



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

SNAPSHOT

Regional

2nd Quarter : April – June 2020

TOTAL CONTACTS 27,372

Call Volume 26,881

Texts & Emails 491

WEB BASED SERVICES 13,573

CHATS 8,293

Database/Mobile App Visits 5,280

Referrals 31,418

Age of Callers

2% of callers were under 18 years old

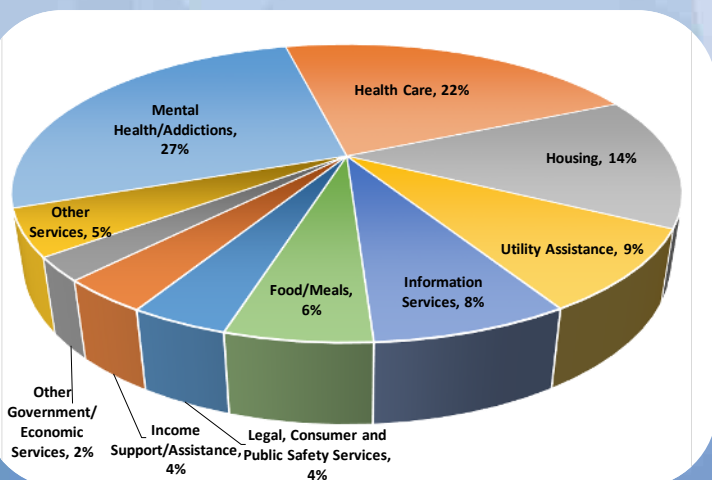
44% of callers were between 18-59 years old

23% of callers were 60+ years old

31% Unknown

42,178

Problems & Needs



Case of the Quarter

During this extremely stressful time due to the Coronavirus pandemic throughout our communities, 211 HelpLine has played an important role, providing urgently needed emotional support as well assistance with the lack of food provisions, financial assistance, housing, and health information. Residents of Palm Beach County, where cases of COVID-19 continue to grow, are contacting 211 with many concerns. The HelpLine recently referred a case to the Special Needs advocate, Lee, regarding a family with a 12-year-old daughter on the autism spectrum. The mother, "Karla" told Lee that her husband had recently lost his job and they had two other children to support as well. The family's main issue was they needed financial resources for different therapies to help their special needs child as well as food stamps to help with the cost of groceries. Karla told Lee that they were struggling with basic needs like food and having trouble paying bills. They also wanted to also be able to get help for their daughter who had been thrown off of her normal schedule during this pandemic. Karla said she was embarrassed asking for help, and was not sleeping well because she felt so much anxiety about the future. Our advocate, Lee, listened and validated what Karla was feeling in an empathetic, non-judgmental way. She explained to Karla that many people were having these concerns, and what she was feeling was normal. Lee was able to locate and assist the family in getting both social security income and food stamps. Lee was also able to give her some therapy resources to contact for their daughter. Karla thanked her, and when they spoke the following week she said her family feels that they are now more financially stable and was so grateful to the advocate and to 211 for their services. ***

Types of Calls

Assessment & Referral – 21%

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

Counseling, Assessment & Referral – 37%

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

Counseling – 29%

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 – 5%

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

Emergency Intervention/Follow-up –<1%

County Breakdown of Calls

Indian River County	3%
Martin County	4%
Okeechobee County	1%
Palm Beach County	48%
St. Lucie County	12%
Unknown / Outside of Service Area	32%



Problem & Needs Breakdown

211 HelpLine – Regional

Need Category	Need Count	Percentage
Mental Health/Addictions (Includes 837 Suicide Related Calls)	11,351	26.91%
Health Care	9,343	22.15%
Housing	6,073	14.40%
Utility Assistance	3,698	8.77%
Information Services	3,231	7.66%
Food/Meals	2,386	5.66%
Legal, Consumer and Public Safety Services	1,614	3.83%
Income Support/Assistance	1,499	3.55%
Other Government/Economic Services	1,050	2.49%
Individual, Family and Community Support	825	1.96%
Clothing/Personal/Household Needs	413	0.98%
Transportation	256	0.61%
Disaster Services	143	0.34%
Employment	126	0.30%
Volunteers/Donations	79	0.19%
Education	50	0.12%
Arts, Culture and Recreation	41	0.10%
Total:	42,178	100.00%

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

Top 15 Individual Needs
COVID-19 Control
Electric Service Payment Assistance
Rent Payment Assistance
Mental Health Crisis Lines
Food Pantries
Suicide Prevention Hotlines
Drug/Alcohol Use Self Evaluation Tools
Emergency Shelter Clearinghouses
Unemployment Insurance
Transitional Housing/Shelter
Water Service Payment Assistance
Legal Counseling
Psychiatric Mobile Response Teams
Home Delivered Meals
VITA Programs

Top Unmet Needs
Rent Payment Assistance
Rental Deposit Assistance
VITA Programs
Emergency Shelter Clearinghouses
Electric Service Payment Assistance
Transitional Housing/Shelter
Mortgage Payment Assistance
COVID-19 Control
Community Shelters
Water Service Payment Assistance
Food Pantries
At Risk/Homeless Housing Assistance Programs
Homeless Motel Vouchers
Automobile Payment Assistance
Psychiatric Mobile Response Teams

For additional information about this Snapshot, contact Alix Allison, Volunteer and Compliance Manager at (561) 383-2170 or e-mail alix.allison@211pbtc.org. For all other questions, please call 211.

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

211**PalmBeach**.org

211**TreasureCoast**.org

