

1/12/10

6A1

Palm Beach/Treasure Coast



Get Connected. Get Answers.

2008 - 2009

Perspective

Annual Service Delivery Report

211 Palm Beach/Treasure Coast
P.O. Box 3588
Lantana, FL 33465
(561) 547- 8637

*Call 2-1-1 for crisis intervention, information, assessment and referral to
community services, 24 hours a day, 7 days a week.*

TABLE OF CONTENTS

PERSPECTIVE 211 Report Overview..... 1

Report Organization and Stipulations 2

Regional 3

Demographics 3

Problem Needs 4

Increased Need – More than 25% 5

Unmet Needs 6

Referrals 7

Additional Services 8

Indian River County..... 9

Demographics 9

Call Distribution 10

Population to Call Volume 11

Problem Needs 12

Unmet Needs 13

Referrals 14

Martin County..... 15

Demographics 15

Call Distribution 16

Population to Call Volume 17

Problem Needs 18

Unmet Needs 19

Referrals 20

Okeechobee County 21

Demographics 21

Call Distribution 22

Population to Call Volume 23

Problem Needs 24

Unmet Needs 25

Referrals 26

Palm Beach County 27

Demographics 27

Call Distribution 28

Population to Call Volume 29

Problem Needs 30

Unmet Needs 31

Referrals 32

Saint Lucie County 33

Demographics 33

Call Distribution 34

Population to Call Volume 35

Problem Needs 36

Unmet Needs 37

Referrals 38

PERSPECTIVE 211 Report Overview

211 Palm Beach/Treasure Coast is a non-profit organization, which has been in operation since 1971 in Palm Beach County and since 2002 on the Treasure Coast. 211 provides information, assessment, referral, crisis and suicide intervention as well as telephone counseling for people experiencing personal problems, emotional distress or any other type of crisis. The services are provided at no cost and are available 24 hours a day, 7 days a week, 365 days a year.

With access to approximately 3,800 programs within the community, 211 is a confidential, non-judgmental helpline for individuals who find themselves in a situation without knowing whom to contact to obtain the information, referrals or answers to the problems they are facing. Therefore, 211 Palm Beach/Treasure Coast is essentially the "gateway" to all the other health, human service and governmental organizations in the community. Dialing 2-1-1 not only connects distressed people to the organization or service they need, but it is a hotline providing immediate guidance and support to callers.

Perspective 211 summarizes demographic data and reflects the problems and/or needs of those individuals who contacted 211 Palm Beach/Treasure Coast in need of crisis intervention, telephone counseling, information, assessment or referrals during the period from July 1, 2008 through June 30, 2009. The goal of this report is to summarize the daily issues facing the residents of our community as expressed to the central health and human services access point and then to bring these issues to the attention of the health and human services network and the community leaders throughout our service area.

For the twelve month period of July 2008 through June 2009, 211 responded to 167,283 calls, identifying 193,516 problems/needs. While this report is not intended to be a comprehensive community needs assessment, the requests of over 165,000 callers in need of assistance certainly command attention and provide a view of needs being expressed by the residents of Indian River, Martin, Okeechobee, Palm Beach and St. Lucie Counties.

As you will see, the majority of callers were female and 23% were age 60 or older. Within Palm Beach County, 49% of the callers were from the central coastal area with a major secondary cluster in the southern portion of the County. Within the Treasure Coast, there was considerable variance from county to county in the number of callers and some variance in the type and proportion of problems/needs expressed with St. Lucie County having the highest call volume. Additionally as an apparent reflection of the state of our economy, throughout the service area, from last year to this, basic needs as a percentage of total needs increased from 15% to 20% and the need for financial assistance increased from 18% to 22%.

This report also includes county maps which show call volume distribution and charts which show the number of calls as a percentage of population. We have set a target that call volume will equal 10% of the population in Palm Beach County, which we have accomplished, and 5% in the Treasure Coast which we have also accomplished overall; however, the percentage in Okeechobee County is lower. Since a high percentage of our calls are related to financial assistance, basic needs and age related services, it is important to realize that there will be considerable variation from one community to the next depending on the social/economic demographics of the community.

In addition to telephone based services, 211 Palm Beach/Treasure Coast maintains a newly reformatted website with an online community resource directory which provides information and referral services via the internet. 211 maintains an instant messaging service geared toward youth who may feel more comfortable communicating and/or accessing assistance over the internet than over the telephone. 211 also periodically prints and distributes a number of resource directories including the Youth Yellow Pages and the Senior Guide.

Within Palm Beach County, in addition to the call center, 211 provides proactive in-home information, referral and crisis intervention for elders who need assistance in navigating the health and human services system and maintains a Sunshine Telephone Reassurance program for isolated elders and disabled individuals. 211 also serves as the homeless helpline and administers the Client Management Information System for the network of providers offering services to homeless individuals and families.

Report Organization and Stipulations

In designing Perspective 211, we have attempted to provide streamlined information on the basic demographics of our callers, their problems and needs, unmet needs and the referrals which were given. The information is first presented in regard to all calls to 211 regardless of the geographic location of the caller or the service area of interest. Information is then presented for each county in our service area. Each section is color coded for easy recognition as follows:

- Total Region – Blue/Red
- Indian River County – Aqua
- Martin County – Green
- Okeechobee County – Peach
- Palm Beach County – Purple
- St. Lucie County -- Red

Each section is organized in a similar manner for easy comparison from one geographic area to another. For each section the following information is provided:

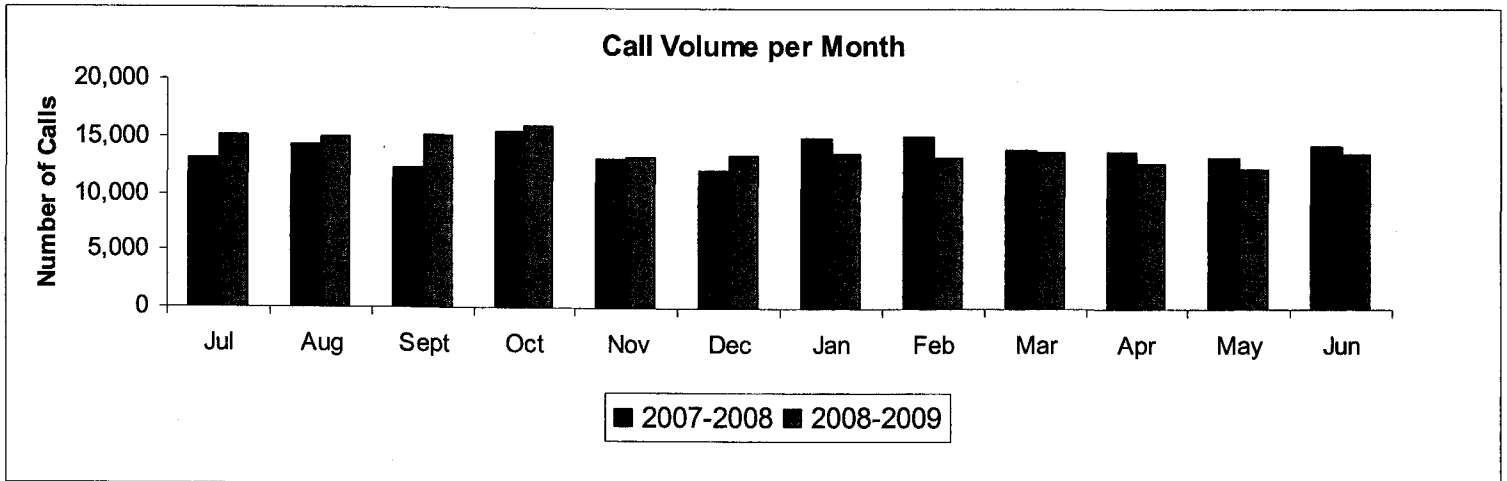
- Demographics
- County Call Volume Map
- County Call Volume/Population Comparison
- Problem/Needs
- Change in Need (Regional report only)
- Unmet Needs
- Referrals

NOTE: Calls are generated not only from Southeast Florida (primarily Palm Beach County and the Treasure Coast) but from all over the country. Callers request information on services not only in their own city or county, but in neighboring counties, across Florida and throughout the United States. Consequently, some of the county specific statistics appear to have inconsistencies related to the regional statistics which result primarily from the cross-geographical nature of many of the calls.

Also, because of the nature of 211 services, it is often inappropriate to ask detailed information of the caller. Therefore, the category "Unknown" will naturally represent a significant percentage of calls in the various demographic statistics.

211 Palm Beach/Treasure Coast Demographics

2008 - 2009
Regional



| Call From | |
|-----------------|--------|
| Self | 89.49% |
| Friend/Relative | 8.71% |
| Organization | 1.80% |

| County | |
|----------------------|--------|
| Indian River County | 4.83% |
| Martin County | 3.86% |
| Okeechobee County | 0.71% |
| Palm Beach County | 70.64% |
| St. Lucie County | 10.67% |
| Outside Service Area | 9.29% |

Call Volume: 167,283
Online Database Visits: 36,176

| Call Frequency | |
|-----------------|--------|
| Midnight - 8 AM | 7.33% |
| 8 AM - Noon | 34.96% |
| Noon - 4 PM | 33.69% |
| 4 PM - Midnight | 24.02% |

Busiest Hour: 11- Noon

| Age | |
|------------|--------|
| 0-17 | 3.36% |
| 18-20 | 3.14% |
| 21-34 | 21.32% |
| 35-54 | 32.27% |
| 55-59 | 6.04% |
| 60-69 | 8.59% |
| 70-79 | 5.65% |
| 80-89 | 5.55% |
| 90 & Older | 1.32% |
| Unknown | 12.77% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 56% |
| Counseling | 14% |
| Counseling, Assess & Ref | 2% |
| Information Only | 27% |
| Advocacy/Linkage | < 1% |
| Emergency Intervention | < 1% |

| Race | |
|----------------------|--------|
| American Indian | 0.14% |
| Asian/Pacific Island | 0.19% |
| Black | 25.68% |
| Hispanic | 8.78% |
| Indigenous Alaskan | 0.02% |
| Mixed Race | 1.54% |
| White | 58.04% |
| Unknown | 5.61% |

| Gender | |
|---------|--------|
| Female | 66.19% |
| Male | 31.20% |
| Unknown | 2.61% |

Call volume increased by 1% comparing 2007-2008 to 2008-2009. This 1 % increase represents the number of calls handled by 211 Resource Specialists. It does not represent the number of calls received by 211. Though calls coming into 211 increased dramatically in 2008-2009, 211's capacity to respond to these calls unfortunately did not grow accordingly.

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
Regional

| Problem/Needs - All Ages | |
|-------------------------------|--------------------|
| Basic Needs | 39,243 =20% |
| Clothing | 836 |
| Food | 12,001 |
| Household/Furniture | 868 |
| Housing | 6,162 |
| Shelter | 19,376 |
| Financial Assistance | 42,802 =22% |
| Health/Medical | 19,273 =10% |
| Health/Medical | 9,053 |
| Home Health/Rehab | 3,234 |
| Insurance | 6,986 |
| Hurricane | 807 =0% |
| Information Only | 10,746 =6% |
| Legal | 5,994 =3% |
| Mental Health/Personal | 33,459 =17% |
| Active Callers | 10,236 |
| Mental Health | 6,365 |
| Personal/Interperson | 12,224 |
| Substance Abuse | 3,095 |
| Suicide | 1,539 |
| Transportation | 3,282 =2% |
| Other | 37,910 =20% |
| Total | 193,516 |

| Problem/Needs Age 0-20 | |
|-------------------------------|-------------------|
| Basic Needs | 2,446 =19% |
| Clothing | 118 |
| Food | 500 |
| Household/Furniture | 110 |
| Housing | 332 |
| Shelter | 1,386 |
| Financial Assistance | 1,251 =10% |
| Health/Medical | 1,133 =9% |
| Health/Medical | 870 |
| Home Health/Rehab | 22 |
| Insurance | 241 |
| Hurricane | 52 =0% |
| Information Only | 516 =4% |
| Legal | 291 =2% |
| Mental Health/Personal | 3,418 =27% |
| Active Callers | 89 |
| Mental Health | 1,026 |
| Personal/Interperson | 1,618 |
| Substance Abuse | 406 |
| Suicide | 279 |
| Transportation | 122 =1% |
| Other | 3,595 =28% |
| Total | 12,824 |

| Problem/Needs Age 21-59 | |
|-------------------------------|--------------------|
| Basic Needs | 26,885 =23% |
| Clothing | 616 |
| Food | 7,365 |
| Household/Furniture | 607 |
| Housing | 3,602 |
| Shelter | 14,695 |
| Financial Assistance | 32,624 =28% |
| Health/Medical | 7,042 =6% |
| Health/Medical | 4,655 |
| Home Health/Rehab | 258 |
| Insurance | 2,129 |
| Hurricane | 397 =0% |
| Information Only | 4,703 =4% |
| Legal | 3,235 =3% |
| Mental Health/Personal | 22,365 =19% |
| Active Callers | 7,620 |
| Mental Health | 4,227 |
| Personal/Interperson | 7,317 |
| Substance Abuse | 2,285 |
| Suicide | 916 |
| Transportation | 1,408 =1% |
| Other | 17,680 =15% |
| Total | 116,339 |

| Problem/Needs 60 & Older | |
|-------------------------------|-------------------|
| Basic Needs | 5,596 =14% |
| Clothing | 47 |
| Food | 3,250 |
| Household/Furniture | 84 |
| Housing | 1,701 |
| Shelter | 514 |
| Financial Assistance | 6,246 =15% |
| Health/Medical | 9,549 =23% |
| Health/Medical | 2,697 |
| Home Health/Rehab | 2,793 |
| Insurance | 4,059 |
| Hurricane | 186 =0% |
| Information Only | 2,580 =6% |
| Legal | 2,022 =5% |
| Mental Health/Personal | 5,252 =13% |
| Active Callers | 2,456 |
| Mental Health | 579 |
| Personal/Interperson | 2,003 |
| Substance Abuse | 124 |
| Suicide | 90 |
| Transportation | 1,431 =3% |
| Other | 8,335 =20% |
| Total | 41,197 |

Between 2007-2008 and 2008-2009, basic needs as a percentage of total needs increased from 15% to 20% and the need for financial assistance increased from 18% to 22%. Problems/needs varied considerably from one age group to another.



211 Palm Beach/Treasure Coast Increased Need – More than 25%

2008 - 2009
Regional

| Needs | 2006-2007 | 2007-2008 | % Change |
|------------------------------------|-----------|-----------|----------|
| Homeless Case Management | 479 | 2113 | 341.13% |
| Unemployment Insurance | 267 | 910 | 240.82% |
| Child Support | 166 | 448 | 169.88% |
| Health Insurance | 207 | 518 | 150.24% |
| Police/Sheriff/FHP | 565 | 1408 | 149.20% |
| Government | 797 | 1813 | 127.48% |
| Food Stamps | 1764 | 3959 | 124.43% |
| Utility, Telephone | 240 | 513 | 113.75% |
| Holiday Food | 190 | 372 | 95.79% |
| Medical/Health Info/Counseling | 480 | 935 | 94.79% |
| Halfway House/Sober House | 519 | 998 | 92.29% |
| Insurance Information | 563 | 1069 | 89.88% |
| Adult Education | 189 | 350 | 85.19% |
| Licensing | 296 | 538 | 81.76% |
| Information about 211 | 1188 | 2050 | 72.56% |
| Mental Health Information | 330 | 566 | 71.52% |
| Medical Services | 475 | 791 | 66.53% |
| Holiday Gifts & Food | 880 | 1454 | 65.23% |
| Housing Counseling | 463 | 754 | 62.85% |
| Substance Abuse Support Group | 399 | 645 | 61.65% |
| Holiday Gifts | 690 | 1082 | 56.81% |
| Education for Children | 263 | 412 | 56.65% |
| School Supplies | 257 | 402 | 56.42% |
| Utility, Electric | 12866 | 19915 | 54.79% |
| Medicaid | 690 | 1068 | 54.78% |
| Travelers | 230 | 352 | 53.04% |
| Child Abuse/Neglect | 470 | 708 | 50.64% |
| Drug Detoxification | 346 | 519 | 50.00% |
| Money Management/Budget Counseling | 318 | 472 | 48.43% |
| Outpatient Mental Health Care | 264 | 385 | 45.83% |
| Crisis Line/I&R Other Areas | 4390 | 6367 | 45.03% |
| Court Services | 273 | 395 | 44.69% |
| Utility, Water | 994 | 1416 | 42.45% |
| Medical Care/Treatment | 1589 | 2263 | 42.42% |
| Special Needs Transportation | 589 | 811 | 37.69% |
| Soup Kitchen | 258 | 355 | 37.60% |
| Landlord/Tenant | 442 | 604 | 36.65% |
| Drug Inpatient Treatment | 730 | 970 | 32.88% |
| Mortgage, Financial Assistance | 801 | 1058 | 32.08% |
| Dental Care | 851 | 1117 | 31.26% |
| Physician Referral | 276 | 361 | 30.80% |
| Senior Center | 415 | 539 | 29.88% |
| Emergency Food/Pantries | 3672 | 4757 | 29.55% |
| Job Search/Placement | 1601 | 2065 | 28.98% |



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
Regional

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 2545 | 53 | 2.08% | HOLIDAY ASSISTANCE | 1678 | 448 | 26.70% |
| ACTIVE CALLER | 10236 | 23 | 0.22% | HOME HEALTH/REHAB | 3234 | 177 | 5.47% |
| ADOPTION/FOSTER CARE | 132 | 6 | 4.55% | HOUSEHOLD/FURNITURE | 868 | 75 | 8.64% |
| ADMIN | 753 | 23 | 3.05% | HOUSING | 6162 | 444 | 7.21% |
| ANIMALS/ANIMAL CONTROL | 588 | 37 | 6.29% | HURRICANE | 807 | 80 | 9.91% |
| BUSINESS | 112 | 7 | 6.25% | INFORMATION | 10746 | 1049 | 9.76% |
| CASE MANAGEMENT | 1016 | 10 | 0.98% | INSURANCE | 6986 | 214 | 3.06% |
| CLOTHING | 836 | 63 | 7.54% | LEGAL | 5994 | 143 | 2.39% |
| COMPLAINTS | 277 | 8 | 2.89% | MENTAL HEALTH | 6365 | 205 | 3.22% |
| CONSUMER | 1289 | 33 | 2.56% | INTERPERSONAL PROBLEMS | 12224 | 122 | 1.00% |
| CRISIS LINE/I&R OTHER AREAS | 6367 | 45 | 0.71% | RECREATION/SOCIAL/CLUBS/ORGS | 1199 | 82 | 6.84% |
| DAY CARE/CHILD CARE | 1184 | 70 | 5.91% | RUNAWAYS/MISSING PERSONS | 72 | 2 | 2.78% |
| DIRECTORY | 39 | 9 | 23.08% | SAFETY | 191 | 9 | 4.71% |
| DISABILITIES | 1588 | 45 | 2.83% | SHELTER | 8739 | 1092 | 12.50% |
| DONATIONS INFORMATION | 825 | 39 | 4.73% | SUBSTANCE ABUSE | 3095 | 145 | 4.68% |
| EDUCATION | 1884 | 214 | 11.36% | SUICIDE | 1539 | 23 | 1.49% |
| EMERGENCIES | 1926 | 53 | 2.75% | SUPPORT GROUPS | 1651 | 98 | 5.94% |
| EMPLOYMENT | 3131 | 119 | 3.80% | TEST CALLS | 3852 | 10 | 0.26% |
| ENVIRONMENT | 239 | 19 | 7.95% | TRANSLATION/INTERPRETING | 16 | 4 | 25.00% |
| FIN. ASSISTANCE & SUPPORT | 42802 | 4834 | 11.29% | TRANSPORTATION | 3282 | 371 | 11.30% |
| FOOD | 12001 | 364 | 3.03% | VETERANS | 195 | 7 | 3.59% |
| FUNDING AGENCIES | 6 | 2 | 33.33% | VOLUNTEERING | 481 | 21 | 4.37% |
| GANGS/AT-RISK YOUTH | 337 | 23 | 6.82% | OTHERS | 10641 | 2754 | 25.88% |
| GOVERNMENT/TAXES | 4333 | 214 | 4.94% | | | | |
| HEALTH/MEDICAL | 9053 | 555 | 6.13% | | | | |

For Information & Referral purposes a need is considered to have been “met” if the caller was referred to a resource. This may include referrals made to an agency even if it is understood that the particular resource has a long waiting list. The need is considered to be “unmet” if a referral could not be made. Several categories of service had a significant number or percent of needs unmet and require comment.

In evaluating the impact of unmet needs on the community it is important to review both the total number of times a need was unmet and the percentage of time that a need was unmet. If the service is unavailable but there is little demand for a service, it may be of significant consequence to the individual with the need, but to the system as a whole it may be seen as having less importance. Conversely, there are some needs which are met a high percentage of the time, but there are still a number of people in the community for whom the need was not met. The community may find that to be of concern.

It is also important to note that there are a number of different reasons why a need could not be met. In looking at the data, the reasons for not meeting a need vary considerably from one need to the next. For each unmet need we record one of the following:

- Caller refused the referral
- Caller terminated call
- Caller has used up available resources
- No program was found to meet the need
- No transportation was available
- Other

Data from Palm Beach County dominates the regional unmet need figures but there are interesting differences and similarities between counties. See data for each county for specific information.



211 Palm Beach/Treasure Coast Referrals

2008 - 2009
Regional

175,626 referrals made to 3,364 programs

Top 50 Agencies Receiving Referrals
Represents 61% of all referrals made

| | | | |
|--------------------------------------------------------|--------|--------------------------------------------------------|-------|
| PBC Division of Human Services and Veterans Services | 17,603 | Workforce Alliance, Inc. | 1,205 |
| Community Action Program of Palm Beach County | 9,644 | Health Care District of Palm Beach County | 1,149 |
| Center for Family Services of Palm Beach County, Inc. | 4,220 | Martin County Health and Human Services | 1,141 |
| The Lord's Place, Inc. | 3,870 | Adopt-A-Family of the Palm Beaches, Inc. | 1,011 |
| Florida Department of Children & Families | 3,837 | Palm Tran | 938 |
| Urban League of Palm Beach County, Inc. | 3,804 | Families First of Palm Beach County | 920 |
| Comprehensive Alcoholism Rehabilitation Programs, Inc. | 3,653 | Boca Helping Hands | 878 |
| The Salvation Army | 3,415 | Youth, Family & Community Services | 873 |
| Community Caring Center | 3,212 | U.S. Department of Housing and Urban Development | 861 |
| Florida Department of Elder Affairs | 3,150 | Oakwood Center of the Palm Beaches, Inc. | 821 |
| Mustard Seed Ministries of Fort Pierce, Inc. | 2,403 | House of Hope, Inc. | 810 |
| 211 Broward | 2,347 | Palm Beach County Division of Senior Services | 803 |
| The Agricultural and Labor Program, Inc. | 2,261 | Extended Hands Community Outreach, Inc. | 795 |
| Florida Rural Legal Services, Inc. | 2,221 | Christians Reaching Out to Society | 793 |
| Crisis Lines/I&R Services in other cities | 2,177 | Lawnwood Regional Medical Center & Heart Institute | 765 |
| Legal Aid Society of Palm Beach County, Inc. | 2,129 | The Salvation Army (Indian River County) | 747 |
| Coalition for Independent Living Options, Inc. | 1,933 | 211 Palm Beach/Treasure Coast, Inc. | 719 |
| St. Joan of Arc Catholic Church | 1,854 | Council on Aging of St. Lucie, Inc. | 675 |
| Indian River County Human Services | 1,615 | Palm Beach County Sheriff's Office | 656 |
| Economic Opportunities Council of Indian River County | 1,595 | The Salvation Army (St. Lucie County) | 648 |
| Families That Care | 1,571 | The Church of the Risen Messiah, Inc. | 638 |
| Area Agency on Aging - Palm Beach/Treasure Coast, | 1,381 | Holy Name of Jesus Church | 623 |
| Palm Beach County Health Department | 1,372 | New Horizons of the Treasure Coast, Inc. | 611 |
| Florida Department of Children & Families (Circuit 15) | 1,255 | YWCA of Palm Beach County, Inc. | 608 |
| Catholic Charities, Diocese of Palm Beach, Inc. | 1,243 | Florida Department of Children & Families (Circuit 19) | 607 |

- In general, data from Palm Beach County dominates the regional referrals. See each county for specific information.
- The referrals to 211 Broward resulted from cell phone carrier misdirection of Broward cell phone users to 211 Palm Beach/Treasure Coast. When a cell phone caller dials 211 on the border of a service area – such as exists between Palm Beach and Broward Counties – the cell phone carrier cannot always accurately determine which 211 is being sought. In these cases the misdirected callers are provided with the ten digit number for the correct 211.
- The referrals to 211 Palm Beach/Treasure Coast were for specialized programs within 211; e.g., Elder Crisis Outreach (Palm Beach County), Sunshine Telephone Reassurance (Palm Beach and Martin Counties), and Advocacy Services for the entire region.

Additional Services

In 2008 – 2009, the following additional services were provided in **Palm Beach County**:

Sunshine Telephone Reassurance: Approximately 600 isolated elders or disabled individuals received daily telephone reassurance calls through the contribution of almost 4,000 hours of volunteer service.

Elder Crisis Outreach (ECO): Throughout 2008-2009, 477 vulnerable distressed elders who were experiencing physical illness, difficulty meeting basic needs, bereavement, financial hardships, social isolation, victimization, emotional distress, suicidal ideation or other crisis engendering event received a full range of advocacy services through the Elder Crisis Outreach program.

Youth Yellow Pages: Palm Beach County Youth Yellow Pages were distributed to schools, activity centers and other locations where adolescents and teens are often present.

CMIS: The Client Management Information System network provided centralized intake of client-level data for Palm Beach County's homeless and in-peril populations from 49 human service agencies. The system has been administered by 211 Palm Beach/Treasure Coast for over 6 years and now reports on programs that include the Emergency Food and Shelter Program (EFSP), the Annual Homeless Assessment Report (AHAR) and recently the Homeless Prevention and Rapid Re-Housing Program (HPRP). As a "Best Practices" HUD mandated project, the CMIS is an integral part of the Federal Government's "Ten Year Plan to End Homelessness".

In 2008 – 2009, the following additional services were provided in the **Treasure Coast**:

Senior Guides: 25,000 Senior Guides were printed and distributed to libraries, senior centers, United Ways, human service agencies and other locations frequented by elders.

Connected 4 Kids: 211 assisted in the production of a resource guide for youth and families in Indian River County

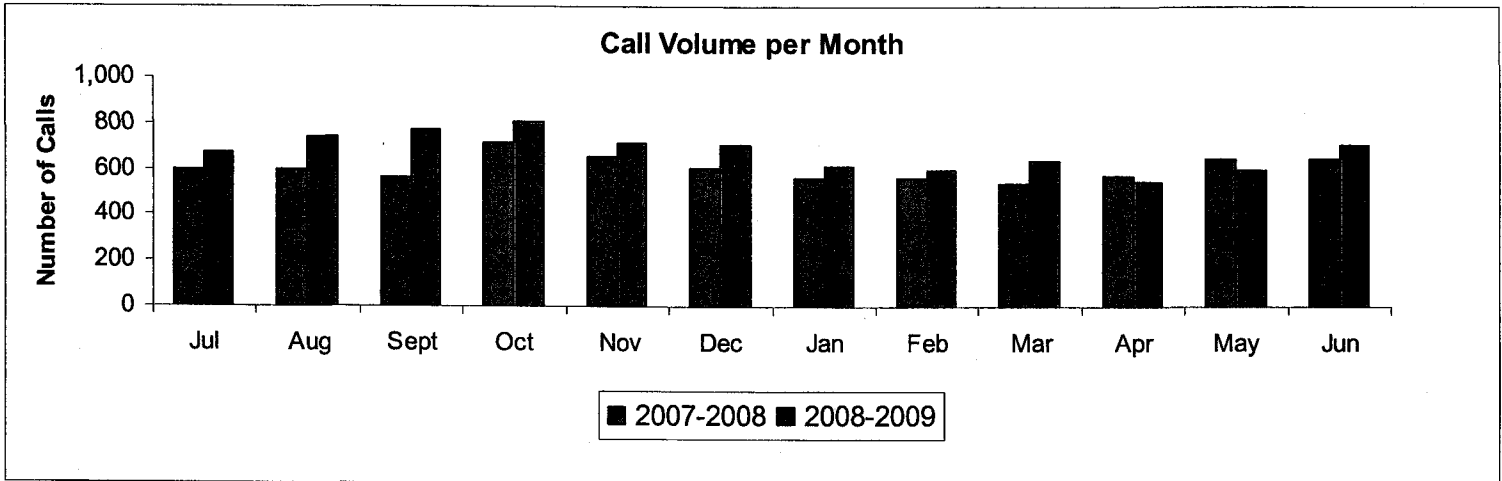
In 2008 – 2009, the following additional services were provided on a **Regional** basis:

Instant Messaging: 211 assisted 628 individuals who chose to contact us by Instant Message.



211 Palm Beach/Treasure Coast Demographics

2008 - 2009
Indian River County



| Call From | |
|-----------------|--------|
| Self | 91.02% |
| Friend/Relative | 8.13% |
| Organization | 0.85% |

Call Volume: 8,096

| Geographic Area | |
|-----------------------------|--------|
| Fellsmere | 2.01% |
| Roseland | 0.22% |
| Sebastian | 14.75% |
| Vero Beach | 78.15% |
| Wabasso | 0.56% |
| Winter Beach | 0.02% |
| Unknown Indian River County | 4.29% |

| Call Frequency | |
|-------------------------|--------|
| Midnight - 8 AM | 6.79% |
| 8 AM - Noon | 35.63% |
| Noon - 4 PM | 30.24% |
| 4 PM - Midnight | 27.33% |
| Busiest Hour: 9 - 10 AM | |

| Age | |
|------------|--------|
| 0-17 | 2.88% |
| 18-20 | 2.57% |
| 21-34 | 19.28% |
| 35-54 | 43.10% |
| 55-59 | 5.52% |
| 60-69 | 9.54% |
| 70-79 | 5.68% |
| 80-89 | 3.85% |
| 90 & Older | 1.11% |
| Unknown | 6.47% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 57% |
| Counseling | 25% |
| Counseling, Assess & Ref | 3% |
| Information Only | 15% |
| Advocacy/Linkage | < 1% |
| Emergency Intervention | < 1% |

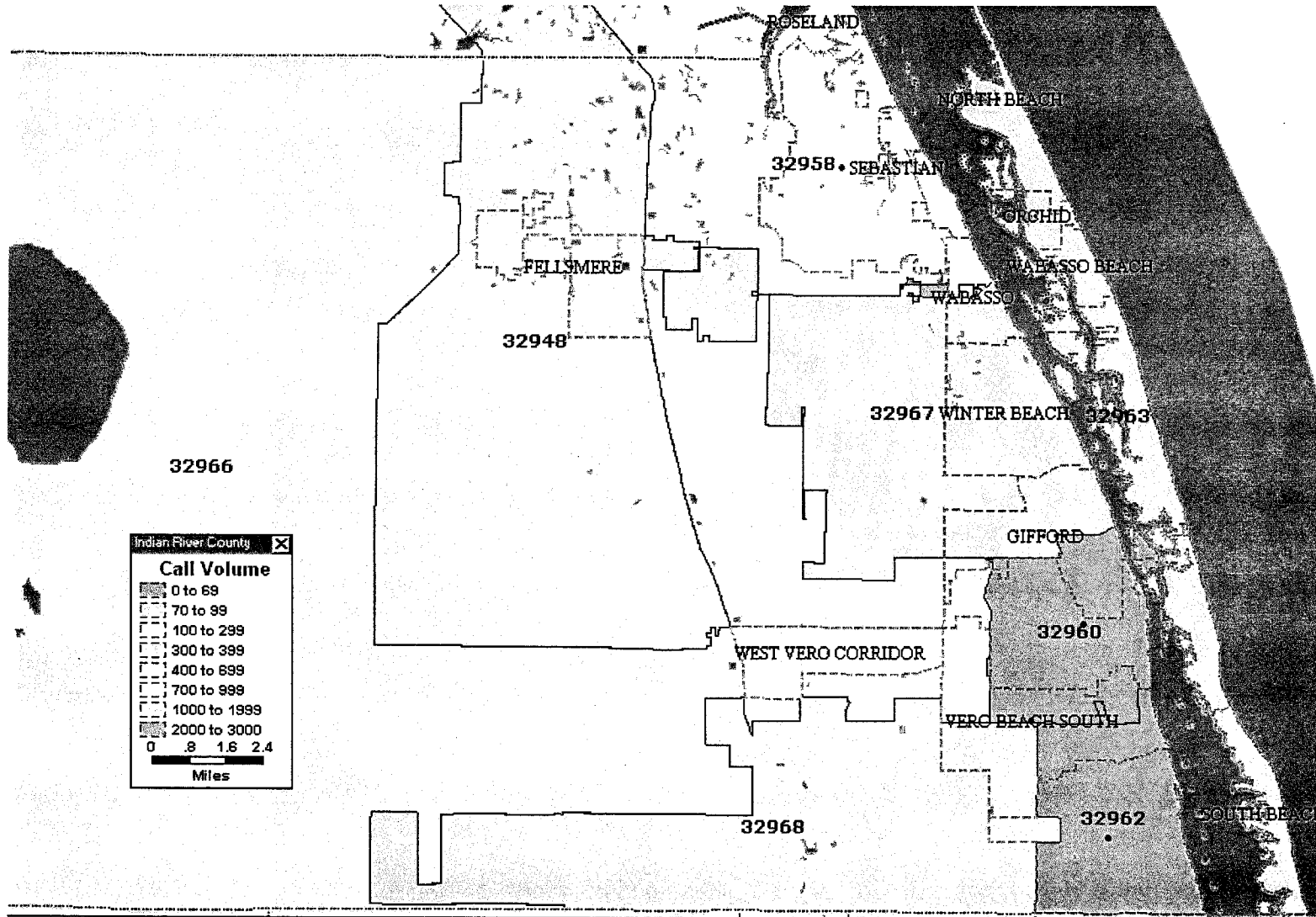
| Race | |
|----------------------|--------|
| American Indian | 0.01% |
| Asian/Pacific Island | 0.09% |
| Black | 17.22% |
| Hispanic | 3.75% |
| Indigenous Alaskan | 0.02% |
| Mixed Race | 1.25% |
| White | 74.73% |
| Unknown | 2.93% |

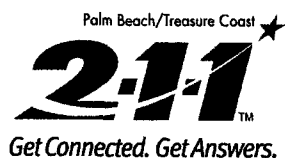
| Gender | |
|---------|--------|
| Female | 72.59% |
| Male | 26.77% |
| Unknown | 0.64% |

- There was a 12% growth in call volume in 2008-2009 on top of a 22% growth in call volume in 2007-2008.

2008 – 2009
Indian River County

211 Palm Beach/Treasure Coast Call Distribution





211 Palm Beach/Treasure Coast Population to Call Volume

2008-2009
Indian River County

| City | Call Volume | Population | Percent Penetration |
|----------------|--------------|-------------------|---------------------|
| FELLSMERE | 163 | 4,881 * | 3.339% |
| MERRITT ISLAND | 1 | 21,695 * | 0.005% |
| SEBASTIAN | 1,190 | 30,258 * | 3.933% |
| VERO BEACH | 6,222 | 87,514 * | 7.110% |
| WABASSO | 45 | 115 * | 39.130% |
| UNKNOWN CITY | 475 | N/A | N/A |
| Total | 8,096 | 112,947 ** | 7.168% |

* This report compares call volume and population statistics from the 2000 Census, but due to the cross geographical nature of zip codes, the data does not exactly match that of the U.S. census for cities or counties.

** County population total obtained by the data supplied by the 2000 Census by the U.S. Census Bureau

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
 Indian River County

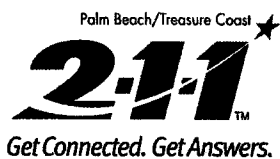
| Problem/Needs - All Ages | |
|-------------------------------|-------------------|
| Basic Needs | 1,120 =12% |
| Clothing | 42 |
| Food | 521 |
| Household/Furniture | 39 |
| Housing | 204 |
| Shelter | 314 |
| Financial Assistance | 2,258 =24% |
| Health/Medical | 888 =9% |
| Health/Medical | 460 |
| Home Health/Rehab | 72 |
| Insurance | 356 |
| Hurricane | 73 =1% |
| Information Only | 312 =3% |
| Legal | 314 =3% |
| Mental Health/Personal | 2,817 =30% |
| Active Callers | 1,425 |
| Mental Health | 379 |
| Personal/Interpersonal | 754 |
| Substance Abuse | 183 |
| Suicide | 76 |
| Transportation | 124 =1% |
| Other | 1,491 =16% |
| Total | 9,397 |

| Problem/Needs Age 0-20 | |
|-------------------------------|-----------------|
| Basic Needs | 61 =11% |
| Clothing | 2 |
| Food | 11 |
| Household/Furniture | 4 |
| Housing | 13 |
| Shelter | 31 |
| Financial Assistance | 93 =17% |
| Health/Medical | 46 =8% |
| Health/Medical | 38 |
| Home Health/Rehab | 1 |
| Insurance | 7 |
| Hurricane | 3 =1% |
| Information Only | 15 =3% |
| Legal | 16 =3% |
| Mental Health/Personal | 136 =25% |
| Mental Health | 60 |
| Personal/Interpersonal | 50 |
| Substance Abuse | 19 |
| Suicide | 7 |
| Transportation | 5 =1% |
| Other | 169 =31% |
| Total | 544 |

| Problem/Needs Age 21-59 | |
|-------------------------------|-------------------|
| Basic Needs | 797 =12% |
| Clothing | 38 |
| Food | 369 |
| Household/Furniture | 31 |
| Housing | 118 |
| Shelter | 241 |
| Financial Assistance | 1,780 =28% |
| Health/Medical | 338 =5% |
| Health/Medical | 242 |
| Home Health/Rehab | 11 |
| Insurance | 85 |
| Hurricane | 39 =1% |
| Information Only | 155 =2% |
| Legal | 184 =3% |
| Mental Health/Personal | 2,202 =34% |
| Active Callers | 1,185 |
| Mental Health | 266 |
| Personal/Interpersonal | 546 |
| Substance Abuse | 151 |
| Suicide | 54 |
| Transportation | 67 =1% |
| Other | 825 =13% |
| Total | 6,387 |

| Problem/Needs 60 & Older | |
|-------------------------------|-----------------|
| Basic Needs | 187 =10% |
| Food | 111 |
| Household/Furniture | 1 |
| Housing | 64 |
| Shelter | 11 |
| Financial Assistance | 276 =15% |
| Health/Medical | 443 =24% |
| Health/Medical | 143 |
| Home Health/Rehab | 57 |
| Insurance | 243 |
| Hurricane | 18 =1% |
| Information Only | 99 =5% |
| Legal | 87 =5% |
| Mental Health/Personal | 407 =22% |
| Active Callers | 236 |
| Mental Health | 29 |
| Personal/Interpersonal | 127 |
| Substance Abuse | 6 |
| Suicide | 9 |
| Transportation | 41 =2% |
| Other | 317 =17% |
| Total | 1,875 |

Together basic needs and financial assistance increased from 28% of the expressed needs to 36% between 2007-2008 and 2008-2009.



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
Indian River County

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 137 | 3 | 2.19% | HOLIDAY ASSISTANCE | 72 | 48 | 66.67% |
| ACTIVE CALLER | 1425 | 4 | 0.28% | HOME HEALTH/REHAB | 72 | 7 | 9.72% |
| ADOPTION/FOSTER CARE | 9 | 0 | | HOUSEHOLD/FURNITURE | 39 | 5 | 12.82% |
| ADMIN | 10 | 0 | | HOUSING | 204 | 24 | 11.76% |
| ANIMALS/ANIMAL CONTROL | 29 | 1 | 3.45% | HURRICANE | 73 | 6 | 8.22% |
| BUSINESS | 7 | 0 | | INFORMATION | 312 | 37 | 11.86% |
| CASE MANAGEMENT | 20 | 0 | | INSURANCE | 356 | 5 | 1.40% |
| CLOTHING | 42 | 8 | 19.05% | LEGAL | 314 | 10 | 3.18% |
| COMPLAINTS | 13 | 0 | | MENTAL HEALTH | 379 | 12 | 3.17% |
| CONSUMER | 69 | 3 | 4.35% | INTERPERSONAL PROBLEMS | 754 | 4 | 0.53% |
| CRISIS LINE/I&R OTHER AREAS | 156 | 0 | | RECREATION/SOCIAL/CLUBS/ORGS | 30 | 2 | 6.67% |
| DAY CARE/CHILD CARE | 68 | 5 | 7.35% | RUNAWAYS/MISSING PERSONS | 4 | 0 | |
| DISABILITIES | 66 | 6 | 9.09% | SAFETY | 5 | 4 | 80.00% |
| DONATIONS INFORMATION | 36 | 2 | 5.56% | SHELTER | 291 | 54 | 18.56% |
| EDUCATION | 61 | 13 | 21.31% | SUBSTANCE ABUSE | 183 | 12 | 6.56% |
| EMERGENCIES | 96 | 2 | 2.08% | SUICIDE | 76 | 0 | |
| EMPLOYMENT | 227 | 6 | 2.64% | SUPPORT GROUPS | 90 | 5 | 5.56% |
| ENVIRONMENT | 11 | 0 | | TEST CALLS | 51 | 0 | |
| FIN. ASSISTANCE & SUPPORT | 2258 | 116 | 5.14% | TRANSLATION/INTERPRETING | 2 | 1 | 50.00% |
| FOOD | 521 | 13 | 2.50% | TRANSPORTATION | 124 | 22 | 17.74% |
| FUNDING AGENCIES | 1 | 1 | 100.00 | VETERANS | 9 | 0 | |
| GANGS/AT-RISK YOUTH | 33 | 4 | 12.12% | VOLUNTEERING | 11 | 0 | |
| GOVERNMENT/TAXES | 168 | 1 | 0.60% | OTHER | 23 | 0 | |
| HEALTH/MEDICAL | 460 | 40 | 8.70% | | | | |

See the regional unmet needs report listing the various reasons why a need might not be met.

Within each major category of need there are often a number of sub-categories of need. For example under Financial Assistance & Support, utility assistance accounted for 58% of the unmet need with 22 of the callers having used up available resources and no program was found to meet the need for another 19 callers. Additionally it should be noted that as a sign of the downturn in economy the unmet financial need was up 73% from last year.

Under Shelter, most of the unmet need was for individual shelter (as compared to family/emergency/other shelter) where no program was found to meet the need in 33 situations.



211 Palm Beach/Treasure Coast Referrals

2008 - 2009
Indian River County

9,733 referrals made to 598 programs

**Top 50 Agencies Receiving Referrals
Represents 85% of all referrals made**

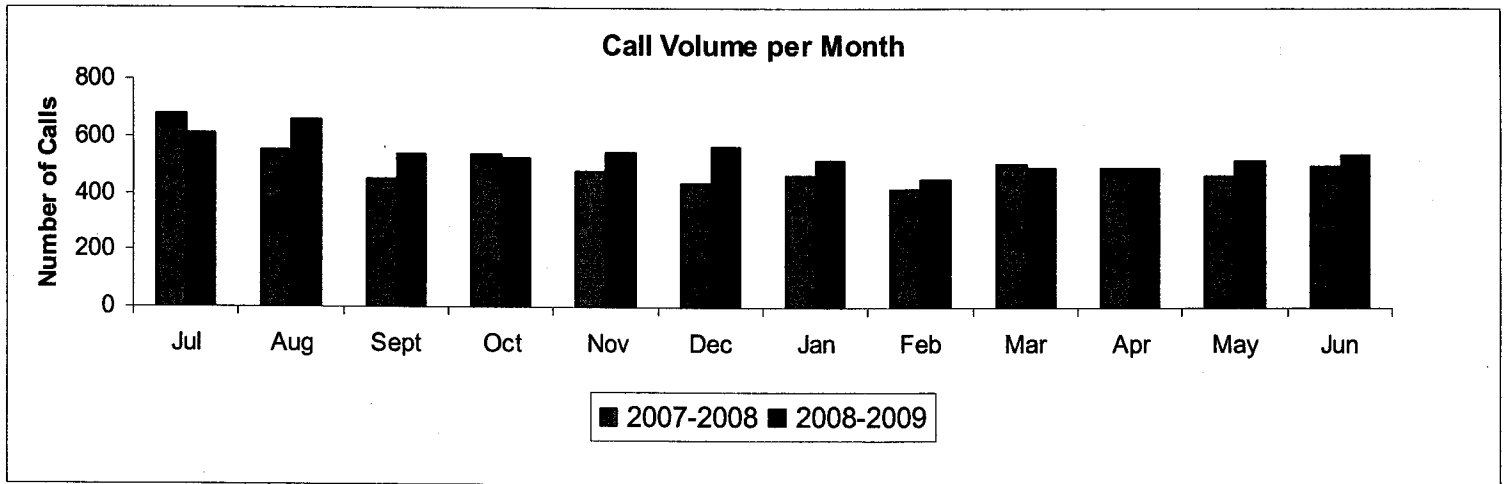
| | | | |
|---------------------------------------------------------|-------|-----------------------------------------------------------|----|
| Indian River County Human Services | 1,606 | U.S. Department of Housing and Urban Development | 49 |
| Economic Opportunities Council of Indian River County | 1,422 | Indian River County Housing Authority | 48 |
| The Salvation Army (Indian River County) | 740 | Consumer Credit Counseling Service | 45 |
| St. Vincent de Paul Society (Vero Beach) | 535 | Safespace, Inc. | 45 |
| St. Vincent de Paul Thrift Store (Wabasso) | 258 | Florida Department of Elder Affairs | 44 |
| Senior Resource Association, Inc. | 239 | Sun and Storm Creative Living Center, LLC | 44 |
| Florida Rural Legal Services, Inc. | 224 | Agency for Workforce Innovation | 40 |
| St. Helen's Catholic Church | 212 | City of Vero Beach | 38 |
| Florida Department of Children & Families | 184 | Hanley Hall | 38 |
| The Food Pantry of Indian River County, Inc. | 167 | Area Agency on Aging - Palm Beach/Treasure Coast, Inc. | 36 |
| New Horizons of the Treasure Coast, Inc. | 144 | Bay Area Legal Services | 34 |
| Florida Department of Children & Families (Circuit 19) | 137 | M.I.S.S. Project (Mothers, Infants, Striving for Success) | 33 |
| Mental Health Association In Indian River County, Inc. | 124 | The Florida Bar | 33 |
| The Source | 123 | Childcare Resources of Indian River, Inc | 32 |
| Crisis Lines/I&R Services in other cities | 117 | Indian River County Sheriff's Office | 32 |
| Workforce Development Board of the Treasure Coast, Inc. | 111 | Treasure Coast Homeless Services Council, Inc. | 32 |
| Homeless Family Center, Inc. | 96 | Alcoholics Anonymous - Indian River County | 31 |
| Roseland United Methodist Church | 94 | Agency for Health Care Administration (West Palm Beach) | 30 |
| Indian River Medical Center | 91 | SHARE Florida | 28 |
| New Direction Counseling | 88 | Early Learning Coalition Indian River Martin Okeechobee | 27 |
| Harvest Food & Outreach Center, Inc. | 86 | Indian River County | 25 |
| Catholic Charities, Diocese of Palm Beach, Inc. | 83 | School District of Indian River County | 25 |
| Indian River County Health Department | 79 | Counseling for Life Changes | 24 |
| Lawnwood Regional Medical Center & Heart Institute | 79 | Social Security Administration (Vero Beach) | 24 |
| Florida Community Health Centers, Inc. | 56 | Port St. Lucie Hospital, Inc. | 23 |

- Just as last year, the top referral sources primarily provide financial assistance and help with basic needs such as food, housing, utility payments and shelter.
- The top 7 referral sources were identical to last year – and appear in the same order.
- The referrals to the Senior Resource Association were for a variety of senior related services including day care, transportation, Meals on Wheels, case management, social entre meals and EHEAEP.
- Referrals to Florida Rural Legal Services center on legal services to low-income persons—covering civil matters except domestic relations.
- St. Helen's offers services which are much in demand – prescriptions, a food pantry, gas vouchers and bus tickets to return to family.



211 Palm Beach/Treasure Coast Demographics

2008 -2009
Martin County



| Call From | |
|-----------------|--------|
| Self | 88.46% |
| Friend/Relative | 9.91% |
| Organization | 1.63% |

Call Volume: 6,455

| Area | |
|-----------------------|--------|
| Stuart | 46.91% |
| Hobe Sound | 10.41% |
| Port Salerno | 0.29% |
| Indiantown | 3.47% |
| Jensen Beach | 17.13% |
| Palm City | 7.96% |
| Unknown Martin County | 13.82% |

| Call Frequency | |
|--------------------------|--------|
| Midnight - 8 AM | 8.32% |
| 8 AM - Noon | 31.86% |
| Noon - 4 PM | 31.61% |
| 4 PM - Midnight | 28.22% |
| Busiest Hour: 10 - 11 AM | |

| Age | |
|------------|--------|
| 0-17 | 2.84% |
| 18-20 | 2.01% |
| 21-34 | 18.00% |
| 35-54 | 33.96% |
| 55-59 | 10.46% |
| 60-69 | 13.28% |
| 70-79 | 5.93% |
| 80-89 | 5.00% |
| 90 & Older | 1.08% |
| Unknown | 7.44% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 56% |
| Counseling | 23% |
| Counseling, Assess & Ref | 3% |
| Information Only | 17% |
| Advocacy/Linkage | < 1% |
| Emergency Intervention | < 1% |

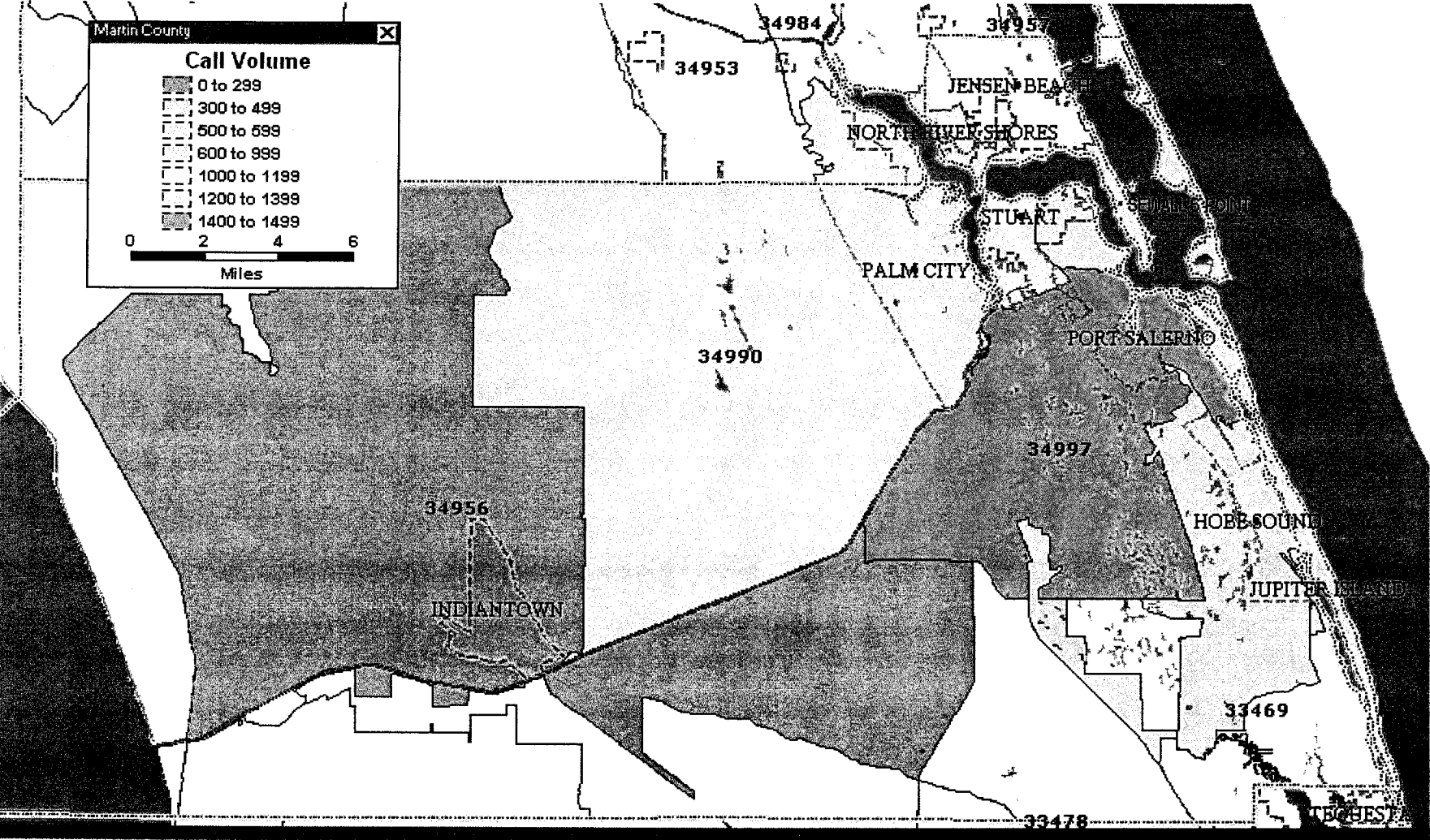
| Race | |
|----------------------|--------|
| American Indian | 0.03% |
| Asian/Pacific Island | 0.11% |
| Black | 11.40% |
| Hispanic | 4.18% |
| Indigenous Alaskan | 0.02% |
| Mixed Race | 1.10% |
| White | 80.00% |
| Unknown | 3.16% |

| Gender | |
|---------|--------|
| Female | 65.78% |
| Male | 33.48% |
| Unknown | 0.74% |

- There was an 8% increase in call volume from 2007-2008 to 2008-2009.

2008 – 2009
Martin County

211 Palm Beach/Treasure Coast
Call Distribution





211 Palm Beach/Treasure Coast Population to Call Volume

2008 - 2009
Martin County

| City | Call Volume | Population | Percent Penetration |
|--------------|--------------|-------------------|---------------------|
| HOBE SOUND | 650 | 16,513 * | 3.936% |
| INDIANTOWN | 224 | 8,992 * | 2.491% |
| JENSEN BEACH | 1,082 | 19,161 * | 5.647% |
| PALM CITY | 512 | 23,762 * | 2.155% |
| STUART | 2,972 | 58,671 * | 5.066% |
| UNKNOWN CITY | 1015 | N/A | N/A |
| Total | 6,455 | 126,731 ** | 5.093% |

* This report compares call volume and population statistics from the 2000 Census, but due to the cross geographical nature of zip codes, the data does not exactly match that of the U.S. census for cities or counties.

** County population total obtained by the data supplied by the 2000 Census by the U.S. Census Bureau

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
Martin County

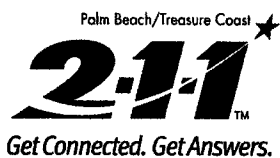
| Problem/Needs - All Ages | |
|-------------------------------|-------------------|
| Basic Needs | 996 =13% |
| Clothing | 24 |
| Food | 465 |
| Household/Furniture | 31 |
| Housing | 226 |
| Shelter | 250 |
| Financial Assistance | 1,287 =17% |
| Health/Medical | 1,051 =14% |
| Health/Medical | 528 |
| Home Health/Rehab | 106 |
| Insurance | 417 |
| Hurricane | 103 =1% |
| Information Only | 281 =4% |
| Legal | 277 =4% |
| Mental Health/Personal | 2,302 =31% |
| Active Callers | 825 |
| Mental Health | 411 |
| Personal/Interperson | 812 |
| Substance Abuse | 182 |
| Suicide | 72 |
| Transportation | 111 =1% |
| Other | 1,132 =15% |
| Total | 7,540 |

| Problem/Needs Age 0-20 | |
|-------------------------------|-----------------|
| Basic Needs | 56 =15% |
| Clothing | 5 |
| Food | 14 |
| Household/Furniture | 3 |
| Housing | 13 |
| Shelter | 21 |
| Financial Assistance | 23 =6% |
| Health/Medical | 37 =10% |
| Health/Medical | 27 |
| Insurance | 10 |
| Hurricane | 4 =1% |
| Information Only | 12 =3% |
| Legal | 20 =5% |
| Mental Health/Personal | 133 =35% |
| Mental Health | 48 |
| Personal/Interperson | 47 |
| Substance Abuse | 27 |
| Suicide | 11 |
| Transportation | 3 =1% |
| Other | 96 =25% |
| Total | 384 |

| Problem/Needs Age 21-59 | |
|-------------------------------|-------------------|
| Basic Needs | 670 =14% |
| Clothing | 14 |
| Food | 312 |
| Household/Furniture | 18 |
| Housing | 137 |
| Shelter | 189 |
| Financial Assistance | 975 =21% |
| Health/Medical | 435 =9% |
| Health/Medical | 306 |
| Home Health/Rehab | 10 |
| Insurance | 119 |
| Hurricane | 57 =1% |
| Information Only | 139 =3% |
| Legal | 158 =3% |
| Mental Health/Personal | 1,705 =36% |
| Active Callers | 613 |
| Mental Health | 284 |
| Personal/Interperson | 627 |
| Substance Abuse | 131 |
| Suicide | 50 |
| Transportation | 46 =1% |
| Other | 567 =12% |
| Total | 4,752 |

| Problem/Needs 60 & Older | |
|-------------------------------|-----------------|
| Basic Needs | 192 =10% |
| Clothing | 1 |
| Food | 114 |
| Household/Furniture | 8 |
| Housing | 60 |
| Shelter | 9 |
| Financial Assistance | 236 =13% |
| Health/Medical | 516 =28% |
| Health/Medical | 152 |
| Home Health/Rehab | 96 |
| Insurance | 268 |
| Hurricane | 24 =1% |
| Information Only | 85 =5% |
| Legal | 84 =4% |
| Mental Health/Personal | 357 =19% |
| Active Callers | 212 |
| Mental Health | 36 |
| Personal/Interperson | 97 |
| Substance Abuse | 8 |
| Suicide | 4 |
| Transportation | 53 =3% |
| Other | 323 =17% |
| Shelter | 3 |
| Total | 1,870 |

Together basic needs and financial assistance increased from 23% of the expressed needs to 30% between 2007-2008 and 2008-2009.



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
Martin County

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 117 | 3 | 2.56% | HEALTH/MEDICAL | 528 | 44 | 8.33% |
| ACTIVE CALLER | 825 | 1 | 0.12% | HOLIDAY ASSISTANCE | 27 | 10 | 37.04% |
| ADOPTION/FOSTER CARE | 5 | 1 | 20.00% | HOME HEALTH/REHAB | 106 | 2 | 1.89% |
| ADMIN | 18 | 0 | | HOMELESS | 13 | 2 | 15.38% |
| ANIMALS/ANIMAL CONTROL | 48 | 1 | 2.08% | HOUSEHOLD/FURNITURE | 31 | 2 | 6.45% |
| BUSINESS | 1 | 0 | | HOUSING | 226 | 24 | 10.62% |
| CASE MANAGEMENT | 27 | 1 | 3.70% | HURRICANE | 103 | 9 | 8.74% |
| CLOTHING | 24 | 1 | 4.17% | INFORMATION | 281 | 29 | 10.32% |
| COMPLAINTS | 11 | 1 | 9.09% | INSURANCE | 417 | 11 | 2.64% |
| CONSUMER | 40 | 0 | | LEGAL | 277 | 8 | 2.89% |
| CRISIS LINE/I&R OTHER AREAS | 28 | 0 | | MENTAL HEALTH | 411 | 16 | 3.89% |
| DAY CARE/CHILD CARE | 32 | 3 | 9.38% | INTERPERSONAL PROBLEMS | 812 | 5 | 0.62% |
| DIRECTORY | 2 | 0 | | RECREATION/SOCIAL/CLUBS/ORGS | 41 | 4 | 9.76% |
| DISABILITIES | 72 | 3 | 4.17% | RUNAWAYS/MISSING PERSONS | 4 | 0 | |
| DONATIONS INFORMATION | 58 | 7 | 12.07% | SAFETY | 1 | 0 | |
| EDUCATION | 37 | 4 | 10.81% | SHELTER | 237 | 49 | 20.68% |
| EMERGENCIES | 87 | 2 | 2.30% | SUBSTANCE ABUSE | 182 | 11 | 6.04% |
| EMPLOYMENT | 120 | 3 | 2.50% | SUICIDE | 72 | 1 | 1.39% |
| ENVIRONMENT | 15 | 2 | 13.33% | SUPPORT GROUPS | 96 | 10 | 10.42% |
| FIN. ASSISTANCE & SUPPORT | 1287 | 69 | 5.36% | TEST CALLS | 32 | 0 | |
| FOOD | 465 | 15 | 3.23% | TRANSPORTATION | 111 | 16 | 14.41% |
| GANGS/AT-RISK YOUTH | 12 | 1 | 8.33% | VETERANS | 13 | 0 | |
| GOVERNMENT/TAXES | 167 | 9 | 5.39% | VOLUNTEERING | 21 | 1 | 4.76% |

See the regional unmet needs report listing the various reasons why a need might not be met.

Within each major category of need there are often a number of sub-categories of need. For example almost half of the unmet financial need was for utility assistance with rental assistance making up an additional 26%. Further, it should be noted that as a sign of the downturn in economy the unmet financial need more than doubled from last year.

Under Shelter, most of the unmet need was for individual shelter (as compared to family shelter) where no program was found to meet the need in 36 situations. The unmet need for medical services was across a variety of needs from dental care to general medical care/treatment/service to physician referral and prescription drugs.



211 Palm Beach/Treasure Coast Referrals

2008 - 2009
Martin County

7,221 referrals made to 700 programs

Top 50 Agencies Receiving Referrals
Represents 80% of all referrals made

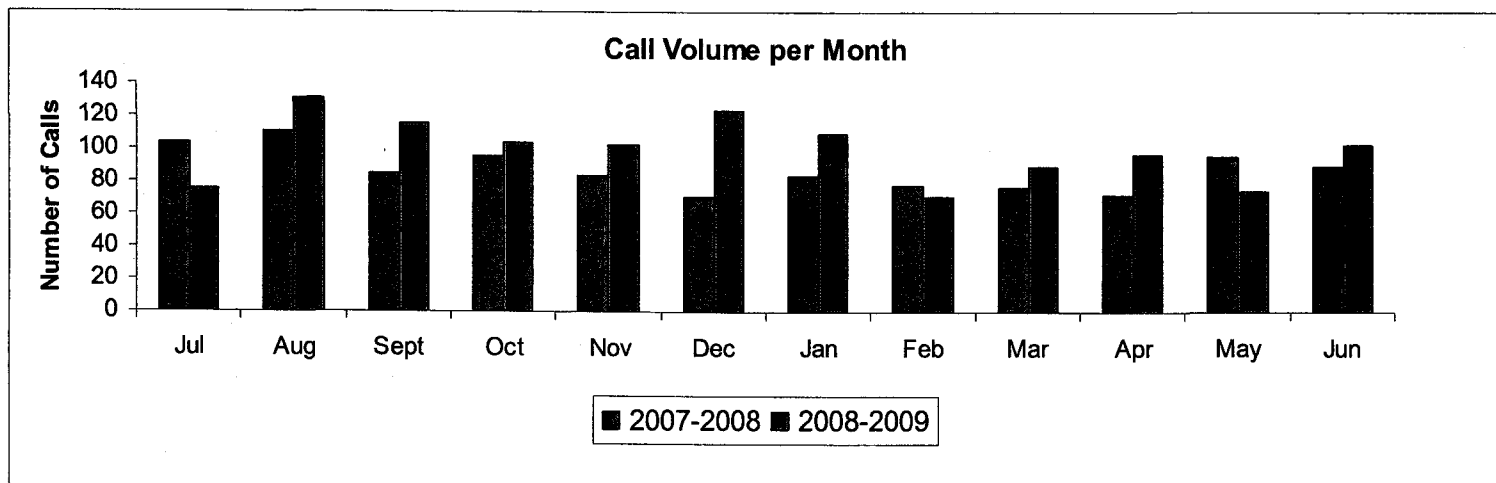
| | | | |
|-----------------------------------------------------------|-------|---------------------------------------------------------|----|
| Martin County Health and Human Services | 1,110 | City of Stuart | 40 |
| House of Hope, Inc. | 803 | Safespace, Inc. | 38 |
| The Salvation Army (Martin County) | 586 | Social Security Administration (Port St Lucie) | 38 |
| Council on Aging of Martin County, Inc. | 220 | U.S. Department of Housing and Urban Development | 37 |
| Florida Rural Legal Services, Inc. | 183 | Agency for Health Care Administration (West Palm Beach) | 35 |
| Florida Department of Children & Families (Circuit 19) | 163 | Free Meals in Martin County | 34 |
| New Horizons of the Treasure Coast, Inc. | 159 | Martin County Sheriff's Office | 34 |
| Florida Department of Children & Families | 152 | Port St. Lucie Hospital, Inc. | 34 |
| The Agricultural and Labor Program, Inc. | 132 | St. Vincent de Paul Society - Hobe Sound | 34 |
| First United Methodist Church Of Stuart | 100 | 19th Judicial Circuit | 33 |
| Florida Community Health Centers, Inc. | 99 | The Florida Bar | 31 |
| Good Shepherd Community Outreach, Inc. | 99 | Catholic Charities, Diocese of Palm Beach, Inc. | 30 |
| Martin County Health Department | 96 | Counseling Services | 29 |
| Catholic Charities of Martin County | 80 | The Sixth Day Homeless Family Center | 29 |
| Housing Authority of Stuart, Inc. | 80 | Tykes & Teens, Inc. | 27 |
| Lawnwood Regional Medical Center & Heart Institute | 76 | Internal Revenue Service | 25 |
| Coalition for Independent Living Options, Inc. | 67 | Access Florida Neighborhood Locations | 24 |
| Workforce Development Board of the Treasure Coast, Inc. | 62 | Indian River Medical Center | 24 |
| Martin County Board of County Commissioners | 58 | Martin Memorial Health Systems, Inc. | 24 |
| Volunteers in Medicine Clinic, Inc. | 58 | Bay Area Legal Services | 23 |
| Homeless Family Center, Inc. | 53 | Suncoast Mental Health Center, Inc. | 23 |
| M.I.S.S. Project (Mothers, Infants, Striving for Success) | 53 | Alcoholics Anonymous - Intergroup of Martin County | 22 |
| Consumer Credit Counseling Service | 46 | The Next Step Center, Inc. | 22 |
| Comprehensive Alcoholism Rehabilitation Programs, Inc. | 44 | Agency for Workforce Innovation | 21 |
| Area Agency on Aging - Palm Beach/Treasure Coast, Inc. | 40 | United Way of Martin County | 21 |

- Just as last year, the top referral sources primarily provide financial assistance and help with basic needs such as food, housing, utility payments and shelter.
- The referrals to the Council on Aging of Martin County were for a variety of senior related services including daycare, caregiver support, congregate meals, Meals on Wheels, and EHEAEP.
- Referrals to Florida Rural Legal Services center on legal services to low-income persons—covering civil matters except domestic relations.
- Callers were referred to the Florida Department of Children & Families for food stamps and Medicaid.
- New Horizons of the Treasure Coast provides a broad range of mental and drug abuse services.
- The Agriculture and Labor Program administers LIHEAP (Low-Income Emergency Assistance Program).



211 Palm Beach/Treasure Coast Demographics

2008 - 2009
Okeechobee County



| Call From | |
|-----------------|--------|
| Self | 88.26% |
| Friend/Relative | 9.48% |
| Organization | 2.27% |

| Geographic Area | |
|---------------------------|-------|
| Okeechobee | 87.25 |
| Unknown Okeechobee County | 12.75 |

Call Volume: 1,192

| Call Frequency | |
|--------------------------|--------|
| Midnight - 8 AM | 9.56% |
| 8 AM - Noon | 36.91% |
| Noon - 4 PM | 31.80% |
| 4 PM - Midnight | 21.73% |
| Busiest Hour: 10 - 11 AM | |

| Age | |
|------------|--------|
| 0-17 | 2.43% |
| 18-20 | 2.43% |
| 21-34 | 24.50% |
| 35-54 | 32.72% |
| 55-59 | 7.13% |
| 60-69 | 9.98% |
| 70-79 | 7.38% |
| 80-89 | 3.86% |
| 90 & Older | 0.76% |
| Unknown | 8.81% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 67% |
| Counseling | 14% |
| Counseling, Assess & Ref | 3% |
| Information Only | 15% |
| Advocacy/Linkage | 1% |
| Emergency Intervention | < 1% |

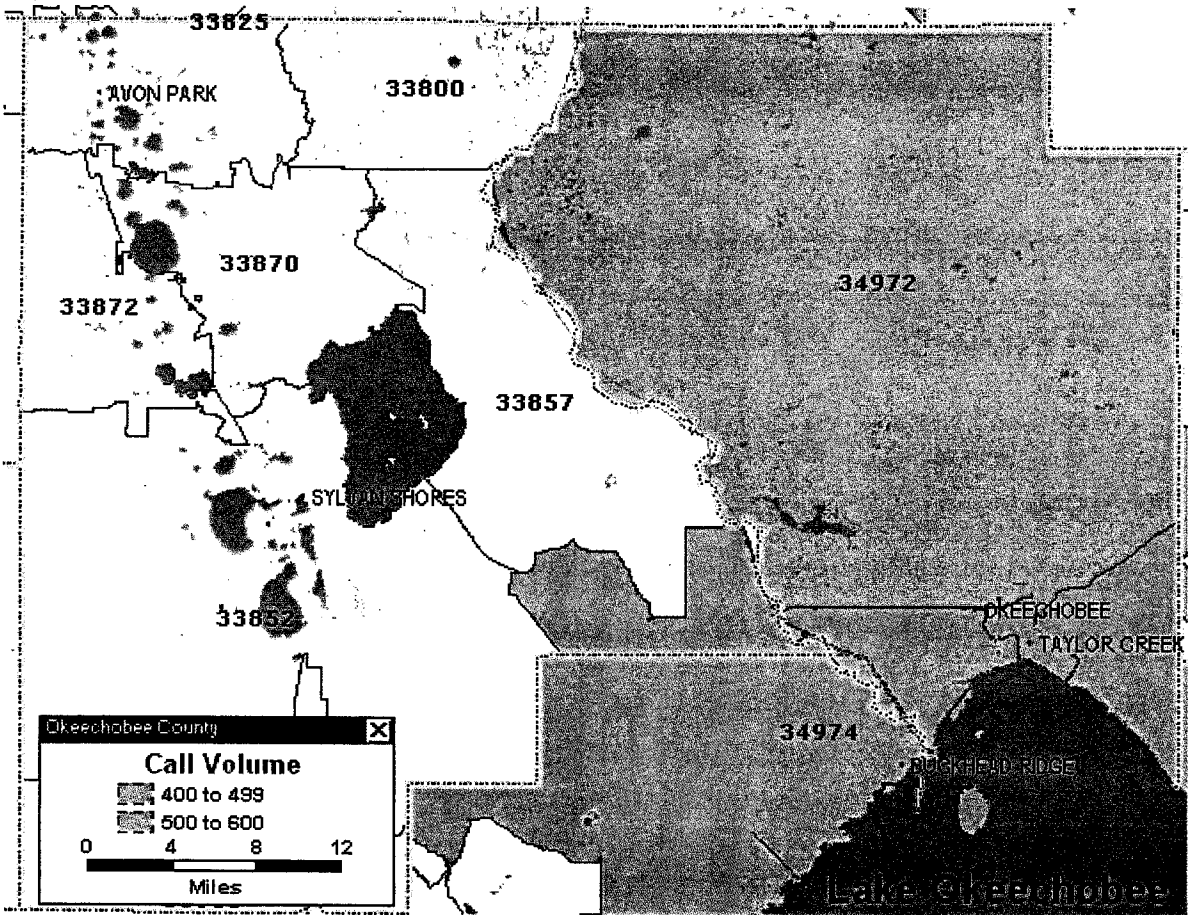
| Race | |
|----------------------|--------|
| Asian/Pacific Island | 0.08% |
| Black | 10.32% |
| Hispanic | 4.03% |
| Indigenous Alaskan | 0.08% |
| Mixed Race | 1.59% |
| White | 80.20% |
| Unknown | 3.69% |

| Gender | |
|---------|--------|
| Female | 70.89% |
| Male | 28.44% |
| Unknown | 0.67% |

- Call volume increased by 14% between 2007-2008 and 2008-2009.

2008 – 2009
Okeechobee County

211 Palm Beach/Treasure Coast
Call Distribution





211 Palm Beach/Treasure Coast Population to Call Volume

2008 - 2009
Okeechobee County

| City | Call Volume | Population | Percent Penetration |
|--------------|--------------|------------------|---------------------|
| OKEECHOBEE | 1,001 | 39,604 * | 2.528% |
| UNKNOWN CITY | 191 | N/A | N/A |
| Total | 1,192 | 35,910 ** | 3.319% |

* This report compares call volume and population statistics from the 2000 Census, but due to the cross geographical nature of zip codes, the data does not exactly match that of the U.S. census for cities or counties.

** County population total obtained by the data supplied by the 2000 Census by the U.S. Census Bureau

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
 Okeechobee County

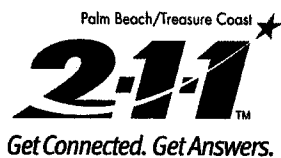
| Problem/Needs - All Ages | |
|-------------------------------|-----------------|
| Basic Needs | 215 =15% |
| Clothing | 14 |
| Food | 110 |
| Household/Furniture | 10 |
| Housing | 34 |
| Shelter | 47 |
| Financial Assistance | 430 =30% |
| Health/Medical | 222 =15% |
| Health/Medical | 94 |
| Home Health/Rehab | 32 |
| Insurance | 96 |
| Hurricane | 15 =1% |
| Information Only | 51 =4% |
| Legal | 43 =3% |
| Mental Health/Personal | 276 =19% |
| Active Callers | 7 |
| Mental Health | 56 |
| Personal/Interperson | 167 |
| Substance Abuse | 30 |
| Suicide | 16 |
| Transportation | 15 =1% |
| Other | 185 =13% |
| Total | 1,452 |

| Problem/Needs Age 0-20 | |
|-------------------------------|----------------|
| Basic Needs | 14 =20% |
| Clothing | 1 |
| Food | 5 |
| Household/Furniture | 1 |
| Housing | 3 |
| Shelter | 4 |
| Financial Assistance | 14 =20% |
| Health/Medical | 6 =9% |
| Health/Medical | 6 |
| Mental Health/Personal | 20 =29% |
| Mental Health | 4 |
| Personal/Interperson | 8 |
| Substance Abuse | 3 |
| Suicide | 5 |
| Other | 16 =23% |
| Total | 70 |

| Problem/Needs Age 21-59 | |
|-------------------------------|-----------------|
| Basic Needs | 145 =15% |
| Clothing | 11 |
| Food | 68 |
| Household/Furniture | 8 |
| Housing | 22 |
| Shelter | 36 |
| Financial Assistance | 328 =35% |
| Health/Medical | 82 =9% |
| Health/Medical | 50 |
| Home Health/Rehab | 2 |
| Insurance | 30 |
| Hurricane | 9 =1% |
| Information Only | 33 =4% |
| Legal | 27 =3% |
| Mental Health/Personal | 196 =21% |
| Active Callers | 7 |
| Mental Health | 42 |
| Personal/Interperson | 113 |
| Substance Abuse | 26 |
| Suicide | 8 |
| Transportation | 9 =1% |
| Other | 108 =12% |
| Total | 937 |

| Problem/Needs 60 & Older | |
|-------------------------------|-----------------|
| Basic Needs | 37 =12% |
| Clothing | 1 |
| Food | 27 |
| Household/Furniture | 1 |
| Housing | 7 |
| Shelter | 1 |
| Financial Assistance | 67 =21% |
| Health/Medical | 123 =39% |
| Health/Medical | 32 |
| Home Health/Rehab | 30 |
| Insurance | 61 |
| Hurricane | 4 =1% |
| Information Only | 11 =3% |
| Legal | 12 =4% |
| Mental Health/Personal | 20 =6% |
| Mental Health | 3 |
| Personal/Interperson | 17 |
| Transportation | 6 =2% |
| Other | 38 =12% |
| Total | 318 |

Unlike the other counties in the 211 service area – last year to this – there was not a large increase in basic needs or requests for financial assistance as a percentage of total needs in Okeechobee County.



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
Okeechobee County

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 16 | 0 | | HEALTH/MEDICAL | 94 | 10 | 10.64% |
| ACTIVE CALLER | 7 | 0 | | HOLIDAY ASSISTANCE | 18 | 12 | 66.67% |
| ADOPTION/FOSTER CARE | 2 | 0 | | HOME HEALTH/REHAB | 32 | 1 | 3.13% |
| ADMIN | 2 | 1 | 50.00% | HOUSEHOLD/FURNITURE | 10 | 1 | 10.00% |
| BUSINESS | 2 | 0 | | HOUSING | 34 | 5 | 14.71% |
| CASE MANAGEMENT | 3 | 0 | | HURRICANE | 15 | 2 | 13.33% |
| CLOTHING | 14 | 0 | | INFORMATION | 51 | 6 | 11.76% |
| COMPLAINTS | 3 | 0 | | INSURANCE | 96 | 2 | 2.08% |
| CONSUMER | 9 | 0 | | LEGAL | 43 | 1 | 2.33% |
| CRISIS LINE/I&R OTHER AREAS | 10 | 2 | 20.00% | MENTAL HEALTH | 56 | 1 | 1.79% |
| DAY CARE/CHILD CARE | 6 | 1 | 16.67% | INTERPERSONAL PROBLEMS | 167 | 3 | 1.80% |
| DISABILITIES | 13 | 0 | | RECREATION/SOCIAL/CLUBS/ORGS | 9 | 1 | 11.11% |
| DONATIONS INFORMATION | 1 | 0 | | RUNAWAYS/MISSING PERSONS | 1 | 0 | |
| EDUCATION | 1 | 1 | 100.00% | SHELTER | 47 | 8 | 17.02% |
| EMERGENCIES | 8 | 0 | | SUBSTANCE ABUSE | 30 | 3 | 10.00% |
| EMPLOYMENT | 12 | 1 | 8.33% | SUICIDE | 16 | 0 | |
| ENVIRONMENT | 3 | 0 | | SUPPORT GROUPS | 10 | 1 | 10.00% |
| FIN. ASSISTANCE & SUPPORT | 430 | 84 | 19.53% | TEST CALLS | 23 | 0 | |
| FOOD | 110 | 4 | 3.64% | TRANSPORTATION | 15 | 6 | 40.00% |
| GANGS/AT-RISK YOUTH | 2 | 0 | | VETERANS | 1 | 0 | |
| GOVERNMENT/TAXES | 27 | 1 | 3.70% | VOLUNTEERING | 3 | 1 | 33.33% |

See the regional unmet needs report listing the various reasons why a need might not be met.

Within each major category of need there are often a number of sub-categories of need. For example 49% of the unmet financial need was for utility assistance where no program was found to meet the need in 20 out of 41 situations. In eleven additional situations the caller had used up available resources for utility assistance. Rental assistance accounted for an additional 34% of the Financial Assistance & Support unmet need where no program was found to meet the need in 21 out of 29 situations.



211 Palm Beach/Treasure Coast Referrals

2008 -2009
Okeechobee County

1,242 referrals made to 258 programs

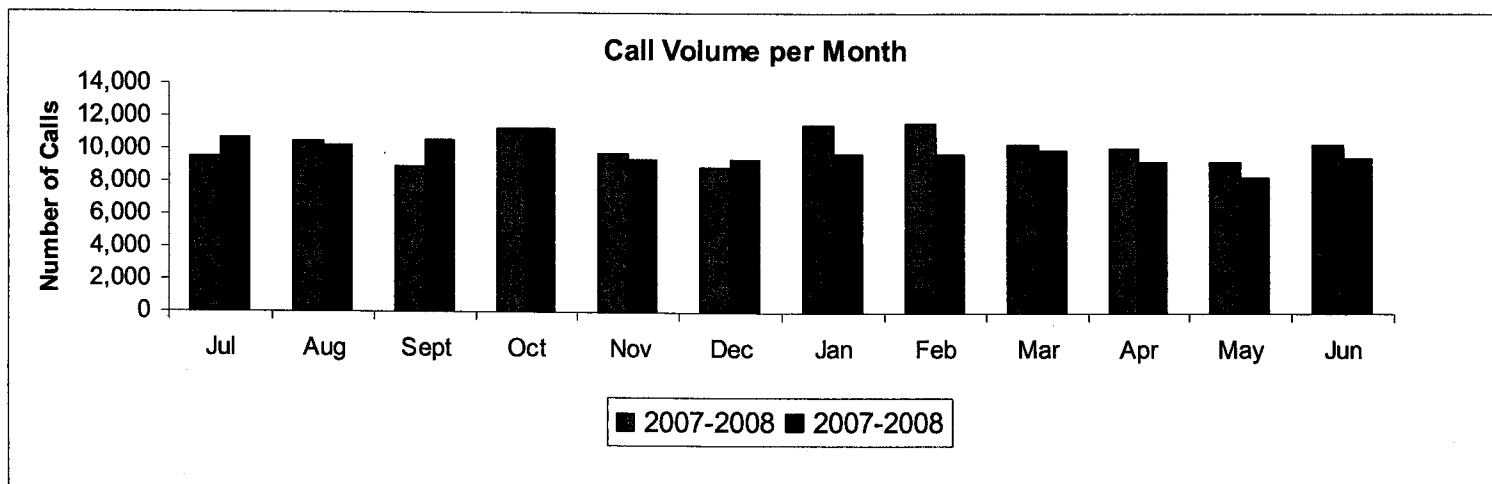
**Top 50 Agencies Receiving Referrals
Represents 83% of all referrals made**

| | | | |
|---------------------------------------------------------|-----|---------------------------------------------------------|---|
| The Salvation Army (Okeechobee County) | 258 | Social Security Administration (Port St Lucie) | 5 |
| Economic Opportunities Council of Indian River County | 155 | The Florida Bar | 5 |
| Big Lake Missions Outreach | 66 | Together Rx Access LLC | 5 |
| Okeechobee Senior Services | 45 | Agency for Health Care Administration (West Palm Beach) | 4 |
| Florida Department of Children & Families | 40 | Bay Area Legal Services | 4 |
| Florida Rural Legal Services, Inc. | 35 | Crisis Lines/I&R Services in other cities | 4 |
| New Horizons of the Treasure Coast, Inc. | 32 | Easy Living Lifeline Program | 4 |
| Coalition for Independent Living Options, Inc. | 25 | Florida Department of Financial Services | 4 |
| Okeechobee County | 24 | Fort Pierce Housing Authority | 4 |
| Florida Community Health Centers, Inc. | 22 | Legacy Behavioral Health Center, Inc. | 4 |
| Florida Department of Children & Families (Circuit 19) | 22 | Oakwood Center of the Palm Beaches, Inc. | 4 |
| Homeless Family Center, Inc. | 19 | Okeechobee County Sheriff's Office | 4 |
| Area Agency on Aging - Palm Beach/Treasure Coast, Inc. | 18 | Port St. Lucie Hospital, Inc. | 4 |
| Okeechobee County Health Department | 15 | Safespace, Inc. | 4 |
| Lawnwood Regional Medical Center & Heart Institute | 14 | American Cancer Society, IRC Unit | 3 |
| Faith Farm Ministries of Okeechobee | 11 | Catholic Charities of Martin County | 3 |
| Martha's House | 11 | Children's Home Society of Florida (Treasure Coast) | 3 |
| CSI - Caring for Seniors, Inc. | 7 | Comprehensive Alcoholism Rehabilitation Programs, Inc. | 3 |
| The Sixth Day Homeless Family Center | 7 | Counseling and Recovery Center, Inc | 3 |
| Workforce Development Board of the Treasure Coast, Inc. | 7 | CSI Private Duty Services, Inc. | 3 |
| Florida Housing Finance Corporation | 6 | Division of Consumer Services (State of Florida) | 3 |
| U.S. Department of Housing and Urban Development | 6 | Drug Abuse Treatment Association | 3 |
| City of Okeechobee | 5 | ElderCare at Home, Inc. | 3 |
| Cover Florida Health Care Access Program | 5 | Florida Commission for the Transportation Disadvantaged | 3 |
| Envision Pharmaceutical Services, Inc. | 5 | Florida Department of Elder Affairs | 3 |

- The top two referrals provide financial assistance or help with basic needs such as food or clothing.
- Big Lake Missions Outreach provides a food pantry, hot meals, a clothing closet and personal hygiene items, referrals, all household items except furniture, school supplies and a toy drive.
- Medicare information and counseling was provided through the Florida Department of Elder Affairs SHINE Program.
- Okeechobee Senior Services provides a variety of services for seniors including congregate meals, personal care and respite services.
- Callers were referred to the Florida Department of Children & Family Services for food stamps and Medicaid.

211 Palm Beach/Treasure Coast Demographics

2008 - 2009
 Palm Beach County



| Call From | |
|-----------------|--------|
| Self | 88.92% |
| Friend/Relative | 9.06% |
| Organization | 2.02% |

Call Volume: 118,430

| Geographic Area | |
|---------------------------|--------|
| North | 6.59% |
| Central Coastal | 50.86% |
| South | 23.27% |
| Glades | 1.64% |
| West Suburban | 6.50% |
| Unknown Palm Beach County | 11.14% |

| Call Frequency | |
|------------------------|--------|
| Midnight - 8 AM | 7.22% |
| 8 AM - Noon | 35.30% |
| Noon - 4 PM | 34.41% |
| 4 PM - Midnight | 23.07% |
| Busiest Hour: 11- Noon | |

| Age | |
|------------|--------|
| 0-17 | 3.40% |
| 18-20 | 3.36% |
| 21-34 | 21.61% |
| 35-54 | 32.90% |
| 55-59 | 6.30% |
| 60-69 | 8.99% |
| 70-79 | 6.35% |
| 80-89 | 6.58% |
| 90 & Older | 1.57% |
| Unknown | 8.93% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 57% |
| Counseling | 11% |
| Counseling, Assess & Ref | 2% |
| Information Only | 28% |
| Advocacy/Linkage | 1% |
| Emergency Intervention | < 1% |

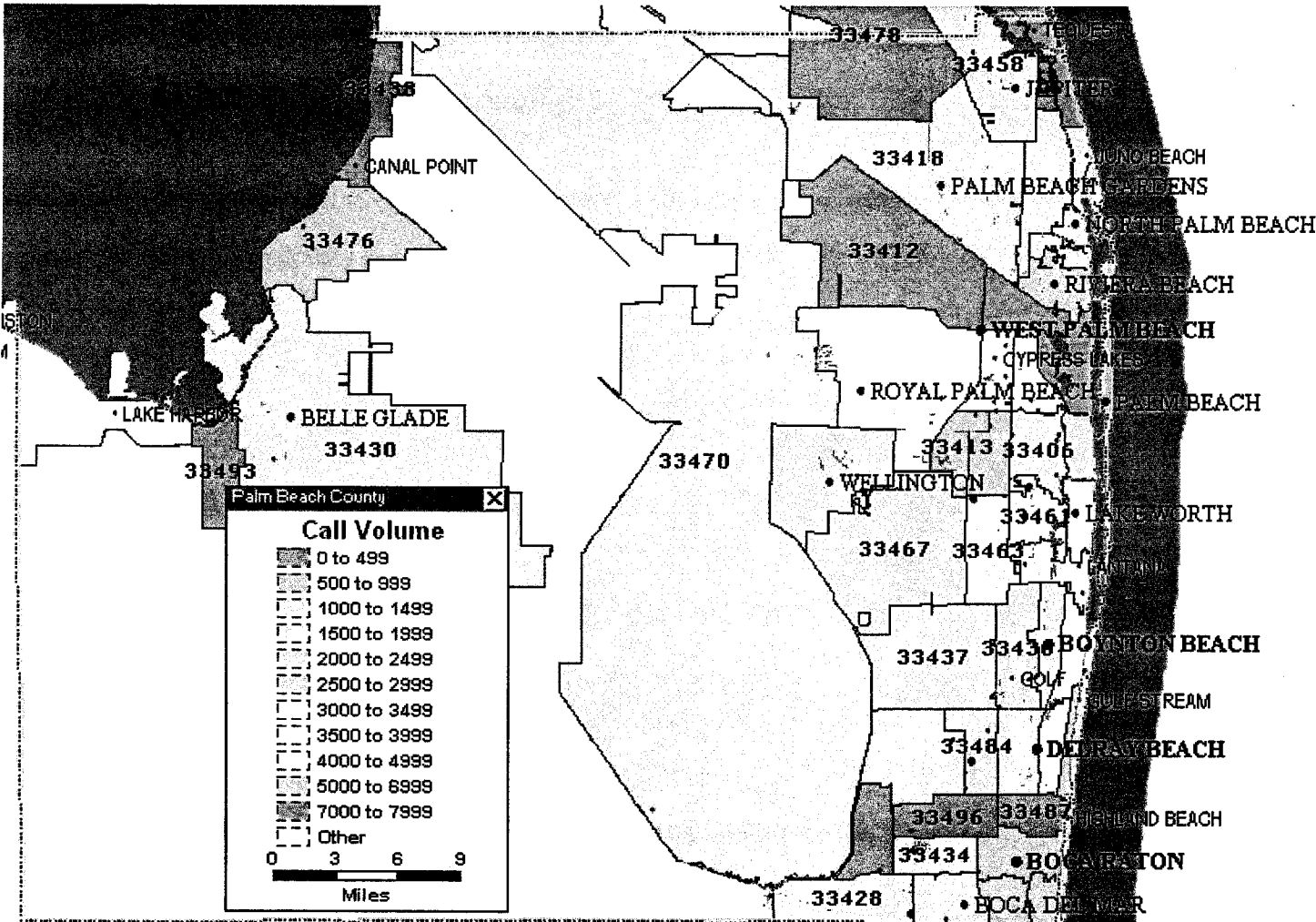
| Race | |
|----------------------|--------|
| American Indian | 0.19% |
| Asian/Pacific Island | 0.20% |
| Black | 27.08% |
| Hispanic | 9.31% |
| Indigenous Alaskan | 0.02% |
| Mixed Race | 1.56% |
| White | 58.07% |
| Unknown | 3.58% |

| Gender | |
|---------|--------|
| Female | 66.49% |
| Male | 32.25% |
| Unknown | 1.26% |

- Call volume decreased 2.8% between 2007-2008 and 2008-2009. See the explanation in Regional Demographics.

2008 – 2009
Palm Beach County

211 Palm Beach/Treasure Coast
Call Distribution



www.211palmbeach.org



211 Palm Beach/Treasure Coast Population to Call Volume

2008 - 2009
Palm Beach County

| City | Call Volume | Population | Percent Penetration |
|--------------------|----------------|---------------------|---------------------|
| BELLE GLADE | 1,163 | 21,244 * | 5.474% |
| BOCA RATON | 8,542 | 207,845 * | 4.110% |
| BOYNTON BEACH | 9,404 | 120,883 * | 7.779% |
| CANAL POINT | 88 | 780 * | 11.282% |
| DELRAY BEACH | 9,042 | 101,619 * | 8.898% |
| JUPITER | 3,035 | 70,832 * | 4.285% |
| LAKE WORTH | 18,754 | 175,939 * | 10.659% |
| LOXAHATCHEE | 1,037 | 19,103 * | 5.428% |
| NORTH PALM BEACH | 1,923 | 17,086 * | 11.255% |
| PAHOKEE | 522 | 8,456 * | 6.173% |
| PALM BEACH | 273 | 11,200 * | 2.438% |
| PALM BEACH GARDENS | 2,816 | 41,834 * | 6.731% |
| RIVIERA BEACH | 7,092 | 31,733 * | 22.349% |
| ROYAL PALM BEACH | 4,410 | 21,523 * | 20.490% |
| SOUTH BAY | 167 | 3,895 * | 4.288% |
| WELLINGTON | 2,235 | 46,604 * | 4.796% |
| WEST PALM BEACH | 33,561 | 235,811 * | 14.232% |
| UNKNOWN | 14,350 | N/A | N/A |
| Total | 118,430 | 1,131,184 ** | 10.470% |

* This report compares call volume and population statistics from the 2000 Census, but due to the cross geographical nature of zip codes, the data does not exactly match that of the U.S. census for cities or counties.

** County population total obtained by the data supplied by the 2000 Census by the U.S. Census Bureau

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
Palm Beach County

| Problem/Needs - All Ages | |
|-------------------------------|--------------------|
| Basic Needs | 31,868 =23% |
| Clothing | 666 |
| Food | 9,400 |
| Household/Furniture | 680 |
| Housing | 4,847 |
| Shelter | 16,275 |
| Financial Assistance | 30,406 =22% |
| Health/Medical | 14,461 =10% |
| Health/Medical | 6,621 |
| Home Health/Rehab | 2,724 |
| Insurance | 5,116 |
| Hurricane | 325 =0% |
| Information Only | 7,500 =5% |
| Legal | 4,563 =3% |
| Mental Health/Personal | 21,658 =16% |
| Active Callers | 6,363 |
| Mental Health | 4,599 |
| Personal/Interperson | 7,530 |
| Substance Abuse | 2,304 |
| Suicide | 862 |
| Transportation | 2,688 =2% |
| Other | 24,383 =18% |
| Total | 137,852 |

| Problem/Needs Age 0-20 | |
|-------------------------------|-------------------|
| Basic Needs | 2,066 =22% |
| Clothing | 100 |
| Food | 407 |
| Household/Furniture | 84 |
| Housing | 265 |
| Shelter | 1,210 |
| Financial Assistance | 885 =9% |
| Health/Medical | 894 =9% |
| Health/Medical | 692 |
| Home Health/Rehab | 19 |
| Insurance | 183 |
| Hurricane | 39 =0% |
| Information Only | 382 =4% |
| Legal | 202 =2% |
| Mental Health/Personal | 2,308 =24% |
| Active Callers | 89 |
| Mental Health | 765 |
| Personal/Interperson | 994 |
| Substance Abuse | 319 |
| Suicide | 141 |
| Transportation | 106 =1% |
| Other | 2,570 =27% |
| Total | 9,452 |

| Problem/Needs Age 21-59 | |
|-------------------------------|--------------------|
| Basic Needs | 22,615 =27% |
| Clothing | 486 |
| Food | 5,611 |
| Household/Furniture | 483 |
| Housing | 2,819 |
| Shelter | 13,216 |
| Financial Assistance | 22,999 =27% |
| Health/Medical | 5,094 =6% |
| Health/Medical | 3,307 |
| Home Health/Rehab | 211 |
| Insurance | 1,576 |
| Hurricane | 123 =0% |
| Information Only | 3,635 =4% |
| Legal | 2,434 =3% |
| Mental Health/Personal | 14,054 =17% |
| Active Callers | 4,308 |
| Mental Health | 3,032 |
| Personal/Interperson | 4,480 |
| Substance Abuse | 1,684 |
| Suicide | 550 |
| Transportation | 1,121 =1% |
| Other | 11,959 =14% |
| Total | 84,034 |

| Problem/Needs 60 & Older | |
|-------------------------------|-------------------|
| Basic Needs | 4,653 =14% |
| Clothing | 41 |
| Food | 2,712 |
| Household/Furniture | 63 |
| Housing | 1,383 |
| Shelter | 454 |
| Financial Assistance | 4,793 =15% |
| Health/Medical | 7,473 =23% |
| Health/Medical | 2,063 |
| Home Health/Rehab | 2,384 |
| Insurance | 3,026 |
| Hurricane | 94 =0% |
| Information Only | 2,108 =6% |
| Legal | 1,626 =5% |
| Mental Health/Personal | 4,053 =12% |
| Active Callers | 1,933 |
| Mental Health | 455 |
| Personal/Interperson | 1,506 |
| Substance Abuse | 99 |
| Suicide | 60 |
| Transportation | 1,220 =4% |
| Other | 6,580 =20% |
| Total | 32,600 |

Together basic needs and financial assistance increased from 36% of the expressed needs to 45% between 2007-2008 and 2008-2009.



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
Palm Beach County

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 1897 | 40 | 2.11% | HEALTH/MEDICAL | 6621 | 306 | 4.62% |
| ACTIVE CALLER | 6363 | 13 | 0.20% | HOLIDAY ASSISTANCE | 1224 | 292 | 23.86% |
| ADOPTION/FOSTER CARE | 86 | 2 | 2.33% | HOME HEALTH/REHAB | 2724 | 126 | 4.63% |
| ADMIN | 474 | 13 | 2.74% | HOMELESS | 9218 | 1945 | 21.10% |
| ANIMALS/ANIMAL CONTROL | 419 | 26 | 6.21% | HOUSEHOLD/FURNITURE | 680 | 52 | 7.65% |
| BUSINESS | 89 | 4 | 4.49% | HOUSING | 4847 | 299 | 6.17% |
| CASE MANAGEMENT | 908 | 9 | 0.99% | HURRICANE | 325 | 29 | 8.92% |
| CLOTHING | 666 | 38 | 5.71% | INFORMATION | 7500 | 571 | 7.61% |
| COMPLAINTS | 212 | 4 | 1.89% | INSURANCE | 5116 | 123 | 2.40% |
| CONSUMER | 1011 | 18 | 1.78% | LEGAL | 4563 | 78 | 1.71% |
| CRISIS LINE/I&R OTHER AREAS | 1126 | 18 | 1.60% | MENTAL HEALTH | 4599 | 122 | 2.65% |
| DAY CARE/CHILD CARE | 950 | 47 | 4.95% | INTERPERSONAL PROBLEMS | 7530 | 66 | 0.88% |
| DIRECTORY | 31 | 7 | 22.58% | RECREATION/SOCIAL/CLUBS/ORGS | 1007 | 60 | 5.96% |
| DISABILITIES | 1231 | 28 | 2.27% | RUNAWAYS/MISSING PERSONS | 50 | 1 | 2.00% |
| DONATIONS INFORMATION | 640 | 23 | 3.59% | SAFETY | 169 | 1 | 0.59% |
| EDUCATION | 1572 | 145 | 9.22% | SHELTER | 7057 | 741 | 10.50% |
| EMERGENCIES | 1418 | 37 | 2.61% | SUBSTANCE ABUSE | 2304 | 86 | 3.73% |
| EMPLOYMENT | 2339 | 82 | 3.51% | SUICIDE | 862 | 9 | 1.04% |
| ENVIRONMENT | 179 | 10 | 5.59% | SUPPORT GROUPS | 1299 | 60 | 4.62% |
| FIN. ASSISTANCE & SUPPORT | 30406 | 1926 | 6.33% | TEST CALLS | 1835 | 7 | 0.38% |
| FOOD | 9400 | 248 | 2.64% | TRANSLATION/INTERPRETING | 13 | 2 | 15.38% |
| FUNDING AGENCIES | 5 | 1 | 20.00% | TRANSPORTATION | 2688 | 239 | 8.89% |
| GANGS/AT-RISK YOUTH | 260 | 16 | 6.15% | VETERANS | 142 | 7 | 4.93% |
| GOVERNMENT/TAXES | 3408 | 175 | 5.13% | VOLUNTEERING | 389 | 14 | 3.60% |

See the regional unmet needs report listing the various reasons why a need might not be met.

Within each major category of need there are often a number of sub-categories of need. For example under Financial Assistance & Support, utility assistance accounted for 61% of the unmet need with 633 of the callers having used up available resources and no program was found to meet the need for another 201 callers.

Additionally it should be noted that as a sign of the economic downturn unmet financial need more than doubled from last year while the unmet need for food increased by more than 250%.

211 serves as the Homeless Helpline for Palm Beach County connecting callers to the Hot Team. The majority of the Homeless unmet need related to Hot Team appointment cancellations. Additionally of the 741 unmet needs for Shelter, 237 were for family shelter and 391 were for individual shelter.



211 Palm Beach/Treasure Coast Referrals

2008 - 2009
Palm Beach County

135,099 referrals made to 2,577 programs

Top 50 Agencies Receiving Referrals
Represents 68% of all referrals made

| | | | |
|--------------------------------------------------------|--------|--------------------------------------------------------|-----|
| PBC Division of Human Services and Veterans Services | 17,586 | Youth, Family & Community Services | 854 |
| Community Action Program of Palm Beach County | 9,636 | Palm Beach County Division of Senior Services | 802 |
| Center for Family Services of Palm Beach County, Inc. | 4,179 | Oakwood Center of the Palm Beaches, Inc. | 797 |
| Urban League of Palm Beach County, Inc. | 3,802 | Christians Reaching Out to Society | 788 |
| The Lord's Place, Inc. | 3,792 | Extended Hands Community Outreach, Inc. | 786 |
| Comprehensive Alcoholism Rehabilitation Programs, Inc. | 3,502 | 211 Palm Beach/Treasure Coast, Inc. | 684 |
| The Salvation Army | 3,394 | Palm Beach County Sheriff's Office | 646 |
| Community Caring Center | 3,208 | The Church of the Risen Messiah, Inc. | 637 |
| Florida Department of Children & Families | 2,517 | Holy Name of Jesus Church | 623 |
| Florida Department of Elder Affairs | 2,424 | YWCA of Palm Beach County, Inc. | 598 |
| Legal Aid Society of Palm Beach County, Inc. | 2,097 | South County Mental Health Center, Inc. | 580 |
| St. Joan of Arc Catholic Church | 1,850 | U.S. Department of Housing and Urban Development | 569 |
| Families That Care | 1,569 | Clerk & Comptroller - Palm Beach County | 558 |
| Coalition for Independent Living Options, Inc. | 1,501 | First Baptist Church of Greenacres | 556 |
| Palm Beach County Health Department | 1,360 | Caridad Center, Inc. | 538 |
| Florida Rural Legal Services, Inc. | 1,308 | Holy Redeemer Episcopal Church | 538 |
| Florida Department of Children & Families (Circuit 15) | 1,239 | Association for Abused Women and Children, Inc. | 534 |
| Workforce Alliance, Inc. | 1,198 | Palm Beach County Housing Authority | 534 |
| Area Agency on Aging - Palm Beach/Treasure Coast, Inc. | 1,184 | City of West Palm Beach | 505 |
| Health Care District of Palm Beach County | 1,109 | G.A. Food Service, Inc. | 499 |
| Catholic Charities, Diocese of Palm Beach, Inc. | 1,063 | CSI - Caring for Seniors, Inc. | 470 |
| Adopt-A-Family of the Palm Beaches, Inc. | 1,009 | Faith Farm Ministries Ft. Lauderdale Rescue Tabernacle | 464 |
| Palm Tran | 935 | Alpert Jewish Family & Children's Service | 444 |
| Families First of Palm Beach County | 920 | Access Florida Neighborhood Locations | 437 |
| Boca Helping Hands | 875 | Agency for Workforce Innovation | 435 |

A number of the top referral sources provide financial assistance and/or help with basic needs such as food, housing and utility payments.

The Center for Family Services provides counseling services and Comprehensive Alcoholism Rehabilitation Programs provides direct chemical dependency treatment services and co-dependency counseling.

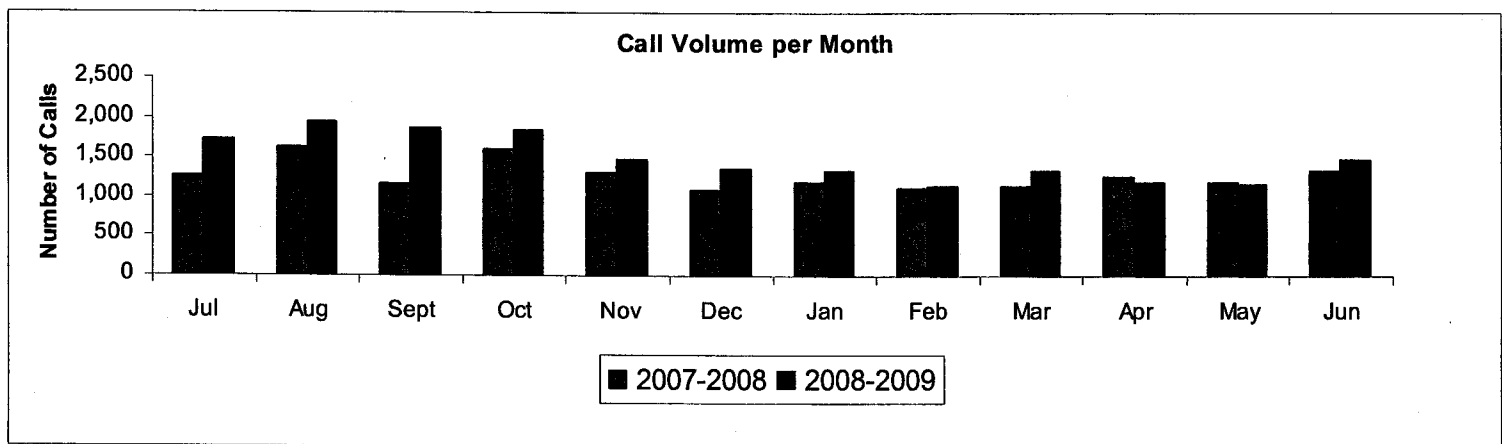
The referrals to the Florida Department of Elder Affairs were primarily for Medicare counseling through SHINE (Serving the Health Insurance Needs of Elders) or for nursing home pre-admission assessment through CARES (Comprehensive Assessment and Review for Long Term Care Services).

Legal Aid provides free legal assistance in civil matters to disadvantaged children, families, elders.



211 Palm Beach/Treasure Coast Demographics

2008 - 2009
Saint Lucie County



| Call From | |
|-----------------|--------|
| Self | 90.97% |
| Friend/Relative | 8.01% |
| Organization | 1.03% |

| Geographic Area | |
|--------------------------|--------|
| Fort Pierce | 45.11% |
| Port Saint Lucie | 49.66% |
| Unknown St. Lucie County | 5.23% |

Call Volume: 17,838

| Call Frequency | |
|-------------------------|--------|
| Midnight - 8 AM | 5.15% |
| 8 AM - Noon | 40.26% |
| Noon - 4 PM | 34.74% |
| 4 PM - Midnight | 19.86% |
| Busiest Hour: 9 - 10 AM | |

| Age | |
|------------|--------|
| 0-17 | 2.95% |
| 18-20 | 3.35% |
| 21-34 | 27.56% |
| 35-54 | 35.45% |
| 55-59 | 5.97% |
| 60-69 | 8.18% |
| 70-79 | 4.46% |
| 80-89 | 3.51% |
| 90 & Older | 0.71% |
| Unknown | 7.86% |

| Call Types | |
|--------------------------|------|
| Assessment & Referral | 69% |
| Counseling | 8% |
| Counseling, Assess & Ref | 2% |
| Information Only | 20% |
| Advocacy/Linkage | < 1% |
| Emergency Intervention | < 1% |

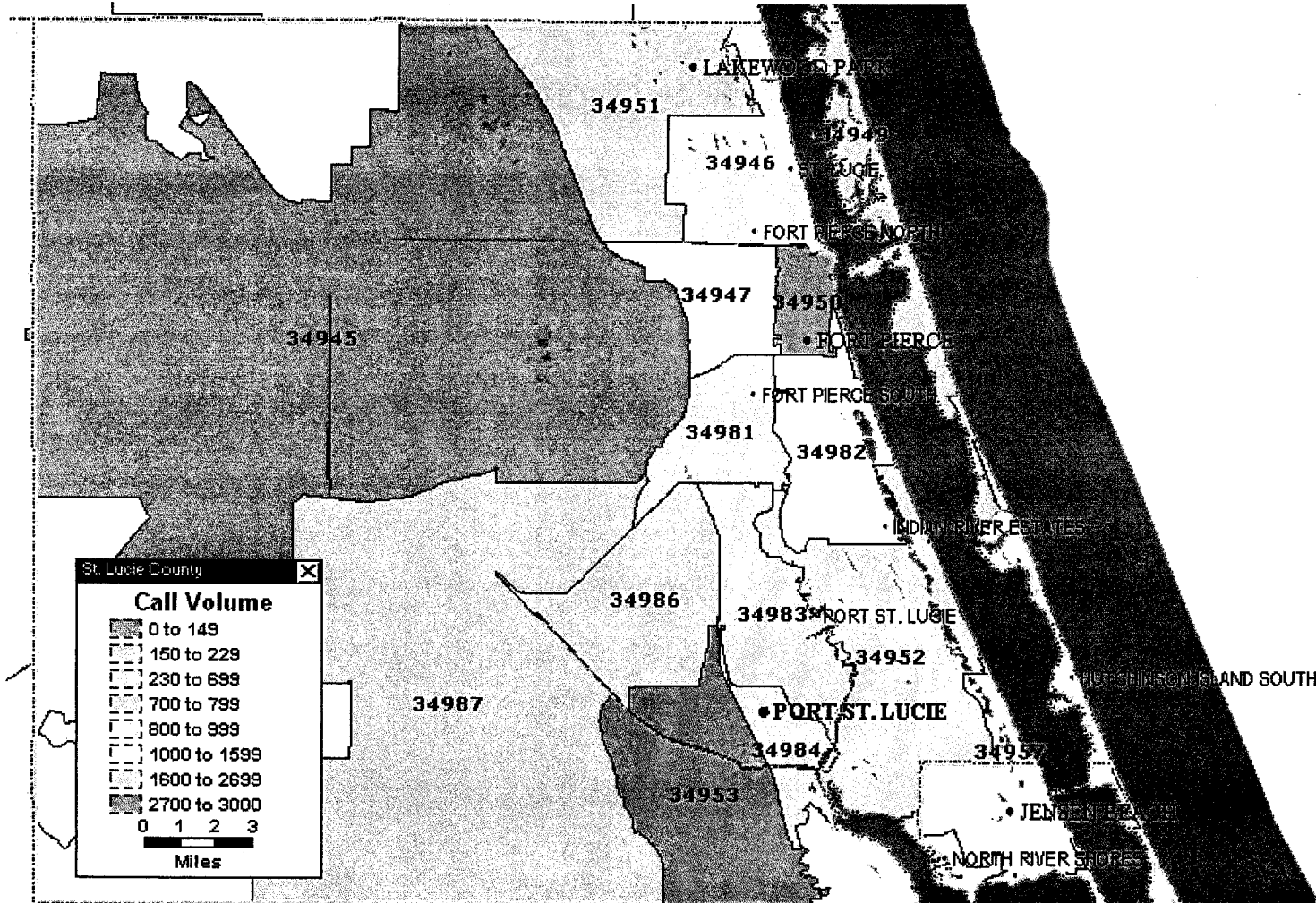
| Race | |
|----------------------|--------|
| American Indian | 0.02% |
| Asian/Pacific Island | 0.25% |
| Black | 34.32% |
| Hispanic | 7.21% |
| Indigenous Alaskan | 0.02% |
| Mixed Race | 1.95% |
| White | 53.23% |
| Unknown | 3.00% |

| Gender | |
|---------|--------|
| Female | 73.39% |
| Male | 25.80% |
| Unknown | 0.81% |

- Call volume increased 16.4% between 2007-2008 and 2008-2009 in addition to a 32.4% increase between 2006-2007 and 2007-2008 and a 22.5% increase in the year before that.

2008 – 2009
St. Lucie County

211 Palm Beach/Treasure Coast Call Distribution



www.211treasurecoast.org



211 Palm Beach/Treasure Coast Population to Call Volume

2008 - 2009
Saint Lucie County

| City | Call Volume | Population | Percent Penetration |
|------------------|---------------|-------------------|---------------------|
| FORT PIERCE | 7,880 | 84,752 * | 9.298% |
| PORT SAINT LUCIE | 8,855 | 101,235 * | 8.747% |
| UNKNOWN CITY | 1,103 | N/A | N/A |
| Total | 17,838 | 192,695 ** | 9.257% |

* This report compares call volume and population statistics from the 2000 Census, but due to the cross geographical nature of zip codes, the data does not exactly match that of the U.S. census for cities or counties.

** County population total obtained by the data supplied by the 2000 Census by the U.S. Census Bureau

211 Palm Beach/Treasure Coast Problem Needs

2008 - 2009
 Saint Lucie County

| Problem/Needs - All Ages | |
|-------------------------------|-------------------|
| Basic Needs | 2,968 =14% |
| Clothing | 75 |
| Food | 1,338 |
| Household/Furniture | 99 |
| Housing | 679 |
| Shelter | 777 |
| Financial Assistance | 7,941 =38% |
| Health/Medical | 2,143 =10% |
| Health/Medical | 1,158 |
| Home Health/Rehab | 218 |
| Insurance | 767 |
| Hurricane | 241 =1% |
| Information Only | 876 =4% |
| Legal | 714 =3% |
| Mental Health/Personal | 2,569 =12% |
| Active Callers | 329 |
| Mental Health | 699 |
| Personal/Interperson | 1,101 |
| Substance Abuse | 312 |
| Suicide | 128 |
| Transportation | 276 =1% |
| Other | 3,276 =16% |
| Total | 21,004 |

| Problem/Needs Age 0-20 | |
|-------------------------------|-----------------|
| Basic Needs | 198 =15% |
| Clothing | 9 |
| Food | 60 |
| Household/Furniture | 17 |
| Housing | 31 |
| Shelter | 81 |
| Financial Assistance | 230 =17% |
| Health/Medical | 128 =10% |
| Health/Medical | 91 |
| Home Health/Rehab | 2 |
| Insurance | 35 |
| Hurricane | 6 =0% |
| Information Only | 56 =4% |
| Legal | 51 =4% |
| Mental Health/Personal | 327 =24% |
| Mental Health | 129 |
| Personal/Interperson | 144 |
| Substance Abuse | 33 |
| Suicide | 21 |
| Transportation | 7 =1% |
| Other | 336 =25% |
| Total | 1,339 |

| Problem/Needs Age 21-59 | |
|-------------------------------|-------------------|
| Basic Needs | 2,115 =15% |
| Clothing | 57 |
| Food | 952 |
| Household/Furniture | 63 |
| Housing | 445 |
| Shelter | 598 |
| Financial Assistance | 6,406 =44% |
| Health/Medical | 1,010 =7% |
| Health/Medical | 696 |
| Home Health/Rehab | 20 |
| Insurance | 294 |
| Hurricane | 161 =1% |
| Information Only | 528 =4% |
| Legal | 394 =3% |
| Mental Health/Personal | 1,858 =13% |
| Active Callers | 322 |
| Mental Health | 472 |
| Personal/Interperson | 735 |
| Substance Abuse | 245 |
| Suicide | 84 |
| Transportation | 139 =1% |
| Other | 1,962 =13% |
| Total | 14,573 |

| Problem/Needs 60 & Older | |
|-------------------------------|-----------------|
| Basic Needs | 452 =13% |
| Clothing | 4 |
| Food | 251 |
| Household/Furniture | 11 |
| Housing | 165 |
| Shelter | 21 |
| Financial Assistance | 841 =24% |
| Health/Medical | 868 =25% |
| Health/Medical | 286 |
| Home Health/Rehab | 183 |
| Insurance | 399 |
| Hurricane | 40 =1% |
| Information Only | 181 =5% |
| Legal | 197 =6% |
| Mental Health/Personal | 223 =6% |
| Active Callers | 7 |
| Mental Health | 47 |
| Personal/Interperson | 154 |
| Substance Abuse | 8 |
| Suicide | 7 |
| Transportation | 104 =3% |
| Other | 601 =17% |
| Total | 3,507 |

Together basic needs and financial assistance increased from 43% of the expressed needs to 52% between 2007-2008 and 2008-2009.



211 Palm Beach/Treasure Coast Unmet Needs

2008 - 2009
St. Lucie County

| Problem/Needs | Total Needs | Unmet Needs | % Unmet | Problem/Needs | Total Needs | Unmet Needs | % Unmet |
|-----------------------------|-------------|-------------|---------|------------------------------|-------------|-------------|---------|
| ABUSE/NEGLECT/CRIME | 247 | 4 | 1.62% | HOLIDAY ASSISTANCE | 283 | 43 | 15.19% |
| ACTIVE CALLER | 329 | 3 | 0.91% | HOME HEALTH/REHAB | 218 | 22 | 10.09% |
| ADOPTION/FOSTER CARE | 27 | 2 | 7.41% | HOMELESS | 44 | 4 | 9.09% |
| ADMIN | 45 | 4 | 8.89% | HOUSEHOLD/FURNITURE | 99 | 11 | 11.11% |
| ANIMALS/ANIMAL CONTROL | 86 | 7 | 8.14% | HOUSING | 679 | 48 | 7.07% |
| BUSINESS | 11 | 2 | 18.18% | HURRICANE | 241 | 25 | 10.37% |
| CASE MANAGEMENT | 45 | 0 | | INFORMATION | 876 | 108 | 12.33% |
| CLOTHING | 75 | 5 | 6.67% | INSURANCE | 767 | 22 | 2.87% |
| COMPLAINTS | 32 | 1 | 3.13% | LEGAL | 714 | 24 | 3.36% |
| CONSUMER | 126 | 3 | 2.38% | MENTAL HEALTH | 699 | 24 | 3.43% |
| CRISIS LINE/I&R OTHER AREAS | 112 | 0 | | INTERPERSONAL PROBLEMS | 1101 | 14 | 1.27% |
| DAY CARE/CHILD CARE | 103 | 3 | 2.91% | RECREATION/SOCIAL/CLUBS/ORGS | 89 | 7 | 7.87% |
| DISABILITIES | 185 | 3 | 1.62% | RUNAWAYS/MISSING PERSONS | 5 | 0 | |
| DONATIONS INFORMATION | 73 | 5 | 6.85% | SAFETY | 14 | 4 | 28.57% |
| EDUCATION | 165 | 29 | 17.58% | SHELTER | 733 | 117 | 15.96% |
| EMERGENCIES | 213 | 6 | 2.82% | SUBSTANCE ABUSE | 312 | 15 | 4.81% |
| EMPLOYMENT | 383 | 19 | 4.96% | SUICIDE | 128 | 2 | 1.56% |
| ENVIRONMENT | 30 | 6 | 20.00% | SUPPORT GROUPS | 135 | 14 | 10.37% |
| FIN. ASSISTANCE & SUPPORT | 7941 | 2364 | 29.77% | TEST CALLS | 314 | 0 | |
| FOOD | 1338 | 35 | 2.62% | TRANSPORTATION | 276 | 57 | 20.65% |
| GANGS/AT-RISK YOUTH | 25 | 2 | 8.00% | VETERANS | 25 | 0 | |
| GOVERNMENT/TAXES | 458 | 14 | 3.06% | VOLUNTEERING | 45 | 1 | 2.22% |
| HEALTH/MEDICAL | 1158 | 99 | 8.55% | | | | |

Within each major category of need there are often a number of sub-categories of need. For example under Financial Assistance & Support, utility assistance accounted for 50% of the unmet need with no program found to meet the need for 656 callers and with another 278 callers having used up available resources. Additionally it should be noted that unmet financial need was up 49% from last year.

Forty-four percent of the Health/Medical unmet need was for Dental Care where no program could be found to meet the need in 29 situations and 4 additional callers had used up all available resources.

Under Shelter, most of the unmet need was for individual shelter (as compared to family/disaster/other shelter) where no program was found to meet the need in 75 situations.



211 Palm Beach/Treasure Coast Referrals

2008 - 2009
Saint Lucie County

17,431 referrals made to 1,007 programs

Top 50 Agencies Receiving Referrals
Represents 80% of all referrals made

| | | | |
|---------------------------------------------------------|-------|---------------------------------------------------------|----|
| Mustard Seed Ministries of Fort Pierce, Inc. | 2,394 | Area Agency on Aging - Palm Beach/Treasure Coast, Inc. | 94 |
| The Agricultural and Labor Program, Inc. | 2,095 | Counseling Services | 90 |
| Florida Department of Children & Families | 867 | The Florida Bar | 88 |
| Council on Aging of St. Lucie, Inc. | 655 | Love Center Regeneration, Inc | 87 |
| The Salvation Army (St. Lucie County) | 646 | Agency for Workforce Innovation | 75 |
| Florida Rural Legal Services, Inc. | 462 | Agency for Health Care Administration (West Palm Beach) | 73 |
| Harvest Food & Outreach Center, Inc. | 432 | City of Fort Pierce | 73 |
| Florida Community Health Centers, Inc. | 388 | Safespace, Inc. | 73 |
| St. Lucie County - Community Services Division | 323 | Social Security Administration (Port St Lucie) | 70 |
| Coalition for Independent Living Options, Inc. | 317 | Bay Area Legal Services | 67 |
| Florida Department of Children & Families (Circuit 19) | 277 | Port St. Lucie Hospital, Inc. | 66 |
| Homeless Family Center, Inc. | 275 | Early Learning Coalition of St. Lucie County, Inc. | 65 |
| New Horizons of the Treasure Coast, Inc. | 259 | Treasure Coast Homeless Services Council, Inc. | 65 |
| Fort Pierce Housing Authority | 247 | Catholic Charities, Diocese of Palm Beach, Inc. | 63 |
| St. Lucie County | 230 | CareNet Pregnancy Services | 62 |
| The Images of Christ | 219 | Crisis Lines/I&R Services in other cities | 61 |
| Lawnwood Regional Medical Center & Heart Institute | 214 | First Baptist Church of White City | 59 |
| Workforce Development Board of the Treasure Coast, Inc. | 214 | St. Lucie County Sheriff's Office | 56 |
| U.S. Department of Housing and Urban Development | 193 | Indian River Medical Center | 55 |
| M.I.S.S. Project (Mothers,Infants,Striving for Success) | 171 | St. Lucie County Clerk of the Circuit Court | 55 |
| St. Lucie County Health Department | 145 | New Direction Counseling | 54 |
| City of Port St. Lucie | 138 | 19th Judicial Circuit | 51 |
| Access Florida Neighborhood Locations | 107 | Homeownership Preservation Foundation | 47 |
| The Sixth Day Homeless Family Center | 107 | Suncoast Mental Health Center, Inc. | 47 |
| Consumer Credit Counseling Service | 95 | Cover Florida Health Care Access Program | 46 |

- The top referral sources primarily provide financial assistance and help with basic needs such as food, housing, utility payments and shelter.
- Callers were referred to the Florida Department of Children & Families for food stamps and Medicaid.
- The referrals to the Council on Aging of St. Lucie County were for a variety of senior related services including daycare, caregiver support, congregate meals, Meals on Wheels, and EHEAEP.
- Referrals to Florida Rural Legal Services center on legal services to low-income persons—covering civil matters except domestic relations.
- Florida Community Health Centers provide accessible, cost-effective, high quality, comprehensive health care to all persons regardless of their socioeconomic circumstances.
- The Coalition for Independent Living Options is a community-based, civil rights organization for individuals with disabilities which is dedicated to promoting independence and expanding opportunities in the community.

211 Palm Beach/Treasure Coast

Mission Statement

211 Palm Beach/Treasure Coast assists people by providing crisis intervention, information, assessment and referral to community services and by providing infrastructure support to the health and human service delivery system.

Board of Directors

President

Rosanne M. Duane
Rosanne M. Duane, P.A.

Bradford A Deflin
Wachovia/Wells Fargo Markets
Vice-President

Kimberly Camejo
City National
Treasurer

Dorothy A. Bradshaw
South Florida Water Management District

Dr. Yvette Coursey
Sickle Cell Foundation of Palm Beach County

John Deese
Palm Beach County Credit Union

Ray Dorsey
Insurance Office of America (IOA)

George Elmore
Hardrives of Delray

Captain Nancy Grimes
Palm Beach Sheriff's Office

William Howden
Community Representative

James J. Jefferson
Community Representative

Shelia Jones
SunTrust Bank

Janie Fogt
The Palm Beach Post
Secretary

Diane Carlino
Achievement Dynamics
Past President

Nancy Albano Lambrecht
Community Representative

R. Lee McElroy IV
Downey & Downey, P.A.

Pamela DuBose McIver
Community Representative

Lee Robinson Moore
Norris & Company Real Estate

Dana Gordon Neighbors
Community Representative

Therese M. Shehan
TMS Partners, LLC

Pamela Farthing Stern
Community Representative

Dianne Verner
Florida Power & Light

Nancy Wibbelsman
Community Representative

Gregory T. Zele
Zele Huber Trial Attorneys, P.A

