

Palm Beach/Treasure Coast 
2-1-1™
Get Connected. Get Answers.



THE ELDER NEEDS REPORT

January 1, 2010 - December 31, 2010



***211 Palm Beach/Treasure Coast
P.O. Box 3588
Lantana, FL 33465
(561) 547- 8637***

*Call 2-1-1 for crisis intervention, information, assessment and referral to
community services 24 hours a day, 7 days a week.*

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REPORT OVERVIEW

The Elder Needs Report reflects the problems or needs of older adults who called 211 Palm Beach/Treasure Coast in regard to community resources in Indian River, Martin, Okeechobee, Palm Beach and St. Lucie Counties. The goal of this report is to statistically summarize the daily issues facing older members of our community as expressed through calls to the 211 helpline and to bring these issues to the attention of the community in general and the aging network, in particular.

The data for this report was gathered from calls made to 211 by seniors (defined as individuals age 60+) or by another person on behalf of an individual age 60 or older. During the calendar year 2010, 211 received calls from a total of 30,960 self-identified seniors or individuals calling on behalf of seniors. Call volume was basically level compared to 2009 with 30,493 calls. Calls from seniors continue to be an appreciable proportion of 211's call volume in line with the percentage that this population represents in the region that 211 serves. It is apparent that elders appreciate the easy accessibility of 211 with its simple to remember 3 digit phone number giving them a valuable resource for information, assessment, referral and crisis intervention.

Information for this report is provided about the service area as a whole, and then data is provided for each county. Given the relative size of Palm Beach County and 211's comparatively short history in the Treasure Coast area, the regional service area statistics tend to be dominated by data from Palm Beach County.

A call type and at least one problem or need was recorded for each caller with the number of problems/needs per caller showing an increase in each of the last two years –1.17 in 2008 to 1.2 in 2009 to 1.25 in 2010. A total of 38,568 problems/needs were identified in 2010.

Type of Call

Approximately 50% of the callers required Assessment & Referrals while 19% required Counseling or Counseling along with Assessment & Referrals. County-to-county variations were fairly significant with Okeechobee and St. Lucie Counties having the highest percentages of Assessment and Referral calls (62% and 60% respectively) and Martin having the highest percent of Counseling calls (43%). It should be noted that even callers receiving Assessment and Referral services are faced with some level of distress or concern; e.g., financial worries or declining health, resulting in their call to 211.

Caller Profile

The majority of calls came from, or was in regard to, Caucasian women. The highest proportion of inquiries came from the 60-64 year old age group and 44% of the callers were age 75 and older. Callers in the Treasure Coast tended to be younger than Palm Beach County callers.

Geographic Distribution of Callers

77% of the calls came from Palm Beach County with the central coastal and south coastal areas accounting for approximately 46% and 36% of the Palm Beach County calls, respectively. The comparatively smaller population of the Treasure Coast counties and 211's relatively recent presence in the Treasure Coast area are reflected in the call volume from that four county area.

Problems and Needs Presented by Callers

Almost 32% callers expressed a need for financial assistance or asked for assistance with basic needs such as food, clothing or shelter. The percentage of requests for financial assistance was up in every county in the service area as was the percentage of calls related to mental health or personal/interpersonal problems which overall increased by 26%.

Referrals

Throughout the service area, a high volume of referrals were related to financial and basic needs and went to agencies assisting with these, mostly short term, needs. Requests for home based long term care services including homemaking, personal care, respite care, emergency alert systems and home delivered meals were referred to the Area Agency on Aging and/or its lead agencies. Additionally, a significant number of referrals were for legal services through the Legal Aid Society, Florida Rural Legal Services and Bay Area Legal Services.

REPORT ORGANIZATION AND STIPULATIONS

In designing the 2010 Elder Needs Report, we have attempted to provide streamlined information on the basic demographics of our elder callers, their problems and needs and the referrals which were given. The information is first presented in regard to all calls to 211 regardless of the geographic location of the caller or the service area of interest. Information is then presented for each county in our service area. Each section is color coded for easy recognition as follows:

- Total Region – Blue
- Indian River County – Aqua
- Martin County – Green
- Okeechobee County – Peach
- Palm Beach County – Purple
- St. Lucie County -- Pink

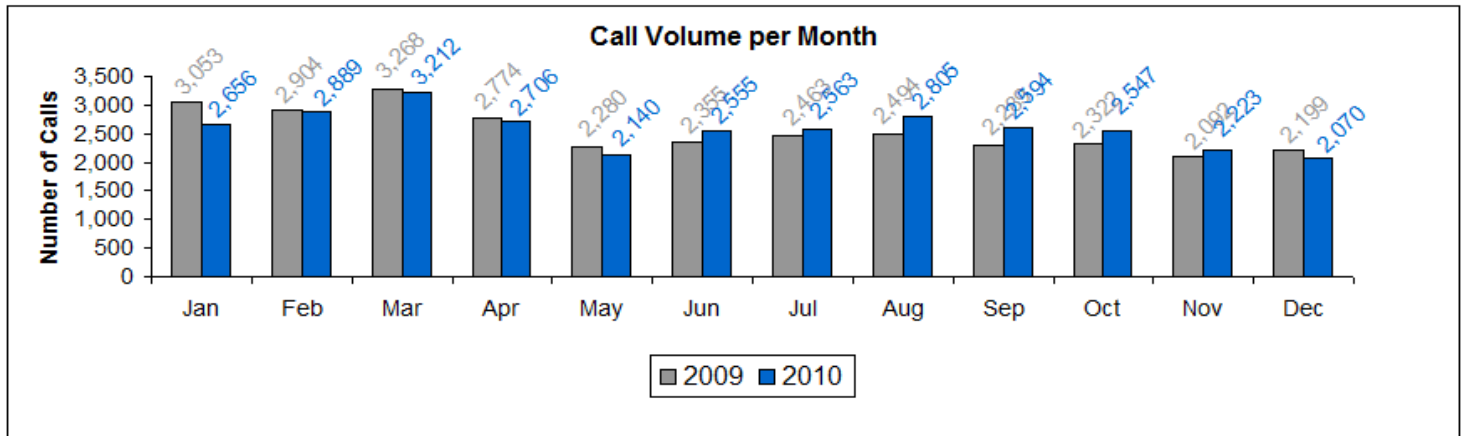
Each section is organized in a similar manner for easy comparison from one geographic area to another. For each section the following information is provided:

- Demographics
- Problems/Needs Comparison 2009-2010
- Problems/Needs – Age Related
- Referrals

NOTE: Calls are generated not only from Southeast Florida (primarily Palm Beach County and the Treasure Coast) but from all over the country. Callers request information on services not only in their own city or county, but in neighboring counties, across Florida and throughout the United States. Consequently, some of the county specific statistics appear to have inconsistencies related to the regional statistics which result primarily from the cross-geographical nature of many of the calls.

Also, because of the nature of 211 services, it is often inappropriate to ask detailed information of the caller. Therefore, the category “Unknown” will naturally represent a significant percentage of calls in the various demographic statistics.

211 Palm Beach/Treasure Coast Elder Needs Report Demographics



Call From	
Self	81.71%
Friend/Relative	15.33%
Organization	2.96%

Call Volume: 30,960

Geographic Area	
Indian River County	4.91%
Martin County	5.63%
Okeechobee County	0.55%
Palm Beach County	77.00%
Saint Lucie County	8.76%
Outside Service Area	3.16%

Call Frequency	
Midnight - 8 AM	5.50%
8 AM - Noon	35.19%
Noon - 4 PM	36.64%
4 PM - Midnight	22.67%
Busiest Hour: 11- Noon	

Age	
60-64	25.42%
65-69	17.87%
70-74	12.89%
75-79	14.18%
80-84	13.64%
85-89	9.84%
90-94	4.04%
95-99	1.93%
100 & Older	0.18%

Call Types	
Assessment & Referral	50%
Counseling	14%
Counseling, Assess & Ref	5%
Information Only	27%
Advocacy/Linkage	4%
Emergency Intervention	< 1%
Unknown	< 1%

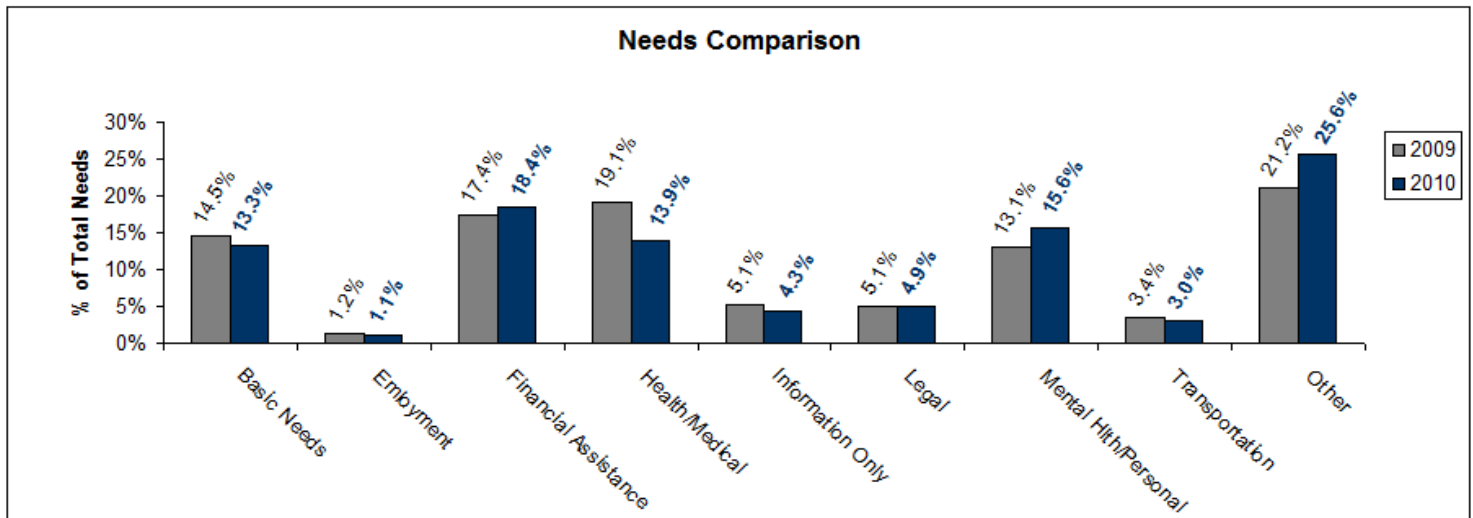
Race	
American Indian	0.03%
Asian/Pacific Island	0.25%
Black	12.35%
Hispanic	6.28%
Indigenous Alaskan	0.01%
Mixed Race	0.59%
White	76.41%
Unknown	4.07%

Gender	
Female	69.22%
Male	30.61%
Unknown	0.17%

211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

Problem/Needs - 2009	
Basic Needs	5,291 = 14.5%
Clothing	66
Food	2,926
Household/Furniture	74
Housing	1,708
Shelter	517
Employment	439 = 1.2%
Financial Assistance	6,358 = 17.4%
Health/Medical	6,984 = 19.1%
Health/Medical	2,114
Home Health/Rehab	2,424
Insurance	2,446
Information Only	1,871 = 5.1%
Legal	1,856 = 5.1%
Mental Health/Personal	4,771 = 13.1%
Active Callers	1,983
Mental Health	573
Personal/Interpersonal	1,998
Substance Abuse	103
Suicide	114
Transportation	1,239 = 3.4%
Other	7,734 = 21.2%
Total	36,543

Problem/Needs - 2010	
Basic Needs	5,111 = 13.3%
Clothing	57
Food	2,530
Household/Furniture	78
Housing	1,702
Shelter	744
Employment	439 = 1.1%
Financial Assistance	7,107 = 18.4%
Health/Medical	5,353 = 13.9%
Health/Medical	1,964
Home Health/Rehab	2,083
Insurance	1,306
Information Only	1,640 = 4.3%
Legal	1,896 = 4.9%
Mental Health/Personal	6,011 = 15.6%
Active Callers	2,294
Mental Health	590
Personal/Interpersonal	2,815
Substance Abuse	140
Suicide	172
Transportation	1,138 = 3.0%
Other	9,873 = 25.6%
Total	38,568



211 Palm Beach/Treasure Coast Elder Needs Report Problems/Needs

Problems/Needs Age 60-69	
Basic Needs	2,533 = 15%
Clothing	30
Food	1,071
Household/Furniture	50
Housing	807
Shelter	575
Employment	295 = 2%
Financial Assistance	3,920 = 23%
Health/Medical	1,782 = 11%
Health/Medical	818
Home Health/Rehab	390
Insurance	574
Information Only	539 = 3%
Legal	708 = 4%
Mental Health/Personal	3,285 = 19%
Active Callers	1,437
Mental Health	354
Personal/Interpersonal	1,280
Substance Abuse	113
Suicide	101
Transportation	326 = 2%
Other	3,555 = 21%
Total	16,943

Problems/Needs Age 80-89	
Basic Needs	999 = 11%
Clothing	7
Food	625
Household/Furniture	5
Housing	299
Shelter	63
Employment	30 = 0%
Financial Assistance	1,063 = 12%
Health/Medical	1,713 = 19%
Health/Medical	526
Home Health/Rehab	865
Insurance	322
Information Only	604 = 7%
Legal	521 = 6%
Mental Health/Personal	841 = 10%
Active Callers	312
Mental Health	90
Personal/Interpersonal	412
Substance Abuse	7
Suicide	20
Transportation	382 = 4%
Other	2,689 = 30%
Total	8,842

Problems/Needs Age 70-79	
Basic Needs	1,305 = 13%
Clothing	18
Food	648
Household/Furniture	15
Housing	524
Shelter	100
Employment	108 = 1%
Financial Assistance	1,945 = 19%
Health/Medical	1,327 = 13%
Health/Medical	511
Home Health/Rehab	472
Insurance	344
Information Only	389 = 4%
Legal	582 = 6%
Mental Health/Personal	1,553 = 15%
Active Callers	526
Mental Health	123
Personal/Interpersonal	854
Substance Abuse	19
Suicide	31
Transportation	331 = 3%
Other	2,895 = 28%
Total	10,435

Problems/Needs Age 90 & Older	
Basic Needs	274 = 12%
Clothing	2
Food	186
Household/Furniture	8
Housing	72
Shelter	6
Financial Assistance	179 = 8%
Health/Medical	531 = 23%
Health/Medical	109
Home Health/Rehab	356
Insurance	66
Employment	6 = 0%
Information Only	108 = 5%
Legal	85 = 4%
Mental Health/Personal	332 = 14%
Active Callers	19
Mental Health	23
Personal/Interpersonal	269
Substance Abuse	1
Suicide	20
Transportation	99 = 4%
Other	734 = 31%
Total	2,348

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

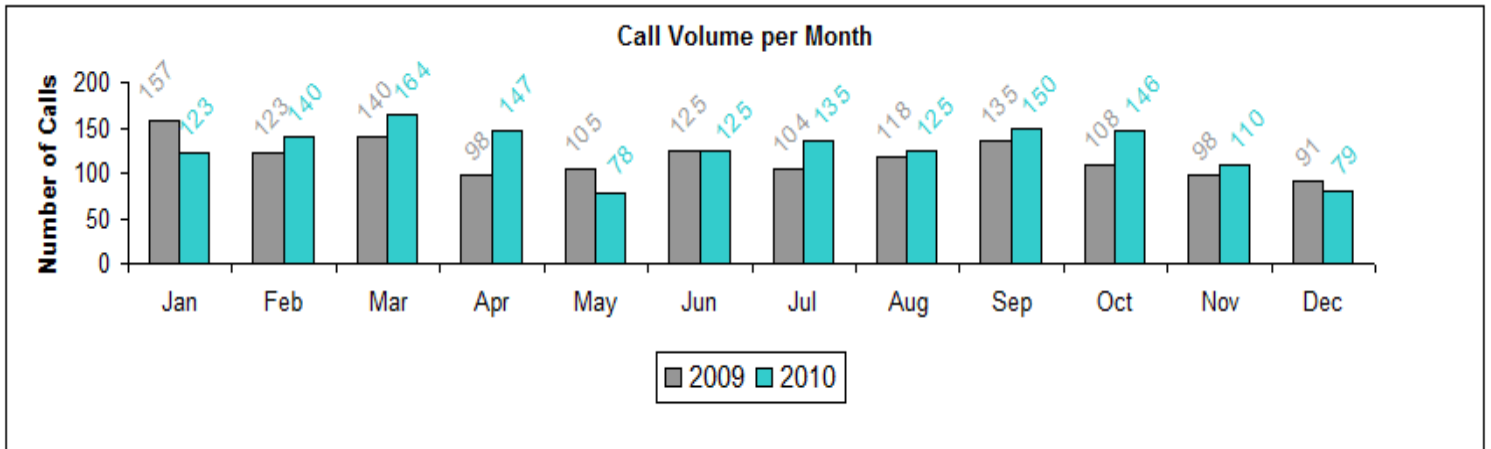
32,837 referrals made to 2,060 programs

**Top 50 Agencies Receiving Referrals
 Represents 57% of all referrals made**

PBC Division of Human and Veteran Services	1,640	Community Caring Center	229
Palm Beach County Division of Senior Services	932	Palm Beach County Health Department	224
Legal Aid Society of Palm Beach County, Inc.	899	Agency for Health Care Administration (West Palm Beach)	199
Florida Department of Children & Families	894	Council on Aging of Martin County, Inc.	192
Community Action Program of Palm Beach County	858	Boca Helping Hands	191
Your Aging Resource Center/Area Agency on Aging	850	Senior Resource Association, Inc.	175
211 Palm Beach/Treasure Coast, Inc.	713	Access Florida Neighborhood Locations	174
Florida Department of Elder Affairs	649	Easy Living Lifeline Program	170
Mae Volen Senior Center	642	Meals Of The Century, Inc.	170
Palm Tran	454	SafeLink Wireless	170
Society of St. Vincent de Paul District Council	447	G.A. Food Service, Inc.	169
Florida Rural Legal Services, Inc.	436	City of West Palm Beach	165
Council on Aging of St. Lucie, Inc.	381	Comprehensive Alcoholism Rehabilitation Programs, Inc.	163
Coalition for Independent Living Options, Inc.	377	AARP Foundation SCSEP (Palm Beach County)	157
St. Joan of Arc Catholic Church	362	Center for Family Services of Palm Beach County, Inc.	157
The Salvation Army	361	Extended Hands Community Outreach, Inc.	152
Bay Area Legal Services	348	The Lord's Place, Inc.	151
Crisis Lines/I&R Services in other cities	301	U.S. Department of Housing and Urban Development	150
Zion's Daughters of Distinction Ministries Inc	272	ElderCare at Home, Inc.	142
Alzheimer's Community Care	256	Economic Opportunities Council of Indian River County	140
Mustard Seed Ministries of Fort Pierce, Inc.	253	Florida Department of Highway Safety and Motor Vehicles	138
CSI - Caring for Seniors, Inc.	252	Quality Nursing Home Health, LLC	135
In The Image of Christ, Inc.	247	Diana Food Group	134
Florida Department of Children & Families (Circuit 15)	243	Social Security Administration (West Palm Beach)	134
Christians Reaching Out to Society	235	211 Broward	132

211 Palm Beach/Treasure Coast Elder Needs Report Demographics

2010
 Indian River County



Call Volume: 1,522

Call From	
Self	85.55%
Friend/Relative	12.48%
Organization	1.97%

Geographic Area	
Fellsmere	1.18%
Roseland	0.26%
Sebastian	29.04%
Vero Beach	67.28%
Wabasso	0.39%
Unknown Indian River County	1.84%

Call Frequency	
Midnight - 8 AM	8.87%
8 AM - Noon	33.05%
Noon - 4 PM	33.31%
4 PM - Midnight	24.77%
Busiest Hour: 11- Noon	

Age	
60-64	34.36%
65-69	19.19%
70-74	14.85%
75-79	11.89%
80-84	10.38%
85-89	5.98%
90-94	2.76%
95-99	0.26%
100 & Older	0.33%

Call Types	
Assessment & Referral	50%
Counseling	17%
Counseling, Assess & Ref	6%
Information Only	25%
Advocacy/Linkage	3%
Emergency Intervention	< 1%

Race	
Asian/Pacific Island	0.07%
Black	6.70%
Hispanic	4.07%
Mixed Race	0.20%
White	85.74%
Unknown	3.22%

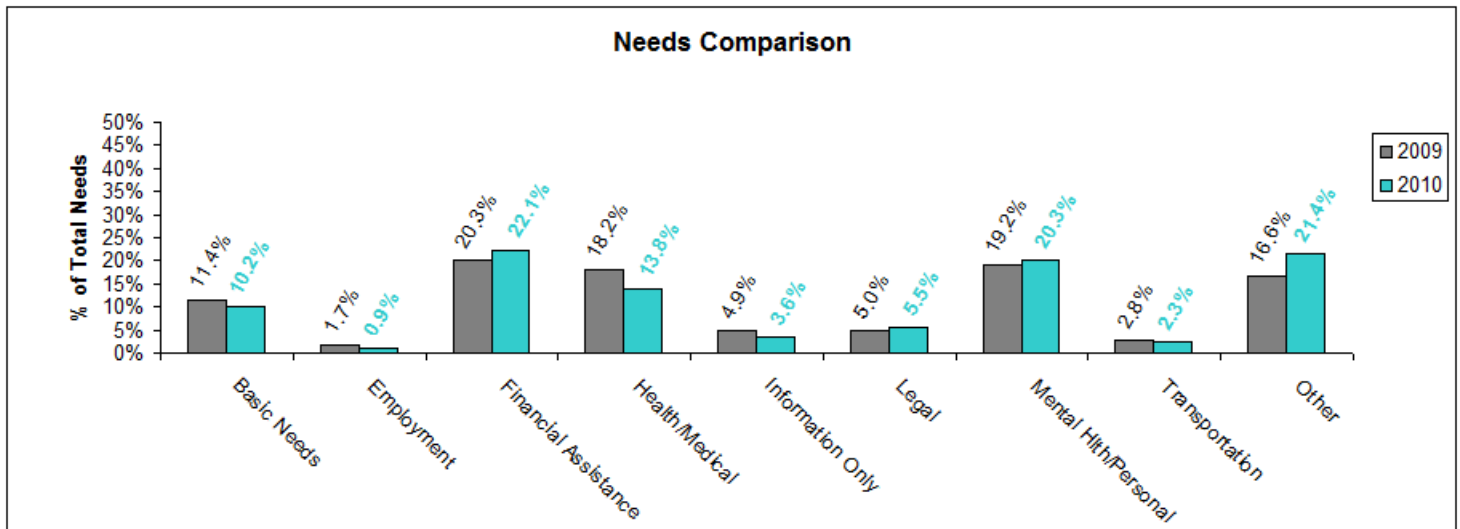
Gender	
Female	71.94%
Male	27.99%
Unknown	0.07%

211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

2010
 Indian River County

Problem/Needs - 2009	
Basic Needs	192 = 11.4%
Clothing	1
Food	110
Household/Furniture	3
Housing	61
Shelter	17
Employment	28 = 1.7%
Financial Assistance	341 = 20.3%
Health/Medical	306 = 18.2%
Health/Medical	117
Home Health/Rehab	64
Insurance	125
Information Only	82 = 4.9%
Legal	84 = 5.0%
Mental Health/Personal	323 = 19.2%
Active Callers	119
Mental Health	31
Personal/Interpersonal	152
Substance Abuse	12
Suicide	9
Transportation	47 = 2.8%
Other	280 = 16.6%
Total	1,683

Problem/Needs - 2010	
Basic Needs	190 = 10.2%
Clothing	1
Food	90
Household/Furniture	2
Housing	82
Shelter	15
Employment	17 = 0.9%
Financial Assistance	413 = 22.1%
Health/Medical	257 = 13.8%
Health/Medical	103
Home Health/Rehab	89
Insurance	65
Information Only	67 = 3.6%
Legal	102 = 5.5%
Mental Health/Personal	380 = 20.3%
Active Callers	161
Mental Health	62
Personal/Interpersonal	137
Substance Abuse	8
Suicide	12
Transportation	43 = 2.3%
Other	400 = 21.4%
Total	1,869



211 Palm Beach/Treasure Coast Elder Needs Report Problems/Needs

Problem/Needs Age 60-69	
Basic Needs	78 = 8%
Clothing	1
Food	41
Household/Furniture	2
Housing	26
Shelter	8
Employment	12 = 1%
Financial Assistance	236 = 24%
Health/Medical	110 = 11%
Health/Medical	59
Home Health/Rehab	24
Insurance	27
Information Only	30 = 3%
Legal	39 = 4%
Mental Health/Personal	289 = 29%
Active Callers	142
Mental Health	44
Personal/Interpersonal	85
Substance Abuse	7
Suicide	11
Transportation	14 = 1%
Other	194 = 19%
Total	1,002

Problem/Needs Age 80-89	
Basic Needs	34 = 11%
Food	17
Housing	15
Shelter	2
Employment	2 = 1%
Financial Assistance	48 = 16%
Health/Medical	67 = 22%
Health/Medical	23
Home Health/Rehab	29
Insurance	15
Information Only	23 = 7%
Legal	21 = 7%
Mental Health/Personal	17 = 6%
Mental Health	4
Personal/Interpersonal	12
Substance Abuse	1
Transportation	13 = 4%
Other	84 = 27%
Total	309

Problem/Needs Age 70-79	
Basic Needs	69 = 14%
Food	29
Housing	39
Shelter	1
Employment	2 = 0%
Financial Assistance	121 = 24%
Health/Medical	57 = 12%
Health/Medical	17
Home Health/Rehab	22
Insurance	18
Information Only	13 = 3%
Legal	39 = 8%
Mental Health/Personal	70 = 14%
Active Callers	19
Mental Health	14
Personal/Interpersonal	36
Suicide	1
Transportation	12 = 2%
Other	112 = 23%
Total	495

Problem/Needs Age 90 & Older	
Basic Needs	5 = 8%
Food	3
Housing	2
Employment	1 = 2%
Financial Assistance	8 = 13%
Health/Medical	23 = 37%
Health/Medical	4
Home Health/Rehab	14
Insurance	5
Information Only	1 = 2%
Legal	3 = 5%
Mental Health/Personal	4 = 6%
Personal/Interpersonal	4
Transportation	4 = 6%
Other	14 = 22%
Total	63

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

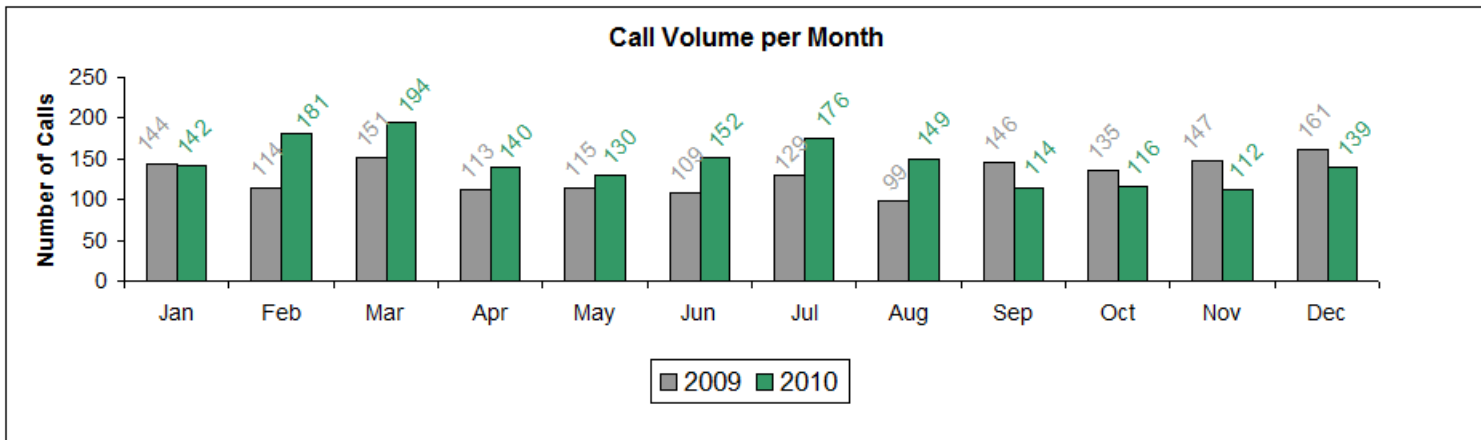
1,583 referrals made to 301 programs

**Top 50 Agencies Receiving Referrals
 Represents 81% of all referrals made**

Senior Resource Association, Inc.	173	Florida Housing Finance Corporation	11
Indian River County Human Services	126	Lawnwood Regional Medical Center & Heart Institute	11
Economic Opportunities Council of Indian River County	111	New Direction Counseling	11
The Salvation Army (Indian River County)	80	Social Security Administration (Vero Beach)	11
Treasure Coast Homeless Services Council, Inc.	74	St. Vincent de Paul Society (Vero Beach)	11
Florida Rural Legal Services, Inc.	55	Agency for Health Care Administration (West Palm Beach)	10
Your Aging Resource Center/Area Agency on Aging	55	Treasure Coast Community Health, Inc	10
Florida Department of Children & Families	50	Homeownership Preservation Foundation	9
St. Vincent de Paul Thrift Store (Wabasso)	38	Indian River County Volunteer Ambulance Squad	9
Crisis Lines/I&R Services in other cities	34	Indiantown Non Profit Housing, Inc.	9
Florida Department of Elder Affairs	29	The Food Pantry of Indian River County, Inc.	9
Bay Area Legal Services	27	West Palm Beach Veterans Affairs Medical Center	9
Florida Department of Children & Families (Circuit 19)	21	Sun and Storm Creative Living Center, LLC	8
Indian River County Housing Authority	20	The Florida Bar	7
Indian River Medical Center	19	U.S. Department of Housing and Urban Development	7
St. Helen's Catholic Church	19	US Census Bureau	7
Indian River County Free Meals	18	AARP Foundation SCSEP (Vero Beach)	6
Indian River County Health Department	15	Florida Community Health Centers, Inc.	6
Mental Health Association In Indian River County, Inc.	15	Free Gas USA Inc.	6
New Horizons of the Treasure Coast, Inc.	14	Harvest Food & Outreach Center, Inc.	6
Champion Home Health Care	13	Access Florida Neighborhood Locations	5
City of Vero Beach	13	Al-Anon Family Group Headquarters, Inc	5
The Source	13	Alzheimer & Parkinson Association of IRC	5
St. Francis Manor of Vero Beach	12	Better Business Bureau, Inc.	5
Consumer Credit Counseling Service	11	CSI - Caring for Seniors, Inc.	5

211 Palm Beach/Treasure Coast Elder Needs Report Demographics

2010
 Martin County



Call From	
Self	86.42%
Friend/Relative	11.75%
Organization	1.83%

Geographic Area	
Hobe Sound	7.68%
Indiantown	2.06%
Jensen Beach	41.03%
Palm City	5.39%
Port Salerno	0.17%
Stuart	40.17%
Unknown Martin County	3.50%

Call Volume: 1,745

Call Frequency	
Midnight - 8 AM	7.56%
8 AM - Noon	25.33%
Noon - 4 PM	28.19%
4 PM - Midnight	38.91%
Busiest Hour: 9 -10 PM	

Age	
60-64	26.65%
65-69	38.80%
70-74	8.42%
75-79	7.68%
80-84	8.42%
85-89	6.70%
90-94	2.75%
95-99	0.52%
100 & Older	0.06%

Call Types	
Assessment & Referral	38%
Counseling	38%
Counseling, Assess & Ref	5%
Information Only	16%
Advocacy/Linkage	2%
Emergency Intervention	< 1%

Race	
Asian/Pacific Island	0.17%
Black	3.78%
Hispanic	1.38%
Mixed Race	0.34%
White	90.72%
Unknown	3.61%

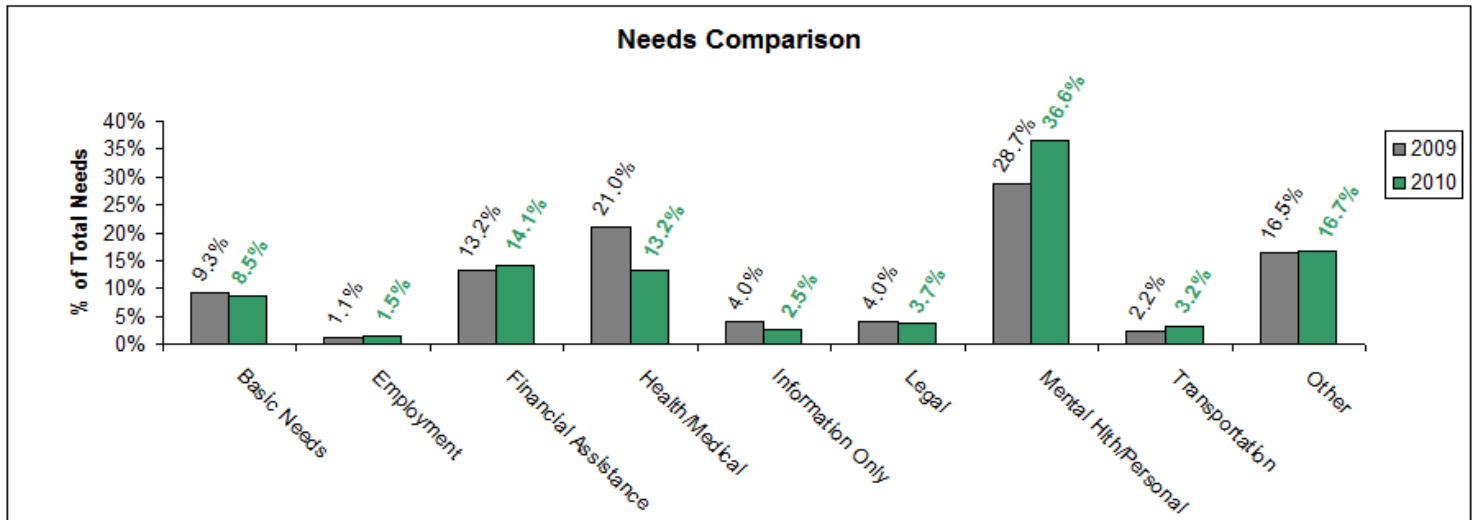
Gender	
Female	74.33%
Male	25.67%

211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

2010
 Martin County

Problem/Needs - 2009	
Basic Needs	172 = 9.3%
Clothing	1
Food	95
Household/Furniture	7
Housing	55
Shelter	14
Employment	20 = 1.1%
Financial Assistance	243 = 13.2%
Health/Medical	387 = 21.0%
Health/Medical	121
Home Health/Rehab	84
Insurance	182
Information Only	73 = 4.0%
Legal	73 = 4.0%
Mental Health/Personal	528 = 28.7%
Active Callers	309
Mental Health	51
Personal/Interpersonal	155
Substance Abuse	7
Suicide	6
Transportation	41 = 2.2%
Other	303 = 16.5%
Total	1,840

Problem/Needs - 2010	
Basic Needs	175 = 8.5%
Clothing	3
Food	95
Household/Furniture	4
Housing	62
Shelter	11
Employment	30 = 1.5%
Financial Assistance	291 = 14.1%
Health/Medical	271 = 13.2%
Health/Medical	124
Home Health/Rehab	82
Insurance	65
Information Only	52 = 2.5%
Legal	76 = 3.7%
Mental Health/Personal	753 = 36.6%
Active Callers	534
Mental Health	40
Personal/Interpersonal	150
Substance Abuse	17
Suicide	12
Transportation	65 = 3.2%
Other	344 = 16.7%
Total	2,057



211 Palm Beach/Treasure Coast Elder Needs Report Problems/Needs

**2010
 Martin County**

Problem/Needs Age 60-69	
Basic Needs	93 = 7%
Clothing	2
Food	48
Household/Furniture	3
Housing	33
Shelter	7
Employment	21 = 2%
Financial Assistance	148 = 11%
Health/Medical	89 = 7%
Health/Medical	50
Home Health/Rehab	13
Insurance	26
Information Only	29 = 2%
Legal	33 = 3%
Mental Health/Personal	697 = 53%
Active Callers	534
Mental Health	22
Personal/Interpersonal	117
Substance Abuse	16
Suicide	8
Transportation	18 = 1%
Other	181 = 14%
Total	1,309

Problem/Needs Age 80-89	
Basic Needs	29 = 9%
Food	18
Housing	11
Employment	1 = 0%
Financial Assistance	36 = 11%
Health/Medical	87 = 26%
Health/Medical	31
Home Health/Rehab	35
Insurance	21
Information Only	11 = 3%
Legal	24 = 7%
Mental Health/Personal	24 = 7%
Mental Health	6
Personal/Interpersonal	16
Substance Abuse	1
Suicide	1
Transportation	22 = 7%
Other	95 = 29%
Total	329

Problem/Needs Age 70-79	
Basic Needs	41 = 12%
Clothing	1
Food	24
Housing	15
Shelter	1
Employment	8 = 2%
Financial Assistance	101 = 29%
Health/Medical	73 = 21%
Health/Medical	40
Home Health/Rehab	18
Insurance	15
Information Only	9 = 3%
Legal	17 = 5%
Mental Health/Personal	26 = 7%
Mental Health	10
Personal/Interpersonal	14
Suicide	2
Transportation	23 = 7%
Other	53 = 15%
Total	351

Problem/Needs Age 90 & Older	
Basic Needs	9 = 13%
Food	5
Household/Furniture	1
Housing	3
Financial Assistance	6 = 9%
Health/Medical	22 = 32%
Health/Medical	3
Home Health/Rehab	16
Insurance	3
Information Only	3 = 4%
Legal	2 = 3%
Mental Health/Personal	6 = 9%
Mental Health	2
Personal/Interpersonal	3
Suicide	1
Transportation	2 = 3%
Other	18 = 26%
Total	68

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

**2010
 Martin County**

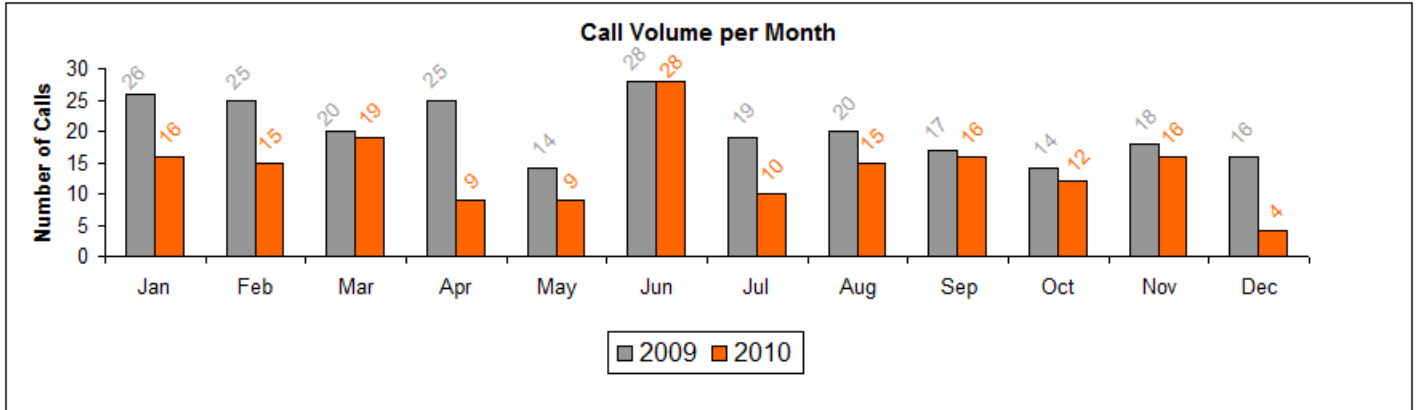
1,508 referrals made to 306 programs

**Top 50 Agencies Receiving Referrals
 Represents 82% of all referrals made**

Council on Aging of Martin County, Inc.	185	Alzheimer's Association Southeast Florida Chapter	11
House of Hope, Inc.	130	Agency for Health Care Administration (West Palm Beach)	10
Martin County Intergovernmental and Comm Relations	120	CSI - Caring for Seniors, Inc.	10
The Salvation Army (Martin County)	86	Good Shepherd Community Outreach, Inc.	10
Your Aging Resource Center/Area Agency on Aging	62	Martin Memorial Health Systems, Inc.	10
Florida Department of Children & Families	38	St. Vincent de Paul (Hobe Sound)	10
MISS Project (Mothers, Infants, Striving for Success)	35	Workforce Development Board of the Treasure Coast, Inc.	10
Florida Rural Legal Services, Inc.	32	City of Stuart	9
Bay Area Legal Services	30	Love and Hope in Action, Inc.	9
Florida Department of Children & Families (Circuit 19)	30	New Horizons of the Treasure Coast, Inc.	9
Florida Department of Elder Affairs	26	Victory Counseling Inc	9
Florida Community Health Centers, Inc.	24	CSI Private Duty Services, Inc.	8
Coalition for Independent Living Options, Inc.	20	Council on Aging of St. Lucie, Inc.	8
Indiantown Non Profit Housing, Inc.	20	Volunteers in Medicine Clinic, Inc.	8
Martin County Board of County Commissioners	20	Access Florida Neighborhood Locations	7
Martin County Free Meals	20	Catholic Charities of Martin County	7
Alzheimer's Community Care	18	CredAbility/Consumer Credit Counseling Svc of PBC & TC	7
First United Methodist Church Of Stuart	17	Internal Revenue Service	7
Cobblestone Transportation	16	Port St. Lucie Hospital, Inc.	7
Housing Authority of the City of Stuart	16	West Palm Beach Veterans Affairs Medical Center	7
Social Security Administration (Port St Lucie)	15	Agency for Workforce Innovation	6
Champion Home Health Care	14	Florida Housing Finance Corporation	6
Lawnwood Regional Medical Center & Heart Institute	13	19th Judicial Circuit	5
Martin County Health Department	13	Crisis Lines/I&R Services in other cities	5
211 Palm Beach/Treasure Coast, Inc.	12	Florida Department of Financial Services	5

211 Palm Beach/Treasure Coast Elder Needs Report Demographics

2010
 Okeechobee County



Call From	
Self	76.33%
Friend/Relative	18.93%
Organization	4.73%

Geographic Area	
Okeechobee	94.67%
Unknown Okeechobee County	5.33%

Call Volume: 169

Call Frequency	
Midnight - 8 AM	2.37%
8 AM - Noon	36.09%
Noon - 4 PM	46.75%
4 PM - Midnight	14.79%
Busiest Hour: 2 - 3 PM	

Age	
60-64	31.95%
65-69	23.67%
70-74	18.34%
75-79	12.43%
80-84	6.51%
85-89	2.96%
90-94	4.14%

Call Types	
Assessment & Referral	62%
Counseling	8%
Counseling, Assess & Ref	7%
Information Only	23%
Advocacy/Linkage	1%

Race	
American Indian	0.59%
Asian/Pacific Island	0.59%
Black	8.88%
Hispanic	2.96%
White	81.07%
Unknown	5.92%

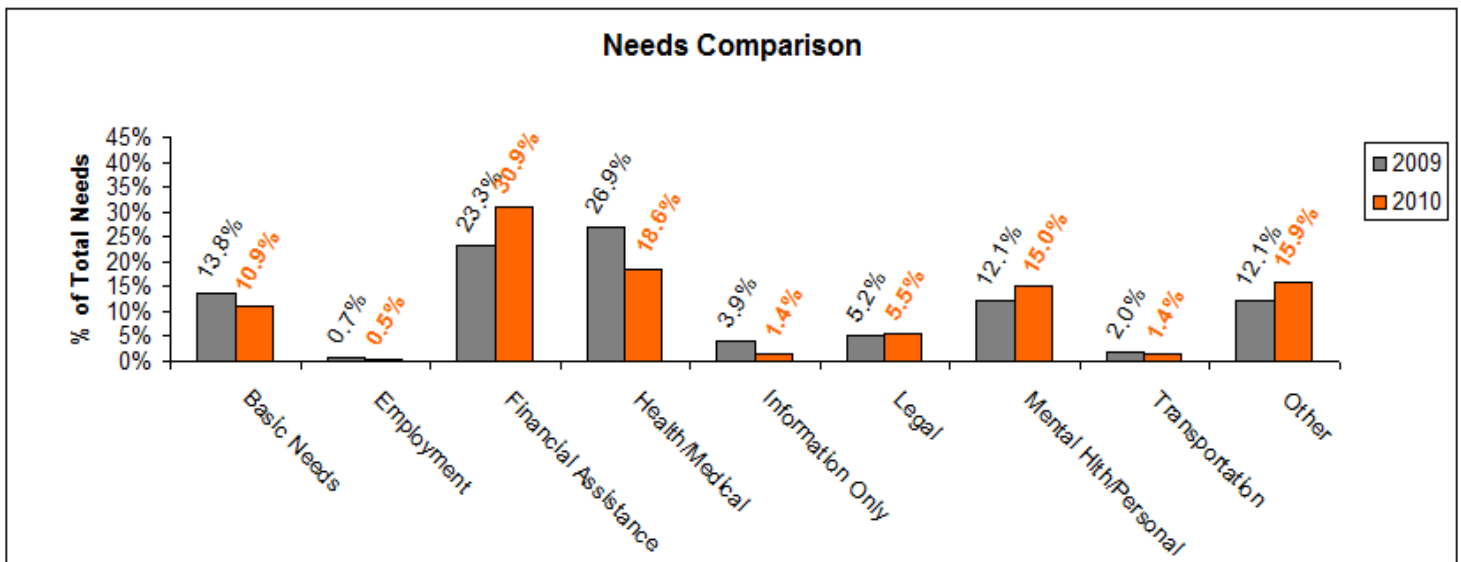
Gender	
Female	55.62%
Male	44.38%

211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

2010
 Okeechobee County

Problem/Needs - 2009	
Basic Needs	42 = 13.8%
Clothing	1
Food	22
Household/Furniture	2
Housing	17
Employment	2 = 0.7%
Financial Assistance	71 = 23.3%
Health/Medical	82 = 26.9%
Health/Medical	21
Home Health/Rehab	22
Insurance	39
Information Only	12 = 3.9%
Legal	16 = 5.2%
Mental Health/Personal	37 = 12.1%
Mental Health	5
Personal/Interpersonal	32
Transportation	6 = 2.0%
Other	37 = 12.1%
Total	305

Problem/Needs - 2010	
Basic Needs	24 = 10.9%
Food	12
Household/Furniture	1
Housing	11
Employment	1 = 0.5%
Financial Assistance	68 = 30.9%
Health/Medical	41 = 18.6%
Health/Medical	23
Home Health/Rehab	12
Insurance	6
Information Only	3 = 1.4%
Legal	12 = 5.5%
Mental Health/Personal	33 = 15.0%
Mental Health	5
Personal/Interpersonal	26
Suicide	2
Transportation	3 = 1.4%
Other	35 = 15.9%
Total	220



211 Palm Beach/Treasure Coast Elder Needs Report Problems/Needs

2010
 Okeechobee County

Problem/Needs Age 60-69	
Basic Needs	13 = 11%
Food	7
Household/Furniture	1
Housing	5
Employment	1 = 1%
Financial Assistance	42 = 35%
Health/Medical	18 = 15%
Health/Medical	10
Home Health/Rehab	5
Insurance	3
Information Only	1 = 1%
Legal	6 = 5%
Mental Health/Personal	23 = 19%
Mental Health	3
Personal/Interpersonal	18
Suicide	2
Other	17 = 14%
Total	121

Problem/Needs Age 80-89	
Basic Needs	3 = 13%
Food	1
Housing	2
Financial Assistance	5 = 22%
Health/Medical	9 = 39%
Health/Medical	4
Home Health/Rehab	5
Mental Health/Personal	3 = 13%
Mental Health	2
Personal/Interpersonal	1
Transportation	1 = 4%
Other	2 = 9%
Total	23

Problem/Needs Age 70-79	
Basic Needs	7 = 10%
Food	3
Housing	4
Financial Assistance	19 = 28%
Health/Medical	14 = 21%
Health/Medical	9
Home Health/Rehab	2
Insurance	3
Information Only	2 = 3%
Legal	5 = 7%
Mental Health/Personal	5 = 7%
Personal/Interpersonal	5
Transportation	2 = 3%
Other	13 = 19%
Total	67

Problem/Needs Age 90 & Older	
Basic Needs	1 = 11%
Food	1
Financial Assistance	2 = 22%
Legal	1 = 11%
Mental Health/Personal	2 = 22%
Personal/Interpersonal	2
Other	3 = 33%
Total	9

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

2010
 Okeechobee County

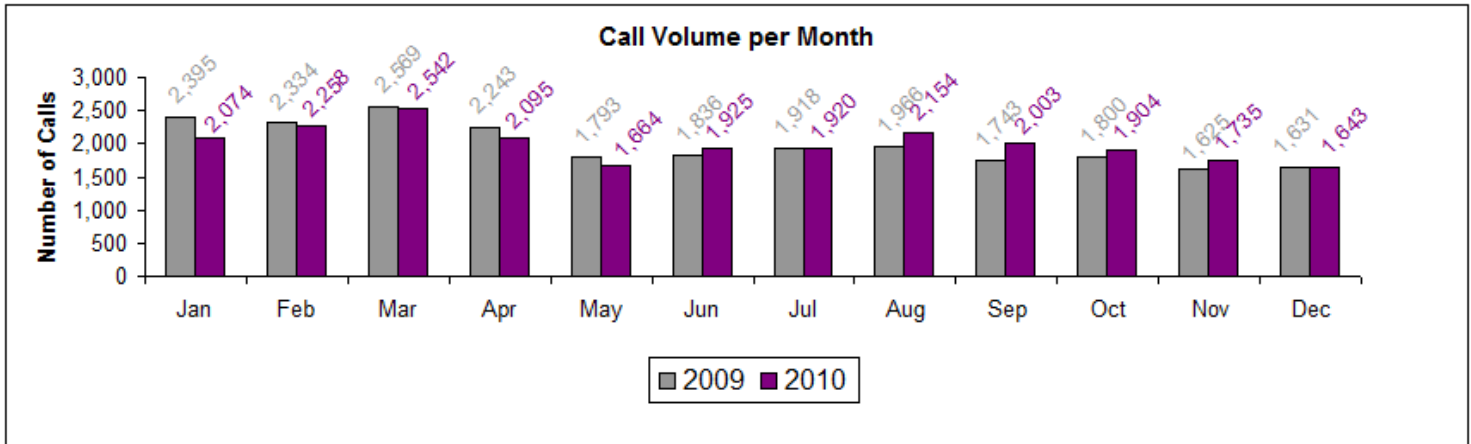
202 referrals made to 68 programs

Top 50 Agencies Receiving Referrals
 Represents 98% of all referrals made

Okeechobee Senior Services	32	Assurance Wireless	1
Economic Opportunities Council of Indian River County	29	Breast Cancer Network of Strength	1
The Salvation Army (Okeechobee County)	16	Broadmoor Assisted Living	1
Lamb of God Ministries, Inc.	13	CSI - Caring for Seniors, Inc.	1
Bay Area Legal Services	7	City of Boca Raton	1
Big Lake Missions Outreach	7	City of Boynton Beach	1
Your Aging Resource Center/Area Agency on Aging Okeechobee County	7	Coalition for Independent Living Options, Inc.	1
Florida Rural Legal Services, Inc.	6	Crisis Lines/I&R Services in other cities	1
Florida Community Health Centers, Inc.	5	Deaf & Hard Of Hearing Services, Treasure Coast	1
Florida Department of Elder Affairs	4	Easy Living Lifeline Program	1
American Cancer Society, IRC Unit	4	ElderCare at Home, Inc.	1
Florida Department of Children & Families	3	Florida Housing Finance Corporation	1
Okeechobee County Health Department	3	Florida Relay Service	1
19th Judicial Circuit	3	Free Gas USA Inc.	1
Agency for Health Care Administration (West Palm Beach)	2	Innovative Treatment Services, Inc.	1
Centro Campesino Farmworker Center, Inc.	2	Internal Revenue Service	1
City of Okeechobee	2	Lifestyle Realty Group	1
Florida Department of Children & Families (Circuit 19)	2	National Pesticide Information Center	1
Link-Up Florida and Lifeline Assistance Program	2	Office of the State Attorney (19th Judicial Circuit)	1
Modest Needs Foundation	2	Okeechobee County Public Library	1
New Horizons of the Treasure Coast, Inc.	2	Okeechobee County Sheriff's Office	1
Agency for Workforce Innovation	2	Quality Health Professionals Inc	1
Alzheimer's Association Southeast Florida Chapter	1	Quality Nursing Home Health, LLC	1
American Diabetes Association	1	Social Security Administration (Port St Lucie)	1
		St. Helen's Catholic Church	1

211 Palm Beach/Treasure Coast Elder Needs Report Demographics

2010
 Palm Beach County



Call Volume: 23,917

Call From	
Self	81.40%
Friend/Relative	15.47%
Organization	3.12%

Geographic Area	
North	7.14%
Central Coastal	46.27%
South	35.67%
Glades	1.11%
West Suburban	5.42%
Unknown Palm Beach County	4.39%

Call Frequency	
Midnight - 8 AM	5.35%
8 AM - Noon	35.76%
Noon - 4 PM	36.97%
4 PM - Midnight	21.92%
Busiest Hour: 11- Noon	

Age	
60-64	24.14%
65-69	15.74%
70-74	12.41%
75-79	15.21%
80-84	14.81%
85-89	10.75%
90-94	4.49%
95-99	2.27%
100 & Older	0.18%

Call Types	
Assessment & Referral	50%
Counseling	13%
Counseling, Assess & Ref	5%
Information Only	29%
Advocacy/Linkage	4%
Emergency Intervention	< 1%
Unknown	< 1%

Race	
American Indian	0.03%
Asian/Pacific Island	0.26%
Black	12.43%
Hispanic	6.66%
Indigenous Alaskan	0.01%
Mixed Race	0.67%
White	76.08%
Unknown	3.86%

Gender	
Female	68.66%
Male	31.15%
Unknown	0.19%

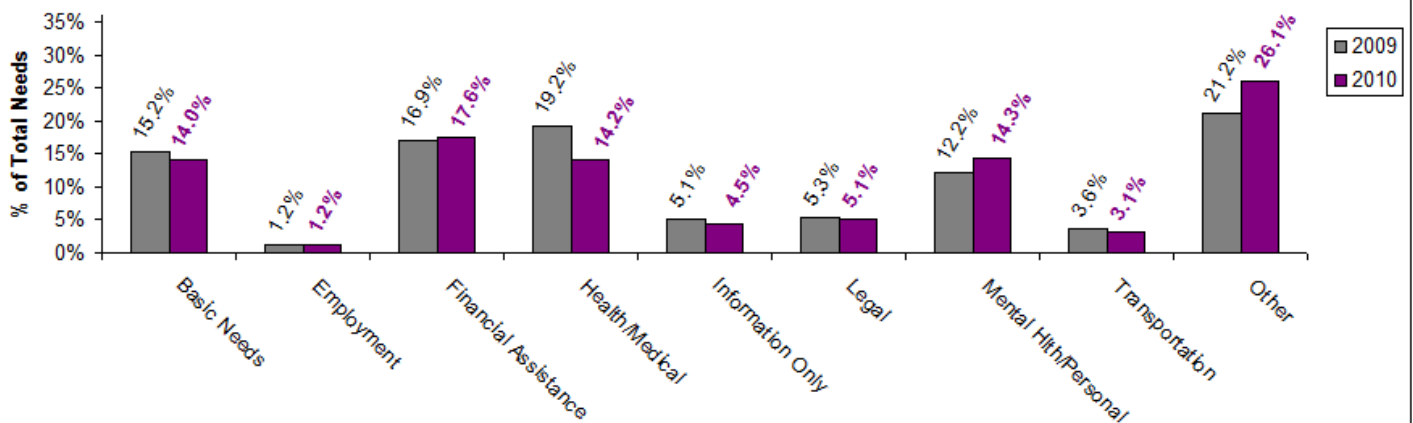
211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

2010
 Palm Beach County

Problem/Needs - 2009	
Basic Needs	4,377 = 15.2%
Clothing	56
Food	2,454
Household/Furniture	55
Housing	1,386
Shelter	426
Employment	349 = 1.2%
Financial Assistance	4,854 = 16.9%
Health/Medical	5,505 = 19.2%
Health/Medical	1,616
Home Health/Rehab	2,058
Insurance	1,831
Information Only	1,474 = 5.1%
Legal	1,519 = 5.3%
Mental Health/Personal	3,490 = 12.2%
Active Callers	1,497
Mental Health	431
Personal/Interpersonal	1,410
Substance Abuse	75
Suicide	77
Transportation	1,038 = 3.6%
Other	6,099 = 21.2%
Total	28,705

Problem/Needs - 2010	
Basic Needs	4,193 = 14.0%
Clothing	47
Food	2,112
Household/Furniture	55
Housing	1,324
Shelter	655
Employment	345 = 1.2%
Financial Assistance	5,269 = 17.6%
Health/Medical	4,255 = 14.2%
Health/Medical	1,502
Home Health/Rehab	1,720
Insurance	1,033
Information Only	1,338 = 4.5%
Legal	1,528 = 5.1%
Mental Health/Personal	4,275 = 14.3%
Active Callers	1,521
Mental Health	429
Personal/Interpersonal	2,111
Substance Abuse	103
Suicide	111
Transportation	925 = 3.1%
Other	7,822 = 26.1%
Total	29,950

Needs Comparison



211 Palm Beach/Treasure Coast Elder Needs Report Problems/Needs

2010
 Palm Beach County

Problem/Needs Age 60-69	
Basic Needs	2,021 = 17%
Clothing	23
Food	840
Household/Furniture	30
Housing	616
Shelter	512
Employment	230 = 2%
Financial Assistance	2,845 = 23%
Health/Medical	1,348 = 11%
Health/Medical	602
Home Health/Rehab	303
Insurance	443
Information Only	390 = 3%
Legal	543 = 4%
Mental Health/Personal	1,979 = 16%
Active Callers	705
Mental Health	249
Personal/Interpersonal	891
Substance Abuse	79
Suicide	55
Transportation	263 = 2%
Other	2,604 = 21%
Total	12,223

Problem/Needs Age 80-89	
Basic Needs	863 = 12%
Clothing	7
Food	554
Household/Furniture	5
Housing	237
Shelter	60
Employment	26 = < 1%
Financial Assistance	852 = 11%
Health/Medical	1,412 = 19%
Health/Medical	419
Home Health/Rehab	731
Insurance	262
Information Only	534 = 7%
Legal	431 = 6%
Mental Health/Personal	757 = 10%
Active Callers	311
Mental Health	72
Personal/Interpersonal	353
Substance Abuse	5
Suicide	16
Transportation	315 = 4%
Other	2,239 = 30%
Total	7,429

Problem/Needs Age 70-79	
Basic Needs	1,064 = 13%
Clothing	15
Food	548
Household/Furniture	13
Housing	410
Shelter	78
Employment	85 = 1%
Financial Assistance	1,422 = 17%
Health/Medical	1,038 = 13%
Health/Medical	383
Home Health/Rehab	381
Insurance	274
Information Only	319 = 4%
Legal	477 = 6%
Mental Health/Personal	1,239 = 15%
Active Callers	487
Mental Health	88
Personal/Interpersonal	625
Substance Abuse	18
Suicide	21
Transportation	259 = 3%
Other	2,344 = 28%
Total	8,247

Problem/Needs Age 90 & Older	
Basic Needs	245 = 12%
Clothing	2
Food	170
Household/Furniture	7
Housing	61
Shelter	5
Employment	4 = < 1%
Financial Assistance	150 = 7%
Health/Medical	457 = 22%
Health/Medical	98
Home Health/Rehab	305
Insurance	54
Information Only	95 = 5%
Legal	77 = 4%
Mental Health/Personal	300 = 15%
Active Callers	18
Mental Health	20
Personal/Interpersonal	242
Substance Abuse	1
Suicide	19
Transportation	88 = 4%
Other	635 = 31%
Total	2,051

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

2010
Palm Beach County

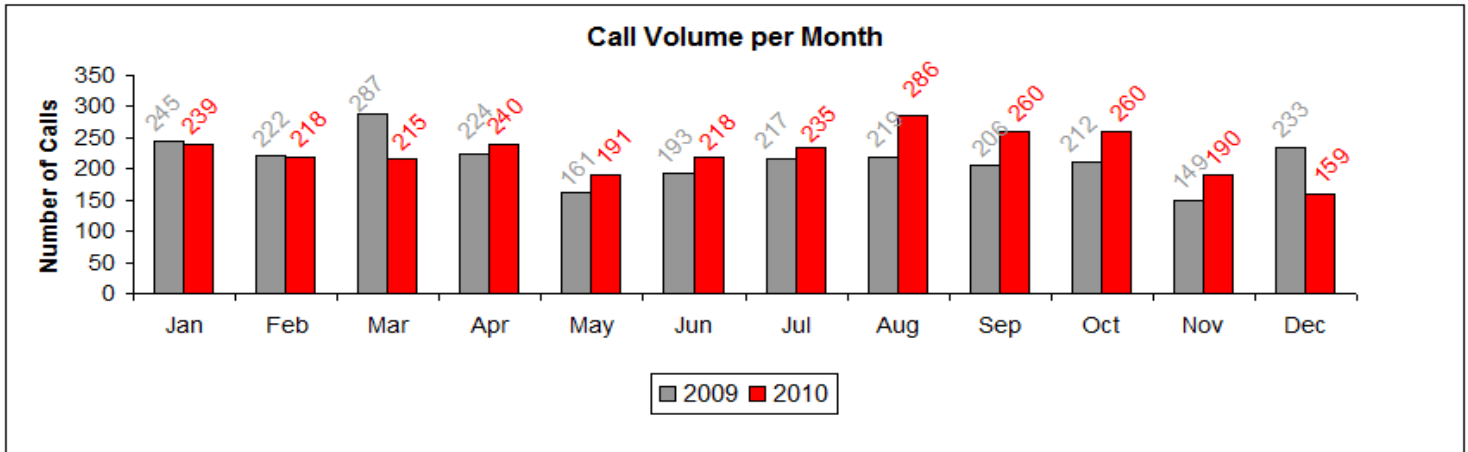
25,957 referrals made to 1,554 programs

**Top 50 Agencies Receiving Referrals
 Represents 63% of all referrals made**

PBC Division of Human and Veteran Services	1,636	AARP Foundation SCSEP (Palm Beach County)	156
Palm Beach County Division of Senior Services	930	Comprehensive Alcoholism Rehabilitation Programs, Inc.	156
Legal Aid Society of Palm Beach County, Inc.	898	Center for Family Services of Palm Beach County, Inc.	154
Community Action Program of Palm Beach County	858	Meals Of The Century, Inc.	153
211 Palm Beach/Treasure Coast, Inc.	697	Easy Living Lifeline Program	152
Florida Department of Children & Families	684	Agency for Health Care Administration (West Palm Beach)	151
Mae Volen Senior Center	641	Extended Hands Community Outreach, Inc.	151
Your Aging Resource Center/Area Agency on Aging	641	The Lord's Place, Inc.	149
Florida Department of Elder Affairs	536	Access Florida Neighborhood Locations	147
Palm Tran	450	SafeLink Wireless	146
Society of St. Vincent de Paul District Council	447	Diana Food Group	134
St. Joan of Arc Catholic Church	361	Quality Nursing Home Health, LLC	134
The Salvation Army	360	ElderCare at Home, Inc.	132
Coalition for Independent Living Options, Inc.	301	Social Security Administration (West Palm Beach)	131
Florida Rural Legal Services, Inc.	251	Florida Department of Highway Safety and Motor Vehicles	126
Florida Department of Children & Families (Circuit 15)	241	Community Health Center of West Palm Beach	121
Christians Reaching Out to Society	234	Health Care District of Palm Beach County	116
Community Caring Center	229	Palm Beach County Dept. of Housing & Community Devel.	115
Bay Area Legal Services	225	U.S. Department of Housing and Urban Development	115
Palm Beach County Health Department	222	Palm Beach County Housing Authority	112
CSI - Caring for Seniors, Inc.	221	Deaf Service Center of PBC & Hearing Wellness Center	110
Alzheimer's Community Care	211	Caridad Center, Inc.	109
Boca Helping Hands	190	Clerk & Comptroller - Palm Beach County	108
G.A. Food Service, Inc.	168	Experience Works, Inc.	103
City of West Palm Beach	165	Alzheimer's Association Southeast Florida Chapter	102

211 Palm Beach/Treasure Coast Elder Needs Report Demographics

2010
Saint Lucie County



Call From	
Self	81.22%
Friend/Relative	16.30%
Organization	2.47%

Geographic Area	
Fort Pierce	42.79%
Port Saint Lucie	53.52%
Unknown Saint Lucie County	3.69%

Call Volume: 2,711

Call Frequency	
Midnight - 8 AM	2.95%
8 AM - Noon	37.77%
Noon - 4 PM	40.35%
4 PM - Midnight	18.92%
Busiest Hour: 11- Noon	

Age	
60-64	28.22%
65-69	23.57%
70-74	17.93%
75-79	11.58%
80-84	9.63%
85-89	7.19%
90-94	1.25%
95-99	0.55%
100 & Older	0.07%

Call Types	
Assessment & Referral	60%
Counseling	7%
Counseling, Assess & Ref	6%
Information Only	24%
Advocacy/Linkage	3%
Emergency Intervention	< 1%

Race	
American Indian	0.07%
Asian/Pacific Island	0.26%
Black	21.21%
Hispanic	5.72%
Indigenous Alaskan	0.04%
Mixed Race	0.37%
White	67.43%
Unknown	4.91%

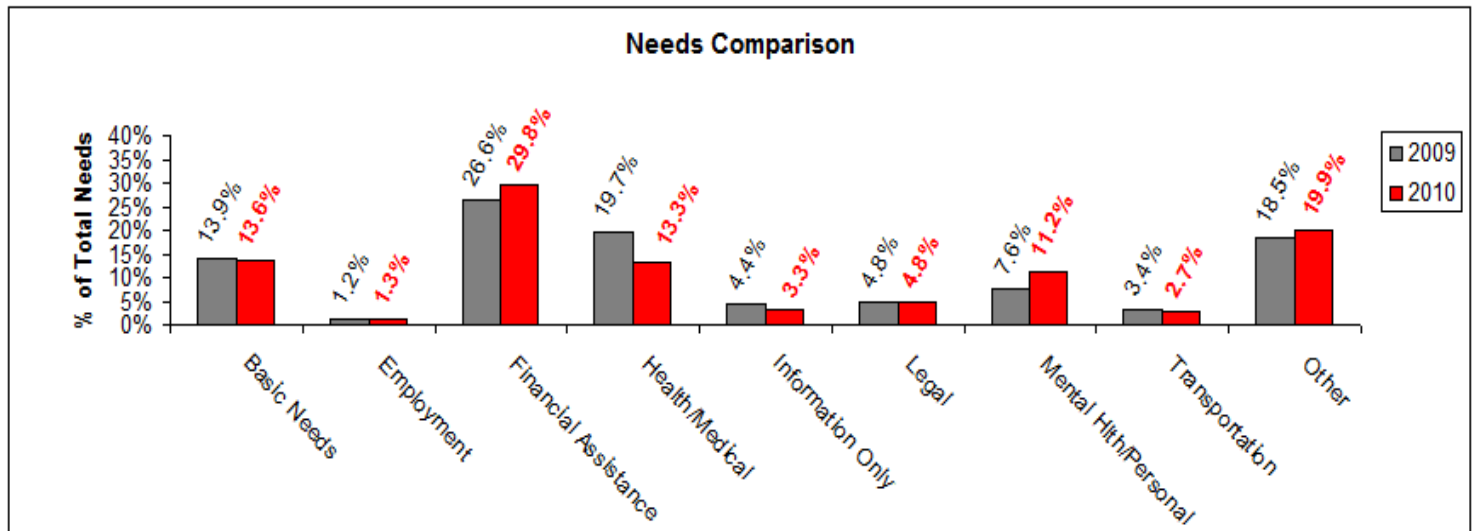
Gender	
Female	70.16%
Male	29.66%
Unknown	0.18%

211 Palm Beach/Treasure Coast Elder Needs Report Needs Comparison

2010
 Saint Lucie County

Problem/Needs - 2009	
Basic Needs	443 = 14.4%
Clothing	5
Food	224
Household/Furniture	7
Housing	171
Shelter	36
Employment	37 = 1.2%
Financial Assistance	821 = 26.6%
Health/Medical	608 = 19.7%
Health/Medical	219
Home Health/Rehab	155
Insurance	234
Information Only	135 = 4.4%
Legal	148 = 4.8%
Mental Health/Personal	234 = 7.6%
Active Callers	2
Mental Health	52
Personal/Interpersonal	163
Substance Abuse	7
Suicide	10
Transportation	104 = 3.4%
Other	557 = 18.0%
Total	3,087

Problem/Needs - 2010	
Basic Needs	464 = 13.6%
Clothing	6
Food	197
Household/Furniture	16
Housing	194
Shelter	51
Employment	43 = 1.3%
Financial Assistance	1,016 = 29.8%
Health/Medical	453 = 13.3%
Health/Medical	192
Home Health/Rehab	147
Insurance	114
Information Only	113 = 3.3%
Legal	164 = 4.8%
Mental Health/Personal	383 = 11.2%
Active Callers	35
Mental Health	43
Personal/Interpersonal	276
Substance Abuse	11
Suicide	18
Transportation	93 = 2.7%
Other	676 = 19.9%
Total	3,405



211 Palm Beach/Treasure Coast Elder Needs Report Problem Needs

2010
Saint Lucie County

Problem/Needs Age 60-69	
Basic Needs	268 = 15%
Clothing	4
Food	119
Household/Furniture	14
Housing	111
Shelter	20
Employment	28 = 2%
Financial Assistance	618 = 34%
Health/Medical	195 = 11%
Health/Medical	91
Home Health/Rehab	40
Insurance	64
Information Only	54 = 3%
Legal	83 = 5%
Mental Health/Personal	209 = 12%
Active Callers	35
Mental Health	30
Personal/Interpersonal	120
Substance Abuse	10
Suicide	14
Transportation	28 = 2%
Other	315 = 18%
Total	1,798

Problem/Needs Age 80-89	
Basic Needs	62 = 11%
Food	33
Housing	29
Employment	1 = 0%
Financial Assistance	113 = 20%
Health/Medical	113 = 20%
Health/Medical	40
Home Health/Rehab	54
Insurance	19
Information Only	22 = 4%
Legal	40 = 7%
Mental Health/Personal	25 = 5%
Mental Health	4
Personal/Interpersonal	20
Suicide	1
Transportation	28 = 5%
Other	148 = 27%
Total	552

Problem/Needs Age 70-79	
Basic Needs	107 = 11%
Clothing	2
Food	41
Household/Furniture	2
Housing	50
Shelter	12
Employment	13 = 1%
Financial Assistance	274 = 28%
Health/Medical	131 = 13%
Health/Medical	58
Home Health/Rehab	44
Insurance	29
Information Only	35 = 4%
Legal	40 = 4%
Mental Health/Personal	146 = 15%
Mental Health	8
Personal/Interpersonal	134
Substance Abuse	1
Suicide	3
Transportation	34 = 3%
Other	206 = 21%
Total	986

Problem/Needs Age 90 & Older	
Basic Needs	9 = 13%
Food	4
Housing	4
Shelter	1
Employment	1 = 1%
Financial Assistance	11 = 16%
Health/Medical	14 = 20%
Health/Medical	3
Home Health/Rehab	9
Insurance	2
Information Only	2 = 3%
Legal	1 = 1%
Mental Health/Personal	3 = 4%
Mental Health	1
Personal/Interpersonal	2
Transportation	3 = 4%
Other	25 = 36%
Total	69

211 Palm Beach/Treasure Coast Elder Needs Report Referrals

**2010
 Saint Lucie County**

3,146 referrals made to 423 programs

**Top 50 Agencies Receiving Referrals
 Represents 82% of all referrals made**

Council on Aging of St. Lucie, Inc.	373	SafeLink Wireless	18
Zion's Daughters of Distinction Ministries Inc	268	Crisis Lines/I&R Services in other cities	17
Mustard Seed Ministries of Fort Pierce, Inc.	252	Access Florida Neighborhood Locations	15
In The Image of Christ, Inc.	247	CSI - Caring for Seniors, Inc.	15
St. Lucie County - Community Services Division	103	CredAbility/Consumer Credit Counseling Svc of PBC & TC	15
Florida Department of Children & Families	99	Florida Housing Finance Corporation	15
MISS Project (Mothers, Infants, Striving for Success)	95	Homeownership Preservation Foundation	15
Florida Rural Legal Services, Inc.	93	Easy Living Lifeline Program	14
Your Aging Resource Center/Area Agency on Aging	80	St. Lucie County Veterans Services	14
The Salvation Army (St. Lucie County)	68	Workforce Development Board of the Treasure Coast, Inc.	14
Bay Area Legal Services	56	Meals Of The Century, Inc.	13
Florida Department of Elder Affairs	50	New Horizons of the Treasure Coast, Inc.	13
Coalition for Independent Living Options, Inc.	49	CSI Private Duty Services, Inc.	12
Florida Community Health Centers, Inc.	46	St. Francis Manor of Vero Beach	12
St. Lucie County	42	Indiantown Non Profit Housing, Inc.	11
City of Fort Pierce	33	Alzheimer's Association Southeast Florida Chapter	10
Harvest Food & Outreach Center, Inc.	30	Assurance Wireless	10
Alzheimer's Community Care	26	SPM Property Management	10
First Baptist Church of White City	24	St. Lucie County Division of Emergency Management	10
Social Security Administration (Port St Lucie)	24	Link-Up Florida and Lifeline Assistance Program	9
Lawnwood Regional Medical Center & Heart Institute	23	St. Lucie County Health Department	9
Agency for Health Care Administration (West Palm Beach)	22	United Way of St. Lucie County	9
City of Port St. Lucie	22	West Palm Beach Veterans Affairs Medical Center	9
U.S. Department of Housing and Urban Development	21	Florida Department of Financial Services	8
AARP SCSEP (Port St. Lucie)	19	Internal Revenue Service	8

211 Palm Beach/Treasure Coast

Mission Statement

211 Palm Beach/ Treasure Coast assists people in need by providing information, referral, crisis intervention and community education.

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Pamela Farthing Stern
Community Representative

Nancy Wibbelsman
Community Representative

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