



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

SNAPSHOT

Okeechobee County
4th Quarter: October–December 2018

<u>TOTAL CONTACTS</u>	242
Call Volume	239
Texts & Emails	3
<u>WEB BASED SERVICES</u>	3,150
CHATS*	3,085
Database/Mobile App Visits **	65

*Total Agency Count

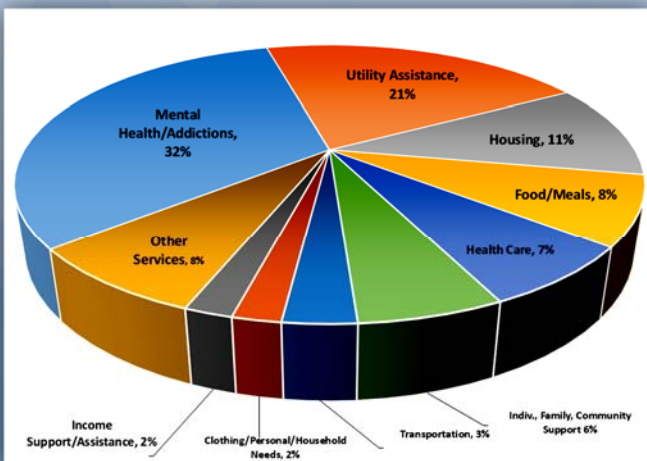
** Estimated from computer sampling of a total of 4,039 on-line visits

Referrals 267

Age of Callers

- 5% of callers were under 18 years old
- 55% of callers were between 18-59 years old
- 33% of callers were 60+ years old
- 7% Unknown

328 Problems & Needs



Case of the Quarter

The mission of 211 is to connect people to the services they require to meet their unique needs. We understand that trying to maneuver the complex arena of health and human services is a daunting experience, especially for those already overwhelmed with their situation. “Laura” recently reached out to 211 HelpLine feeling anxious with her current status. She had just moved to Okeechobee County and was staying with her cousin until she could manage to move out on her own. Kris, one of 211’s Senior Resource Center Specialists, answered the call and immediately felt the stress Laura was under. Laura had secured a job at a local convenience store, but she needed further assistance if she was going to be able to move out. With her wages, it would be months before she could afford deposits for a rental and utilities. In addition, she didn’t see how she was going to make enough money to afford monthly bills and food. To top things off, Laura needed to see a doctor for a condition that was not getting better on its own. Kris started off by reassuring Laura that she was not alone in this struggle and commended her for calling 211 for assistance. She then was able to refer Laura to local agencies that would be able to give Laura the specific assistance she desperately needed. By the end of the call, Laura felt confident that with the information provided to her, she would be able to manage the process herself. She was grateful for Kris’s help and vowed she would not hesitate to call 211 again if she needed further guidance.

Types of Calls

- Assessment & Referral – 23%**
Assessed caller’s needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 36%**
Responded to emotional state, assessed caller’s needs, & provided referrals
- Counseling – 18%**
Responded to the emotional state of the caller in addition to assessing needs
- Information Only – 6%**
Provided basic information such as a phone # or eligibility req. for services
- Advocacy/Linkage – 17%**
Assisted the caller in navigating the complex & overwhelming health & human services system.
- Emergency Intervention/Follow-up – <1%**

Top 10 Referral Agencies

Referral Agency	Count
Economic Opportunities Council of Indian River County	47
The Salvation Army (Okeechobee County)	45
Communities Connected for Kids	18
Okeechobee Senior Services	14
Big Lake Missions Outreach	8
New Horizons of the Treasure Coast	8
Temporary Programs	6
Changing Tree Wellness Center	5
Counseling and Recovery Center	3
Florida Department of Children & Families	3



Problem & Needs Breakdown

211 HelpLine – Okeechobee County

Need Category	Need Count	Percentage
Mental Health/Addictions (includes 2 Suicide Related Calls)	106	32.32%
Utility Assistance	69	21.04%
Housing	37	11.28%
Food/Meals	26	7.93%
Health Care	24	7.32%
Individual, Family and Community Support	20	6.10%
Transportation	9	2.74%
Clothing/Personal/Household Needs	8	2.44%
Income Support/Assistance	8	2.44%
Legal, Consumer and Public Safety Services	7	2.13%
Other Government/Economic Services	6	1.83%
Information Services	3	0.91%
Volunteers/Donations	2	0.61%
Disaster Services	1	0.30%
Education	1	0.30%
Employment	1	0.30%
Arts, Culture and Recreation	0	0%
Total:	328	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
Drug/Alcohol Use Self Evaluation Tools
Food Pantries
Rent Payment Assistance
Holiday Gifts/Toys
Developmental Screening
Water Service Payment Assistance
Individual Counseling
Rental Deposit Assistance
Utility Deposit Assistance
Community Shelters
Legal Counseling
Psychiatric Mobile Response Teams
Low Income/Subsidized Private Rental Housing
Prescription Expense Assistance

Top 15 Unmet Needs
Rent Payment Assistance
Water Service Payment Assistance
Rental Deposit Assistance
Utility Deposit Assistance
Community Shelters
Holiday Gifts/Toys
Low Income/Subsidized Private Rental Housing
At Risk/Homeless Housing Assistance Programs
Child Care Expense Assistance
Clothing Donation Programs
Debt Consolidation Services
Detoxification
Diapers
Electric Service Payment Assistance
Emergency Shelter Clearinghouses

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

