



Call Types	
Assessment & Referral	48%
Counseling	12%
Counseling, Assess & Ref	7%
Information Only	28%
Advocacy/Linkage	4%
Emergency Intervention	0%
Follow Up	1%

Information and Referrals

7,419 - Calls

7,970 referrals made for 1,465 services

Top 25 Agencies Receiving Referrals
Represents 53% of all referrals made

Call Frequency	
Midnight - 8 AM	7%
8 AM - Noon	33%
Noon - 4 PM	36%
4 PM - Midnight	25%
Busiest Hour: 11 - Noon	

Problem/Needs		
Abuse/Neglect/Crime	290	3.01%
Admin	32	0.33%
Case Management	254	2.63%
Clothing	58	0.60%
Crisis/I&R Other Areas	85	0.88%
Day Care/Child Care	95	0.99%
Disabilities	77	0.80%
Donations Info	35	0.36%
Employment	128	1.33%
Financial Assistance	2,064	21.40%
Food	568	5.89%
Frequent Callers	400	4.15%
Government/Taxes	280	2.90%
Health/Medical	483	5.01%
Home Health/Rehab	153	1.59%
Homeless	459	4.76%
Household/Furniture	34	0.35%
Housing	340	3.53%
Hurricane	2	0.02%
Information/Other	189	1.96%
Insurance	226	2.34%
Legal	469	4.86%
Mental Health	409	4.24%
Personal/Interpersonal	494	5.12%
Shelter	197	2.04%
Substance Abuse	188	1.95%
Suicide	111	1.15%
Transportation	168	1.74%
Volunteering	13	0.13%
Other	1,343	13.93%
Total:	9,644	100.00%

- PBC Division of Human and Veteran Services
- Community Action Program of Palm Beach County
- Society of St. Vincent de Paul District Council
- Coalition for Independent Living Options
- Florida Department of Children & Families
- The Lord's Place
- Center for Family Services of Palm Beach County
- Comprehensive Alcoholism Rehabilitation Programs
- Your Aging Resource Center/Area Agency on Aging
- Florida Rural Legal Services
- Legal Aid Society of Palm Beach County
- 211 Palm Beach/Treasure Coast
- Florida Housing Finance Corporation
- Christians Reaching Out to Society
- The Salvation Army (Palm Beach County)
- Family Promise of South Palm Beach County
- Community Health Center of West Palm Beach
- Palm Beach County Division of Senior Services
- Palm Beach County Health Department
- St. Joan of Arc Catholic Church
- South County Mental Health Center
- Extended Hands Community Outreach
- Jerome Golden Center for Behavioral Health
- Florida Resource Center for Women and Children
- Caridad Center

Call From	
Self	88%
Friend/Relative	9%
Organization	3%
Unknown	0%

Gender	
Female	71%
Male	28%
Unknown	1%

Age	
0-17	16%
18-21	4%
22-34	18%
35-54	29%
55-59	8%
60-64	6%
65-74	9%
75-79	3%
80 & Older	7%