



**Palm Beach and
Treasure Coast**

SNAPSHOT

**Indian River County
January – March 2024**

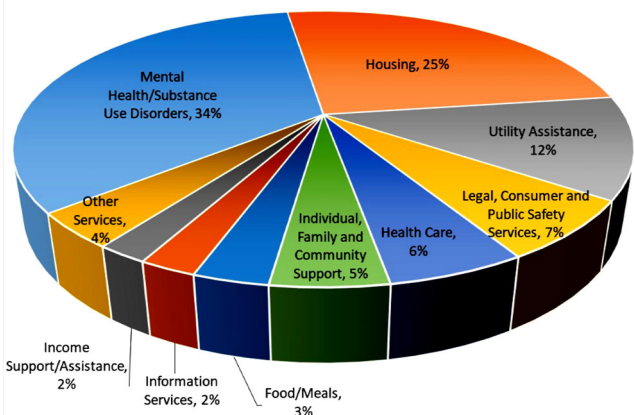
Total Contacts:	922
Call Volume	901
Local Texts & Emails	21
Web Based Services:	911
Local Chats	3
Database/Mobile App Visits*	908
TOTAL UTILIZATION	1,833
TOTAL REFERRALS	1,372

**Proportional based on population estimates*

Age of Callers

Under 18 years old	4%
18 - 59 years old	46%
60+ years old	32%
Unknown	18%

PROBLEMS & NEEDS 1,330



Case of the Quarter

The 211 HelpLine is available 24-hours a day every day, offering resources and emotional support for Indian River County residents who are need or experiencing crisis. Recently, we received a call from Vero Beach resident Evan, whose father had moved in with him a few weeks earlier after suffering a series of strokes. Evan’s father now struggled with mobility, was unable to drive, and needed lots of extra care. Evan was stressed and overwhelmed by how much more time and attention his father needed, and he wasn’t sure he could manage.

After listening compassionately, the Resource Center Specialist referred Evan to 211’s Caregiver program, which offers supportive crisis counseling, advocacy, and linkages to resources for adults (ages 18 and up) who are providing care for another adult of any age or a child or young adult with a disability ages 0-22 years.

Evan said that having someone to talk to during his toughest moments reminded him that he’s not alone and that support is just a phone call away because of 211. “It’s been a while since I’ve felt happy, but I’m smiling now,” he said.

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

Types of Calls

Assessment & Referral – 23%

Assessed caller’s needs & then provided referrals to meet those needs

Counseling, Assessment & Referral – 38%

Responded to emotional state, assessed caller’s needs, & provided referrals

Counseling – 17%

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 requirements for services

Advocacy/Linkage – 16%

Assisted the caller in navigating the complex & overwhelming health& human services system

Other – 1%

Top 10 Referral Agencies

Indian River County Human Services	214
The Salvation Army (Indian River County)	110
St. Vincent de Paul Thrift Store (Wabasso)	106
New Horizons of the Treasure Coast	103
Economic Opportunities Council of Indian River County	88
Florida Rural Legal Services	37
The Source	26
Indian River County Free Meals (aggregate)	25
Communities Connected for Kids	23
LifeBuilders of the Treasure Coast	22



Problem & Needs Breakdown

211 HelpLine – Indian River County

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 23 Suicide Related Contacts)	450	33.83%
Housing	336	25.26%
Utility Assistance	159	11.95%
Legal, Consumer and Public Safety Services	91	6.84%
Health Care	77	5.79%
Individual, Family and Community Support	65	4.89%
Food/Meals	42	3.16%
Information Services	32	2.41%
Income Support/Assistance	29	2.18%
Clothing/Personal/Household Needs	17	1.28%
Transportation	17	1.28%
Other Government/Economic Services	5	0.38%
Volunteers/Donations	4	0.30%
Disaster Services	2	0.15%
Education	2	0.15%
Employment	2	0.15%
Total:	1,330	100.00%

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

Top 15 Individual Needs
Electric Service Payment Assistance
Psychiatric Mobile Response Teams
Rent Payment Assistance
Drug/Alcohol Use Self Evaluation Tools
Transitional Housing/Shelter
Mental Health Crisis Lines
Legal Counseling
Low Income/Subsidized Private Rental Housing
Low Cost Home Rental Listings
Individual Counseling
Food Pantries
Community Shelters
Mortgage Payment Assistance
Suicide Prevention Hotlines
Telephone Reassurance

Top Unmet Needs
Emergency Shelter Clearinghouses
Transitional Housing/Shelter
Electric Service Payment Assistance
Rental Deposit Assistance
Rent Payment Assistance
Mortgage Payment Assistance
Child Care Expense Assistance
Low Income/Subsidized Private Rental Housing
Community Shelters
Food Stamps/SNAP Applications
Transportation Fuel Assistance
Interim Shelter/Vouchers
Home Maintenance and Minor Repair Services
Inpatient Substance Use Treatment Facilities
Medical Care Expense Assistance

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

