



## Palm Beach and Treasure Coast

# SNAPSHOT

### Regional January – March 2024

<b>Total Contacts:</b>	<b>29,706</b>
Call Volume	29,018
Local Texts & Emails	688
<b>Web Based Services:</b>	<b>12,306</b>
Local Chats	101
Database/Mobile App Visits	12,205
<b>TOTAL UTILIZATION</b>	<b>42,012</b>
<b>TOTAL REFERRALS</b>	<b>28,037</b>

## Case of the Quarter

Through the Help Me Grow (HMG) program, 211 Palm Beach Treasure Coast offers free screenings and care coordination to children ages 0-8 to ensure that they are reaching their developmental milestones. Kelleigh, a mom of two living in Palm Beach County, trusted the HMG team after they helped her access services for her 3-year-old daughter two years ago. So when she became concerned that her 1-year-old son was not developing on track, she knew to contact 211 to request a screening.

A HMG Care Coordinator identified some concerns after screening the boy and gave the mom some developmental activities to do with him over the next two months. When the follow-up screening performed by the HMG Coordinator also identified concerns, he was referred to the Healthy Beginnings Program at HomeSafe.

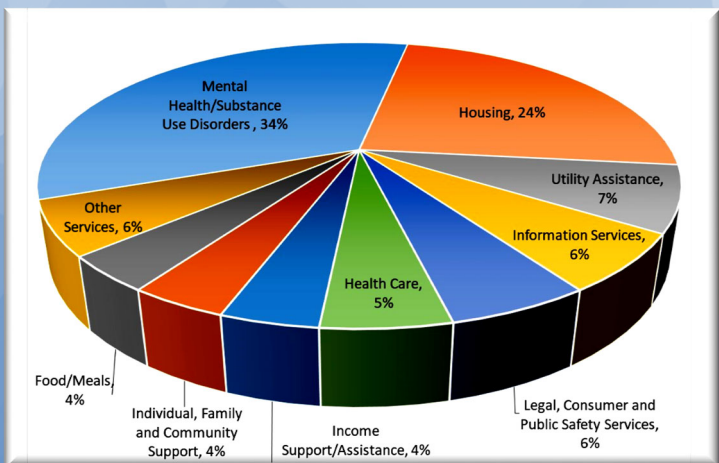
The HMG Coordinator followed up a few months later, and Kelleigh shared that her son was getting the help he needed through the Early Intervention Program. She thanked 211's HMG team for helping her navigate another challenging situation.

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

## Age of Callers

Under 18 years old	2%
18 - 59 years old	30%
60+ years old	18%
Unknown	50%

## PROBLEMS & NEEDS 32,920



## Types of Calls

- Assessment & Referral – 20%**  
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 33%**  
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 29%**  
Responded to the emotional state of the caller in addition to assessing needs
- Information Only – 10%**  
Provided basic information such as a phone # or eligibility requirements for services
- Advocacy/Linkage – 7%**  
Assisted the caller in navigating the complex & overwhelming health& human services system
- Other – 1%**

## County Breakdown of Calls

Indian River County	3%
Martin County	3%
Okeechobee County	1%
Palm Beach County	38%
St. Lucie County	10%
Unknown / Outside of Service Area	45%



# Problem & Needs Breakdown

## 211 HelpLine – Regional

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 889 Suicide Related Contacts)	11,032	33.51%
Housing	7,747	23.53%
Utility Assistance	2,427	7.37%
Information Services	2,103	6.39%
Legal, Consumer and Public Safety Services	1,896	5.76%
Health Care	1,704	5.18%
Income Support/Assistance	1,299	3.95%
Individual, Family and Community Support	1,299	3.95%
Food/Meals	1,296	3.94%
Clothing/Personal/Household Needs	532	1.62%
Transportation	503	1.53%
Other Government/Economic Services	501	1.52%
Employment	257	0.78%
Volunteers/Donations	116	0.35%
Education	112	0.34%
Arts, Culture and Recreation	58	0.18%
Disaster Services	38	0.12%
<b>Total:</b>	<b>32,920</b>	<b>100.00%</b>

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

Top 15 Individual Needs
Mental Health Crisis Lines
Rent Payment Assistance
Electric Service Payment Assistance
Psychiatric Mobile Response Teams
Emergency Shelter Clearinghouses
Transitional Housing/Shelter
VITA Programs
Food Pantries
Suicide Prevention Hotlines
Low Cost Home Rental Listings
Rental Deposit Assistance
Legal Counseling
Low Income/Subsidized Private Rental Housing
Drug/Alcohol Use Self Evaluation Tools
Food Stamps/SNAP Applications

Top Unmet Needs
Rent Payment Assistance
Rental Deposit Assistance
Electric Service Payment Assistance
Emergency Shelter Clearinghouses
Transitional Housing/Shelter
Interim Shelter/Vouchers
Low Income/Subsidized Private Rental Housing
Community Shelters
Mortgage Payment Assistance
Food Pantries
Psychiatric Mobile Response Teams
Legal Counseling
Home Maintenance and Minor Repair Services
Transportation Fuel Assistance
Relocation Assistance

For additional information about this Snapshot, contact our Administrative Team via e-mail at [administrativeteam@211pbt.org](mailto:administrativeteam@211pbt.org).

For all other questions, please call 211.

211PalmBeach.org

211TreasureCoast.org

