



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

# SNAPSHOT

Treasure Coast  
4th Quarter: October – December 2018

<b><u>TOTAL CONTACTS</u></b>	<b>4,767</b>
Call Volume	4,724
Texts & Emails	43
<b><u>WEB BASED SERVICES</u></b>	<b>4,233</b>
CHATS*	3,085
Database/Mobile App Visits * *	1,148

\*Total Agency Count

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

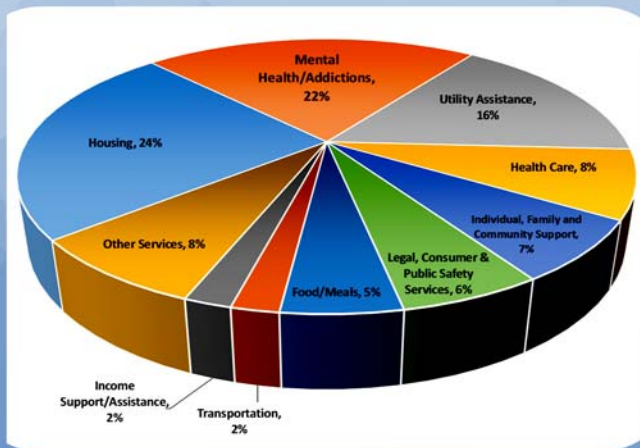
**Referrals 6,027**

## Age of Callers

4% of callers were under 18 years old  
56% of callers were between 18-59 years old  
30% of callers were 60+ years old  
10% Unknown

**7,494**

## 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. One 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 – 24%**  
Assessed caller's needs & then provided referrals to meet those needs
- Counseling, Assessment & Referral – 44%**  
Responded to emotional state, assessed caller's needs, & provided referrals
- Counseling – 16%**  
Responded to the emotional state of the caller in addition to assessing needs
- Information Only – 8%**  
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%**

## County Breakdown of Calls

Indian River County	22%
Martin County	20%
Okeechobee County	5%
St. Lucie County	53%



# Problem & Needs Breakdown

## 211 HelpLine – Treasure Coast

Need Category	Need Count	Percentage
Housing	1,653	24.11%
Mental Health/Addictions	1,520	22.17%
Utility Assistance	1,115	16.26%
Health Care	563	8.21%
Individual, Family and Community Support	497	7.25%
Legal, Consumer and Public Safety Services	433	6.31%
Food/Meals	326	4.75%
Transportation	162	2.36%
Income Support/Assistance	144	2.10%
Clothing/Personal/Household Needs	109	1.59%
Information Services	105	1.53%
Other Government/Economic Services	101	1.47%
Employment	56	0.82%
Disaster Services	27	0.39%
Volunteers/Donations	21	0.31%
Education	17	0.25%
Arts, Culture and Recreation	8	0.12%
<b>Total</b>	<b>6,857</b>	<b>100.00%</b>

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

Top 15 Individual Needs	Top 15 Unmet Needs
Electric Service Payment Assistance	Rent Payment Assistance
Rent Payment Assistance	Rental Deposit Assistance
Drug/Alcohol Use Self Evaluation Tools	Community Shelters
Food Pantries	Water Service Payment Assistance
Low Cost Home Rental Listings	Emergency Shelter Clearinghouses
Community Shelters	Transitional Housing/Shelter
Legal Counseling	Electric Service Payment Assistance
Transitional Housing/Shelter	At Risk/Homeless Housing Assistance Programs
Rental Deposit Assistance	Utility Deposit Assistance
Holiday Gifts/Toys	Home Maintenance and Minor Repair Services
At Risk/Homeless Housing Assistance Programs	Low Income/Subsidized Private Rental Housing
Low Income/Subsidized Private Rental Housing	Homeless Motel Vouchers
Developmental Screening	Legal Counseling
Water Service Payment Assistance	Low Cost Home Rental Listings
Individual Counseling	Thanksgiving Meals

For additional information about this Snapshot, contact Linda Roman, VP of Operations at (561) 533-1061 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.