



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

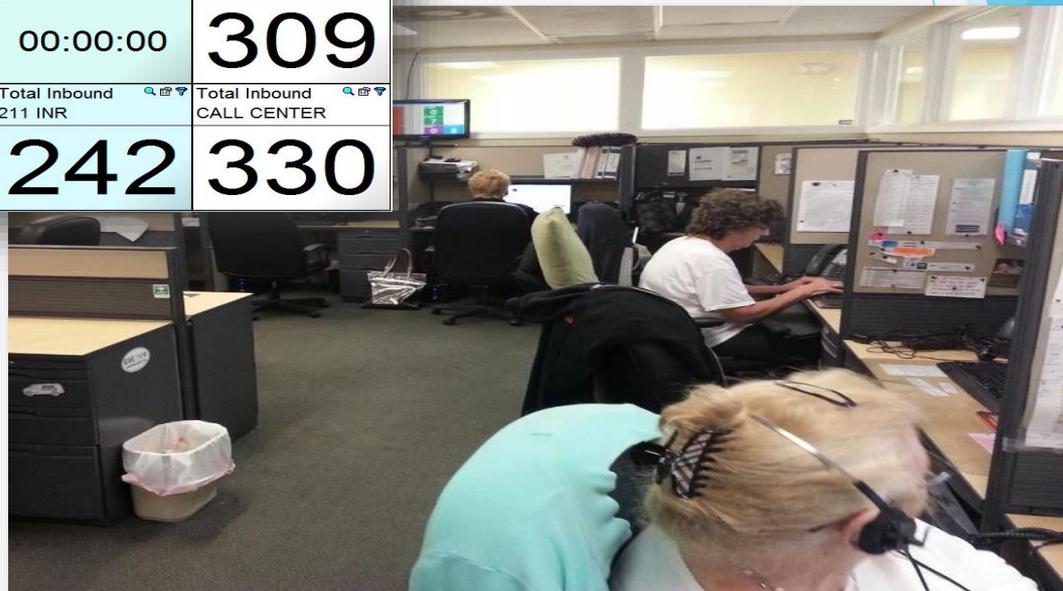


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Resource Center & Technology



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





HOPE

WHEN YOU NEED IT MOST



SNAPSHOT

Regional
January – December 2016

Call Volume	91,605
Referrals	115,305
Chats, Texts & Emails	13,173
Database Visits	21,130
Mobile App Visitors	299

Case of the Year

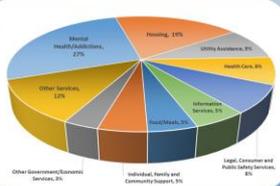
211 Helpline received a call from a 22 year old young woman who was suicidal. She told the Specialist that she had a needle filled with morphine, as well as Haldol and she wanted to inject herself right then. The Specialist began asking her questions to try and distract her from her current suicidal thoughts. Through the conversation, the Specialist learned that she was engaged to be married but her fiancé left her which ignited her extreme emotions. She felt alone, overwhelmed and upset since she had no support system around her – she was estranged from her family due to a molestation situation when she was younger. After about 30 minutes, the Specialist got her to calm down and they began talking about getting her some help to become mentally stable. She was referred to a local behavioral health center which she did contact. After three days, the Specialist called her for a follow up and learned that she did in fact go to her appointment with the health center and completed a mental health assessment. She said it went better than she thought it would. Throughout the conversation, the Specialist noted that she seemed to have a much more positive outlook and was focusing on getting a new job and training her four-month old golden retriever puppy to be a therapy dog. She was also on a waitlist to receive regular therapy sessions through her insurance to help keep her focused and positive.

Age of Callers

3% of callers were under 18 years old
45% of callers were between 18-59 years old
23% of callers were 60+ years old
29% Unknown

124,133

Problems & Needs



Types of Calls

Assessment & Referral – 25%
assessed caller's needs & then provided referrals to meet those needs

Counseling, Assessment & Referral – 30%
Responded to emotional state, assessed caller's needs, & provided referrals

Counseling – 22%
responded to the emotional state of the caller in addition to assessing needs

Information Only – 13%
provided basic information such as a phone # or eligibility req. for services

Advocacy/Linkage – 8%
assisted the caller in navigating the complex & overwhelming health/human services system.

Emergency Intervention/Follow-up – 2%

County Breakdown of Calls

Indian River County	5%
Martin County	5%
Okeechobee County	1%
Palm Beach County	60%
St. Lucie County	12%
Outside Service Area/Unknown	17%



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

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2016 Data



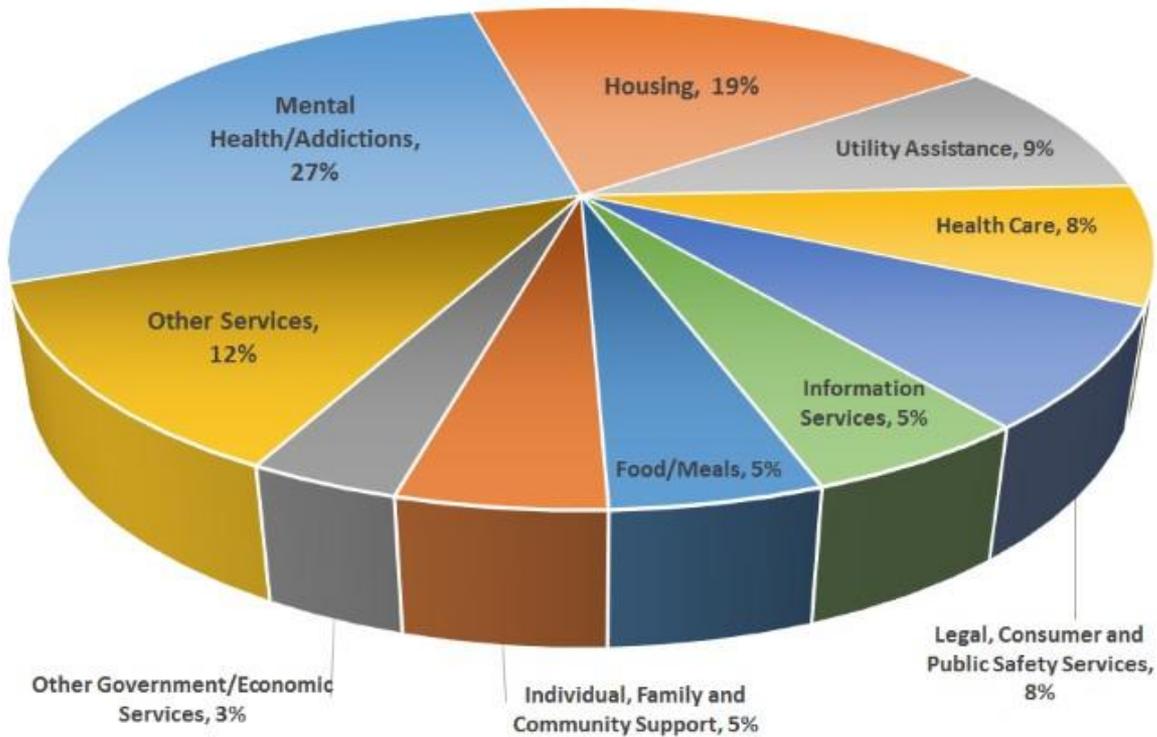
- ▶ Total Calls: 91,605
- ▶ Total Referrals: 115,305



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

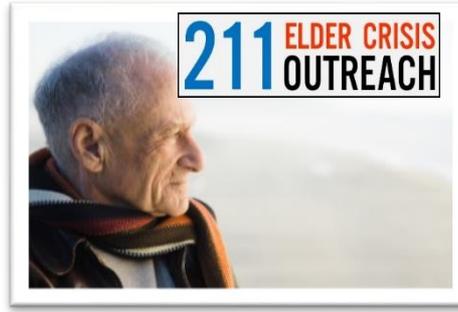
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2016 Needs Breakdown



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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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