



# 211 Crisis Hotline & Community Helpline



**Call 2-1-1! Help.Starts.Here.**

*Assisting people in need by providing crisis intervention, information,  
assessment and referral to community services.*

# Vision Statement



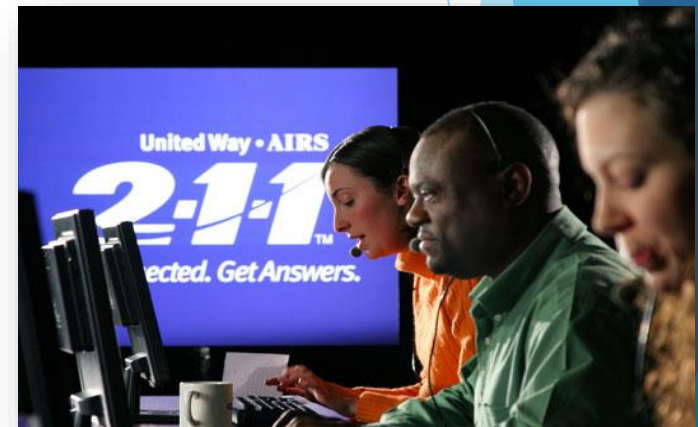
***211 Palm Beach/Treasure Coast  
envisions a community where people in  
crisis receive the information and support  
they need to weather life's storms***

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# Types of Service



- ▶ Lines answered 24/7
- ▶ Information, Assessment & Referral
- ▶ Telephone Counseling
- ▶ Suicide Prevention & Crisis Intervention
- ▶ Advocacy Programs
- ▶ Community Resource Database
- ▶ Online Chat & Texting Available



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# Accredited

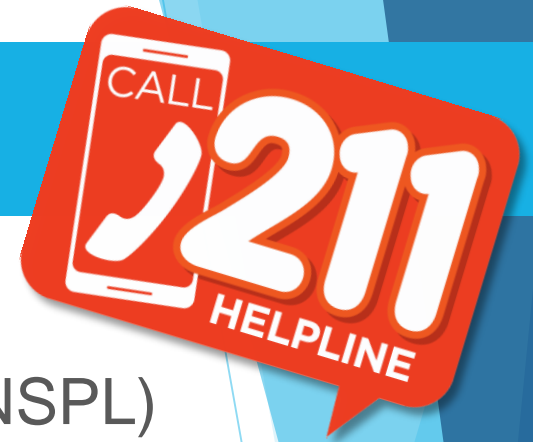


- ▶ National- Contact USA (“Flu On Call”)
- ▶ National- Alliance of Information & Referral Systems
- ▶ National- American Association of Suicidology
- ▶ National Suicide Prevention Lifeline
- ▶ State- Agency for Health Care Administration as “211 Network Provider”
- ▶ Local- NonprofitsFirst: Accredited for high standards in Management/Administration/Governance



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# Regional Responder



- ▶ National Suicide Prevention Lifeline (NSPL)
- ▶ 1-(800) 273-TALK (Veterans Press # 1)
- ▶ NSPL Crisis Chat
- ▶ Rape Crisis/Violent Crime Hotline
- ▶ Alzheimer's Community Care Crisis Line

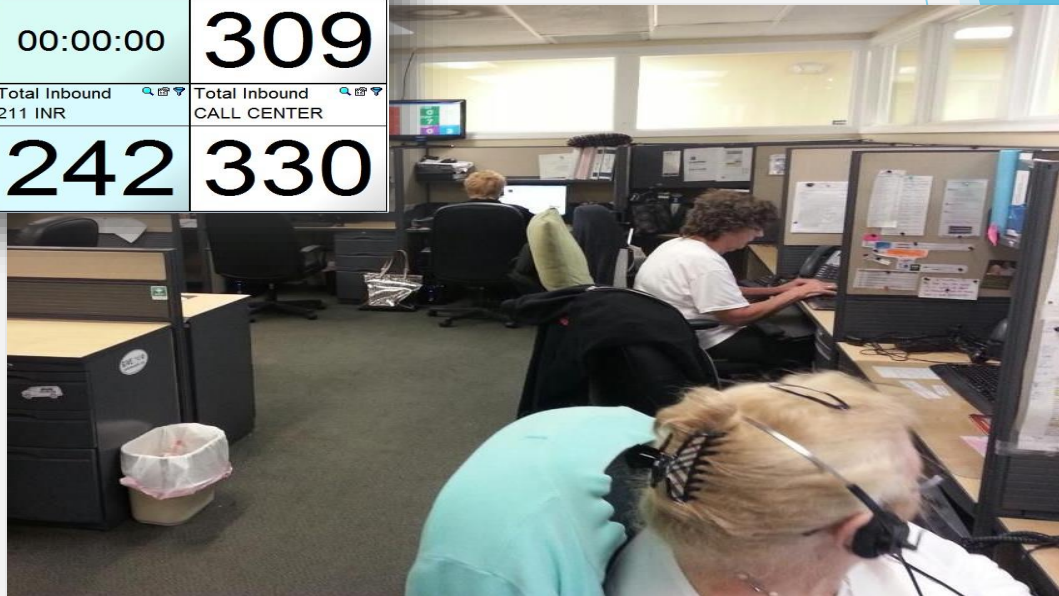


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# Resource Center & Technology



Agents Logged In AGENTS	Agents Busy N/A (DND) AGENTS	Agents Free AGENTS	Agents Busy (Call) AGENTS	Calls Waiting Active, Frequent, Monitored
8	4	1	3	0
Calls Waiting SUICIDE GROUPS	Calls Waiting RAPE CRISIS	Calls Waiting 211 CRISIS	Calls Waiting 211 INR	Calls Waiting SPANISH
0	0	0	0	0
Longest Waiting SUICIDE GROUPS	Longest Waiting RAPE CRISIS	Longest Waiting 211 CRISIS	Longest Waiting 211 INR	Inbound Answered CALL CENTER
00:00:00	00:00:00	00:00:00	00:00:00	309
Total Inbound SUICIDE GROUPS	Total Inbound RAPE CRISIS	Total Inbound 211 CRISIS	Total Inbound 211 INR	Total Inbound CALL CENTER
10	4	31	242	330



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# 211 averages 300 calls daily...



- ▶ Online Chat average of 43 per day
- ▶ Seniors make up over 23% of calls
- ▶ 27% callers had mental health & substance abuse concerns
- ▶ Housing made up 19% of the need- with nearly 24,000 callers requesting shelter or affordable housing.



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# Examples of Calls

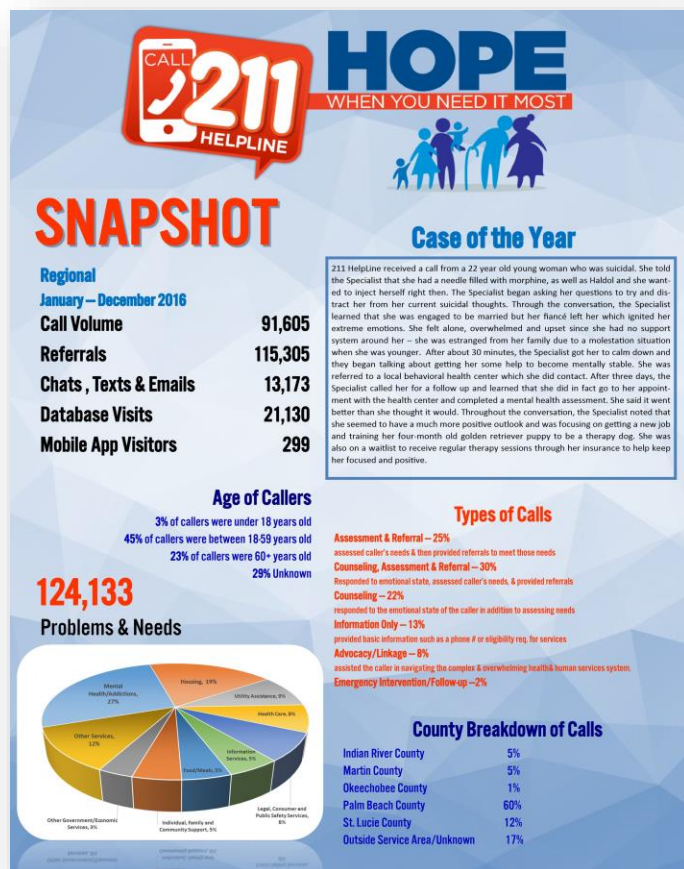


- ▶ Suicidal Concerns
- ▶ Stressed Teens
- ▶ Elder with concerns about health or a depressed friend
- ▶ Domestic Violence
- ▶ Parent of a child struggling with substance abuse or behavioral problems



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# Snapshots & Data



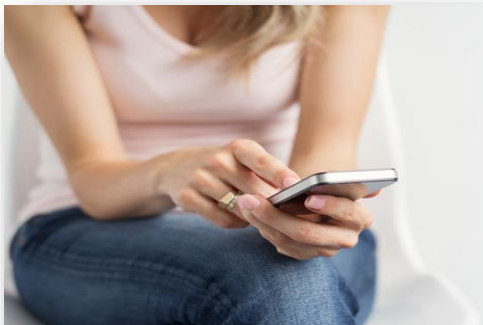
- ▶ Call Type
- ▶ Problem/Needs
- ▶ Demographics
- ▶ Agency Referrals
- ▶ Unmet Needs

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# 2016 Data



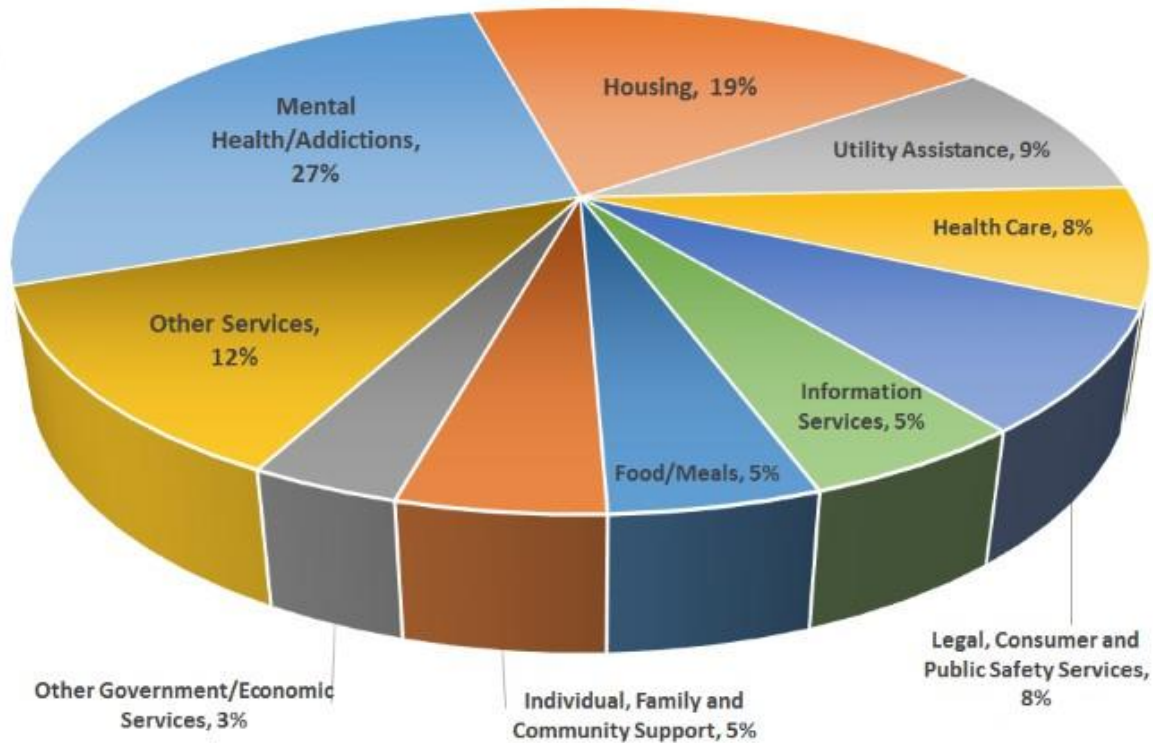
- ▶ Total Calls: 91,605
- ▶ Total Referrals: 115,305



- ▶ Combined Total for Chats, Texts and Emails: 13,173
- ▶ Total Online Database Visits: 21,130

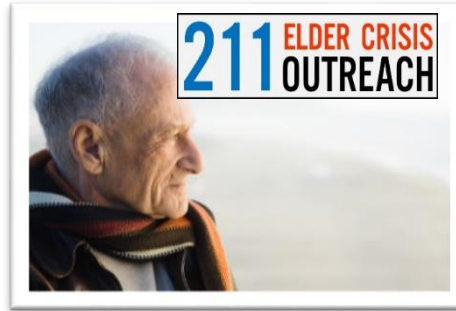
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# 2016 Needs Breakdown



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# 211 Programs



- ▶ Help Me Grow
- ▶ Special Needs HelpLine
- ▶ Elder Crisis Outreach
- ▶ Sunshine Daily Phone Calls
- ▶ Online Chat & Texting



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# Help Share 211

## *Become a 211 Ambassador!*

Share 211 number, cards, information when possible with:

- ❖ *Friends & Family*
- ❖ *Congregants & Co-workers*
- ❖ *Agencies & Departments*
- ❖ *Also help support our events!*



*Donations Always  
Welcome!*



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# Major Funders



*Special thanks for the support of:*

*Children's Services Council of Palm Beach County*

*United Way of Palm Beach County*

*United Way Town of Palm Beach*

*the Board of County Commissioners of  
Palm Beach County*

*Southeast Florida Behavioral Health Network*

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# Questions?

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