



Palm Beach and Treasure Coast

SNAPSHOT

Regional

Annual: January – December 2022

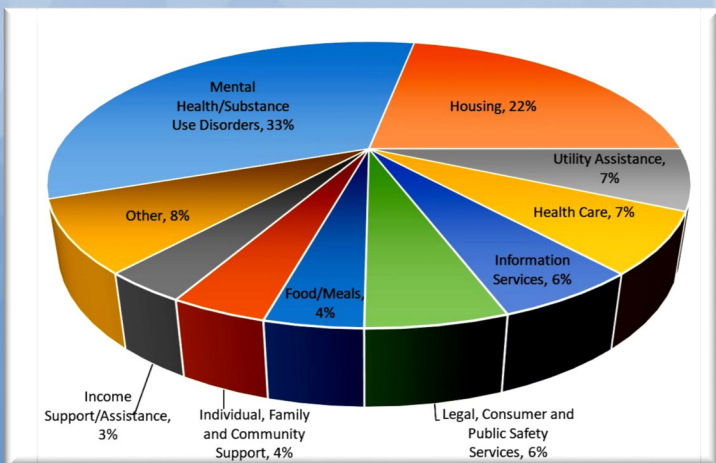
Total Contacts:	126,965
Call Volume	125,567
Local Texts & Emails	1,398
Web Based Services:	72,059
Local and Lifeline Chats	29,534
Database/Mobile App Visits	42,525
TOTAL UTILIZATION	199,024
TOTAL REFERRALS	130,979

Age of Callers

Under 18 years old	2%
18 - 59 years old	33%
60+ years old	21%
Unknown	44%

PROBLEMS & NEEDS

146,454



Case of the Quarter

211 is available, 24 hours a day, 7 days a week, to provide crisis intervention and suicide prevention services to all who are struggling with their mental health and thoughts of suicide. Recently, one of our Resource Center Specialists Sony received a call from a young woman named Allie who was in distress. Allie said that she has suffered from depression for years and battles with substance abuse, which has led her to want to end her life. She said that it was her birthday and she felt that she could not stand this pain for another year. Allie had never opened up about these feelings to her family and friends because she felt that if she did she would be burdening them. Sony listened to Allie and empathized with what she was feeling, and Allie promised to stay safe while they talked. After talking for some time, Sony was able to get Allie to open up about things that she enjoyed, including her dog and spending time with her sister. Allie decided that she wanted to get help and agreed to have Sony send the local Psychiatric Mobile Response Team to her house. Sony worked with Allie to develop a safety plan for if she ever felt this way in the future, and Allie promised that she would call 211 if she was ever in distress again. She was so grateful to Sony and the 211 HelpLine for being there for her to listen without judgement and get her connected to the help that she desperately needed.

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

Types of Calls

Assessment & Referral – 14%

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 – 31%

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

Information Only – 9%

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%

Unknown – 2%

County Breakdown of Calls

Indian River County	3%
Martin County	2%
Okeechobee County	1%
Palm Beach County	39%
St. Lucie County	9%
Unknown / Outside of Service Area	46%



Problem & Needs Breakdown

211 HelpLine – Regional

Need Category	Need Count	Percentage
Mental Health/Substance Use Disorders (Includes 4,323 Suicide Related Calls)	48,916	33.40%
Housing	32,304	22.06%
Utility Assistance	10,054	6.86%
Health Care	9,902	6.76%
Information Services	8,549	5.84%
Legal, Consumer and Public Safety Services	8,319	5.68%
Food/Meals	5,756	3.93%
Individual, Family and Community Support	5,685	3.88%
Income Support/Assistance	5,005	3.42%
Other Government/Economic Services	3,759	2.57%
Disaster Services	2,291	1.56%
Transportation	1,939	1.32%
Clothing/Personal/Household Needs	1,908	1.30%
Employment	784	0.54%
Volunteers/Donations	550	0.38%
Education	433	0.30%
Arts, Culture and Recreation	300	0.20%
Total	146,454	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
Transitional Housing/Shelter
Emergency Shelter Clearinghouses
Suicide Prevention Hotlines
Low Cost Home Rental Listings
COVID-Related
VITA Programs
Food Pantries
Psychiatric Mobile Response Teams
Legal Counseling
Low Income/Subsidized Private Rental Housing
Rental Deposit Assistance
Drug/Alcohol Use Self Evaluation Tools

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

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

211PalmBeach.org

211TreasureCoast.org

