



**Palm Beach and
Treasure Coast**

SNAPSHOT

**St. Lucie County
January – March 2024**

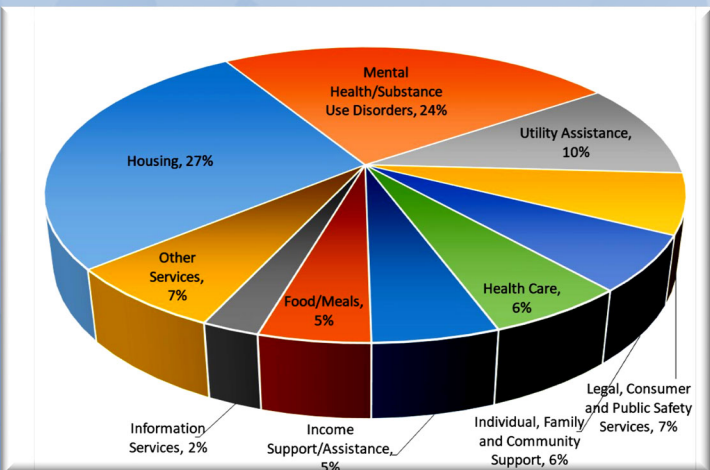
Total Contacts:	3,043
Call Volume	2,971
Local Texts & Emails	72
Web Based Services:	2,009
Local Chats	11
Database/Mobile App Visits*	1,998
TOTAL UTILIZATION	5,052
TOTAL REFERRALS	3,407

**Proportional based on population estimates*

Age of Callers

Under 18 years old	5%
18 - 59 years old	49%
60+ years old	24%
Unknown	22%

PROBLEMS & NEEDS 4,598



Case of the Quarter

211 Palm Beach Treasure Coast is a reliable source of support for St. Lucie County residents who are experiencing crisis or seeking resources, 24 hours a day. A few months ago, James from Port St. Lucie called the 211 HelpLine, seeking help after being told to leave the local shelter where he had been staying. He felt abandoned by the people he thought would help him get back on his feet, and worried that he'd continue to struggle with substance abuse.

211's Resource Center Specialist practiced active listening with James, offering him the emotional support he needed to feel more calm and hopeful during their conversation. Then the Specialist referred James to several local facilities for inpatient treatment, recovery support and transitional housing.

James said he felt safe knowing that if he loses his way in life again, 211 will still be there to help him find his way.

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 – 42%

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

Counseling – 12%

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 – 13%

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

Other – < 1%

Top 10 Referral Agencies

Agency	Count
New Horizons of the Treasure Coast	304
St. Lucie County Free Meals	273
In The Image of Christ	212
The Salvation Army (St. Lucie County)	147
Florida Rural Legal Services	105
Florida Housing Finance Corporation	102
The MISS Inc. of the Treasure Coast	92
LifeBuilders of the Treasure Coast	81
Mustard Seed Ministries	75
Good Samaritan Ministries	67



Problem & Needs Breakdown

211 HelpLine – St. Lucie County

Need Category	Need Count	Percentage
Housing	1,257	27.34%
Mental Health/Substance Use Disorders (Includes 28 Suicide Related Contacts)	1,104	24.01%
Utility Assistance	480	10.44%
Legal, Consumer and Public Safety Services	301	6.55%
Individual, Family and Community Support	278	6.05%
Health Care	270	5.87%
Income Support/Assistance	244	5.31%
Food/Meals	215	4.68%
Information Services	111	2.41%
Clothing/Personal/Household Needs	103	2.24%
Transportation	84	1.83%
Employment	56	1.22%
Other Government/Economic Services	25	0.54%
Education	21	0.46%
Volunteers/Donations	20	0.43%
Arts, Culture and Recreation	17	0.37%
Disaster Services	12	0.26%
Total	4,598	100.00%

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
Transitional Housing/Shelter
Mental Health Crisis Lines
VITA Programs
Low Cost Home Rental Listings
Food Pantries
Legal Counseling
Drug/Alcohol Use Self Evaluation Tools
Rental Deposit Assistance
Community Shelters
Water Service Payment Assistance
Emergency Shelter Clearinghouses
Low Income/Subsidized Private Rental Housing

Top Unmet Needs
Rent Payment Assistance
Electric Service Payment Assistance
Rental Deposit Assistance
Mortgage Payment Assistance
Transitional Housing/Shelter
Emergency Shelter Clearinghouses
Low Income/Subsidized Private Rental Housing
Community Shelters
Home Maintenance and Minor Repair Services
Property Tax Payment Assistance
Homelessness Prevention Programs
Water Service Payment Assistance
Automobile Payment Assistance
Extreme Weather Shelters
Food Pantries

For additional information about this Snapshot, contact our Administrative Team via e-mail at administrativeteam@211pbtc.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)

