



**Palm Beach and  
Treasure Coast**

# SNAPSHOT

**Martin County**

**Annual: January – December 2022**

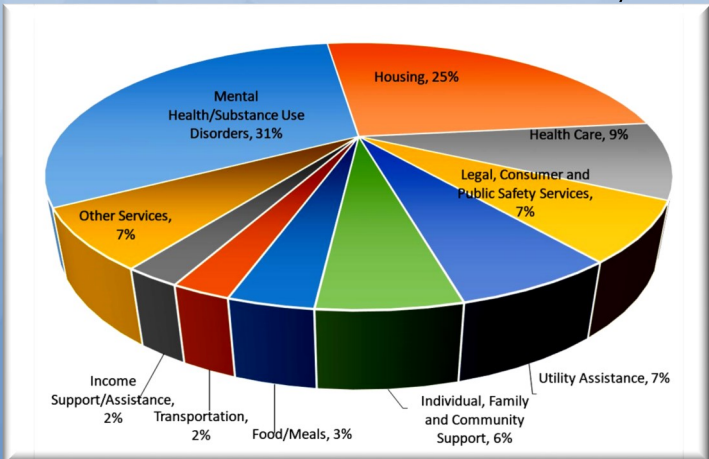
<b>Total Contacts:</b>	<b>3,129</b>
<b>Call Volume</b>	<b>3,080</b>
<b>Local Texts &amp; Emails</b>	<b>49</b>
<b>Web Based Services:</b>	<b>11,151</b>
<b>Local Chats**</b>	<b>4</b>
<b>Database/Mobile App Visits*</b>	<b>2,977</b>
<b>TOTAL UTILIZATION</b>	<b>14,280</b>
<b>TOTAL REFERRALS</b>	<b>4,653</b>

\*Proportional based on population estimates  
\*\*Local chats only

## Age of Callers

<b>Under 18 years old</b>	<b>2%</b>
<b>18 - 59 years old</b>	<b>38%</b>
<b>60+ years old</b>	<b>48%</b>
<b>Unknown</b>	<b>12%</b>

## PROBLEMS & NEEDS 4,673



## Case of the Year

The 211 HelpLine is available, 24/7, to provide resources, support, and advocacy for the residents of Martin County. Recently, Resource Center Specialist Jane received a call from a single mother, Gemma, who was in need of financial assistance to pay her water and electric bills. Gemma explained that she had recently lost her job and has been searching for employment, but that in the meantime she has fallen behind on her bills. She said that all of her savings has gone to feeding her 3-month-old and 5-year-old children, and the increased cost of living is putting even greater strain on her. Gemma said that she was also concerned about her children, as they seemed to not be developing on the same pace as other children they play with. Jane listened to Gemma without judgement and empathized with how hard this time must be for her. She then provided Gemma with referrals to local agencies who could possibly provide her with utility payment assistance. Jane also referred Gemma to 211's internal program "Help Me Grow" which provides free developmental screenings to children aged 0-8 years to ensure they are meeting their age appropriate milestones. Gemma was so grateful to Jane and 211 for providing her with the resources and kindness that she so desperately needed, and said she would not hesitate to reach out again if she needed help.

*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 – 48%**  
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 27%**  
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 – 5%**  
Assisted the caller in navigating the complex & overwhelming health& human services system.
- Emergency Intervention/Follow-up <1%**

## Top 10 Referral Agencies

Agency	Count
The Salvation Army (Martin County)	368
House of Hope	355
Martin County Community Services	343
Treasure Coast Homeless Services Council	206
New Horizons of the Treasure Coast	195
Coalition for Independent Living Options	155
Florida Housing Finance Corporation	115
Florida Rural Legal Services	111
Council on Aging of Martin County at the Kane Center	102
Florida Department of Children & Families	99



# Problem & Needs Breakdown

## 211 HelpLine – Martin County

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 53 Suicide Related Calls)	1,462	31.29%
Housing	1,191	25.49%
Health Care	436	9.33%
Legal, Consumer and Public Safety Services	327	7.00%
Utility Assistance	305	6.53%
Individual, Family and Community Support	266	5.69%
Food/Meals	159	3.40%
Transportation	111	2.38%
Income Support/Assistance	107	2.29%
Information Services	84	1.80%
Clothing/Personal/Household Needs	67	1.43%
Other Government/Economic Services	60	1.28%
Disaster Services	32	0.68%
Volunteers/Donations	28	0.60%
Employment	21	0.45%
Arts, Culture and Recreation	9	0.19%
Education	8	0.17%
<b>Total</b>	<b>4,673</b>	<b>100.00%</b>

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

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

Top Unmet Needs
Transitional Housing/Shelter
Homeless Motel Vouchers
Community Shelters
Emergency Shelter Clearinghouses
Low Income/Subsidized Private Rental Housing
Rental Deposit Assistance
At Risk/Homeless Housing Related Assistance Programs
Home Maintenance and Minor Repair Services
Low Cost Home Rental Listings
Automotive Repair and Maintenance
Electric Service Payment Assistance
Gas Money
Senior Ride Programs
Non-Emergency Medical Transportation
Recovery Homes/Halfway Houses

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](http://www.211treasurecoast.org/funding))

