



**Palm Beach and
Treasure Coast**

SNAPSHOT

Okeechobee County
Annual: January – December 2022

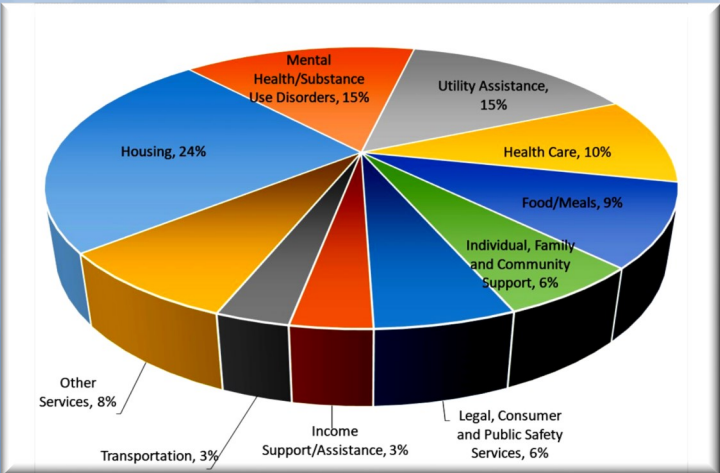
Total Contacts:	798
Call Volume	785
Local Texts & Emails	13
Web Based Services:	9,024
Local Chats**	2
Database/Mobile App Visits*	2,975
TOTAL UTILIZATION	9,822
TOTAL REFERRALS	1,347

*Proportional based on population estimates
**Local chats only

Age of Callers

Under 18 years old	2%
18 - 59 years old	58%
60+ years old	28%
Unknown	12%

PROBLEMS & NEEDS 1,325



Case of the Year

211 is always available, 24 hours a day, 7 days a week for the residents of Okeechobee County, including seniors who are at a heightened risk of experiencing a crisis. One of 211's internal programs is the Sunshine Telephone Reassurance Program, which provides homebound and lonely seniors, aged 60 and up, with a once daily phone call to check on their well-being and improve their outlook. Recently, one of our Sunshine program staff Karen called Sunshine client Martha for her daily call. During this call, Martha expressed that she was feeling depressed and thinking about suicide. Karen listened to Martha, and got her to promise to stay safe while they spoke. Martha said that she had been isolated for so long due to the pandemic, and the loneliness had really begun to take a toll on her. After speaking with Karen for some time, Martha said that she was feeling better. Karen said that she would be calling her again tomorrow at the same time to check on her, and that if she needed any support between now and then she can always call the 211 Help-Line any time. When Karen reached out to Martha the next day, Martha was so thankful to Karen and the Sunshine program for their kindness and being there for her in her time of need. She said she will always be grateful to the Sunshine team for all that they do for elders in our community.

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

Types of Calls

- Assessment & Referral – 21%**
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 60%**
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 5%**
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 – 9%**
Assisted the caller in navigating the complex & overwhelming health& human services system.
- Unknown – 1%**

Top 10 Referral Agencies	
The Salvation Army (Okeechobee County)	180
Okeechobee County Free Meals	148
Economic Opportunities Council of Indian River County	112
Coalition for Independent Living Options	96
Florida Department of Children & Families	52
Big Lake Missions Outreach	50
Area Agency on Aging of Palm Beach/Treasure Coast	35
Okeechobee Senior Services	30
New Horizons of the Treasure Coast	29
Okeechobee County Board of County Commissioners	29



Problem & Needs Breakdown

211 HelpLine – Okeechobee County

Need Category	Need Count	Percentage
Housing	324	24.45%
Mental Health/Substance Use Disorders (Includes 4 Suicide Related Calls)	199	15.02%
Utility Assistance	197	14.87%
Health Care	133	10.04%
Food/Meals	124	9.36%
Individual, Family and Community Support	79	5.96%
Legal, Consumer and Public Safety Services	76	5.74%
Income Support/Assistance	44	3.32%
Transportation	40	3.02%
Disaster Services	32	2.42%
Clothing/Personal/Household Needs	28	2.11%
Information Services	18	1.36%
Employment	11	0.83%
Other Government/Economic Services	10	0.75%
Volunteers/Donations	7	0.53%
Arts, Culture and Recreation; Education	3	0.22%
Total:	1,325	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
Food Pantries
Drug/Alcohol Use Self Evaluation Tools
COVID-Related
Transitional Housing/Shelter
Low Cost Home Rental Listings
Legal Counseling
At Risk/Homeless Housing Related Assistance Programs
Food Stamps/SNAP Applications
Water Service Payment Assistance
Home Maintenance and Minor Repair Services
Rental Deposit Assistance
Emergency Shelter Clearinghouses
Medicaid Applications

Top Unmet Needs
Rent Payment Assistance
Transitional Housing/Shelter
Homeless Motel Vouchers
Low Income/Subsidized Private Rental Housing
Rental Deposit Assistance
Emergency Shelter Clearinghouses
At Risk/Homeless Housing Related Assistance Programs
Community Shelters
Motel Bill Payment Assistance
Water Service Payment Assistance
Drug/Alcohol Use Self Evaluation Tools
Gas Money
Homeless Shelter
Home Rehabilitation Programs
Housing Authorities

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)

