



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

SNAPSHOT

Palm Beach County
2nd Quarter : April – June 2020

TOTAL CONTACTS 13,167

Call Volume 12,882

Texts & Emails 285

WEB BASED SERVICES 11,920

CHATS* 8,293

Database/Mobile App Visits ** 3,627

*Total Agency Count

**Proportional based on population estimates

Referrals 22,432

Age of Callers

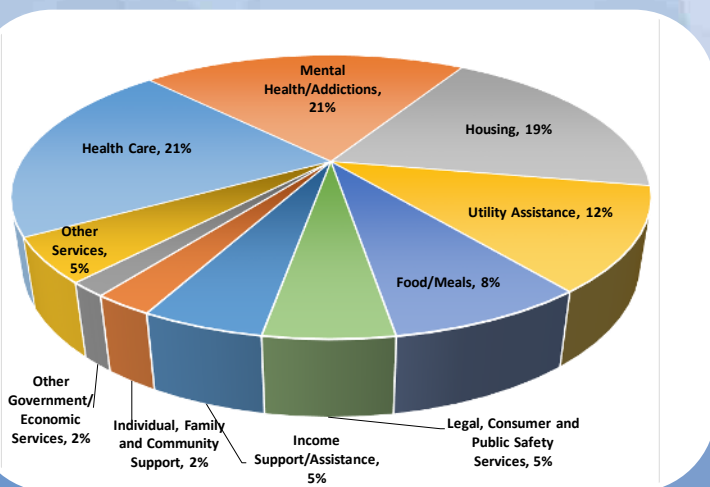
2% of callers were under 18 years old

21,542 50% of callers were between 18-59 years old

29% of callers were 60+ years old

19% Unknown

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 – 26%

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 – 17%

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

Information Only – 7%

Provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage – 6%

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

Emergency Intervention/Follow-up – <1%

Top 10 Referral Agencies

PBC Division of Human and Veteran Services	2711
Society of St Vincent de Paul District Council	2096
Community Action Program of Palm Beach County	1396
Florida Housing Finance Corporation	789
Adopt-A-Family of the Palm Beaches	613
St Joan of Arc Catholic Church	552
Coalition for Independent Living Options	547
Florida Department of Health	430
Legal Aid Society of Palm Beach County	423
The Senator Phillip D Lewis Center	418



Problem & Needs Breakdown

211 HelpLine – Palm Beach County

Need Category	Need Count	Percentage
Health Care	4,573	21.23%
Mental Health/Addictions (Includes 187 Suicide Related Calls)	4,477	20.78%
Housing	4,149	19.26%
Utility Assistance	2,506	11.63%
Food/Meals	1,741	8.08%
Legal, Consumer and Public Safety Services	1,129	5.24%
Income Support/Assistance	1,067	4.95%
Individual, Family and Community Support	530	2.46%
Other Government/Economic Services	343	1.59%
Information Services	327	1.52%
Clothing/Personal/Household Needs	278	1.29%
Transportation	152	0.71%
Employment	94	0.44%
Disaster Services	68	0.32%
Volunteers/Donations	47	0.22%
Education	31	0.14%
Arts, Culture and Recreation	30	0.14%
Total:	21,542	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
Food Pantries
Mental Health Crisis Lines
Emergency Shelter Clearinghouses
Unemployment Insurance
Drug/Alcohol Use Self Evaluation Tools
Home Delivered Meals
VITA Programs
Water Service Payment Assistance
Legal Counseling
Transitional Housing/Shelter
Psychiatric Mobile Response Teams
Food Stamps/SNAP Applications

Top Unmet Needs
VITA Programs
Emergency Shelter Clearinghouses
Rental Deposit Assistance
Mortgage Payment Assistance
Rent Payment Assistance
COVID-19 Control
Electric Service Payment Assistance
Food Pantries
Homeless Motel Vouchers
Transitional Housing/Shelter
Community Shelters
Automobile Payment Assistance
Automobile Insurance Payment Assistance
Burial/Cremation Expense Assistance
Home Health Aide Services

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.

211PalmBeach.org

Major Funders Include: (For a full list of funders to to www.211palmbeach.org/funding)

