



Call Types	
Assessment & Referral	53%
Counseling	12%
Counseling, Assess & Ref	7%
Information Only	22%
Advocacy/Linkage	4%
Emergency Intervention	0%
Unknown	2%

Problem/Needs		
Abuse/Neglect/Crime	359	2.03%
Admin	69	0.39%
Case Management	348	1.97%
Clothing	84	0.48%
Crisis/I&R Other Areas	358	2.03%
Day Care/Child Care	121	0.69%
Disabilities	99	0.56%
Donations Info	48	0.27%
Employment	261	1.48%
Financial Assistance	4,483	25.38%
Food	1,219	6.90%
Frequent Callers	555	3.14%
Government/Taxes	255	1.44%
Health/Medical	675	3.82%
Home Health/Rehab	208	1.18%
Homeless	1,360	7.70%
Household/Furniture	103	0.58%
Housing	661	3.74%
Hurricane	5	0.03%
Information/Other	373	2.11%
Insurance	312	1.77%
Legal	645	3.65%
Mental Health	755	4.27%
Personal/Interpersonal	921	5.21%
Shelter	628	3.56%
Substance Abuse	290	1.64%
Suicide	238	1.35%
Transportation	272	1.54%
Volunteering	25	0.14%
Other	1,934	10.95%
<b>Total:</b>	<b>17,664</b>	<b>100.00%</b>

**Information and Referrals**

**13,179 - Calls**

**16,592 referrals made for 2,095 services**

**Top 25 Agencies Receiving Referrals**

**Represents 98% of all referrals made**

- PBC Division of Human and Veteran Services
- Community Action Program of Palm Beach County
- Society of St. Vincent de Paul District Council
- Center for Family Services of Palm Beach County
- The Lord's Place
- The Salvation Army (St. Lucie County)
- Comprehensive Alcoholism Rehabilitation Programs
- Zion's Daughters of Distinction Ministries
- Florida Rural Legal Services
- Christians Reaching Out to Society
- Florida Housing Finance Corporation
- Treasure Coast Homeless Services Council
- Mustard Seed Ministries
- Florida Department of Children & Families
- Coalition for Independent Living Options
- The Salvation Army (Palm Beach County)
- St. Joan of Arc Catholic Church
- Crisis Lines/211/I&R Services in other cities
- 211 Palm Beach/Treasure Coast
- Legal Aid Society of Palm Beach County
- Palm Beach County Division of Senior Services
- Your Aging Resource Center/Area Agency on Aging
- Family Promise of South Palm Beach County
- Economic Opportunities Council of Indian River County
- Indian River County Human Services

Call Frequency	
Midnight - 8 AM	6%
8 AM - Noon	32%
Noon - 4 PM	36%
4 PM - Midnight	25%

**Busiest Hour: 2 - 3 PM**

County	
Indian River County	5%
Martin County	4%
Okeechobee County	1%
Palm Beach County	70%
St Lucie County	12%
Unknown	8%

Call From	
Self	89%
Friend/Relative	8%
Organization	2%
Unknown	0%

Gender	
Female	68%
Male	30%
Unknown	3%

Age	
0-17	17%
18-21	4%
22-34	21%
35-54	34%
55-59	8%
60-64	4%
65-74	5%
75-79	2%
80 & Older	4%