



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

SNAPSHOT

Martin County

4th Quarter: October – December 2018

TOTAL CONTACTS 935

Call Volume 924

Texts & Emails 11

WEB BASED SERVICES 3,334

CHATS* 3,085

Database/Mobile App Visits ** 249

*Total Agency Count

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

Referrals 1,006

Age of Callers

3% of callers were under 18 years old

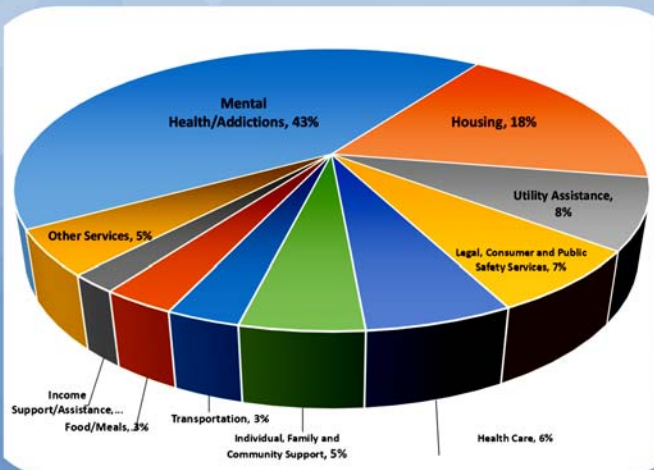
38% of callers were between 18-59 years old

48% of callers were 60+ years old

11% Unknown

1,254

Problems & Needs



Case of the Quarter

A young hearing impaired woman, "Taylor," contacted 211 HelpLine feeling depressed and frustrated. She was connected to one of 211's Resource Center Specialists, Lauren. She communicated that she was depressed because she felt alone and stuck in her current situation. She was still living at home with her parents and managed to find herself a part-time job while attending a couple of night classes. However, her parents were growing increasingly critical of her and her efforts to better herself, leaving her feeling more and more depressed. She had lost contact with the few friends from her high school days she had, and felt disconnected from any form of affection or genuine friendship. Taylor told Lauren her dog was the only source of emotional comfort she had in her life. She desperately wanted to move out on her own and prove to her family she could survive on her own. Lauren helped Taylor realize how much she had already accomplished on her own, and actually got Taylor to admit she was proud of herself. Lauren then connected the young woman to the Centers for Independent Living (CIL) to see if they could offer her any further assistance, particularly in regards to her moving out of her parents' home. Taylor agreed to have Lauren follow-up with her in a few days and upon doing so, Taylor told Lauren the CIL was offering her wonderful assistance, and she was hopeful she would soon be able to live an independent life away from her emotionally abusive parents.

Types of Calls

Assessment & Referral – 19%

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

Counseling, Assessment & Referral – 32%

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

Counseling – 35%

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

The Salvation Army (Martin County)	107
House of Hope	94
Martin County Community Services	68
New Horizons of the Treasure Coast	48
The Agricultural and Labor Program	38
Florida Rural Legal Services	33
Florida Housing Finance Corporation	27
Your Aging and Disability Resource Center/AAA	26
Communities Connected for Kids	24
Salerno Rentals	22



Problem & Needs Breakdown

211 HelpLine – Martin County

Need Category	Need Count	Percentage
Mental Health/Addictions (Includes 19 Suicide Related Calls)	533	42.50%
Housing	231	18.42%
Utility Assistance	94	7.50%
Legal, Consumer and Public Safety Services	87	6.94%
Health Care	78	6.22%
Individual, Family and Community Support	67	5.34%
Transportation	39	3.11%
Food/Meals	38	3.03%
Income Support/Assistance	21	1.67%
Information Services	18	1.44%
Clothing/Personal/Household Needs	15	1.20%
Other Government/Economic Services	13	1.04%
Disaster Services	9	0.72%
Employment	8	0.64%
Arts, Culture and Recreation	1	0.08%
Education	1	0.08%
Volunteers/Donations	1	0.08%
Total:	1,254	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
Legal Counseling
Low Cost Home Rental Listings
Low Income/Subsidized Private Rental Housing
Psychiatric Mobile Response Teams
Transitional Housing/Shelter
At Risk/Homeless Housing Assistance Programs
Community Shelters
Food Pantries
General Dentistry
Individual Counseling
Suicide Prevention Hotlines
Rental Deposit Assistance

Top Unmet Needs
Transitional Housing/Shelter
Rental Deposit Assistance
At Risk/Homeless Housing Assistance Programs
Emergency Shelter Clearinghouses
Home Maintenance and Minor Repair Services
Community Shelters
Electric Service Payment Assistance
Rent Payment Assistance
Automobile Repair Loans
Extreme Weather Shelters
Thanksgiving Meals
Travelers Assistance
General Dentistry
Housing Authorities
Legal Counseling

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

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

211TreasureCoast.org

