



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

# SNAPSHOT

## Regional

4th Quarter: October–December 2018

<b><u>TOTAL CONTACTS</u></b>	<b>21,622</b>
Call Volume	21,459
Texts & Emails	163
<b><u>WEB BASED SERVICES</u></b>	<b>7,124</b>
CHATS	3,085
Database/Mobile App Visits	4,039
Referrals	24,659

## Age of Callers

4% of callers were under 18 years old

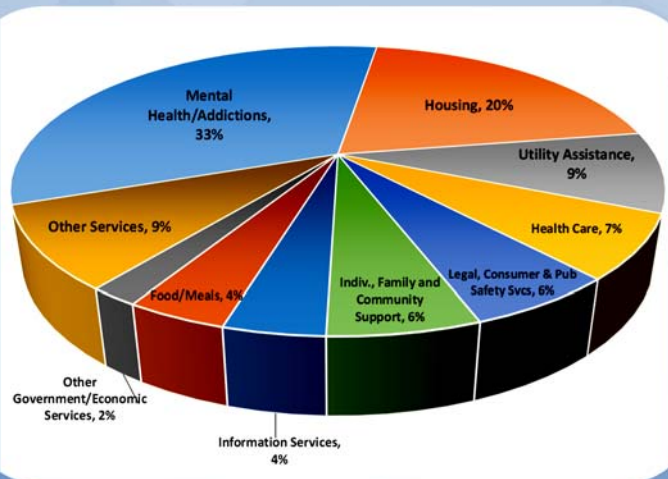
46% of callers were between 18-59 years old

26% of callers were 60+ years old

24% Unknown

# 29,160

## Problems & Needs



## Case of the Quarter

While covering the National Suicide Prevention Lifeline, Lauren, one of 211's Resource Center Specialists, took a call from a man, "Charlie", who was holding a gun and wanted to die. He had recently been diagnosed with a serious illness and felt he would become a burden to his wife and family. Lauren was able to de-escalate the situation by acknowledging his feelings and getting Charlie to recognize how much his family loved him and how they would be by his side during medical treatments. Lauren was able to get Charlie to put the gun down and he even provided Lauren his wife's email address so she could send him some information on counseling and support groups for individuals and their families struggling with long-term illness. Overall, Lauren was on the phone with Charlie for over an hour, and agreed to have Lauren call him back the next day. When she did, Charlie said that he had confided in his wife about his suicidal thoughts and fears of going through medical treatments and thanked Lauren for being there during a very dark moment in his life. A few days later, Charlie's wife emailed Lauren thanking her for saving her husband's life and said she had already made him an appointment with a counselor who specialized in patients struggling with terminal illnesses. She said Charlie seemed much more at peace with his situation and even ready to fight for his life! She didn't know how her husband knew about 211, but she was grateful he did and had the courage to call.

## Types of Calls

### Assessment & Referral – 20%

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

### Counseling, Assessment & Referral – 33%

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

### Counseling – 28%

Responded to the emotional state of the caller in addition to assessing needs

### Information Only – 10%

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%

## County Breakdown of Calls

Indian River County	5%
Martin County	5%
Okeechobee County	1%
Palm Beach County	56%
St. Lucie County	12%
Outside Service Area/Unknown	21%



# Problem & Needs Breakdown

## 211 HelpLine – Regional

Need Category	Need Count	Percentage
Mental Health/Addictions (Includes 897 Suicide Related Calls)	9720	33.33%
Housing	5816	19.95%
Utility Assistance	2677	9.18%
Health Care	2058	7.06%
Legal, Consumer and Public Safety Services	1829	6.27%
Individual, Family and Community Support	1697	5.82%
Information Services	1290	4.42%
Food/Meals	1210	4.15%
Other Government/Economic Services	693	2.38%
Transportation	522	1.79%
Income Support/Assistance	507	1.74%
Clothing/Personal/Household Needs	498	1.71%
Employment	227	0.78%
Volunteers/Donations	147	0.50%
Disaster Services	144	0.49%
Education	92	0.32%
Arts, Culture and Recreation	33	0.11%
<b>Total:</b>	<b>29,160</b>	<b>100.00%</b>

*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
Suicide Prevention Hotlines
Drug/Alcohol Use Self Evaluation Tools
Food Pantries
Rental Deposit Assistance
Low Cost Home Rental Listings
Legal Counseling
Holiday Gifts/Toys
Transitional Housing/Shelter
Low Income/Subsidized Private Rental Housing
Water Service Payment Assistance
Psychiatric Mobile Response Teams
Developmental Screening

### Top 15 Unmet Needs

Rental Deposit Assistance
Emergency Shelter Clearinghouses
Rent Payment Assistance
Electric Service Payment Assistance
Water Service Payment Assistance
Community Shelters
Transitional Housing/Shelter
At Risk/Homeless Housing Related Assistance
Low Income/Subsidized Private Rental Housing
Travelers Assistance
Utility Deposit Assistance
Low Cost Home Rental Listings
Homeless Motel Vouchers
Food Pantries
Home Maintenance and Minor Repair Services

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 383-1128 or at [linda.roman@211pbt.org](mailto: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](http://211PalmBeach.org)

[211TreasureCoast.org](http://211TreasureCoast.org)

