



**Palm Beach and
Treasure Coast**

SNAPSHOT

St. Lucie County

Annual : January – December 2022

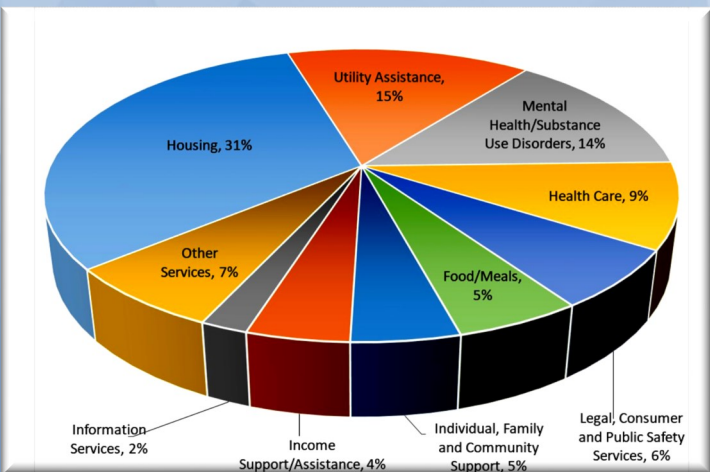
Total Contacts:	11,352
Call Volume	11,131
Local Texts & Emails	221
Web Based Services:	14,993
Local Chats**	31
Database/Mobile App Visits*	6,804
TOTAL UTILIZATION	26,345
TOTAL REFERRALS	21,223

*Proportional based on population estimates
**Local chats only

Age of Callers

Under 18 years old	3%
18 - 59 years old	57%
60+ years old	27%
Unknown	13%

PROBLEMS & NEEDS 18,698



Case of the Year

211 is committed to providing information, resources, and support to the residents of St. Lucie County on a 24-hour basis and we operate several internal programs that offer specialized support to vulnerable populations. 211 recently expanded our Special Needs Helpline into St. Lucie County, and this program provides advocacy and care coordination services to children with special needs, aged birth to 22 years, and their families. Recently, 211's Treasure Coast Special Needs Advocate Kristina received a referral to a young mother, Leslie, who has a son with Autism and was expecting another baby. Leslie had her son in school; however, she was interested in learning more about available resources that could help promote his independence. She was worried about how her son would cope after the baby was born, as she was going to have to devote much of her attention to the newborn. Kristina listened to Leslie and empathized with her concerns, letting her know that it is understandable that she would want to prepare her son for such a significant change. She was then able to connect Leslie with resources that could help, including the Coalition for Independent Living Options (CILO) and the Agency for Persons with Disabilities (APD). Leslie was so thankful to Kristina and 211 for all of the support, and said that she would reach out again if she ever needed any additional help.

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

Types of Calls

- Assessment & Referral – 20%**
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 59%**
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 9%**
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 – 5%**
Assisted the caller in navigating the complex & overwhelming health & human services system.
- Emergency Intervention/Follow-up – 1%**

Top 10 Referral Agencies

Agency	Count
Treasure Coast Homeless Services Council	1,938
The Agricultural and Labor Program (ALPI)	1,540
Mustard Seed Ministries	1,323
St Lucie County	1,266
Coalition for Independent Living Options	1,253
St Lucie County Free Meals	982
In The Image of Christ	934
The Salvation Army (St Lucie County)	846
Florida Department of Children & Families	555
Council on Aging of St Lucie	490



Problem & Needs Breakdown

211 HelpLine – St. Lucie County

Need Category	Need Count	Percentage
Housing	5,886	31.39%
Utility Assistance	2,857	15.00%
Mental Health/Substance Use Disorders (Includes 180 Suicide Related Calls)	2,593	14.01%
Health Care	1,757	9.41%
Legal, Consumer and Public Safety Services	1,197	6.44%
Food/Meals	1,004	5.36%
Individual, Family and Community Support	851	4.58%
Income Support/Assistance	786	4.35%
Information Services	375	2.01%
Transportation	364	1.96%
Clothing/Personal/Household Needs	333	1.79%
Other Government/Economic Services	221	1.19%
Disaster Services	156	0.83%
Employment	109	0.58%
Volunteers/Donations	92	0.50%
Education	79	0.42%
Arts, Culture and Recreation	38	0.22%
Total	18,698	100.00%

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

Top 15 Individual Needs
Electric Service Payment Assistance
Rent Payment Assistance
Transitional Housing/Shelter
COVID-Related
Food Pantries
Low Cost Home Rental Listings
At Risk/Homeless Housing Related Assistance Programs
Rental Deposit Assistance
VITA Programs
Legal Counseling
Water Service Payment Assistance
Psychiatric Mobile Response Teams
Drug/Alcohol Use Self Evaluation Tools
Community Shelters
Low Income/Subsidized Private Rental Housing

Top Unmet Needs
Transitional Housing/Shelter
Electric Service Payment Assistance
Community Shelters
Low Income/Subsidized Private Rental Housing
Emergency Shelter Clearinghouses
Mortgage Payment Assistance
Rent Payment Assistance
Homeless Motel Vouchers
Home Maintenance and Minor Repair Services
Water Service Payment Assistance
Rental Deposit Assistance
At Risk/Homeless Housing Related Assistance Programs
Motel Bill Payment Assistance
Low Cost Home Rental Listings
Food Pantries

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

211TreasureCoast.org

Major funders include: (For a full list of funders go to www.211treasurecoast.org/funding)

