



**Palm Beach and  
Treasure Coast**

# SNAPSHOT

**Treasure Coast**

**Annual: January – December 2022**

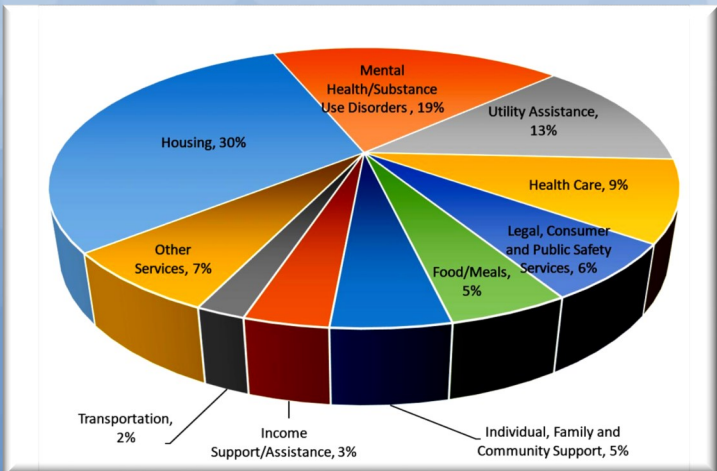
<b>Total Contacts:</b>	<b>19,039</b>
<b>Call Volume</b>	<b>18,651</b>
<b>Local Texts &amp; Emails</b>	<b>388</b>
<b>Web Based Services:</b>	<b>46,320</b>
<b>Local Chats**</b>	<b>44</b>
<b>Database/Mobile App Visits*</b>	<b>13,609</b>
<b>TOTAL UTILIZATION</b>	<b>65,359</b>
<b>TOTAL REFERRALS</b>	<b>33,204</b>

\*Proportional based on population estimates  
\*\* Local Chats Only

## Age of Callers

<b>Under 18 years old</b>	<b>5%</b>
<b>18 - 59 years old</b>	<b>58%</b>
<b>60+ years old</b>	<b>31%</b>
<b>Unknown</b>	<b>6%</b>

## PROBLEMS & NEEDS 30,393



## Case of the Year

211 provides information, resources, and support to the residents of the Treasure Coast on a 24-hour basis and we operate several internal programs that offer specialized support to vulnerable populations. The MYFLVET Program at 211 provides veterans re-entering society with veteran-specific support and resources help with their transition to civilian life. Recently, one of our Advocates, Scott, received a referral from a community partner regarding a senior veteran named Jack who was in desperate need of food. After reaching out, Scott discovered that Jack has medical conditions that prevent him from being able to drive. Jack's roommate was his sole means of transportation, however his roommate was recently hospitalized and Jack was uncertain how long he would be unavailable. There is no easily accessible public transportation available where Jack lives, and he expressed to Scott how worried he was about getting food. Using his connections, Scott was able to reach out to a local veteran-specific food pantry that provided him with food that he was able to deliver to Jack. Jack was also able to be set up with a Meals On Wheels program in his area for long-term assistance. After checking in on him a few days later, Jack expressed to Scott how much relief he felt after receiving his delivery, and was so thankful for all that 211's MYFLVET program had done for him during his time of crisis.

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

## Types of Calls

- Assessment & Referral – 18%**  
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 56%**  
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 14%**  
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 – 6%**  
Assisted the caller in navigating the complex & overwhelming health& human services system.
- Emergency Intervention/Follow-up – 1%**

## County Breakdown of Calls

<b>Indian River County</b>	<b>20%</b>
<b>Martin County</b>	<b>16%</b>
<b>Okeechobee County</b>	<b>4%</b>
<b>St. Lucie County</b>	<b>60%</b>



# Problem & Needs Breakdown

## 211 HelpLine – Treasure Coast

Need Category	Need Count	Percentage
Housing	9,151	30.11%
Mental Health/Substance Use Disorders (Includes 304 Suicide Related Calls)	5,725	18.84%
Utility Assistance	3,891	12.80%
Health Care	2,830	9.31%
Legal, Consumer and Public Safety Services	1,951	6.42%
Food/Meals	1,503	4.95%
Individual, Family and Community Support	1,474	4.85%
Income Support/Assistance	1,055	3.47%
Transportation	616	2.03%
Information Services	568	1.87%
Clothing/Personal/Household Needs	508	1.67%
Other Government/Economic Services	338	1.11%
Disaster Services	288	0.95%
Employment	168	0.55%
Volunteers/Donations	164	0.54%
Education	98	0.32%
Arts, Culture and Recreation	65	0.21%
<b>Total</b>	<b>30,393</b>	<b>100.00%</b>

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

### Top Unmet Needs

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

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.