



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

SNAPSHOT

St. Lucie County
4th Quarter: October–December 2018

<u>TOTAL CONTACTS</u>	2,521
Call Volume	2,493
Texts & Emails	28
<u>WEB BASED SERVICES</u>	3,702
CHATS*	3,085
Database/Mobile App Visits **	617

*Total Agency Count

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

Referrals **3,203**

Age of Callers

5% of callers were under 18 years old

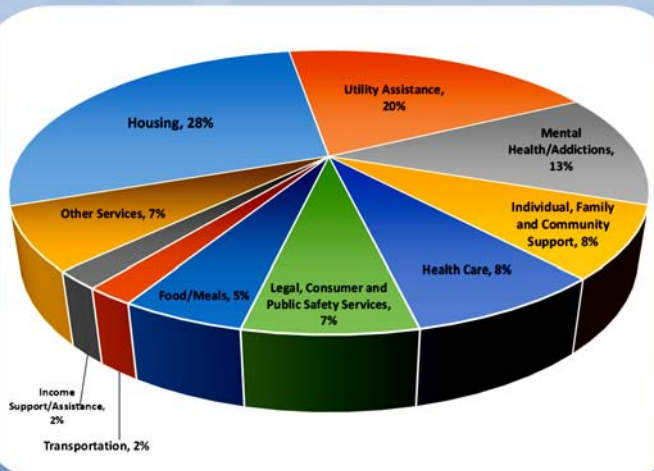
65% of callers were between 18-59 years old

20% of callers were 60+ years old

10% Unknown

3,739

Problems & Needs



Case of the Quarter

Many people do not realize that their local 211 HelpLine answers the regional line for the National Suicide Prevention Lifeline. Last year, 211's Resource Center Specialists responded to 3,370 suicide related calls, 198 of them from St. Lucie County. One such call came in from a 15-year-old boy, "Jackson," who was hysterical. Resource Center Specialist, Adriana, managed to get the boy to calm down and explain what was going on. He told her he had just swallowed a handful of his mom's pain pills and didn't know what to do. Adriana knew immediately this was a high crisis situation, and that the boy needed immediate medical attention. She asked Jackson if his mom was home. He confirmed she was and told the boy to get her on the phone immediately. After making contact with Jackson's mother, Adriana called 911 to have an ambulance dispatched to the home. Adriana stayed on the line with Jackson and his mother until paramedics arrived. Later that day, Adriana followed up with the boy's mother who updated her on Jackson's condition. Luckily, he had only taken a few pills and received medical attention in time. Jackson would make a full recovery, and his mother had already spoken with hospital personnel about getting the boy into counseling. The mother was naturally grateful to 211 and relieved that her son knew enough to make the initial call that saved his life.

Types of Calls

Assessment & Referral – 27%

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

Counseling, Assessment & Referral – 49%

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

Counseling – 7%

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 – 8%

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

Emergency Intervention/Follow-up < 1%

Top 10 Referral Agencies

The Agricultural and Labor Program	561
Mustard Seed Ministries	317
Council on Aging of St. Lucie	125
Florida Housing Finance Corporation	111
Aging & Disability Resource Center/Area Agency on Aging	78
Florida Rural Legal Services	73
Counseling and Recovery Center	71
PublicHousing.com	66
The Hope for Families Center	66
New Horizons of the Treasure Coast	60



Problem & Needs Breakdown

211 HelpLine – St. Lucie County

Need Category	Need Count	Percentage
Housing	1,040	27.81%
Utility Assistance	763	20.41%
Mental Health/Addictions (Includes 42 Suicide Related Calls)	484	12.94%
Individual, Family and Community Support	317	8.48%
Health Care	308	8.24%
Legal, Consumer and Public Safety Services	254	6.79%
Food/Meals	194	5.19%
Transportation	76	2.03%
Income Support/Assistance	63	1.68%
Clothing/Personal/Household Needs	58	1.55%
Information Services	56	1.50%
Other Government/Economic Services	56	1.50%
Employment	27	0.72%
Disaster Services	14	0.37%
Education	12	0.32%
Volunteers/Donations	11	0.29%
Arts, Culture and Recreation	6	0.16%
Total	3,739	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
Food Pantries
Holiday Gifts/Toys
Drug/Alcohol Use Self Evaluation Tools
Community Shelters
Low Cost Home Rental Listings
Transitional Housing/Shelter
Rental Deposit Assistance
Legal Counseling
At Risk/Homeless Housing Assistance Programs
Developmental Screening
Water Service Payment Assistance
Emergency Shelter Clearinghouses
Individual Counseling

Top 15 Unmet Needs

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

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.

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

211TreasureCoast.org

