



Call Types	
Assessment & Referral	51%
Counseling	12%
Counseling, Assess & Ref	4%
Information Only	31%
Advocacy/Linkage	2%
Emergency Intervention	< 1%
Unknown	< 1%

Problem/Needs	
Abuse/Neglect/Crime	3,751 = 2%
Admin	824 = 0%
Basic Needs	43,050 = 21%
Clothing	957
Food	10,635
Household/Furniture	844
Housing	7,053
Shelter	23,561
Day Care/Child Care	1,203 = 1%
Disabilities	1,950 = 1%
Employment	2,853 = 1%
Financial Assistance	46,090 = 23%
Health/Medical	15,075 = 7%
Health/Medical	8,738
Home Health/Rehab	2,501
Insurance	3,836
Hurricane	96 = 0%
Information Only	6,468 = 3%
Legal	6,507 = 3%
Mental Hlth/Personal	33,842 = 17%
Active Callers	7,524
Mental Health	7,129
Personal/Interpersonal	13,581
Substance Abuse	3,162
Suicide	2,446
Transportation	3,334 = 2%
Other	35,991 = 18%
Total	201,034 = 100%

Information and Referrals

160,661 - Calls

Website Visits: 48,596

180,857 referrals made to 3,331 programs

Top 25 Agencies Receiving Referrals

Represents 50% of all referrals made

- PBC Division of Human and Veteran Services
- Community Action Program of Palm Beach County
- Center for Family Services of Palm Beach County, Inc.
- Society of St. Vincent de Paul District Council
- The Lord's Place, Inc.
- The Salvation Army
- Comprehensive Alcoholism Rehabilitation Programs, Inc.
- Florida Department of Children & Families
- Mustard Seed Ministries of Fort Pierce, Inc.
- Crisis Lines/I&R Services in other cities
- Zion's Daughters of Distinction ministries Inc
- Florida Rural Legal Services, Inc.
- In The Image of Christ, Inc.
- Community Caring Center
- Coalition for Independent Living Options, Inc.
- St. Joan of Arc Catholic Church
- Legal Aid Society of Palm Beach County, Inc.
- Oakwood Center of the Palm Beaches, Inc.
- Christians Reaching Out to Society
- Indian River County Human Services
- Palm Beach County Health Department
- MISS Project (Mothers, Infants, Striving for Success)
- Economic Opportunities Council of Indian River County
- Families First of Palm Beach County
- 211 Broward

County	
Indian River County	4.94%
Martin County	3.72%
Okeechobee County	0.74%
Palm Beach County	71.44%
St. Lucie County	10.61%
Outside Service Area	8.56%

Call Frequency	
Midnight - 8 AM	6%
8 AM - Noon	33%
Noon - 4 PM	37%
4 PM - Midnight	25%
Busiest Hour: 2 - 3 PM	

Call From	
Self	88%
Friend/Relative	10%
Organization	2%

Gender	
Female	66%
Male	32%
Unknown	2%

Age	
0-17	3%
18-21	5%
22-34	21%
35-54	34%
55-59	7%
60-69	8%
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

www.211palmbeach.org
www.211treasurecoast.org