



**Palm Beach and
Treasure Coast**

SNAPSHOT

Indian River County

Annual: January – December 2022

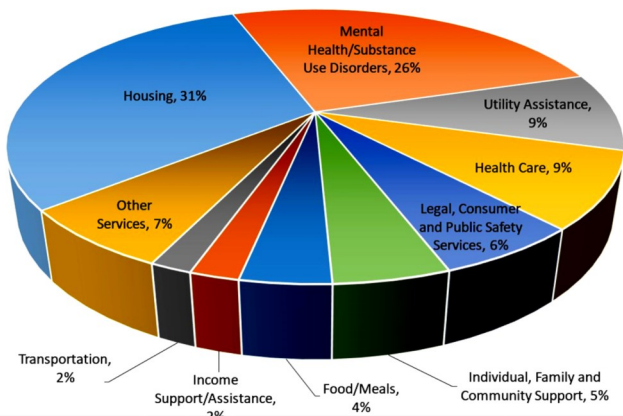
Total Contacts:	3,760
Call Volume	3,655
Local Texts & Emails	105
Web Based Services:	11,152
Local Chats**	7
Database/Mobile App Visits*	2,977
TOTAL UTILIZATION	14,912
TOTAL REFERRALS	5,961

*Proportional based on population estimates
**Local Chats only

Age of Callers

Under 18 years old	3%
18 - 59 years old	48%
60+ years old	38%
Unknown	11%

PROBLEMS & NEEDS 5,696



Case of the Year

211 is always here, 24 hours a day, 7 days a week, to help the residents of Indian River County who are struggling. We connect them to resources and emotional support that improves and saves lives. Recently, 211's Resource Center Specialist Kris received a request for help from a man named Lance who was in need of housing assistance. Lance said that he and his sister live together and are both disabled. However they just received an unexpected notice from their landlord stating that they only had 10 days to be out of their apartment. He said that moving is very difficult for them due to their disabilities and that the current housing crisis has left them unable to afford anything that would accommodate their accessibility needs. Kris listened to Lance and empathized with how upsetting and overwhelming this situation must be for him and his sister. She was then able to provide Lance with resources that could possibly provide rental deposit assistance as well as resources for low-income housing in his area. Lance was so grateful to Kris for being there to listen and to help and said that he would be sure to reach out to 211 should he and his sister require any further assistance.

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

Types of Calls

Assessment & Referral – 17%

Assessed caller's needs & then provided referrals to meet those needs

Counseling, Assessment & Referral – 51%

Responded to emotional state, assessed caller's needs, & provided referrals

Counseling – 21%

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

Information Only – 4%

Provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage – 6%

Assisted the caller in navigating the complex & overwhelming health & human services system.

Emergency Intervention/Follow-up – 1%

Top 10 Referral Agencies

Agency	Count
Indian River County Human Services	614
Treasure Coast Homeless Services Council	497
St Vincent de Paul Society (Vero Beach)	245
Board of County Commissioners (Indian River County)	224
The Salvation Army (Indian River County)	217
Economic Opportunities Council of Indian River County	194
New Horizons of the Treasure Coast	187
Resource Center for Disability Solutions	187
St Vincent de Paul Thrift Store (Wabasso)	171
Florida Housing Finance Corporation	146



Problem & Needs Breakdown

211 HelpLine – Indian River County

Need Category	Need Count	Percentage
Housing	1,749	30.71%
Mental Health/Substance Use Disorders (Includes 71 Suicide Related Calls)	1,471	25.83%
Utility Assistance	532	9.34%
Health Care	504	8.85%
Legal, Consumer and Public Safety Services	351	6.16%
Individual, Family and Community Support	278	4.88%
Food/Meals	216	3.79%
Income Support/Assistance	118	2.07%
Transportation	101	1.77%
Information Services	91	1.60%
Clothing/Personal/Household Needs	80	1.40%
Disaster Services	68	1.19%
Other Government/Economic Services	47	0.83%
Volunteers/Donations	37	0.65%
Employment	27	0.47%
Arts, Culture and Recreation	16	0.28%
Education	10	0.18%
Total	5,696	100.00%

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
Transitional Housing/Shelter
Drug/Alcohol Use Self Evaluation Tools
Low Cost Home Rental Listings
At Risk/Homeless Housing Related Assistance Programs
Low Income/Subsidized Private Rental Housing
COVID-Related
Rental Deposit Assistance
Legal Counseling
Food Pantries
Psychiatric Mobile Response Teams
Community Shelters
Water Service Payment Assistance

Top Unmet Needs
Transitional Housing/Shelter
Rent Payment Assistance
Community Shelters
At Risk/Homeless Housing Related Assistance Programs
Homeless Motel Vouchers
Mortgage Payment Assistance
Emergency Shelter Clearinghouses
Gas Money
Electric Service Payment Assistance
Rental Deposit Assistance
Food Pantries
Utility Deposit Assistance
Low Income/Subsidized Private Rental Housing
Low Cost Home Rental Listings
Food Stamps/SNAP Applications

For additional information about this Snapshot, contact Donald Earl, Director of Operations (561) 383-1112 or e-mail donald.earl@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)

