



**Palm Beach and
Treasure Coast**

SNAPSHOT

**Treasure Coast
2nd Quarter: April – June 2022**

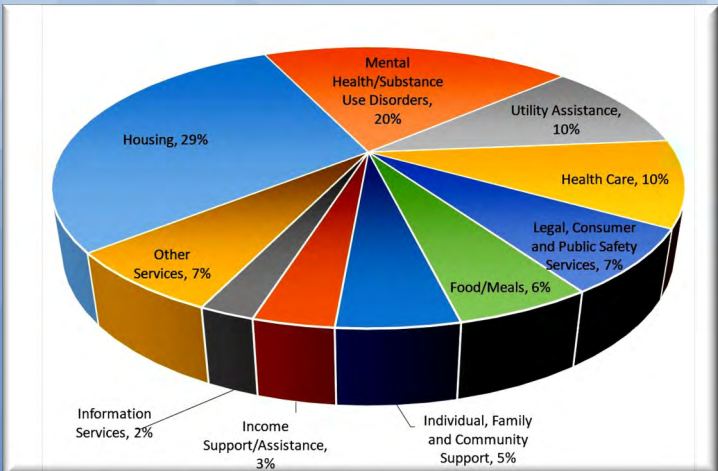
Total Contacts:	4,563
Call Volume	4,487
Local Texts & Emails	76
Web Based Services:	9,100
Chats*	5,808
Database/Mobile App Visits**	3,292
TOTAL UTILIZATION	13,663
TOTAL REFERRALS	8,550

*Total Agency Count
**Proportional based on population estimates

Age of Callers

Under 18 years old	3%
18 - 59 years old	53%
60+ years old	32%
Unknown	12%

PROBLEMS & NEEDS 7,474



Case of the Quarter

211 is available, 24/7, to provide emotional support and crisis intervention for the residents of Palm Beach County and the Treasure Coast, including seniors who are at an increased risk of experiencing a crisis. One of 211's most critical 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. This program also saves lives by providing emergency intervention in the event that a client does not answer their scheduled call after three attempts, often due to a fall or other health incident. Recently, Sunshine staff member Linda reached out to one of Sunshine's senior clients, Johanna, who did not answer her call. Linda tried calling Johanna again, and on her second attempt was able to make contact. Johanna said that she had fallen earlier that morning and was unable to get up. She had been pulling herself across the floor and was finally able to push herself up enough to reach the phone. Linda immediately reached out to local emergency services to send help and make sure that Johanna did not have any injuries that required medical attention. Linda stayed on the phone with Johanna until help arrived to make sure that she was safe, and the first responders helped Johanna up and ensured that she had not sustained any injuries. Johanna was so thankful to Linda and 211 for being there in her time of need, and said that she was not worried because she knew Sunshine would be there to help her.

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 – 54%**
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 15%**
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%**

County Breakdown of Calls

Indian River County	23%
Martin County	15%
Okeechobee County	4%
St. Lucie County	58%



Problem & Needs Breakdown

211 HelpLine – Treasure Coast

Need Category	Need Count	Percentage
Housing	2,188	29.27%
Mental Health/Substance Use Disorders (Includes 78 Suicide Related Calls)	1,498	20.04%
Utility Assistance	771	10.32%
Health Care	741	9.91%
Legal, Consumer and Public Safety Services	541	7.24%
Food/Meals	418	5.59%
Individual, Family and Community Support	371	4.96%
Income Support/Assistance	247	3.30%
Information Services	169	2.26%
Transportation	149	1.99%
Clothing/Personal/Household Needs	106	1.42%
Other Government/Economic Services	104	1.39%
Employment	48	0.64%
Volunteers/Donations	46	0.62%
Education	30	0.40%
Disaster Services	27	0.36%
Arts, Culture and Recreation	20	0.27%
Total:	7,474	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
Transitional Housing/Shelter
Low Cost Home Rental Listings
Mental Health Crisis Lines
At Risk/Homeless Housing Assistance Programs
Food Pantries
COVID-Related
Legal Counseling
Psychiatric Mobile Response Teams
Rental Deposit Assistance
Drug/Alcohol Use Self Evaluation Tools
VITA Programs
Community Shelters
Low Income/Subsidized Private Rental Housing

Top Unmet Needs

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

For additional information about this Snapshot, contact Alix Allison, Grants and Compliance Manager at (561) 383-2170 or e-mail alix.allison@211pbtc.org. For all other questions, please call 211.