



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

SNAPSHOT

Palm Beach County
4th Quarter: October – December 2018

<u>TOTAL CONTACTS</u>	11,921
Call Volume	11,816
Texts & Emails	105
<u>WEB BASED SERVICES</u>	5,976
CHATS*	3,085
Database/Mobile App Visits **	2,891

*Total Agency Count

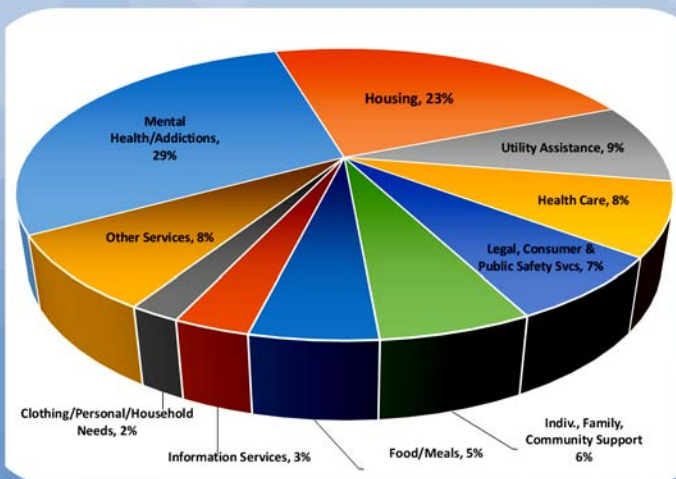
** Estimated from computer sampling of a total of 4,039 on-line visits

Referrals 17,500

Age of Callers

16,827 5% of callers were under 18 years old
52% of callers were between 18-59 years old
30% of callers were 60+ years old
13% Unknown

Problems & Needs



Case of the Quarter

“Katie” is a young woman who called 211 feeling overwhelmed and fearful she may hurt herself. She has a history of depression and was diagnosed with ADHD when she was a child. She had just moved down from Virginia to be with her boyfriend but was having trouble adjusting to her new life. She missed her parents and felt like her boyfriend’s family didn’t approve of their relationship and was trying to break them up. Back in Virginia, she had plenty of friends and family she could speak with when she felt like this, but here she felt alone. 211 Resource Center Specialist, Dee, thanked the clearly frightened Katie for calling 211 and reassured her that someone is always available at 211 to listen during these tough times. After confirming Katie was not in immediate danger of hurting herself, Dee managed to engage the caller in conversation. Before long, Katie was talking about the positives in her life. She was going to start taking classes at the local college next semester to be a veterinary technician (her lifelong dream!) and had a few good leads for part-time jobs nearby. Her best friend from Virginia was also coming for a visit in a few months. Dee was able to provide a non-judgmental, listening ear when Katie needed it. She also referred Katie to some counseling centers that had sliding-fee scales, so Katie could consider getting long-term help for when she feels depressed. Katie emailed 211 staff a week later and said she landed a job which would allow her and her boyfriend to move out on their own. She also called one of the counseling centers Dee referred her to and had an appointment lined up in a few days.

Types of Calls

Assessment & Referral – 23%

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

Counseling, Assessment & Referral – 38%

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 – 9%

Provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage – 9%

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

Emergency Intervention/Follow-up – <1%

Top 10 Referral Agencies

PBC Division of Human Services	1569
Society of St Vincent de Paul District Council	1312
Community Action Program of Palm Beach County	1042
Florida Housing Finance Corporation	983
The Senator Phillip D Lewis Center	740
Adopt-A-Family of the Palm Beaches	368
Legal Aid Society of Palm Beach County	324
Drug Abuse Foundation of Palm Beach County	304
Palm Beach County Division of Senior Services	254
Florida Department of Children & Families	247



Problem & Needs Breakdown

211 HelpLine – Palm Beach County

Need Category	Need Count	Percentage
Mental Health/Addictions (Includes 201 Suicide Related Calls)	4820	28.64%
Housing	3877	23.04%
Utility Assistance	1473	8.75%
Health Care	1370	8.14%
Legal, Consumer and Public Safety Services	1237	7.35%
Individual, Family and Community Support	1081	6.42%
Food/Meals	819	4.87%
Information Services	444	2.64%
Clothing/Personal/Household Needs	356	2.12%
Income Support/Assistance	329	1.96%
Transportation	326	1.94%
Other Government/Economic Services	277	1.65%
Employment	163	0.97%
Volunteers/Donations	116	0.69%
Education	70	0.42%
Disaster Services	46	0.27%
Arts, Culture and Recreation	23	0.14%
Total:	16,827	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
Emergency Shelter Clearinghouses
Rental Deposit Assistance
Food Pantries
Low Cost Home Rental Listings
Legal Counseling
Drug/Alcohol Use Self Evaluation Tools
Geriatric Counseling
Water Service Payment Assistance
Holiday Gifts/Toys
Low Income/Subsidized Private Rental Housing
Psychiatric Mobile Response Teams
Developmental Screening
Transitional Housing/Shelter

Top 15 Unmet Needs
Rental Deposit Assistance
Emergency Shelter Clearinghouses
Rent Payment Assistance
Electric Service Payment Assistance
Water Service Payment Assistance
Travelers Assistance
Low Cost Home Rental Listings
Low Income/Subsidized Private Rental Housing
Community Shelters
Furniture
Holiday Gifts/Toys
Homeless Motel Vouchers
Transitional Housing/Shelter
Food Pantries
General Furniture Provision

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.

211PalmBeach.org

