



**Palm Beach and  
Treasure Coast**

# SNAPSHOT

**Palm Beach County  
January – March 2024**

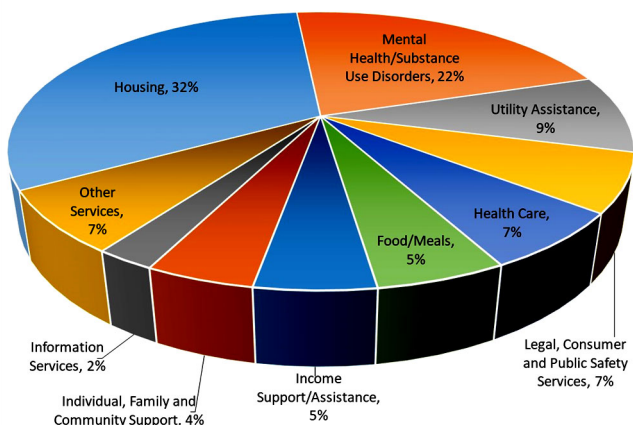
<b>Total Contacts:</b>	<b>11,243</b>
<b>Call Volume</b>	<b>10,964</b>
<b>Local Texts &amp; Emails</b>	<b>279</b>
<b>Web Based Services:</b>	<b>8,262</b>
<b>Local Chats</b>	<b>58</b>
<b>Database/Mobile App Visits*</b>	<b>8,204</b>
<b>TOTAL UTILIZATION</b>	<b>19,505</b>
<b>TOTAL REFERRALS</b>	<b>20,254</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>28%</b>
<b>Unknown</b>	<b>19%</b>

## PROBLEMS & NEEDS 17,127



## Case of the Quarter

211 is available 24/7 to provide resources and emotional support to individuals in need throughout Palm Beach County. Recently, Wellington resident Amelia called the 211 HelpLine, distraught about her housing and family situation. She feared that she and her 5-year-old autistic son were about to get evicted from their home, and although she had other family in the area, they were unable to support her.

Sherry, the Resource Center Specialist who answered her call, listened compassionately to Amelia and provided emotional support until she stopped crying and felt less upset. Then Sherry referred her to several local agencies who could help her with a rental deposit and finding a new place to live. She also referred Amelia to a Special Needs Advocate at 211, to help her access additional resources for her son.

Before calling 211, Amelia felt anxious and overwhelmed. But now she feels encouraged and hopeful that things will work out.

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

## Types of Calls

- Assessment & Referral – 24%**  
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 41%**  
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 17%**  
Responded to the emotional state of the caller in addition to assessing needs
- Information Only – 7%**  
Provided basic information such as a phone # or eligibility requirements for services
- Advocacy/Linkage – 8%**  
Assisted the caller in navigating the complex & overwhelming health& human services system
- Other – 3%**

## Top 10 Referral Agencies

Agency	Count
PBC Division of Community Action and Human Services	1,562
Society of St. Vincent de Paul District Council	1,425
The Salvation Army (Palm Beach County)	984
Palm Beach County Free Meals (aggregate)	891
Coalition for Independent Living Options	849
Heart Health & Healing Ministries	810
Florida Housing Finance Corporation	802
Boca Helping Hands	601
The Senator Phillip D. Lewis Center	494
Legal Aid Society of Palm Beach County	478



# Problem & Needs Breakdown

## 211 HelpLine – Palm Beach County

Need Category	Need Count	Percentage
Housing	5,443	31.78%
Mental Health/Substance Use Disorders (Includes 130 Suicide Related Contacts)	3,705	21.63%
Utility Assistance	1,562	9.12%
Legal, Consumer and Public Safety Services	1,143	6.67%
Health Care	1,115	6.51%
Food/Meals	922	5.38%
Income Support/Assistance	849	4.96%
Individual, Family and Community Support	767	4.48%
Information Services	428	2.50%
Clothing/Personal/Household Needs	339	1.98%
Transportation	331	1.93%
Employment	182	1.06%
Other Government/Economic Services	128	0.75%
Volunteers/Donations	82	0.48%
Education	78	0.46%
Arts, Culture and Recreation	35	0.20%
Disaster Services	18	0.11%
<b>Total:</b>	<b>17,127</b>	<b>100.00%</b>

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

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

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

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.

**211PalmBeach.org**

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

