



Call Types	
Assessment & Referral	42%
Counseling	26%
Counseling, Assess & Ref	7%
Information Only	23%
Advocacy/Linkage	3%
Follow Up	0%

Information and Referrals
499 - Calls

436 referrals made for 180 services

Top 25 Agencies Receiving Referrals
Represents 71% of all referrals made

Call Frequency	
Midnight - 8 AM	6%
8 AM - Noon	29%
Noon - 4 PM	32%
4 PM - Midnight	33%
Busiest Hour: 10 - 11 AM	

Problem/Needs		
Abuse/Neglect/Crime	13	2.12%
Case Management	3	0.49%
Clothing	1	0.16%
Crisis/I&R Other Areas	6	0.98%
Day Care/Child Care	4	0.65%
Disabilities	5	0.82%
Donations Info	1	0.16%
Employment	10	1.63%
Financial Assistance	144	23.49%
Food	30	4.89%
Frequent Callers	67	10.93%
Government/Taxes	11	1.79%
Health/Medical	25	4.08%
Home Health/Rehab	3	0.49%
Homeless	14	2.28%
Household/Furniture	3	0.49%
Housing	17	2.77%
Information/Other	17	2.77%
Insurance	15	2.45%
Legal	22	3.59%
Mental Health	31	5.06%
Personal/Interpersonal	57	9.30%
Shelter	10	1.63%
Substance Abuse	11	1.79%
Suicide	9	1.47%
Transportation	16	2.61%
Other	68	11.09%
Total:	613	100.00%

- Indian River County Human Services
- Treasure Coast Homeless Services Council
- Economic Opportunities Council of Indian River County
- St. Vincent de Paul Thrift Store (Wabasso)
- St. Vincent de Paul Society (Vero Beach)
- Florida Department of Children & Families
- St. Helen's Catholic Church
- Mental Health Association In Indian River County
- Senior Resource Association
- New Direction Counseling
- Florida Rural Legal Services
- Harvest Food & Outreach Center
- Agency for Health Care Administration (West Palm Beach)
- Homeless Family Center
- Indian River County Free Meals
- SafeSpace
- The Food Pantry of Indian River County
- Workforce Development Board of the Treasure Coast
- Florida Housing Finance Corporation
- New Horizons of the Treasure Coast
- City of Vero Beach
- Indian River County Health Department
- Indian River Medical Center
- Office of the State Attorney (19th Judicial Circuit)
- US Department of Housing and Urban Development

Call From	
Self	91%
Friend/Relative	6%
Organization	2%
Unknown	0%

Gender	
Female	76%
Male	24%

Age	
0-17	11%
18-21	5%
22-34	14%
35-54	26%
55-59	27%
60-64	5%
65-74	7%
75-79	1%
80 & Older	4%