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Board of Directors of 2-1-1 Broward
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- Broward Regional Health Planning Council
- Community Foundation of Broward
- FPL CLUB 2-1-1 Members
- Leo Goodwin Foundation

Krause Family Foundation
- Sun-Sentinel Children’s Fund, a fund of the McCormick Foundation
- Vasquez Family Foundation

Municipalities

- City of Coconut Creek
- City of Fort Lauderdale
- City of Hallandale Beach
- City of Hollywood
- City of Lauderhill
- City of Margate
- City of North Lauderdale

- City of Oakland Park
- City of Pembroke Park
- City of Plantation
- City of Pompano Beach
- City of Tamarac
- Coral Springs Community Chest
- Town of Davie
- City of Dania Beach
Making REAL Connections

Welcome
Michael Wild, Esq.
Wild Felice & Partners, P.A. & 2-1-1 Board Member

2-1-1 Broward
Making Real Connections
Sheila Smith
President/CEO of 2-1-1 Broward
Francisco Isaza
Program Director

Message from 2-1-1 Broward
Board Chair
Bob Birdsong
President, OK Generators

Awards Presentation
Bob Birdsong • Sheila Smith • Kip Hunter

Honorees
Forest Williams, Envision • Signature Grand • City of Plantation
• Mark Gauret of City & Shore Magazine
• Kathleen Cannon of United Way of Broward County

FPL Club 2-1-1 Broward Honoree
Juliet Roulhac, Regional Manager of FPL

Board Ambassador Honoree
Brett Friedman, CPA, McGladrey
2-1-1 Broward Board Treasurer & Secretary

Milestone Awards
John Benz, President & CEO of South Florida Community Care Network
Lynne Wines, Immediate Past Chair

Closing Remarks
The Board and Staff of 2-1-1 Broward are pleased to present the Kip Hunter Marketing Making Real Connections Breakfast

Congratulations to all the honorees!

Board Members:

Bob Birdsong, OK Generators - Chair
Gavin Gaukroger, Esq., Berger Singerman Attorneys at Law - Vice Chair
Brett Friedman, CPA, McGladrey - Secretary/Treasurer
Lynne Wines - Immediate Past Chair
Dr. Henry Mack, Broward County Public Safety Council - Chair Emeritus
Sandra Bernard-Bastien, Children’s Services Council
Scott Brenner, Esq., Brenner Real Estate Group
Shelley Eichner, AICP, Calvin, Giordano & Associates, Inc.
Gary Herman, Consolidated Credit Counseling Services
Kip Hunter-Epstein, Kip Hunter Marketing
Captain Jan Jordan, Broward Sheriff Office
Michael Keeby, Brown & Brown Insurance of Florida
Jen Klaassens
Kevin Lawhon, Northwestern Mutual
Carlos Molinet, Greater Fort Lauderdale Convention & Visitors Bureau
Ronnie Oller
David Ross, SunTrust Bank
Tony Segreto
Michael Wild, Esq., Wild Felice & Partners, PA
Dear Friends,

As Chairman of the Board of 2-1-1 Broward, I welcome you on behalf of my fellow board members to the Kip Hunter Marketing Making Real Connections Breakfast, hosted by the Signature Grand and presented by 2-1-1 Broward.

2-1-1 Broward is proud to be the only 24/7 free, confidential and anonymous supportive listening helpline in Broward County. We are an entry point for over 4,000 social services to those in need. We have grown over the last year to meet the needs of the community and will continue to do so with your support. We have numerous exciting partnerships and programs in place and many more to come in the near future.

These are in addition to our ongoing partnerships with our major funders; Children’s Services Council of Broward County, United Way of Broward County, Broward County, Florida Department of Children and Families, along with our growing number of municipalities and corporate partners.

Today is indeed a special day. When it’s over, we hope you will have a better understanding of what 2-1-1 Broward does and its vital role within the community.

Just think: As a Social Service, you can offer the best program, the best staff or the best services, but if you can’t get your message to those in need, then you may as well not exist. That’s why we’re here!

With warm regards,

Bob Birdsong
2-1-1 Broward Board Chair
President/CEO, OK Generators
Greetings!

It is a privilege and honor to welcome you to the Kip Hunter Marketing Real Connections Breakfast here at the beautiful Signature Grand.

2-1-1 Broward connects people in need with services that can help them. We couldn’t do it without our funders, supporters, and the local non-profit organizations which together offer more than 4,000 programs and services for Broward County residents. We are a community rich with resources. We are also fortunate that residents don’t have to navigate this expansive service network on their own – they can simply dial “2-1-1” any time of the day or night to find out what to do and where to go for help. Last year, 2-1-1 Broward connected more than 100,000 callers with the services they needed.

Today we have the pleasure of celebrating several individuals and companies that have significantly and positively impacted 2-1-1 Broward. The honorees have aided our growth and development through their generous leadership, financial contributions, volunteerism, and public awareness support. Each has been uniquely essential to our overall growth and success.

We are grateful to Kip Hunter and team for sponsoring this event and for their ongoing devotion and commitment to 2-1-1 Broward. A special thank you to Mrs. Arlene Pecora and team for hosting this delicious breakfast. Thank you to all the event sponsors, donors, and attendees for your support. And finally, congratulations to our honorees!

We appreciate each one of you more than words can express!

Warm regards,

Sheila J. Smith
President/CEO
2-1-1 Broward
Welcome Everyone,

Thank you so much for joining us today at the Kip Hunter Marketing "Making Real Connections" Breakfast benefitting 2-1-1 Broward and hosted by Signature Grand. This event is extremely important as it honors local individuals and organizations that have played key roles in helping 2-1-1 Broward accomplish its goals. They are committed to building connections within our community and to helping 2-1-1 Broward fulfill its mission of providing a 24 hour comprehensive helpline and support services to individuals and families in our community. Just as 2-1-1 Broward facilitates the connection of people to health and human services, its partners and supporters offer the organization the opportunities to make these connections.

Congratulations to the 2015 honorees: John Benz, President & CEO of South Florida Community Care Network; Kathleen Cannon, President & CEO of United Way of Broward County; Brett Friedman, Partner at McGladrey and a 2-1-1 Board Member; Mark Gauert, Publisher and Editor of City & Shore Magazine; Juliet Roulhac, Regional Manager for External Affairs at FPL; Forest Williams, President of EnVision Web Development; Lynne Wines, 2-1-1 Board Member; Signature Grand and the City of Plantation.

Kip Hunter Marketing is so proud to partner with 2-1-1 Broward. We are very passionate about giving back and have been long time supporters of 2-1-1 Broward. We salute Sheila Smith and her entire team for the amazing work they do on a daily basis and for organizing today's wonderful event. Thank you all for your tremendous support and please enjoy the "Making Real Connections" Breakfast!

Warm Regards,

Kip Hunter
CEO and President
Kip Hunter Marketing
Kathleen Cannon, LCSW
President/CEO
United Way of Broward County
1300 South Andrews Avenue
Fort Lauderdale, FL 33316

Kathleen Cannon is President/CEO of United Way of Broward County and works to heighten the successful confluence of nonprofits, community leaders, volunteers and private business to help those who need it most in the community. Prior to joining United Way of Broward County’s leadership, Kathleen was the Vice President and Chief Operating Officer at Broward House for more than nine years. Kathleen started her career in direct social services as a Licensed Clinical Social Worker, which brings a unique perspective to her leadership style. She has worked with a multitude of populations including people with chronic persistent mental illness, substance abusers, runaway teens, persons with physical disabilities, people living with HIV/AIDS and children with disabilities.

While at the helm of United Way of Broward County, both Kathleen and the organization have thrived. United Way’s MISSION UNITED initiative, which assists local veterans and their families as they re-acclimate to civilian life, was recognized internationally as one of three United Way Worldwide Common Good Award winners among the more than 1,800 United Ways across the world. In recognition of her leadership, Kathleen was named one of South Florida Business Journal’s 2014 Influential Business Women, 2014 March of Dimes Women of Distinction and was recognized as one of the 100 Outstanding Women in Broward County by both Lifestyle Magazine and the Boys and Girls Club.

Kathleen has been in executive leadership for more than 15 years. Her philosophy is to lead with intention, purpose and to be strategic and goal oriented. She feels motivating and inspiring others to excellence starts with a profound sense of integrity and a positive regard for all stakeholders. Kathleen believes it is important to outline clear expectations which facilitate the accomplishments of desired outcomes. Her experience as a direct service provider and administrator is invaluable in running a well-rounded community organization. These attributes combined with her excellent visionary abilities and sharp business acumen makes her a motivating leader. Kathleen has committed her career to serving the non-profit sector and to making a difference in the lives of people in Broward County through providing exemplary services, sound fiscal practices, robust fundraising abilities, facilitating, collaborating and influencing policy changes to the system of care.

Career Highlights
- President/CEO of United Way of Broward County
- Previously Vice President and COO at Broward House
- Licensed Clinical Social Worker
- Leadership Broward – Class XX
- Fort Lauderdale Executives’ Association
- Board of Director – Ft. Lauderdale Chamber
- Broward County Non-Profit Chamber
- United Way of Florida Board of Directors
- Ft. Lauderdale Alliance
- Vistage Member
Arlene Pecora grew up in Berkshire County, in Western Massachusetts. She is the third generation of Eastern European immigrants arriving through Ellis Island in the early 1920’s. Arlene arrived in South Florida in 1980, and thereafter, traveled abroad to study classical cuisine at Le Cordon Bleu, School of the Culinary Arts, Paris, where she earned a Diplôme de Cuisine. She continued her education in South Florida and earned a B.S. in Hospitality Management, and an M.B.A. from Nova Southeastern University. Arlene has been invited as a guest lecturer at Florida International University's School of Hospitality Management and CaterSource, a global annual convention of caterers held in Las Vegas.

As sole owner, President and CEO of the Signature Grand, Arlene has enhanced the reputation of Signature Grand as the premier venue for weddings, special events, charity galas and business meetings in Broward County and South Florida. Under her leadership, Signature Grand has set the standards for memorable events and over-the-top customer service.

In keeping with her strong values of community service, Arlene has served on many non-profit boards and committees in Broward County. After serving as Treasurer for two terms, Arlene held the position of Chairman of the Board of Directors, of Women in Distress of Broward County, Inc. In 2011, Women in Distress completed construction of the Jim and Jan Moran Family Center, which doubled the capacity of the agency to provide programs and services to women, men and children who are victims of family violence, including a 132-bed emergency shelter.

Arlene has served on the boards of the Community Foundation of Broward; Circle of Friends of the Alvin Sherman Library of Research and Information Technology at Nova Southeastern University; Jack & Jill Children's Center, JA World Huizenga Center and the Boys and Girl's Clubs of Broward County. She is also a member of the Governor’s Council of the Greater Fort Lauderdale Alliance and Broward Workshop.

Arlene and the Signature Grand have received numerous awards and honors for community service and support. Such awards and honors received include; Leadership Broward Foundation’s Profiles in Leadership – Leader of the Year; One Community Silver Medallion Award; March of Dimes Women of Distinction; Weizmann Institute of Science Women of Vision; Broward County Fair’s First Lady of Broward County; Boys and Girls Club’s 100 Outstanding Women of Broward County and Broward County’s United Way Corporation of the Year. In November 2012, Arlene and the Signature Grand received the President’s Award of Excellence from the Fort Lauderdale / Broward Chapter of the Association of Fundraising Professionals at the 25th Anniversary Celebration of National Philanthropy Day. In 2013, Arlene was inducted into the Junior Achievement Business Hall of Fame at JA World Huizenga Center.

Aside from an active South Florida social life, Arlene enjoys skiing, summers on Nantucket Island, travel and visiting family members across the United States. A hallmark of her community service, Arlene always looks for creative and innovative ways to greater awareness and resources for the nonprofit sector – such as special dinners hosted by Signature Grand for several local charities, hosting entertainment events and opening the Signature Grand kitchens for unique experiences such as Chef’s dinners. Arlene takes pride in using her hospitality expertise and the distinctive Signature Grand brand to foster new partnerships between and among charitable organizations that are truly win-win propositions.
Forest Williams is a man that has wholeheartedly supported 2-1-1 Broward. His company, EnVision Web Development has been managing the 2-1-1 Broward website, assisting with graphic support and created the 4th Annual Non-Profit Academy Awards Publix Community Choice Award online voting platform. He has done all of this at no cost. 2-1-1 Broward is an amazing organization that does incredible work for the residents of Broward County. It’s is a pleasure to be of assistance of such a great organization” shares Forest.

With their expertise, we have been able to highlight our events and supporters creatively online. With his giving spirit, we have saved thousands of dollars. Forest is an unassuming man with a big heart. He does not expect accolades and we are grateful he allowed us the opportunity to highlight him as our FPL CLUB 2-1-1 featured member. In addition to supporting 2-1-1 Broward, he supports other organizations such as Deliver the Dream, No More Tears Foundation, Leading Age Agency and more.

FAVORITE QUOTE
"There is no greater purpose than service to others" - Peaceful Warrior

Forest Williams started EnVision Web Development in 2004 after working as a sales rep for several years for a large multinational Internet company. Seeing a gap in the way customer service was handled, Forest felt he could bring together a high level of web creativity coupled with exceptional customer service. Envision Web Development was born. With the creation and success of his for profit business Forest, who always enjoyed hands on volunteer work, saw a great need in the Not For Profit (NFP) industry for high level graphic design at an affordable price. FREE!

Knowing the razor thin margins NFP work within, he decided to donate his company’s time to the pursuits of aiding NFP’s in putting forth a professional face to both the online and print mediums. In the 3 years since the formation of Free Charity Design, he has help many local and national NFP organizations with his companies design skills. He looks forward to many years of “helping those who help others." www.envisionwebdevelopment.com
Our History

The City of Plantation was incorporated in April 1953. Around that time, Plantation was a vast wilderness, as indicated by its motto, "E Vasitate Haec Urbs," meaning "Out of the Wilderness, the City." There were less than 1,000 residents, only one police officer, and a group of residents volunteering to serve as firefighters. There was one school: Berenice T. Peters Elementary School named for the wife of the City's founder, Frederick C. Peters; and one park facility: the Plantation Community Center.

Plantation today

Today, Plantation has over 85,000 residents. Its Police department is nearly 200 strong and its Volunteer Fire Department is the largest volunteer department in the State of Florida. There are ten public schools to educate elementary, middle and high school-aged children and numerous day care, charter and private schools.

The grass is green

Plantation's natural environment is unsurpassed by other South Florida cities. It has been recognized for over 30 consecutive years, as "Tree City USA" and is one of only a handful of cities in the nation to be designated a "Sterling Tree City USA," and a National Wildlife Federation "Community Wildlife Habitat." It has been recognized by America's Promise Alliance as one of the "100 Best Communities for Young People," and by the Florida Green Building Coalition as a Gold Certified "Green Local Government."

For more information on the City of Plantation, please visit its website, Plantation.org or call 954-797-2200.
Juliet Murphy Roulhac is the Regional Manager for External Affairs for Florida Power & Light Company, a Fortune 200 company which is the largest electric utility in the state, and one of the largest electric utility providers of clean energy in the country. Ms. Roulhac manages governmental and community relations with elected officials and major stakeholders and develops regional strategies for FPL. She is a licensed attorney and practiced in the General Counsel’s Department prior to External Affairs, and has over twenty-five years of complex business litigation and appellate experience.

Prior to joining FPL in October 1999, Ms. Roulhac practiced law in-house with the General Counsel Departments of CIGNA Property and Casualty Insurance Company and Prudential Property and Casualty Insurance Company. She started her career at the Rumberger, Kirk law firm in Miami.

Ms. Roulhac currently serves as Board Chair of Business for the Arts of Broward and the Florida Bar Leadership Academy. She is on the Executive Committees and Chairman’s Circles of both the Greater Fort Lauderdale and Greater Plantation Chambers of Commerce. She serves as a board member of the Broward Workshop, the CEO Council of the Greater Fort Lauderdale Alliance, and South Florida Women’s Executive Leadership Board. She is an active member of the Broward County Bar Association, and previously served on the statewide Florida Bar Board of Governors.

Ms. Roulhac holds both BA and Juris Doctor degrees from the University of Florida, where she recently served as a gubernatorial appointee on the Board of Trustees. She has resided in the South Florida area for over 35 years.

Florida Power & Light Company is the third-largest electric utility in the United States, serving more than 4.7 million customer accounts across nearly half of the State of Florida. As of year-end 2014, FPL’s typical 1,000-kWh residential customer bill is approximately 25 percent lower than the national average and the lowest in Florida among reporting utilities for the fifth year in a row. FPL’s service reliability is better than 99.98 percent, and its highly fuel-efficient power plant fleet is one of the cleanest among all utilities nationwide. The company was recognized in 2014 as the most trusted U.S. electric utility by Market Strategies International, and has earned the national ServiceOne Award for outstanding customer service for an unprecedented 10 consecutive years. A leading Florida employer with approximately 8,900 employees, FPL is a subsidiary of Juno Beach, Fla.-based NextEra Energy, Inc. (NYSE: NEE). For more information, visit www.FPL.com.
Brett Friedman is a partner with McGladrey LLP since 2011. Prior to joining McGladrey he worked for a Big Four accounting firm. He provides audit, accounting and business consulting focusing on clients in the public sector.

Brett has over 20 years of experience in public accounting. His industry experience includes serving and specializing in state and local government, not-for-profit and higher education.

**Education**

Brett has been a CPA since 1994. He graduated from State University of New York at Albany with a Bachelor of Science degree in Accounting & Economics and from the University of Miami with a Masters of Business Administration.

**Professional Affiliations**

Brett is a member of various professional affiliations including the American Institute of Certified Public Accountants, the Florida Institute of Certified Public Accountants, the Government Finance Officers Association and the Florida Government Finance Officers Association.

**Community Activities**

In addition to his professional affiliations, Brett serves as treasurer for 2-1-1 Broward Board of Directors; member of the University of Miami School of Accounting Corporate Advisory Board; Chair of the FIU Career Management Services Advisory Board; member of the Florida International University School of Accounting Corporate Advisory Board; and President of the Association of Latino Professionals in Finance & Accounting.

**Profile Highlights**

**Areas of Expertise**

Audit
Accounting
Business Consulting

**Industry Experience**

Government
Not-For-Profit
Higher Education

**Education**

Master of Business Administration
University of Miami

Bachelor of Science in Accounting & Economics
State University of New York at Albany
Mark Gauert is the Editor & Publisher of City & Shore Magazine, the Sun Sentinel’s monthly lifestyle magazine. He has won many awards for writing and editing during his long professional career in South Florida, including First Place honors from the Florida Press Club, the Society of Professional Journalists South Florida Pro Chapter, the Florida Society of Newspaper Editors and the national Society for Features Journalism; but his most Googled story is about the time he wore a Speedo in public (in France).

His work has appeared in the Sun Sentinel, Orlando Sentinel, Chicago Tribune and Los Angeles Times, among others. Mark was born in Kansas City, grew up in New Mexico and was married in France. He and his wife, Cecile, have two children – still the only native Floridians they know. His first job after graduating with a master’s degree in journalism from the University of Kansas was in South Florida.

He started as a copy editor on the features desk of the Sun Sentinel, became assistant Lifestyle Editor, and later the editor of the Sun Sentinel’s Sunday magazine, Sunshine. He is the founding editor of City & Shore Magazine, which will celebrate its 15th anniversary in Jan. 2016. For fun he has run two marathons and three half-marathons; and has ridden two 100-mile “Century” bike rides for Kids in Distress charities.
John A. Benz has worked for Memorial Healthcare System for over 30 years in various capacities. In his current position, he is the Senior Vice President & Chief Strategic officer.

Mr. Benz also holds the title of President and Chief Executive Officer of South Florida Community Care Network (SFCCN), a Broward County community-based provider services network, equally owned by the Memorial Healthcare System and Broward Health.

With a financial background and a desire to serve the community, especially the disadvantaged and children, he has been able to help direct the activities of the Memorial Healthcare System and SFCCN and meet his personal goal to “make a difference.”

He is an active member for community services and crisis intervention organizations such as:

**National Level:**
America’s Essential Hospitals (formerly National Association of Public Hospitals) - Board Member (Past Chairman)

**State-Level:**
Florida Healthy Kids Corporation - Past Vice Chairman
OneBlood, Inc. - Past Vice Chairman

**Regional Level:**
Broward College - Chairman
Broward Regional Health Planning Council - Treasurer
The United Way of Broward County - Past Board Member
211-Broward - Past Board Member (Past Chairman)

John holds a Master Degree in business from Nova Southeastern University. He also is a Diplomate in the American College of Healthcare Executives and has completed a fellowship program offered by The Healthcare Forum.
Lynne Wines is a high-energy Chief Executive with proven leadership and management expertise within the financial services industry. She is acknowledged for creating and accomplishing strategic directives, growing profitability, success in business development, corporate finance, operations, and regulatory compliance. Ms. Wines is an executive recognized as financially literate and having superior business judgment leading mergers and acquisitions, transitions, and reorganizations.

As President and CEO of Union Bank, she managed the strategic direction of the $1.1 billion community bank with 18 locations throughout the tri-county area. During her 5 years tenure as CEO, the bank grew 285% while increasing annual profitability by 540%. Lynne successfully spearheaded the marketing, negotiation and closing of its sale to Colonial Bank.

During her tenure with Colonial Bank, Lynne was responsible for the overall performance of the Commercial Lending Division in South Florida, including P&L management, credit quality and balance sheet growth for this $3 billion market.

In January 2008, Lynne joined CNLBank, headquartered in Orlando, as CEO of its South Florida Division and later became President/COO of the entire $1.6 billion bank. During her time at CNLBank, Lynne was responsible for all market and operational units of the bank; including deposit and loan growth, profitability, and bank-wide operations.

In July 2011, Lynne joined First Southern Bank, headquartered in Boca Raton, as President of the $1 billion dollar state wide bank. In April 2012, Lynne was named President/CEO of First Southern Bank. In May 2014, First Southern Bank was sold for a premium to Center State Bank.

In June 2014 Lynne joined The Seminole Tribe of Florida, Inc. (STOFI). Her responsibilities included researching and ultimately recommending a financial institution suitable for purchase by STOFI, performing due diligence on the target bank, and completing and filling an application and business plan with the appropriate regulators. Lynne’s engagement with STOFI and the Seminole Tribe of Florida ended December 31, 2014.

In recognition of her professional expertise and commitment to the community:

- Board Member of Boys and Girls Club of Broward County.
- Member of Women Corporate Directors, Ltd.
- The Past Chair of 211- Broward First Call for Help Broward. Current board member.
- Served as the Gold Coast Regional Chair and board member of Leadership Florida and was a member of their Class XXX
- Vice Chair and Board member of the Florida Community Health Network
- Chair of the United Way Board of Ambassadors, past board chair, and past chair of their Governance committee.
- Life Trustee and member of the Leadership Advisory Group for Council of Educational Change. Member of their Executive Committee. Lynne was a Board member from 2005 - Feb. 2014. Lynne was also the prior chair of their finance committee.
- Past Board Member for Work Life Balance Institute
- A past Chair of the American Heart Association’s Broward Community Board and its Walk Campaign.
- For three years, she served as the March of Dimes of South Florida’s Campaign Chair for Walk America; raising over $1.4 million for the organization.

During her career, Lynne has received numerous awards and recognition including the 2013 South Florida Business Journal’s Top Ten CEO Award for Palm Beach County, South Fl. Business Journal’s Influential Business Women’s Award in 2009, American Diabetes Association, 2009 Valor Award, United Way of Broward County 2009 Community Builder Award, Levinson Jeweler’s 2009 Gem of Fort Lauderdale Award, Friend’s of Ariel, 2008 Annual Peace and Security Dinner Honoree, South Fl. Business Journal’s 2008 Women Extraordinaire Award, South Florida Business Journal’s 2005 Diamond CEO Award, 2004 Commercial Real Estate Women’s (CREW) Honoree during the Women at the Top Gala, and the March of Dimes Philanthropy Award. She was named to US Banker magazine’s “25 Most Powerful Women to Watch” in 2004 and South Florida Business Journal’s Business Woman of the Year in 2002.

Lynne was born in New London, Connecticut and grew up in Larchmont, NY.

She holds a B.S. in Business Administration from Nova Southeastern University in Fort Lauderdale, Florida. Lynne has one grown son.
CONGRATULATIONS
TO ALL OF THE MAKING REAL CONNECTIONS HONOREES.
THANK YOU FOR MAKING A SPLASH IN OUR COMMUNITY.

We’re proud to support 2-1-1 Broward and its mission to provide all people with crisis, health and human services support and to connect them to resources in our community.

CONGRATULATIONS
TO ALL OF THE MAKING REAL CONNECTIONS HONOREES.
THANK YOU FOR MAKING A SPLASH IN OUR COMMUNITY.

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OPEN IN MAY! The Fountains in Plantation, 801 S. University Drive
South Florida’s leading upscale, award-winning lifestyle magazine is proud to support the work of 2-1-1 Broward in our community. Find us monthly in print, online at cityandshore.com and on iPad.
One dream at a time.
One smile at a time.
One child at a time.

The Children’s Services Council of Broward County funds programs and services that impact one in every three Broward children.

• Stronger families
• Safe, nurtured, healthy kids
• Exceptional after-school programs
• Support beyond foster care
• Non-violent youth offenders out of detention
• Jobs for youth with special needs

Learn more about the work of the Children’s Services Council of Broward County by visiting our web site at: www.cscbroward.org.
Ok Generators thanks you for making our community a place we can be proud to be a part of.

Bob Birdsong
President, Ok Generators
Chair, 2-1-1 Broward Board of Directors

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Tom Sheehan would like to Congratulate the “Making Real Connections” Honorees!

John Benz, South Florida Community Care Network
Kathleen Cannon, United Way of Broward County
Brett Friedman, 2-1-1 Broward Board Member
Mark Gauert, City & Shore Magazine
Juliet Roulhac, FPL
Forest Williams, EnVision Web Development
Lynne Wines, 2-1-1 Broward Board Member
Signature Grand

We are proud partners of
Trainings

Adolescent Suicide Awareness and Prevention

Understanding the suicide continuum
Common myths of suicide
Suicide statistics
The SLAP method of assessment
Successful intervention strategies

Remaining Professional in Stressful Situations

Identifying the components of every verbal message
Establishing Rapport: Techniques of paraphrasing and reflecting
Directive vs. non-directive communication
De-escalating Conflict: effectively responding to customer complaints.

Trainer: Betty Kukin

Resources in Broward County for your Child with Special Needs

Navigating through local system of care and education for children with a disability.

Trainer: Billie Morgan, MS

Community Resources

Familiarizing attendees with major delivery systems of health and human services in Broward County.

Trainer: Steve Strickland

For more information on the 2-1-1 Trainings, please contact:
Sheila J. Smith, President/CEO at 954-390-0493
or
ssmith@211-broward.org
At breakfast, everyone in the big meeting room stopped eating and sat silently as Frank Issaza, program director of 2-1-1 Broward, began to speak about his harrowing late-night fight to save a man from killing himself. It's not often that we hear about the good work of people like Frank — or lifesaving programs such as 2-1-1 Broward — over breakfast, or otherwise.

We should.

It started with a phone call around 4 a.m. on the 2-1-1 line from the man, who'd fallen behind in his rent. For the record, the mission of 2-1-1 Broward is to provide 24-hour comprehensive helpline and support services for individuals in our community seeking crisis intervention assistance and/or information and referrals to health and human services in Broward County.

But as the call went on, it became clear the man on the phone faced many more problems than the rent. With his health. His medicines. His fear that he might soon become homeless.

"I started to do an assessment, as the call went on," Frank says, "I tried to build a rapport with him."

Maybe he wasn't calling just about the rent, the man confided. Everything was just so ... hopeless.

A pause.

"Then he said lately that he'd been thinking about ending his life," Frank says. "He'd even been thinking about how he'd do it."

That's when a call in the dark about rent money became a call about life ... and death.

"I tried to make an agreement with him not to do that while I was on the phone," Frank says, "and to tell him that there were services available to help. That there were other options we could explore."

As he reviewed the options, calmly, reassuringly, over the course of the one-hour call, Frank could sense the situation de-escalating, the man's desperation easing. Someone was listening to him. Frank knew the longer he could keep the man on the phone, the longer he could divert him from any other plans.

"I wanted to make him feel he had some hope," Frank says. "That we could explore ways to pay his rent, take care of his health, get his medicines."

Providing hope — along with help — is what 2-1-1 Broward is all about. But many South Floridians don't know about the services that are available for dealing with a life crisis or for dealing with everyday life. One way to support the effort is by attending the Fifth Annual South Florida Community Care Network Non-Profit Academy Awards, presented by 2-1-1 Broward and hosted by the Seminole Hard Rock Hotel & Casino on Feb. 3 (story, cityandshore.com).

After Frank had finished speaking at our breakfast meeting, he had left the stage to applause at the Signature Grand, we all asked how we could help. He simply requested that we get the word out about this important resource. Jarrett Levian, president of Brix Capital, who was receiving an award at the breakfast for his support of 2-1-1 Broward, described it as a "gem in this community."

City & Shore is proud to support the good work of 2-1-1 Broward, and is helping hold this gem up to the light. In this issue we also bring to light stories about other good people and good causes as we highlight chefs setting trends in fine dining, ways to treat your Valentine right, home décor that sets a romantic mood and, yes, a 50-year love affair with the Ford Mustang.

After the call in the dark, after the follow-up from 2-1-1 Broward staff members who helped him find his way again, the man on the phone had one last message for Frank — and for all of us.

"Thank you so much for listening," he said. "You've given me hope."

— Mark Gazmarian
mgazmarian@cityandshore.com

2-1-1 Broward, our "first call for help," is available by dialing 2-1-1 or 954-537-0211, TTY 954-390-0492. For non-emergencies, call 954-390-0493, email 211.broward@211-broward.org or visit the website, 211-broward.org.
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Thank You

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John Benz • Kathleen Cannon
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