



## Cover Memorandum/Staff Report

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**File #:** 21-097

**Agenda Date:** 2/2/2021

**Item #:** 6.E.2.

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**TO:** Mayor and Commissioners  
**FROM:** Katerri Johnson, City Clerk  
**THROUGH:** Jennifer Alvarez, Interim City Manager  
**DATE:** February 2, 2021

211 AWARENESS WEEK - FEBRUARY 17 - 21, 2021

### **Background:**

211 Palm Beach/Treasure Coast is a multi-program agency serving residents of Palm Beach County and the Treasure Coast. Throughout its history, it has been the agency's philosophy to seek a broad base of funding and to expand only into areas that are viewed as compatible with the overall mission of the organization.

Formerly known as Crisis Line Information & Referral Services and then as The Center for Information & Crisis Services, the agency was started in Palm Beach County by a noted area psychologist in 1971. Originally a drug hotline, the agency quickly expanded into crisis counseling and suicide prevention. In 1981, the agency was funded by the United Way to provide information and referral services to the residents of Palm Beach County. In 1988, the agency added its Elder Crisis Outreach and Teen Hotline components. In 1989, the agency was designated in the Palm Beach County Comprehensive Plan as the central access point into the county's human service system. In 1994, the agency also became the county's Elder Helpline, a contract which was extended until 2009.

In July 2000, the Federal Communications Commission designated the three digit number, 2-1-1, nationally to serve as the abbreviated dialing code for access to community information and referral services. Effective February 11, 2002, the Center for Information & Crisis Services implemented 2-1-1 service for Palm Beach County and by January 1, 2003 the residents of Indian River, Martin, Okeechobee and St. Lucie counties could also dial 2-1-1 and receive information, referral, telephone counseling and crisis intervention services.

### **City Attorney Review:**

N/A

### **Funding Source/Financial Impact:**

N/A

### **Timing of Request:**

N/A