



### Call Types

Assessment & Referral	47%
Counseling	10%
Counseling, Assess & Ref	3%
Information Only	38%
Advocacy/Linkage	2%
Emergency Intervention	< 1%
Unknown	< 1%

### Problem/Needs

<b>Abuse/Neglect/Crime</b>	<b>235 = 1%</b>
<b>Admin</b>	<b>54 = 0%</b>
<b>Basic Needs</b>	<b>4,111 = 25%</b>
Clothing	51
Food	806
Household/Furniture	117
Housing	579
Shelter	2,558
<b>Day Care/Child Care</b>	<b>82 = 0%</b>
<b>Disabilities</b>	<b>148 = 1%</b>
<b>Employment</b>	<b>214 = 1%</b>
<b>Financial Assistance</b>	<b>4,055 = 24%</b>
<b>Health/Medical</b>	<b>1,203 = 7%</b>
Health/Medical	641
Home Health/Rehab	243
Insurance	319
<b>Hurricane</b>	<b>1 = 0%</b>
<b>Information Only</b>	<b>609 = 4%</b>
<b>Legal</b>	<b>478 = 3%</b>
<b>Mental Hlth/Personal</b>	<b>2,476 = 15%</b>
Active Callers	532
Mental Health	529
Personal/Interpersonal	1,012
Substance Abuse	237
Suicide	166
<b>Transportation</b>	<b>294 = 2%</b>
<b>Other</b>	<b>2,788 = 17%</b>
<b>Total</b>	<b>16,748 = 100%</b>

## Information and Referrals

**13,637 - Calls**

**Website Visits: 2,302**

**12,922 referrals made to 1,638 programs**

### Top 25 Agencies Receiving Referrals

**Represents 47% of all referrals made**

PBC Division of Human Services and Veterans Services
Community Action Program of Palm Beach County
The Lord's Place, Inc.
Comprehensive Alcoholism Rehabilitation Programs, Inc.
MISS Project (Mothers, Infants, Striving for Success)
Center for Family Services of Palm Beach County, Inc.
Florida Department of Children & Families
Crisis Lines/I&R Services in other cities
Florida Rural Legal Services, Inc.
Area Agency on Aging - Palm Beach/Treasure Coast, Inc.
Legal Aid Society of Palm Beach County, Inc.
The Salvation Army
St. Joan of Arc Catholic Church
Coalition for Independent Living Options, Inc.
Indian River County Human Services
Economic Opportunities Council of Indian River County
Mustard Seed Ministries of Fort Pierce, Inc.
Oakwood Center of the Palm Beaches, Inc.
Palm Beach County Health Department
Christians Reaching Out to Society
Boca Helping Hands
Extended Hands Community Outreach, Inc.
211 Broward
Florida Department of Children & Families (Circuit 15)
Palm Tran

### County

Indian River County	4.59%
Martin County	3.61%
Okeechobee County	0.96%
Palm Beach County	73.83%
St. Lucie County	9.19%
Outside Service Area	7.83%

### Call Frequency

Midnight - 8 AM	5%
8 AM - Noon	32%
Noon - 4 PM	36%
4 PM - Midnight	27%

**Busiest Hour: 2 - 3 PM**

### Call From

Self	88%
Friend/Relative	10%
Organization	2%

### Gender

Female	63%
Male	35%
Unknown	2%

### Age

0-17	2%
18-21	5%
22-34	20%
35-54	35%
55-59	7%
60-69	9%
70-79	5%
80-89	5%
90 & Older	1%
Unknown	11%

For additional information contact Diane M. Huff, Director of Community Services at (561) 533-1061 or [diane.huff@211pbtc.org](mailto:diane.huff@211pbtc.org)

**[www.211palmbeach.org](http://www.211palmbeach.org)**  
**[www.211treasurecoast.org](http://www.211treasurecoast.org)**