



**Palm Beach and  
Treasure Coast**

# SNAPSHOT

**Okeechobee County  
January – March 2024**

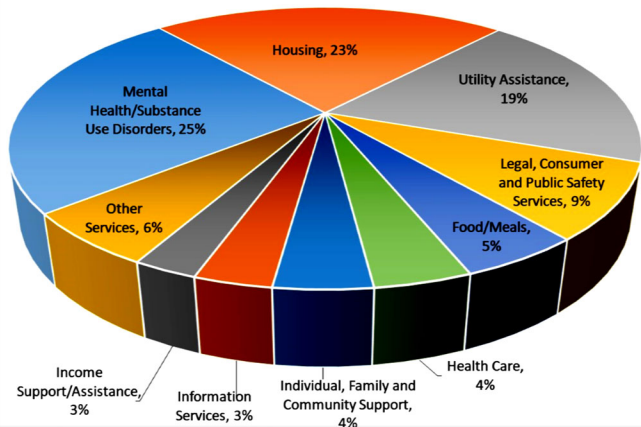
<b>Total Contacts:</b>	<b>255</b>
<b>Call Volume</b>	<b>246</b>
<b>Local Texts &amp; Emails</b>	<b>9</b>
<b>Web Based Services:</b>	<b>223</b>
<b>Local Chats</b>	<b>1</b>
<b>Database/Mobile App Visits*</b>	<b>222</b>
<b>TOTAL UTILIZATION</b>	<b>478</b>
<b>TOTAL REFERRALS</b>	<b>307</b>

*\*Proportional based on population estimates*

## Age of Callers

<b>Under 18 years old</b>	<b>4%</b>
<b>18 - 59 years old</b>	<b>49%</b>
<b>60+ years old</b>	<b>27%</b>
<b>Unknown</b>	<b>20%</b>

## PROBLEMS & NEEDS 375



## Case of the Quarter

The 211 HelpLine is a reliable source of support and information for Okeechobee residents, accessible 24 hours a day to assist individuals who are in need or experiencing crisis. One day, a Resource Center Specialist answered a call from Ruby, an elderly woman seeking financial assistance. She had been caring for her adult son and daughter-in-law, who were both unable to work due to chronic illness and disability. Ruby's job was the family's only source of income, and it was getting harder to make ends meet.

The Resource Center Specialist was caring and attentive as he assessed Ruby's needs. He offered her emotional support, helping her feel less overwhelmed, and then referred her to the local Salvation Army for additional resources and support. Ruby said she was grateful to have someone to talk to and said she'd call again if she needed more help.

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

## Types of Calls

### Assessment & Referral – 25%

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 – 7%

Responded to the emotional state of the caller in addition to assessing needs

### Information Only – 8%

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 – 5%

## Top 10 Referral Agencies

Agency	Count
The Salvation Army (Okeechobee County)	52
Economic Opportunities Council	39
Okeechobee County Free Meals	25
New Horizons of the Treasure Coast	22
Florida Rural Legal Services	16
Florida Housing Finance Corporation	8
Big Lake Missions Outreach	7
Communities Connected for Kids	6
Florida Legal Services	6
LifeBuilders of the Treasure Coast	6



# Problem & Needs Breakdown

## 211 HelpLine – Okeechobee County

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 3 Suicide Related Contacts)	94	25.07%
Housing	86	22.93%
Utility Assistance	71	18.93%
Legal, Consumer and Public Safety Services	32	8.53%
Food/Meals	19	5.07%
Health Care	15	4.00%
Individual, Family and Community Support	15	4.00%
Information Services	12	3.20%
Income Support/Assistance	10	2.67%
Transportation	9	2.40%
Clothing/Personal/Household Needs	5	1.33%
Other Government/Economic Services	4	1.07%
Disaster Services	1	0.27%
Education	1	0.27%
Volunteers/Donations	1	0.27%
<b>Total:</b>	<b>375</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
Psychiatric Mobile Response Teams
Rent Payment Assistance
Drug/Alcohol Use Self Evaluation Tools
Food Pantries
Water Service Payment Assistance
Legal Counseling
Low Cost Home Rental Listings
Low Income/Subsidized Private Rental Housing
Telephone Reassurance
Legal Representation
Transitional Housing/Shelter
Detoxification
Individual Counseling
Veteran/Military Hotlines

Top Unmet Needs
Rent Payment Assistance
Electric Service Payment Assistance
Low Income/Subsidized Private Rental Housing
Water Service Payment Assistance
Emergency Shelter Clearinghouses
Transitional Housing/Shelter
Mortgage Payment Assistance
Rental Deposit Assistance
Utility Deposit Assistance
Aging and Disability Resource Centers
Automobile Repair Loans
Automobiles
Automotive Repair and Maintenance
Business Financing
Community Clinics

For additional information about this Snapshot, contact our Administrative Team via e-mail at [administrativeteam@211pbc.org](mailto: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](http://www.211treasurecoast.org/funding))

