### Regional

**January — March 2024**

- **Total Contacts:** 29,706
- **Call Volume:** 29,018
- **Local Texts & Emails:** 688

**Web Based Services:** 12,306

- **Local Chats:** 101
- **Database/Mobile App Visits:** 12,205

**TOTAL UTILIZATION:** 42,012

**TOTAL REFERRALS:** 28,037

### Age of Callers

- **Under 18 years old:** 2%
- **18 - 59 years old:** 30%
- **60+ years old:** 18%
- **Unknown:** 50%

### PROBLEMS & NEEDS

32,920

### Types of Calls

- **Assessment & Referral — 20%**
  - Assessed caller’s needs & then provided referrals to meet those needs

- **Counseling, Assessment & Referral — 33%**
  - 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 — 10%**
  - Provided basic information such as a phone # or eligibility requirements for services

- **Advocacy/Linkage — 7%**
  - Assisted the caller in navigating the complex & overwhelming health & human services system

- **Other — 1%**

### County Breakdown of Calls

- **Indian River County:** 3%
- **Martin County:** 3%
- **Okeechobee County:** 1%
- **Palm Beach County:** 38%
- **St. Lucie County:** 10%
- **Unknown / Outside of Service Area:** 45%

### Case of the Quarter

Through the Help Me Grow (HMG) program, 211 Palm Beach Treasure Coast offers free screenings and care coordination to children ages 0-8 to ensure that they are reaching their developmental milestones.

Kelleigh, a mom of two living in Palm Beach County, trusted the HMG team after they helped her access services for her 3-year-old daughter two years ago. So when she became concerned that her 1-year-old son was not developing on track, she knew to contact 211 to request a screening.

A HMG Care Coordinator identified some concerns after screening the boy and gave the mom some developmental activities to do with him over the next two months. When the follow-up screening performed by the HMG Coordinator also identified concerns, he was referred to the Healthy Beginnings Program at HomeSafe.

The HMG Coordinator followed up a few months later, and Kelleigh shared that her son was getting the help he needed through the Early Intervention Program. She thanked 211’s HMG team for helping her navigate another challenging situation.

*Please Note: Names and identifying information have been changed to protect privacy.*
<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 889 Suicide Related Contacts)</td>
<td>11,032</td>
<td>33.51%</td>
</tr>
<tr>
<td>Housing</td>
<td>7,747</td>
<td>23.53%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>2,427</td>
<td>7.37%</td>
</tr>
<tr>
<td>Information Services</td>
<td>2,103</td>
<td>6.39%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>1,896</td>
<td>5.76%</td>
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<tr>
<td>Health Care</td>
<td>1,704</td>
<td>5.18%</td>
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<tr>
<td>Income Support/Assistance</td>
<td>1,299</td>
<td>3.95%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>1,299</td>
<td>3.95%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>1,296</td>
<td>3.94%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>532</td>
<td>1.62%</td>
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<tr>
<td>Transportation</td>
<td>503</td>
<td>1.53%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>501</td>
<td>1.52%</td>
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<tr>
<td>Employment</td>
<td>257</td>
<td>0.78%</td>
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<tr>
<td>Volunteers/Donations</td>
<td>116</td>
<td>0.35%</td>
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<tr>
<td>Education</td>
<td>112</td>
<td>0.34%</td>
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<tr>
<td>Arts, Culture and Recreation</td>
<td>58</td>
<td>0.18%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>38</td>
<td>0.12%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>32,920</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**

- Mental Health Crisis Lines
- Rent Payment Assistance
- Electric Service Payment Assistance
- Psychiatric Mobile Response Teams
- Emergency Shelter Clearinghouses
- Transitional Housing/Shelter
- VITA Programs
- Food Pantries
- Suicide Prevention Hotlines
- Low Cost Home Rental Listings
- Rental Deposit Assistance
- Legal Counseling
- Low Income/Subsidized Private Rental Housing
- Drug/Alcohol Use Self Evaluation Tools
- Food Stamps/SNAP Applications

**Top Unmet Needs**

- Rent Payment Assistance
- Rental Deposit Assistance
- Electric Service Payment Assistance
- Emergency Shelter Clearinghouses
- Transitional Housing/Shelter
- Interim Shelter/Vouchers
- Low Income/Subsidized Private Rental Housing
- Community Shelters
- Mortgage Payment Assistance
- Food Pantries
- Psychiatric Mobile Response Teams
- Legal Counseling
- Home Maintenance and Minor Repair Services
- Transportation Fuel Assistance
- Relocation Assistance

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

For all other questions, please call 211.