



**Palm Beach and
Treasure Coast**

SNAPSHOT

**Palm Beach County
Annual : January – December 2022**

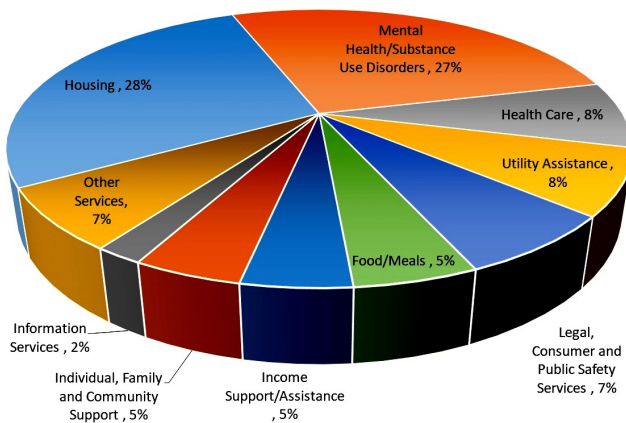
Total Contacts:	49,544
Call Volume	48,923
Local Texts & Emails	621
Web Based Services:	37,157
Local Chats**	106
Database/Mobile App Visits*	28,917
TOTAL UTILIZATION	86,701
TOTAL REFERRALS	91,412

*Proportional based on population estimates
**Local Chats only

Age of Callers

Under 18 years old	4%
18 - 59 years old	53%
60+ years old	31%
Unknown	12%

PROBLEMS & NEEDS 76,167



Case of the Year

The 211 HelpLine is a constant, 24/7, source of support for the residents of Palm Beach County who are experiencing a crisis. Recently, our Resource Center Specialist Sandy received a call from a young woman, Tessa, who had left an abusive relationship and was struggling to make ends meet on her own. Tessa explained that she had worked really hard to save up enough money to leave her partner and get a place on her own, but now due to the impacts of the COVID-19 pandemic she was not able to make as much at her job and she now needed assistance to pay her rent. Tessa began to cry while talking about how overwhelmed she was feeling and said that she has never been in this situation before. Sandy listened to Tessa and let her express her emotions without judgement before letting her know how brave she was to have left her former relationship and that she should be proud of how far she has come. Sandy was then able to provide Tessa with a referral for a local agency that provides aid to victims of domestic violence as well as other referrals for financial assistance. Tessa was so thankful to Sandy for her kindness and help during one of her most difficult moments, and said she would not hesitate to reach out to 211 again if she needed further assistance.

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 – 39%**
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 22%**
Responded to the emotional state of the caller in addition to assessing needs
- Information Only – 13%**
Provided basic information such as a phone # or eligibility req. for services
- Advocacy/Linkage – 8%**
Assisted the caller in navigating the complex & overwhelming health & human services system.
- Emergency Intervention/Follow-up – <1%**

Top 10 Referral Agencies	
PBC Division of Community Action and Human Services	5,105
The Salvation Army (Palm Beach County)	4,648
Catholic Charities, Diocese of Palm Beach - Administrative Office	4,342
Florida Housing Finance Corporation	3,725
Society of St Vincent de Paul District Council	3,150
Palm Beach County Free Meals	3,046
Coalition for Independent Living Options	2,670
Palm Beach County Housing Authority	2,328
The Lord's Place	2,273
The Senator Phillip D Lewis Center	2,250



Problem & Needs Breakdown

211 HelpLine – Palm Beach County

Need Category	Need Count	Percentage
Housing	21,090	27.69%
Mental Health/Substance Use Disorders (Includes 801 Suicide Related Calls)	20,534	27.01%
Health Care	5,952	7.81%
Utility Assistance	5,765	7.57%
Legal, Consumer and Public Safety Services	5,360	7.04%
Food/Meals	3,924	5.15%
Income Support/Assistance	3,466	4.55%
Individual, Family and Community Support	3,433	4.51%
Information Services	1,547	2.02%
Clothing/Personal/Household Needs	1,286	1.68%
Transportation	1,153	1.50%
Other Government/Economic Services	789	1.04%
Employment	575	0.75%
Disaster Services	425	0.55%
Volunteers/Donations	343	0.45%
Education	313	0.41%
Arts, Culture and Recreation	212	0.27%
Total	76,167	100.00%

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

Top 15 Individual Needs
Mental Health Crisis Lines
Electric Service Payment Assistance
Rent Payment Assistance
Emergency Shelter Clearinghouses
Transitional Housing/Shelter
VITA Programs
Low Cost Home Rental Listings
Food Pantries
COVID-Related
Low Income/Subsidized Private Rental Housing
Psychiatric Mobile Response Teams
Legal Counseling
Rental Deposit Assistance
Food Stamps/SNAP Applications
Individual Counseling

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

For additional information about this Snapshot, contact Donald Earl, Director of Operations (561) 383-1112 or e-mail donald.earl@211pbtcc.org. For all other questions, please call 211.

211PalmBeach.org

Major Funders Include: (For a full list of funders go to www.211palmbeach.org/funding)

