

# Your First Call for Help!

[WWW.211-BROWARD.ORG](http://WWW.211-BROWARD.ORG)

OVERVIEW

# MISSION STATEMENT

**To provide 24 hour comprehensive helpline and support services for individuals in our community seeking intervention assistance and/or information and referrals to health and human services in Broward County 365 days a year.**

For more information visit: [www.211-broward.org](http://www.211-broward.org)

## How 2-1-1 Broward Works

- Dialing 2-1-1 opens the door to Broward County's vast health and human services provider network.
- 24/7 emotional support, crisis intervention, assessment of need and resource and referral
- Free, confidential, anonymous for every resident
- Available in any language
- Every call answered by a trained, degreed counselor
- Linkage to appropriate services/agencies that help individuals and families address needs
- Follow-up to ensure that caller received appropriate referral

## Why Are People Calling 2-1-1?

- deal with the factors of unemployment
- connection with foreclosure assistance
- no healthcare insurance
- find shelter
- avoid committing acts of violence/crime
- escape crisis or abuse
- contemplating suicide
- parenting support and information
- address the comprehensive needs of themselves and their families

# Specialty HELPLINES

## Hotline for Children with Special Needs

- The special needs program assists families and caregivers of children with special physical needs, such as visual and hearing impairments, and children with developmental disabilities, such as autism and cerebral palsy.

## Homeless Helpline

- The Homeless Helpline serves as a gateway for homeless individuals and families to access shelter. Homeless callers are also linked with a full range of support services, such as food, shower facilities, mental health and substance abuse treatment, job training, and other programs designed to break the cycle of poverty and homelessness.

## Behavioral Health InfoLine

- The behavioral health program provides specialized information and referrals for children and adolescents in need of substance abuse and mental health treatment or services. Specialists help parents navigate the various services and access those that best meet the unique behavioral health needs of their children.

## Touchline

- Touchline is a free service for Broward County seniors over age 60 who are homebound or live alone. Seniors receive a daily “good will” call from a 2-1-1 Counselor to assure their safety and well-being. Each day begins with a friendly, caring voice and for many, it is their only source of social and emotional support. In 08/09, 50,849 touchline calls were made to seniors in our community.

## Youth Services

- Information, referral, crisis intervention and non-judgmental listening services help teens sort through the issues of adolescence and young adulthood. Through teen tapes, teens can also listen to prerecorded messages on 79 different topics of concern to youth, such as parent and sibling relationships, peer pressure, drugs and alcohol, HIV/AIDS, and bullying. Phone Friend is a listening line for children who are home alone and are lonely, scared or in need of adult reassurance.

# **BENEFITS OF 2-1-1 FOR RESIDENTS**

- Provides an easy to remember three digit number
- Links new residents to the community and helps them access services
- Prevents the loss of life through suicide/homicide or abuse
- Helps keep families intact
- Contributes to the overall well-being of caller and their families
- Eliminates confusion and frustration about where to go for help
- improves access to health and human services
- Provides information about emergency shelters and evacuation during storms/disasters

# BENEFITS OF 2-1-1 FOR BUSINESSES

- reduced time spent by employees on researching resources for themselves or their families during work hours, thereby improving productivity
- provides 2-1-1 as a tool to assist employees with issues such as child and elderly care assistance, resulting in a decrease in absenteeism
- the ability to offer employees being laid off a source of local support and information
- provides a major resource in support of Employee Assistance Programs
- information, support and resources before and after a disaster

# HOW DOES 2-1-1 ASSIST NON-PROFITS?

- pre-screening of clients for services
- avoids inappropriate calls to agencies that use staff time
- provides information and referrals that help them help their clients
- provides emotional support and counseling when non-profits are closed
- provides an easy to remember number to teach clients to call when faced with issues
- maintains a community calendar of all events and professional trainings
- disseminates information/messages to over 660 non-profit agencies
- provide training for staff who answer phones
- provides need and referral data specific to agency or service area
- collects feedback/data from agencies reflecting community needs and shares with funders

# **BENEFITS OF 2-1-1 FOR MUNICIPALITIES**

- 24-hour access to help for residents
- helps minimize the effects of homelessness and crime on your neighborhoods
- improves community planning – call statistics, unmet needs, gaps in services
- helps to reduce expensive non-emergency calls to 911
- provides assistance and information to residents before and after disasters
- provides information about municipal services
- improves productivity and reduces absenteeism among city employees
- provides relief on city employees who accept calls from residents in need

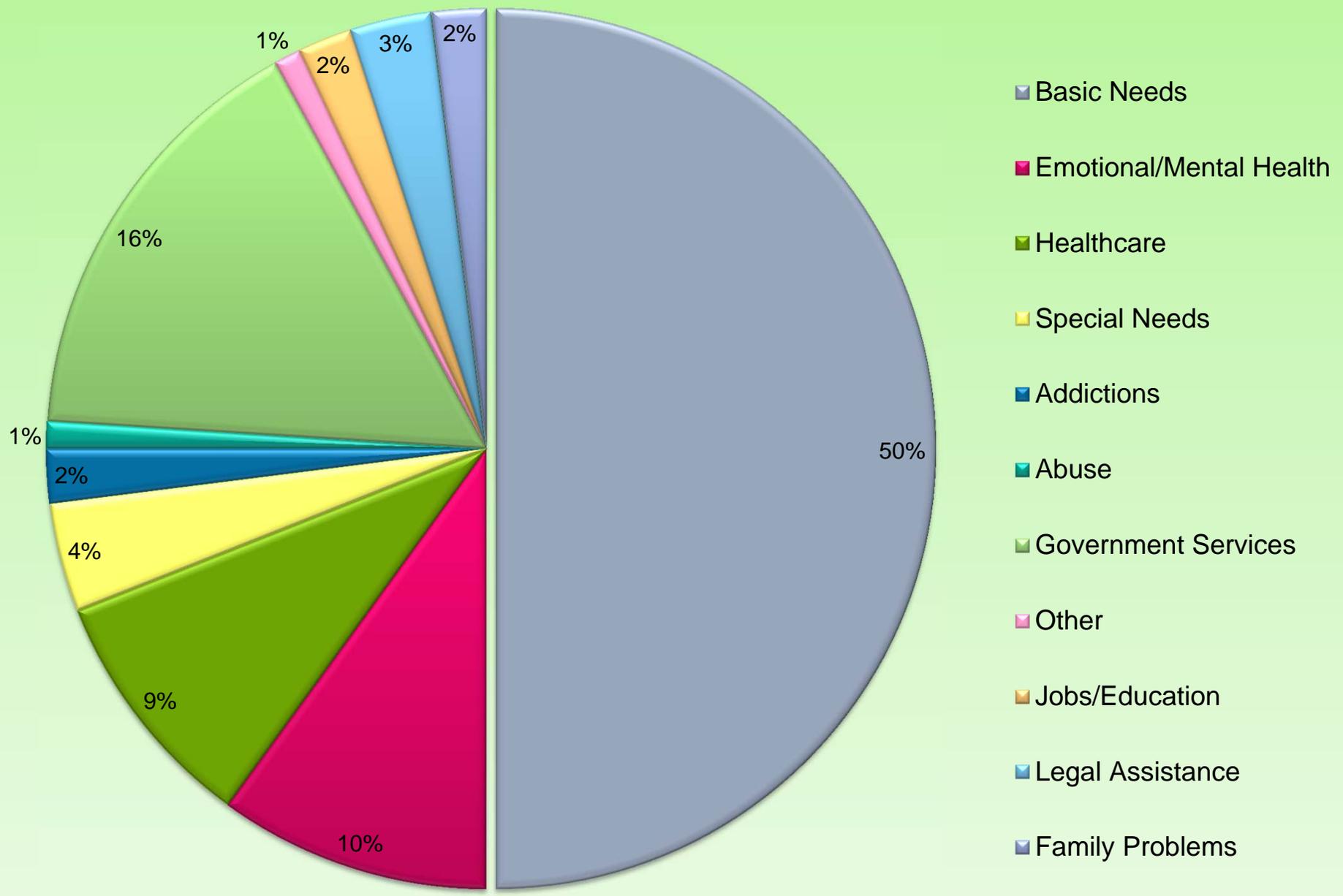
# HOW CAN 2-1-1 HELP YOU?

## Available Trainings

- Remaining Professional in Stressful Situations
- Adolescent Suicide Awareness and Prevention
- Community Resources
- Navigating the Resources in Broward County for your Child with Special Needs

# Calendar 2009 - Call Volume by Need

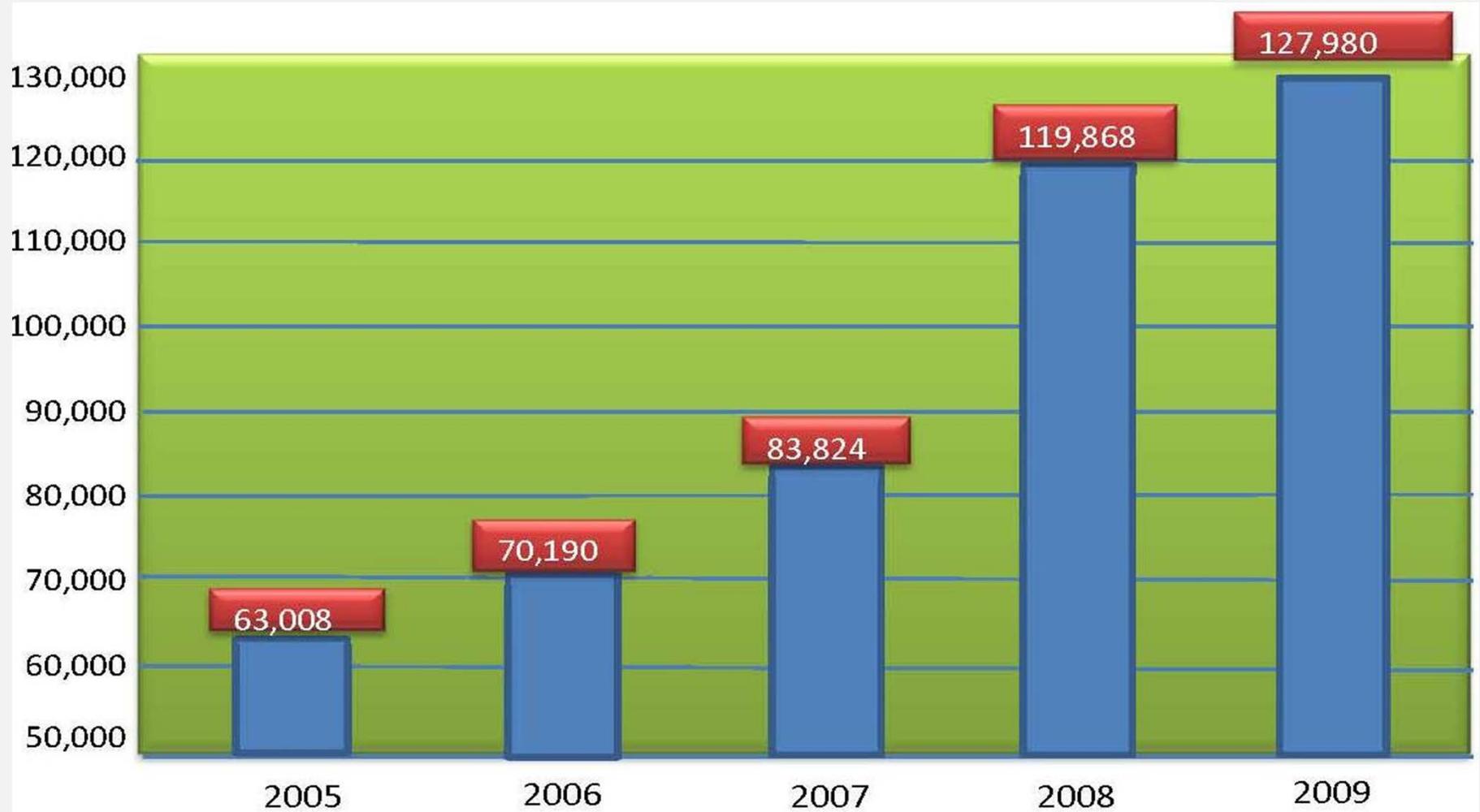
## Total Calls 127,980



# CALL VOLUME BY CITY

<u>CITY</u> <u>2010</u>	<u>2005-2006</u>	<u>2009-2010</u>	<u>CITY</u>	<u>2005-2006</u>	<u>2009-</u>
Coconut Creek	668	1,035	Plantation	1,224	2,153
Cooper City		255	Pompano Beach	3,860	7,783
Coral Springs	2,364	3,767	Sea Ranch Lakes	1	8
Dania Beach	852	1,180	Southwest Ranches	0	48
Davie	2,123	3,173	Sunrise	1,806	2,771
Deerfield Beach	1,539	3,046	Tamarac	1,106	2,046
Fort Lauderdale	26,442	50,369	West Park	153	411
Hallandale Beach	1,155	2,124	Weston	353	590
Hillsboro Beach	13	53	Wilton Manors	195	356
Hollywood	6,751	9,324			
Lauderdale Lakes	1,060	1,929			
Lauderdale-By-The-Sea		47			86
Lauderhill	2,689	4,009			
Lighthouse Point	63	119			
Margate	1,305	2,068			
Miramar	1,630	2,993			
North Lauderdale	954	1,486			
Oakland Park	613	1,367			
Parkland	80	127			
Pembroke Park	80	148			
Pembroke Pines	1,860	2,851			

## 2-1-1 Broward 5 Year Call Volume Comparison



*102% increase over 5 years!*

## 2-1-1 FUNDING PARTNERS

2-1-1 Broward relies on support from individuals, corporations, foundations and local governments to operate the help line.

## HOW CAN YOU HELP?

- **Join CLUB 2-1-1 (\$211)**
- **Become a Corporate Partner (Levels)**
- **Include 2-1-1 in your city's general budget.**
- **Facilitate communication about 2-1-1 services to your friends, family, employees and/or residents.**



## Your First Call for Help!

*The simple act of listening can make a huge difference – sometimes a life-saving one.*

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