

# OVERVIEW

*If you don't know where you're going, you'll surely never get there.*



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

*Every hour of every day, someone in Broward is searching for help or services - housing, food, financial assistance, relief from substance abuse, family issues, depression, childcare, suicide prevention, etc. Today, more people than ever need assistance and support, and many have never had to ask for help before. The maze of city, state and non-profit agencies in Broward County is overwhelming and confusing. Where does a resident begin to find help?*

## **2-1-1 BROWARD: HELP STARTS HERE**

Dialing 2-1-1 is an easy way for people who need help to get connected with the community service providers that can help them. 2-1-1 Broward is a nationally accredited comprehensive helpline that is accessible 24 hours a day, 365 days a year. All calls are anonymous, confidential, available in any language, and free of charge.

2-1-1 Broward serves every individual and family in Broward. 2-1-1 offers emotional support and information and opens the doors to Broward County's vast network of health and human service programs. 2-1-1 is an efficient, holistic and cost effective way to link residents with services that can help.

## **HOW DOES 2-1-1 WORK?**

Every call to 2-1-1 Broward is answered by a trained, degreed counselor who listens to the callers concerns, identifies their needs and links them to appropriate programs that provide them with short-term relief or start them on the road to long-term recovery. This targeted assessment and referral process relieves the caller's frustration and can help prevent a situation from escalating into a crisis. Callers are connected only with agencies that can help them, and agencies receive only referrals that are appropriate for their services.

## **WHO DOES 2-1-1 BROWARD SERVE?**

2-1-1 Broward is available to over 1.8 million county residents. Here are just a few examples of 2-1-1 callers.

- the concerned business owner helping an employee with family issues
- the parent of a child with special needs
- the family looking for an after school program for their children
- the distraught single mom who doesn't have money left to feed her children
- the caring individual who wants to help a friend with a substance abuse problem
- the widowed dad who needs child care to keep his job
- the person who is depressed and contemplating suicide
- the non-profit social worker looking for resources for a client

## **CRISIS INTERVENTION/SUICIDE PREVENTION**

2-1-1 Broward serves people in crisis by providing 24-hour telephone counseling, emotional support, suicide prevention and intervention, links to community resources, and community education.

*Funding for 2-1-1 Helpline provided by Children's Services Council of Broward County, United Way of Broward County, Broward County, Bank of America Foundation, Coral Springs Community Chest, Sun-Sentinel Children's Fund, a fund of the McCormick Foundation, Cities of Deerfield Beach, Fort Lauderdale, Hallandale Beach, Hollywood, Lauderdale Lakes, Oakland Park, Plantation, and Pompano Beach and Town of Davie*



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2-1-1 Broward

## Mission Statement

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.

## Pillars of Excellence

### SERVICE

We will show compassion, empathy and respect to every caller. We will provide crisis intervention and serve as a gateway to connect all members of our community with health and human service programs appropriate to their needs. We will maintain and disseminate comprehensive and accurate information to best meet the needs of individuals and our community.

### PEOPLE

We will develop and support a culturally diverse, competent, motivated and productive team guided by clearly stated organizational goals and performance expectations. We will offer employees competitive compensation and opportunities for self development, personal challenge and job satisfaction. We will offer meaningful opportunities for volunteer and Board involvement.

### QUALITY

We will meet the highest standards for excellence in performance and accountability. We will provide service of unparalleled quality in accordance with the expectations of callers, funders, and other stakeholders and will meet rigorous industry standards for information and referral services.

### FINANCES

We will practice budgetary control and operational efficiency, satisfy all accounting and contractual requirements, and exercise responsible financial stewardship and reporting in order to gain the confidence and increased investment of the community.

### GROWTH

We will seek opportunities to enhance or expand services consistent with our mission and the needs of our community. Through marketing, development and other outreach activities, we will create greater awareness of the value of 2-1-1 and increase the use of 2-1-1 services in Broward County.

### COMMUNITY

We will have a presence and positive impact on the community by partnering with non-profit, public and private organizations and by actively participating in coalitions and planning groups. We will serve as a repository and provider of information and assist the community in responding to immediate, long-term, emerging, and changing needs.

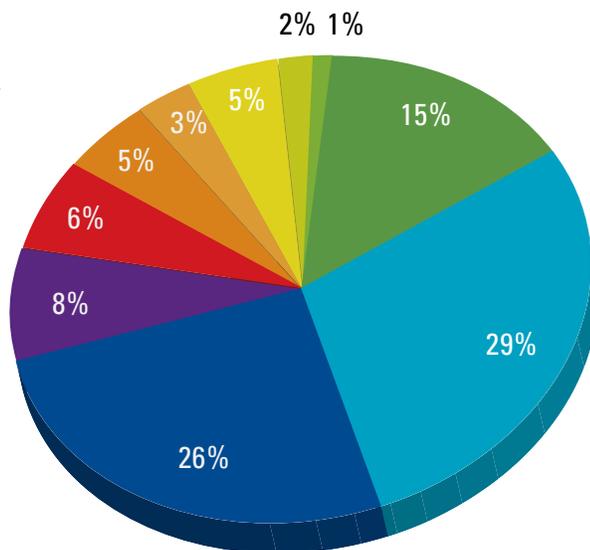


# YEAR IN REVIEW

*The board and staff members of 2-1-1 Broward are committed to the highest level of fiscal responsibility and to diligent stewardship of the financial resources we receive.*

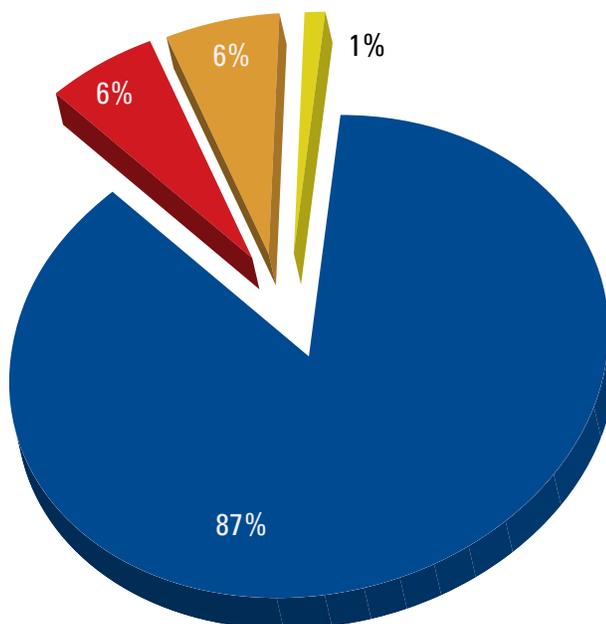
## Revenues - \$1,397,982

- Children's Services Council of Broward County
- Broward County
- United Way of Broward County
- Florida Department of Children & Families
- Municipalities
- Mayor's Gala Proceeds
- Grants
- Special Events/Donations
- In-kind Donations
- Interest Income



## Expenses - \$1,378,540

- Program Expenses
- General & Admin.
- Fundraising
- Resource & Brand Development



# PARTNERSHIP



*“Coming together is a beginning. Keeping together is progress. Working together is success.”*

*Henry Ford*

*This past year, 2-1-1 Broward reached more individuals and families in need, especially those hard hit by today’s economic conditions. 2-1-1 Broward is proud to be a proud to partner with over 600 provider agencies.*

## **THE UNITED WAY OF BROWARD COUNTY – Project Lifeline**

More and more Broward County residents are unable to make ends meet, and half of all calls to 2-1-1 this year were from families seeking help for basic needs - food, shelter, and rent/utility assistance. To respond to this crisis, the United Way of Broward County led a successful effort to raise more than \$800,000 to support basic needs. 2-1-1 served as the gateway, connecting those in need with services provided by 28 United Way partner agencies. In just the first two months, 2,078 callers were linked with services.

## **CHILDREN’S SERVICES COUNCIL – EITC & Summer Safety Awareness Campaigns**

The Children’s Services Council supports a highly effective public awareness campaign to promote the Earned Income Tax Credit. Listeners are directed to call 2-1-1 to locate a convenient free VITA tax preparation site. This year, 2-1-1 provided 3,232 EITC callers with referrals, an increase of 99.6% over the year before.

The Children’s Services Council Summer Safety Campaign focused on keeping children safe around swimming pools, promoting safe infant sleeping practices, and highlighting the dangers of leaving children unattended in and around motor vehicles. 2-1-1 served as a gateway for this program, linking callers with additional information.

## **MEMORIAL HEALTHCARE SYSTEM**

2-1-1 Broward is proud to partner with Memorial’s HITS Program to connect uninsured callers with health care, especially those with chronic conditions, recent hospitalizations, and a history of using the emergency room for non-emergency care. In just the first three months, 253 uninsured callers were linked with Memorial’s outreach workers for enrollment into primary and preventive care programs.

## **EMERGENCY FOOD AND SHELTER PROGRAM**

2-1-1 Broward serves as the clearinghouse for Emergency Food and Shelter Program rent assistance funds. By maintaining a list of rent assistance recipients, agencies have a single location to call and assure that services are not duplicated for a client or family.

## **HOMELESS PREVENTION & RAPID REHOUSING PROGRAM (HPRP)**

This partnership, funded by Broward County and the cities of Fort Lauderdale and Pompano Beach, helps families with rent assistance and other services in order to prevent them from becoming homeless. Partners are Broward Regional Health Planning Council as the lead agency, 2-1-1 Broward (first point of client contact, screening and follow-up), Broward County (intakes and eligibility), The Shepard’s Way (shelter and case management), Crisis Housing Solutions (case management), and Legal Aid (legal services).

## **THE A. D. HENDERSON FOUNDATION, INC. – Phone Based Case Assistance**

With a generous grant from A. D. Henderson, 2-1-1 now offers support and follow-up to callers needing an extra assistance. For families who are new to the health and human service system, the Case Assistant will guide them through the procedures and paperwork requirements. The purpose is to ensure that families are successful in obtaining the benefits and services that help them stabilize during a difficult time.



# CALLS BY CITY

## Fiscal Year 2008-2009 Call Volume by City

CITY	2007	2008	INCREASE
Coconut Creek	842	1116	32.50%
Cooper City	312	437	40.10%
Coral Springs	3151	3810	20.90%
Dania Beach	958	1344	40.30%
Davie	2529	3525	39.40%
Deerfield Beach	1996	2642	32.40%
Fort Lauderdale	36358	48601	33.70%
Hallandale Beach	1667	2056	23.30%
Hillsboro Beach	24	71	195.80%
Hollywood	6242	9932	59.10%
Lauderdale Lakes	1702	1893	11.20%
Lauderdale-By-The-Sea	62	91	46.80%
Lauderhill	3669	3892	6.10%
Lighthouse Point	64	139	117.20%
Margate	1547	2216	43.20%
Miramar	2701	3135	16.10%
North Lauderdale	1352	1678	24.10%
Oakland Park	1066	1472	38.10%
Parkland	93	157	68.80%
Pembroke Park	132	149	12.90%
Pembroke Pines	2509	3044	21.30%
Plantation	1634	2454	50.20%
Pompano Beach	4703	6872	46.10%
Sea Ranch Lakes	7	4	-42.90%
Southwest Ranches	19	39	105.30%
Sunrise	2417	2965	22.70%
Tamarac	1558	2086	33.90%
West Park	153	358	134.00%
Weston	530	625	17.90%
Wilton Manors	273	445	63.00%

## Givers Become Receivers

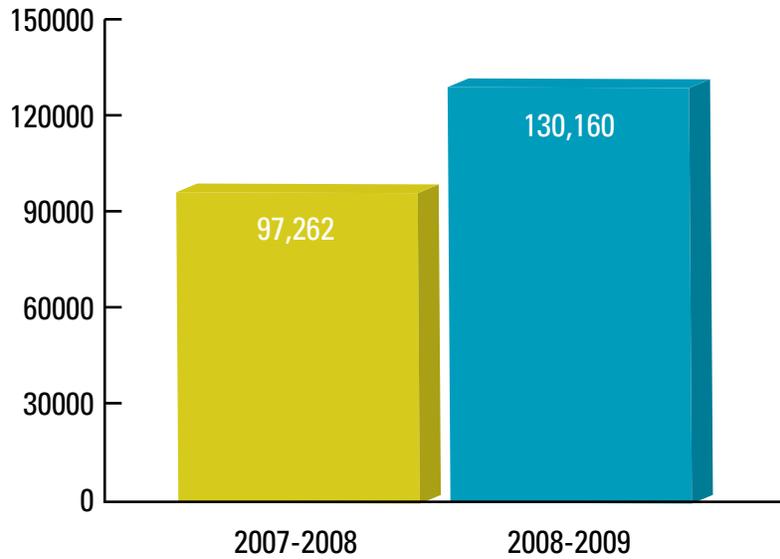
Middle class families who once donated to charities are now looking to those same charities for help.



# CALL VOLUME

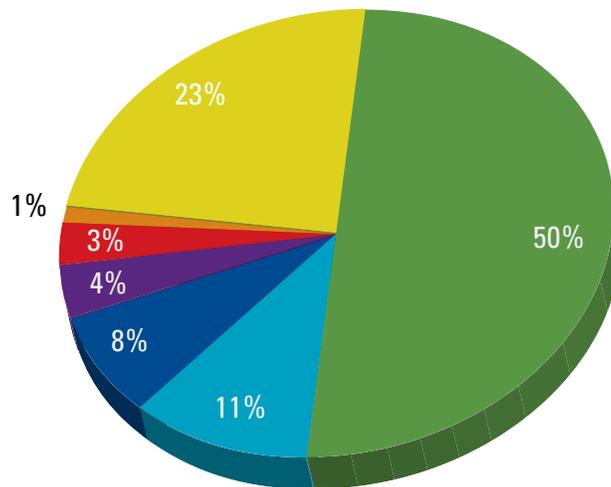
Fiscal Year 2008-2009 Call Volume - 130,160

## Call Volume by Fiscal Year



## Problems/Needs FY 08-09

- Basic Needs
- Emotional/Mental Health
- Healthcare
- Special Needs
- Addictions
- Abuse
- Other





# Making a Difference For Youth



*“I am 16 years old and I’m pregnant. When I told my boyfriend he broke up with me and when I told my Mom she said I was an embarrassment to her. I was so scared and didn’t have anyone who I could talk to that would not judge me. I thought maybe I should just runaway. Then I remembered in school they told us about 2-1-1, so I called. The counselor was so nice and really helped to calm me down. She let me cry and just listened, which I really needed. Then she offered me suggestions on where to get more information and support. If I had not called 2-1-1, I don’t know what I would have done or where I would have turned.”*

**Testimony from Actual 2-1-1 Broward Caller**

*The problems of today’s youth are vast and complicated. From their inner selves to family and outside influences, young people face more challenges than ever before. They face confusion and uncertainty and need to be able to communicate their thoughts and concerns. The consequences when youth don’t get the help they need can be tragic. Parents and families often give up when they don’t know what to do or where to go.*

### WHAT TO DO OR WHERE TO GO?

2-1-1 is the number that youth can call to share experiences and get support when they don’t feel there is anyone else they can go to. 2-1-1 is the number that families and caregivers can call to get information to help get our youth through difficult times. **2-1-1 Broward** provides a safe, confidential single source of support and information to youth, their parents and caregivers, educators, providers of youth services and other members of the community.

**2-1-1 Teen Hotline** is a 24 hour, 7 day a week, free and anonymous telephone helpline for teens that need help or information. Specially trained 2-1-1 counselors listen to their feelings and concerns and help them make positive choices that will support their growth and success.

**2-1-1 Teen Tapes** is a series of 80 informational taped audio messages intended for use by teenagers that focus on issues that confront teens today. Teen Tapes gives teens the opportunity to hear information on these sensitive issues that they might otherwise be afraid to discuss with an adult or another teen. Regardless of their individual circumstances, most of our teens will likely face an issue or concern during these challenging years. Some of the issues covered by Teen Tapes:

- teen pregnancy
- alcohol
- obesity
- steroid use
- sexuality
- divorce
- depression
- eating disorders
- cyber bullying
- mental health issues
- family issues
- HIV/AIDS
- relationships
- prescription/illegal drug abuse
- youth violence
- self esteem
- peer pressure

**TeenSpace 2-1-1** is a fun, engaging, interactive website designed to serve as a way for teens, family members and professionals serving our youth and their families to communicate with 2-1-1 and each other through the use of today’s technology/networking tools. It provides:

- an alternative to the Helpline
- a way for 2-1-1 to communicate out to teens
- information on teen related issues
- a calendar of teen related community events
- anonymous bulletin boards for teens, parents and professionals
- online feedback, information and resources
- links to social networking sites to post questions or concerns



[www.teenspace211.org](http://www.teenspace211.org)



# Making a Difference For Children With Special Needs



*Tens of thousands of children in Broward County are affected by some type of disability. Navigating the complex system of care for children with special needs can be overwhelming and frustrating. Parents and caregivers don't know where to turn and sometimes give up. In response to the complex needs of these children and families, the 2-1-1 Special Needs Hotline was created to assist in finding the information and services parents and caregivers need to help their children reach their full potential.*

## WHAT IS THE 2-1-1 SPECIAL NEEDS HOTLINE?

The 2-1-1 Hotline for Children with Special Needs is Broward's single source for information and referrals for children birth to 22 years of age with a developmental and/or physical disability. This specialized hotline focuses on helping parents, grandparents, caregivers, agencies, teachers, coaches, therapists, nurses and doctors who serve the needs of children with disabilities find support, answers and hope.

Highly skilled and specially trained counselors who are knowledgeable about special needs issues and services listen to the concerns of callers, provide them with information about services and present referrals to the most appropriate community resources available to best meet the unique needs of each child.

## HOW CAN THE 2-1-1 SPECIAL NEEDS HOTLINE HELP?

Parents and caregivers of children with special needs can now easily and effectively navigate the complex maze of available social services designed to help in the care of their children with special needs. One simple phone call can provide answers to questions such as:

- I think my child may be having hearing problems. Where can I get testing?
- How can I learn more about my child's disability?
- Where can I find a dentist or physician who serves children with special needs?
- Who can help me to understand what services my child is entitled to in school?
- Is there a support group that I can reach out to for my child's disability?

These questions and many others can be answered and addressed through referrals from our Special Needs Hotline counselors.

## SPECIAL NEEDS RESOURCES

In addition to calling 2-1-1, parents, caregivers and others who serve children with special needs can access information, resources and community provider website links online at [www.211-broward.org/specialneeds.htm](http://www.211-broward.org/specialneeds.htm).

*"I have been struggling for years to find a physician that understood my child with autism. I spoke to the Special Needs Counselors at 2-1-1, and they understood exactly what we needed and gave me the names of several providers to call. They also told me about a local support group where I can go to meet other parents of children with autism. I'll always be grateful for the support of the Special Needs Hotline. It is nice to know that when I need help for my child there is one special place to go for assistance and information."*

**Testimony from Actual 2-1-1 Broward Caller**



*Funding for Special Needs Hotline provided by Children's Services Council of Broward County*

# Making a Difference For The Homeless



*“I called the 2-1-1 Broward Homeless Helpline because I didn’t know where to turn. I am a single mom with one daughter and lost my job a few months ago. We were being evicted; I had no money for food, no health insurance and no family or friends in Broward County. The Homeless Helpline Counselor took all the information about my family so they could find a place for us at one of the community shelters. One week later, I received a call from the 2-1-1 Homeless Helpline Manager that we were placed in a temporary shelter. Just knowing that someone was trying to help got me through one of the scariest times of my life.”*

*Testimony from Actual 2-1-1 Broward Caller*



*On average, 200 families every month are homeless and waiting for shelter, an increase of 85% from four years ago. Homeless family members include pregnant women, infants and children of all ages, children with disabilities, single parents, and traditional two parent families. Homeless families are living in or on the brink of poverty or are middle income families who have lost their jobs and now their homes.*

## **CALLING 2-1-1 IS THE FIRST STEP TO FINDING SHELTER.**

A single setback such as illness, loss of a job or home foreclosure causes many families each year to become homeless. The road from homelessness to shelter can be long, hard and uncertain. Without support, information and reliable referrals, many would search aimlessly, trying to find resources to meet their most basic needs.

The 2-1-1 Homeless Helpline is the gateway to homeless services in Broward County, the first step in finding shelter, support services, or programs that help an individual or family who are homeless or on the verge of being homeless.

## **CRITICAL ROLE OF THE 2-1-1 HOMELESS HELPLINE**

The 2-1-1 Homeless Helpline is operated by a team of highly skilled and compassionate 2-1-1 Broward counselors. The 2-1-1 team is responsible for managing the waiting list for families in need of shelter and for prioritizing placements based on critical factors such as health, safety and ages of children. The team works closely with homeless shelters to track the availability of family beds and to quickly place families at highest risk into those beds. The team also maintains regular contact with families on the waiting list to assess whether their needs or situations have changed.

## **SERVICES PROVIDED BY THE 2-1-1 HOMELESS HELPLINE**

The 2-1-1 Homeless Helpline provides the following services to homeless individuals, families, and members of our community who are at risk of becoming homeless:

- Empathetic and non-judgmental listening and emotional support
- Assessment of needs and homeless situation
- Information and referral to homeless support programs, such as feeding sites and showering facilities
- Screening and preliminary client intake for shelter placement
- Connect homeless individuals with Homeless Outreach Teams
- Prioritize critical needs and provide ongoing support and referrals to families on shelter waiting list
- Connect homeless families with shelter beds as they become available
- Provide specialized information and referrals to other services such as legal, intervention, financial assistance, basic needs and medical care

*Funding for Homeless Helpline provided by Broward County*



# Making a Difference For Seniors



*Seniors hold a special place in Florida, which has the nation's largest proportion of residents age 60 and older. There are over 339,317 year-round Broward seniors, with 11% or 37,325 living below the poverty line. Many of these seniors live alone and are finding it harder to afford and access proper nutrition, necessary medications and healthcare. They are struggling to stay in their homes and remain independent.*

## WHAT IS 2-1-1 TOUCHLINE?

2-1-1 Broward Touchline is a free service that offers a daily telephone call for people over 60 years of age who live alone and need someone to check on them. The purpose of the program is to ensure that older adults can maintain their sense of well being while remaining in their homes and community. Many times, receiving daily Touchline calls can prevent older adults from requiring more costly services or institutional placement.

Touchline calls also provide social contact and emotional support. The 2-1-1 counselor establishes a relationship with the senior and provides them with a sense of security and safety. In some cases, the Touchline Counselor may be the only voice or human contact the client will hear that day or week. One simple phone call can help give a client peace of mind knowing that a volunteer will be checking in with them at the same time each day.

## HOW DOES TOUCHLINE WORK?

Each day, within a pre-determined time period, a 2-1-1 counselor calls registered seniors to make sure they are safe and well. If the 2-1-1 counselor is unsuccessful in reaching the senior after one hour of repeated attempts, the designated emergency contacts will be called and asked to check on the senior's well-being. If we cannot reach anyone, we contact the local police department to perform a senior wellness check to confirm their safety. In some cases, we will call to dispatch emergency services.

## HOW DOES TOUCHLINE HELP SENIORS IN TIMES OF DISASTER?

Each year before hurricane season, the Touchline counselor will work with the participants to develop a plan of action in the likelihood of a storm. We review their options for evacuation and provide them with information and referrals about programs that can assist them with any special needs. After the storm, we will resume the daily reassurance calls to make sure all of our seniors are safe.



*When Mrs. G. did not respond to her daily reassurance call one morning, the Touchline Counselor reacted swiftly. The ambulance arrived within minutes of being called to transport Mrs. G to the nearest hospital and determined that she had suffered a stroke. When Mrs. G returned home from the hospital, she called the 2-1-1 Touchline Counselor to thank her for saving her life. "I am so grateful for this program and feel safer just knowing that each day someone will be checking to be sure I'm okay."*

*Testimony from Actual 2-1-1 Touchline user.*



*Funding for Touchline provided by Amaturio Family Foundation and Vasquez Family Foundation*

# Making a Difference

## For Children With Mental Health and Substance Abuse Issues



*Research shows that 1 in 5 children and adolescents suffer from a mental health disorder, with symptoms such as anxiety, disruptive behavior, or changes in mood and eating patterns. These issues are sometimes inter-related with issues of drug or alcohol abuse and can lead to life-threatening situations. With support and treatment, youth suffering from mental health disorders and/or substance abuse issues can improve the quality of their lives.*

### FINDING HELP FOR CHILDREN

The 24-hour Behavioral Health INFOLine provides free, confidential emotional support, crisis intervention, and information and referrals to child and adolescent mental health services, substance abuse prevention and treatment programs, and other behavioral health services. The INFOLine serves as the first step to helping parents and professionals navigate the complex system of care and accessing the services their children need.

2-1-1's Behavioral Health Specialists will begin to steer parents through the mental health system and provide them with detailed information about suitable children's mental health and substance abuse services. All specialists are trained to handle crisis and suicide calls.

### WHO SHOULD CALL 2-1-1 BROWARD INFOLINE?

A child does not need to have a diagnosed illness to receive help from the Behavioral Health INFOLine. Youth and parents of youth who are experiencing emotional or behavioral difficulties should call INFOLine for help. People contact INFOLine for many different issues, such as:

- feeling anxious or sad
- disruptive behaviors
- eating disorders
- alcohol or drug use
- feelings of depression or suicide

Broward residents may also access 2-1-1 Broward's online resource database of providers and professionals that serve children and adults with mental health and substance-abuse issues.

[www.irissoft.com/fcfc](http://www.irissoft.com/fcfc)

*"My 13 year old son was suspended from an after school program for his behavior. The program supervisor suggested I call 2-1-1 to get some help. After listening to my frustrations the 2-1-1 counselor provided me with the support and information I needed to have my son assessed so we could determine what we were dealing with. I contacted the referral given to me by the 2-1-1 counselor and my son was diagnosed with Bipolar Disorder. Calling 2-1-1 was the key to getting my son and our family the help we needed. Now, I always call 2-1-1 when I need information to help our family."*

**Testimony from Actual 2-1-1 Broward Caller**



*Funding for INFOLine provided by Florida Department of Children & Families and Children's Services Council of Broward County*