



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

SNAPSHOT

Regional

Yearly: January— December 2018

| | |
|----------------------------------|---------------|
| <u>TOTAL CONTACTS</u> | 85,571 |
| Call Volume | 84,896 |
| Texts & Emails | 675 |
| <u>WEB BASED SERVICES</u> | 26,966 |
| CHATS | 12,243 |
| Database/Mobile App Visits | 14,723 |
| Referrals | 105,482 |

Age of Callers

4% of callers were under 18 years old

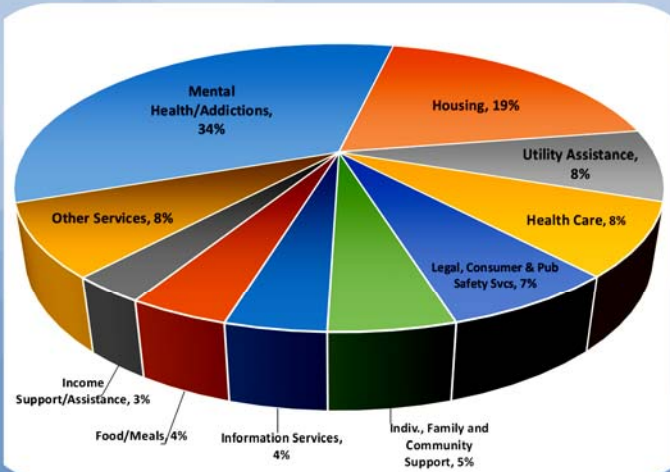
48% of callers were between 18-59 years old

27% of callers were 60+ years old

21% Unknown

124,816

Problems & Needs



Case of the Year

While working overnight, Darlene, one of 211's Resource Center Specialists, took a call on the crisis line from a 43 year old woman named "Staci" who was holding a knife. She no longer wanted to live. Darlene was able to convince Staci to put the knife down and divert her attention long enough to get her to talk about what had her so upset. Staci had recently broken up with her live-in boyfriend and had no other family in the area. Her daughter was off at college, and she felt completely alone and was feeling the stress of money being very tight. Not only did she no longer have support from her boyfriend, who had been paying half the bills, she felt stuck in a minimum wage job and felt hopeless as she watched the pile of bills get taller on her kitchen table. Darlene tried to engage Staci in a conversation about the positive things in her life – mainly her daughter who was going to be the first college graduate in the family. After chatting about her daughter's studies for a few more minutes, Darlene opened the conversation back up to helping Staci solve her problems. After more conversation, Darlene learned that Staci actually had some very good work skills and referred her to a couple of job placement agencies that could help her find a better paying and fulltime job. By the end of the conversation, Staci told Darlene that she now saw she had so much to live for and thanked Darlene for not giving up on her. Darlene has answered many suicide calls over her years at 211 - each one unique. It was difficult to bring Staci back to reality, but Darlene knew that for this client, just being there and listening was key.

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

Types of Calls

Assessment & Referral – 19%

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

Counseling, Assessment & Referral – 35%

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

Counseling – 27%

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

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|------------------------------|-----|
| Indian River County | 5% |
| Martin County | 5% |
| Okeechobee County | 1% |
| Palm Beach County | 58% |
| St. Lucie County | 11% |
| Outside Service Area/Unknown | 20% |



Problem & Needs Breakdown

211 HelpLine – Regional

| Need Category | Need Count | Percentage |
|--|----------------|----------------|
| Mental Health/Addictions (Includes 3,701 Suicide Related Calls) | 39,017 | 33.58% |
| Housing | 22,498 | 19.36% |
| Utility Assistance | 9,185 | 7.90% |
| Health Care | 8,918 | 7.67% |
| Legal, Consumer and Public Safety Services | 8,282 | 7.13% |
| Individual, Family and Community Support | 5,447 | 4.69% |
| Information Services | 5,130 | 4.41% |
| Food/Meals | 5,058 | 4.35% |
| Income Support/Assistance | 3,087 | 2.66% |
| Other Government/Economic Services | 2,621 | 2.26% |
| Transportation | 1,981 | 1.70% |
| Clothing/Personal/Household Needs | 1,856 | 1.60% |
| Employment | 1,150 | 0.99% |
| Volunteers/Donations | 603 | 0.52% |
| Education | 547 | 0.47% |
| Disaster Services | 476 | 0.41% |
| Arts, Culture and Recreation | 350 | 0.30% |
| Total: | 116,206 | 100.00% |

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

Top 15 Individual Needs

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| Electric Service Payment Assistance |
| Rent Payment Assistance |
| Emergency Shelter Clearinghouses |
| Suicide Prevention Hotlines |
| Drug/Alcohol Use Self Evaluation Tools |
| Food Pantries |
| Low Cost Home Rental Listings |
| Legal Counseling |
| Rental Deposit Assistance |
| Low Income/Subsidized Private Rental Housing |
| Psychiatric Mobile Response Teams |
| Transitional Housing/Shelter |
| Water Service Payment Assistance |
| Sexual Assault Counseling |
| Developmental Screening |

Top 15 Unmet Needs

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| Rental Deposit Assistance |
| Emergency Shelter Clearinghouses |
| Rent Payment Assistance |
| Community Shelters |
| Electric Service Payment Assistance |
| Transitional Housing/Shelter |
| Water Service Payment Assistance |
| Low Income/Subsidized Private Rental Housing |
| At Risk/Homeless Housing Related Assistance Programs |
| Travelers Assistance |
| Homeless Motel Vouchers |
| Food Pantries |
| Low Cost Home Rental Listings |
| Utility Deposit Assistance |
| Legal Counseling |

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 383-1128 or at linda.roman@211pbtc.org. For all other questions, please call 211.

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211PalmBeach.org

211TreasureCoast.org

