



Call Types	
Assessment & Referral	54%
Counseling	14%
Counseling, Assess & Ref	9%
Information Only	23%

Information and Referrals

69 - Calls

64 referrals made for 45 services

Call Frequency	
Midnight - 8 AM	10%
8 AM - Noon	38%
Noon - 4 PM	36%
4 PM - Midnight	16%
Busiest Hour: 10 - 11 AM	

Top 25 Agencies Receiving Referrals
Represents 83% of all referrals made

Problem/Needs		
Case Management	3	3.03%
Crisis/I&R Other Areas	4	4.04%
Day Care/Child Care	1	1.01%
Disabilities	1	1.01%
Financial Assistance	21	21.21%
Food	6	6.06%
Frequent Callers	6	6.06%
Health/Medical	4	4.04%
Home Health/Rehab	1	1.01%
Housing	8	8.08%
Information/Other	1	1.01%
Insurance	2	2.02%
Mental Health	3	3.03%
Personal/Interpersonal	8	8.08%
Substance Abuse	4	4.04%
Suicide	1	1.01%
Transportation	1	1.01%
Other	10	10.10%
Total:	85	100.00%

- Okeechobee Free Meals
- Economic Opportunities Council of Indian River County
- The Salvation Army (Okeechobee County)
- Agency for Health Care Administration (West Palm Beach)
- Coalition for Independent Living Options
- Centro Campesino Farmworker Center
- Lamb of God Ministries
- New Horizons of the Treasure Coast
- Restoration Ministries
- Your Aging Resource Center/Area Agency on Aging
- 211 Palm Beach/Treasure Coast
- Angel's Recovery
- Big Lake Missions Outreach
- Central Florida Treatment Center
- Child and Family Connections
- Consumer Credit Management Services
- Crisis Lines/211/I&R Services in other cities
- Drug Abuse Foundation of Palm Beach County
- Early Learning Coalition Indian River Martin Okeechobee
- Faith Farm Ministries of Okeechobee
- Florida Community Health Centers
- Florida Department of Children & Families
- Florida Department of Law Enforcement
- Florida Housing Finance Corporation
- Florida Literacy Coalition (FLC)

Call From	
Self	87%
Friend/Relative	6%
Organization	7%

Gender	
Female	70%
Male	26%
Unknown	4%

Age	
0-17	10%
18-21	3%
22-34	33%
35-54	36%
55-59	1%
60-64	4%
65-74	6%
75-79	1%
80 & Older	4%