



HELP. STARTS. HERE.
FREE - CONFIDENTIAL - 24/7

SNAPSHOT

Indian River County
4th Quarter: October–December 2018

<u>TOTAL CONTACTS</u>	1,069
Call Volume	1,068
Texts & Emails	1
<u>WEB BASED SERVICES</u>	3,302
CHATS*	3,085
Database/Mobile App Visits **	217

*Total Agency Count

** Estimated from computer sampling of a total of 4,039 on-line visits

Referrals 1,551

Age of Callers

4% of callers were under 18 years old

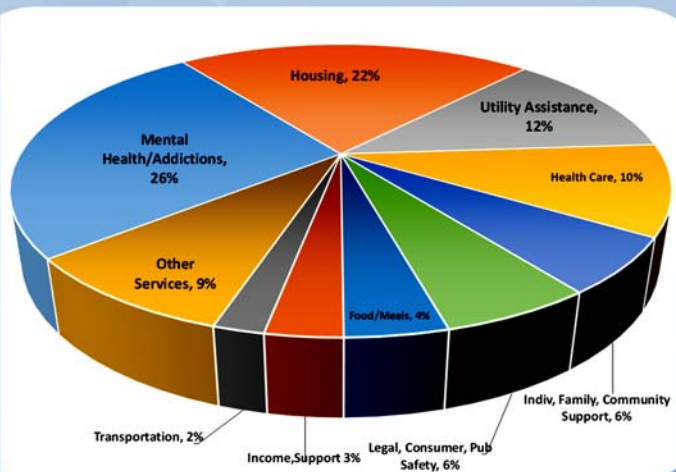
50% of callers were between 18-59 years old

37% of callers were 60+ years old

9% Unknown

1,536

Problems & Needs



Case of the Quarter

People often feel they cannot call 211 Helpline unless they are in immediate crisis. We want residents of Indian River County to know that they can call us for assistance in obtaining all basic needs, and they may do so before their situation gets to crisis mode. Take "John" for example, he is a 62-year-old man who was recently laid off from work. Since he has a few years to go before being eligible for Medicare, John needed to find health coverage. Unfortunately, he could not afford the plan quoted to him, but knew he needed to continue to manage his high blood pressure with medication. Kris, a 211 Resource Center Specialist, referred John to a clinic that would be able to assist with the cost of his treatment. To help John out further, she provided John with information on food stamps, which he would qualify for, and referred him to a local food pantry to help him until his situation improved. John called back a few days later wanting to thank Kris for all her help. He was able to get an appointment at the medical clinic, and they were even going to help him with his prescriptions. He had also spoken with the food pantry and was going later that day to pick up some food. He told Kris they made him feel so welcome, not ashamed or embarrassed as he feared, and was so grateful for Kris's help. His daughter was going to help him apply for food stamps. John was elated that he called for help in one area, but that Kris took it upon herself to be proactive in determining other needs John was facing.

Types of Calls

Assessment & Referral – 23%

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 – 21%

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 req. for services

Advocacy/Linkage – 7%

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	226
Economic Opportunities Council of Indian River County	170
St Vincent de Paul Society (Vero Beach)	92
Treasure Coast Homeless Services Council	65
New Horizons of the Treasure Coast	52
St Vincent de Paul Thrift Store (Wabasso)	45
Communities Connected for Kids	39
Aging & Disability Resource Center/Area Agency on Aging	36
Board of County Commissioners	32
Florida Housing Finance Corporation	32



Problem & Needs Breakdown

211 HelpLine – Indian River County

Need Category	Need Count	Percentage
Mental Health/Addictions (Includes 18 Suicide Related Calls)	397	25.85%
Housing	345	22.46%
Utility Assistance	189	12.30%
Health Care	153	9.96%
Individual, Family and Community Support	93	6.05%
Legal, Consumer and Public Safety Services	85	5.53%
Food/Meals	68	4.43%
Income Support/Assistance	52	3.39%
Transportation	38	2.47%
Clothing/Personal/Household Needs	28	1.82%
Information Services	28	1.82%
Other Government/Economic Services	26	1.69%
Employment	20	1.30%
Volunteers/Donations	7	0.46%
Disaster Services	3	0.20%
Education	3	0.20%
Arts, Culture and Recreation	1	0.07%
Total:	1,536	100.00%

The needs relate to needs expressed by callers; needs expressed in chats are not included.

Top 15 Individual Needs

- Electric Service Payment Assistance
- Rent Payment Assistance
- Drug/Alcohol Use Self Evaluation Tools
- Low Cost Home Rental Listings
- Food Pantries
- Low Income/Subsidized Private Rental Housing
- Legal Counseling
- Transitional Housing/Shelter
- At Risk/Homeless Housing Assistance Programs
- Rental Deposit Assistance
- Community Shelters
- Service Cost Payment Assistance
- Developmental Screening
- Individual Counseling
- Medicaid Applications

Top Unmet Needs

- Rental Deposit Assistance
- Community Shelters
- Emergency Shelter Clearinghouses
- At Risk/Homeless Housing Assistance Programs
- Transitional Housing/Shelter
- Electric Service Payment Assistance
- Utility Deposit Assistance
- Legal Counseling
- Rent Payment Assistance
- Automobile Payment Assistance
- Automotive Repair and Maintenance
- Low Cost Home Rental Listings
- Low Income/Subsidized Private Rental Housing
- Automobile Insurance Payment Assistance
- Dementia Management

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 533-1061 or at linda.roman@211pbtc.org. For all other questions, please call 211.

*** Please note: Names and minor details have been changed to protect individuals' confidentiality.

211TreasureCoast.org

