



Call Types	
Assessment & Referral	57%
Counseling	9%
Counseling, Assess & Ref	8%
Information Only	22%
Advocacy/Linkage	2%
Emergency Intervention	0%
Follow Up	1%

Information and Referrals

1,046 - Calls

1,191 referrals made for 375 services

Top 25 Agencies Receiving Referrals
Represents 91% of all referrals made

Call Frequency	
Midnight - 8 AM	5%
8 AM - Noon	36%
Noon - 4 PM	38%
4 PM - Midnight	21%

Busiest Hour: Noon - 1 PM

Problem/Needs		
Abuse/Neglect/Crime	24	1.75%
Admin	3	0.22%
Case Management	17	1.24%
Clothing	14	1.02%
Crisis/I&R Other Areas	8	0.58%
Day Care/Child Care	10	0.73%
Disabilities	5	0.36%
Donations Info	1	0.07%
Employment	23	1.68%
Financial Assistance	383	27.94%
Food	83	6.05%
Frequent Callers	26	1.90%
Government/Taxes	38	2.77%
Health/Medical	102	7.44%
Home Health/Rehab	8	0.58%
Homeless	42	3.06%
Household/Furniture	9	0.66%
Housing	40	2.92%
Information/Other	19	1.39%
Insurance	29	2.12%
Legal	76	5.54%
Mental Health	63	4.60%
Personal/Interpersonal	78	5.69%
Shelter	34	2.48%
Substance Abuse	32	2.33%
Suicide	9	0.66%
Transportation	27	1.97%
Volunteering	1	0.07%
Other	167	12.18%
Total:	1,371	100.00%

The Salvation Army (St. Lucie County)
Zion's Daughters of Distinction Ministries

St. Lucie County Free Meals

Hands of St. Lucie County

Council on Aging of St Lucie

Florida Rural Legal Services

Florida Department of Children & Families

Mustard Seed Ministries

Treasure Coast Homeless Services Council

Homeless Family Center

Coalition for Independent Living Options

New Horizons of the Treasure Coast

Florida Housing Finance Corporation

In The Image of Christ

Florida Legal Services

Workforce Development Board of the Treasure Coast

Florida Community Health Centers

Martin Health System

Harvest Food & Outreach Center

MISS Project (Mothers, Infants, Striving for Success)

Your Aging Resource Center/Area Agency on Aging

Agency for Health Care Administration (West Palm Beach)

SafeSpace

Port St. Lucie Hospital

St. Lucie County Health Department

Call From	
Self	88%
Friend/Relative	9%
Organization	2%

Gender	
Female	74%
Male	25%
Unknown	1%

Age	
0-17	14%
18-21	4%
22-34	21%
35-54	33%
55-59	7%
60-64	5%
65-74	7%
75-79	3%
80 & Older	5%