisted the caller in navigating the complex & overwhelming health & human services system.
Unknown — 3%

County Breakdown of Calls

Indian River County 3%
Martin County 2%
Okeechobee County 1%
Palm Beach County 39%
St. Lucie County 10%
Unknown / Outside of Service Area 45%
## 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/Substance Use Disorders (Includes 1,037 Suicide Related Contacts)</td>
<td>10,618</td>
<td>28.92%</td>
</tr>
<tr>
<td>Housing</td>
<td>10,219</td>
<td>27.84%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>3,590</td>
<td>9.78%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>2,118</td>
<td>5.77%</td>
</tr>
<tr>
<td>Health Care</td>
<td>2,084</td>
<td>5.68%</td>
</tr>
<tr>
<td>Information Services</td>
<td>2,059</td>
<td>5.61%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>1,542</td>
<td>4.20%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>1,346</td>
<td>3.67%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>673</td>
<td>1.83%</td>
</tr>
<tr>
<td>Transportation</td>
<td>616</td>
<td>1.68%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>614</td>
<td>1.67%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>601</td>
<td>1.64%</td>
</tr>
<tr>
<td>Employment</td>
<td>268</td>
<td>0.73%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>134</td>
<td>0.37%</td>
</tr>
<tr>
<td>Education</td>
<td>131</td>
<td>0.36%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>50</td>
<td>0.14%</td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>47</td>
<td>0.13%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>36,710</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.*

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**Top 15 Met Needs**
- Rent Payment Assistance
- Mental Health Crisis Lines
- Electric Service Payment Assistance
- Transitional Housing/Shelter
- Psychiatric Mobile Response Teams
- Emergency Shelter Clearinghouses
- Food Pantries
- Low Cost Home Rental Listings
- Rental Deposit Assistance
- Suicide Prevention Hotlines
- Legal Counseling
- Drug/Alcohol Use Self Evaluation Tools
- Low Income/Subsidized Private Rental Housing
- Water Service Payment Assistance
- Sexual Assault Counseling

**Top 15 Unmet Needs**
- Rent Payment Assistance
- Rental Deposit Assistance
- Electric Service Payment Assistance
- Community Shelters
- Transitional Housing/Shelter
- Interim Shelter/Vouchers
- Mortgage Payment Assistance
- Water Service Payment Assistance
- Psychiatric Mobile Response Teams
- Gas Money
- Low Income/Subsidized Private Rental Housing
- Food Pantries
- Low Cost Home Rental Listings
- Home Maintenance and Minor Repair Services
- Drug/Alcohol Use Self Evaluation Tools

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For additional information about this Snapshot, contact our Administrative Team via e-mail at administrativeteam@211pbtc.org. For all other questions, please call 211.