



**Palm Beach and
Treasure Coast**

SNAPSHOT

**Martin County
January – March 2024**

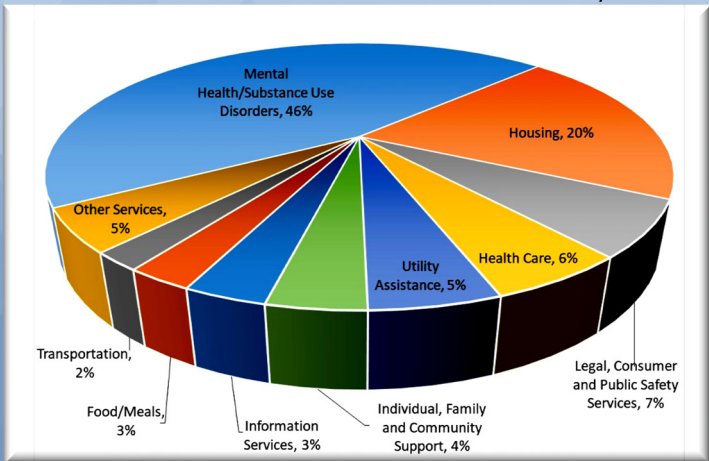
Total Contacts:	962
Call Volume	954
Local Texts & Emails	8
Web Based Services:	874
Local Chats	1
Database/Mobile App Visits*	873
TOTAL UTILIZATION	1,836
TOTAL REFERRALS	989

**Proportional based on population estimates*

Age of Callers

Under 18 years old	6%
18 - 59 years old	29%
60+ years old	41%
Unknown	24%

PROBLEMS & NEEDS 1,334



Case of the Quarter

The 211 HelpLine is available to Martin County residents 24/7, to help individuals resolve their unique crisis situations and access community resources as they weather life's storms. Recently, we received a call from Alex, a Martin County resident who was desperate because he'd found a new apartment but couldn't afford the utility deposit. During the call, our Resource Center Specialist determined that Alex was a veteran and referred him to 211's MYVLVET program, where veterans and their families receive crisis intervention provided by fellow veterans, advocacy and linkages to services.

A 211 MYFLVET Advocate followed up with Alex and successfully connected him to a program that helped him with the deposit. Several weeks later, Alex was settled into his new apartment and called back to express his gratitude. "You need a big compliment," he told the Specialist that answered his call. "211 is just excellent!"

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 – 31%**
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 32%**
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 – 11%**
Assisted the caller in navigating the complex & overwhelming health & human services system
- Other – 3%**

Top 10 Referral Agencies

Agency	Count
New Horizons of the Treasure Coast	108
House of Hope	89
Martin County Human Services	67
The Salvation Army (Martin County)	54
Florida Rural Legal Services	31
Council on Aging of Martin County at the Kane Center	26
Florida Housing Finance Corporation	23
Area Agency on Aging of Palm Beach/Treasure Coast	20
Indiantown Non Profit Housing	20
The MISS Inc. of the Treasure Coast	19



Problem & Needs Breakdown

211 HelpLine – Martin County

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 17 Suicide Related Contacts)	615	46.10%
Housing	262	19.64%
Legal, Consumer and Public Safety Services	87	6.52%
Health Care	75	5.62%
Utility Assistance	69	5.17%
Individual, Family and Community Support	52	3.90%
Information Services	44	3.30%
Food/Meals	36	2.70%
Transportation	28	2.10%
Clothing/Personal/Household Needs	21	1.57%
Income Support/Assistance	20	1.50%
Employment	11	0.82%
Other Government/Economic Services	4	0.30%
Arts, Culture and Recreation	3	0.22%
Education	3	0.22%
Disaster Services	2	0.15%
Volunteers/Donations	2	0.15%
Total:	1,334	100.00%

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

Top 15 Individual Needs
Mental Health Crisis Lines
Psychiatric Mobile Response Teams
Rent Payment Assistance
Electric Service Payment Assistance
Transitional Housing/Shelter
Legal Counseling
Low Cost Home Rental Listings
Low Income/Subsidized Private Rental Housing
Community Shelters
Emergency Shelter Clearinghouses
Food Stamps/SNAP Applications
Individual Counseling
Detoxification
Drug/Alcohol Use Self Evaluation Tools
Central Intake/Assessment Mental Health Services

Top Unmet Needs
Rental Deposit Assistance
Emergency Shelter Clearinghouses
Rent Payment Assistance
Transitional Housing/Shelter
Utility Deposit Assistance
Food Pantries
Community Shelters
Transportation Fuel Assistance
Legal Counseling
Psychiatric Mobile Response Teams
Interim Shelter/Vouchers
Relocation Assistance
Adolescent/Youth Counseling
Adult Residential Treatment Facilities
Automobiles

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

