

211's Summer News & Programming Updates

211 HelpLine <patrice.schroeder+211pbtc.org@ccsend.com>

Thu 7/13/2023 1:12 PM

To:Updates <updates@gladesinitiative.org>



211 gathers relevant information to inform our callers should our region be under threat from a hurricane or other possible disaster. This information will also be available to the community via our website at www.211Hurricane.org.

If you have information on preparation or recovery services or resources pre or post hurricane or other disaster- please email 211Disaster@211pbtc.org

211 Palm Beach and Treasure Coast in the News



Thank you to 211 Sunshine Client Louise - we are grateful she chose to share her story. This media attention was invaluable as we received numerous calls and online applications from other seniors interested in receiving these life-saving calls. *Click on the links below to view media coverage...*

WPTVTV5 & WFLX TV 29 TA Walker's "Shining a Light"

WPBF TV 25 - Isolated Seniors & 211's Sunshine

WPTV TV 5 - Epidemic of Loneliness & 211's Sunshine

Senior Strategies & Tools for Caregiver- Resources

Forum for Non Profit - Podcast/Radio Interview



Mental Health Awareness

The 5th Annual Mental Health



211 Team Green. Getting Our Green On for Mental Health Awareness Month.

During the month of May, people are encouraged to wear green in support of the Get Your Green On campaign helping to raise awareness for mental health and trauma informed care. The goal is to create safe spaces for people to talk openly about mental health and trauma- with the hope of breaking down stigma and removing barriers to care.



and Wellness Festival hosted by the West Palm Beach Mental Health Coalition was held at Keiser University's Flagship Campus. The goal for this event is to help underserved populations learn about mental health resources and to help break the stigma surrounding reaching out for help.

211's Patrice Schroeder, Palm Beach County Mayor Greg Weiss, West Palm Beach Mental Health Coalition Founder Pam Frazier and State Representative Jervonte Edmonds.



211's first quarter Snapshot (Jan-March) for our 5 county service area identified 211 staff as having responded to over 11,400 requests for help regarding mental health and substance use, and of this number, 1,474 people were concerned with suicide for themselves or someone they knew.

People can simply dial 2-1-1 or 9-8-8 should they experience a mental health, suicide crisis or are struggling with substance use. Both of these lines are answered by 211's highly trained staff.

Community Grants Awards

Thank you Ibis!

Ibis Charities Foundation held its lovely award luncheon April 24th. Several local non-profits were acknowledged and awarded grants. 211 Palm Beach and Treasure Coast was awarded a much needed \$12,000 to be used for our senior programming.

Photo left to right- Ibis Grants Committee member Cyndi Lieberman, 211's Patrice Schroder, Ibis Grants Committee member Michele Streater, and 211's Kaley Newby.



211 also wants to thank the Mirasol Foundation Grants Committee for awarding our agency with a well needed \$5,000 grant at its May 3rd grant ceremony event.

The Partnership for Aging's grants committee also awarded Palm Tran Transportation Vouchers to our Elder Crisis Outreach program so that seniors in need could get rides to critical appointments and services.
Thank you PFA!

New Future Home For 211! From Industrial Warehouse to Safe and Secure Structure...

211 Palm Beach and Treasure Coast just learned of the \$1 million grant award from the State of Florida. This funding will support construction of a new 12,000 square-foot facility to house its staff and volunteers.



211 is dedicated to building a future that enables staff to enjoy the safety and security of a new building while they continue to provide critical, life-saving service for the people of our community. ***View heartfelt video...***



A Capitol Campaign has recently been launched to fulfill this need. Thank

you to the chairs and committee members that made our Spring Gala "Raise the Roof" a wonderful start for such a worthy cause... for the safe and secure future of our agency and staff.

[Click here to view more on the Society Cover Story below...](#)



COVER STORY

HELP. STARTS. HERE.

211 PALM BEACH AND TREASURE COAST CONTINUES ITS LIFE-CHANGING AND LIFE-SAVING MISSION

211 Palm Beach and Treasure Coast is the only free and confidential Crisis and Community Helpline and Helpline serving the residents of Palm Beach County and the Treasure Coast that provides suicide prevention, crisis intervention, information, assessment, and referral to community services for people of all ages.

For more than 50 years, 211 has served the ever-growing Palm Beach and Treasure Coast region and now handles over 100,000 requests for help annually, including ten life-saving suicide-related calls daily.

The need is great for the services of 211 Palm Beach and Treasure Coast and recently the Palm Beach community came together to support the nonprofit's annual Spring Celebration to "Raise the Roof". Proceeds from the successful event benefited 211 Palm Beach and Treasure Coast's life-saving mission. This year was especially uplifting, as the organization "Raised the Roof" and launched its Capital Campaign to build new headquarters for the organization based in Lantana. Dedicated supporters and chairs of 211's largest fundraising event at The Colony Palm Beach were Guy Clark and Harrison Morgan. This event raised more than \$90,000 to help fund the new 211 Headquarters Center.

"The support of our community partners, donors, and volunteers is vital to our life-changing and life-saving work," said Sharon L'Herron, President/CEO of 211 Palm Beach and Treasure Coast. "Although 211 has been saving our community for over 50 years, it is important to remind everyone that by calling 211 they can access information to over 1000 agency providers with wide-ranging programs and services for all ages throughout the area." These services include food assistance, mental health care, health clinics, growth and development screenings, special needs resources, elder in crisis assistance, daily calls to check on seniors, caregiver support, veteran services and more.

"Our caring and trained staff is available via phone, text or email 24 hours a day, seven days a week to those who need assistance, guidance and/or someone to talk to," added Sharon. "211 handles the critical moments in life and we are grateful to be there to help when it's needed most."

211 Palm Beach and Treasure Coast also continues as the regional responder for the newly branded national 988 Suicide & Crisis Lifeline number. Callers are encouraged to dial 988 or 211 in our local community should they need to talk or need mental health, substance use, or other service providers.

Founded by psychologist Dr. Robert K. Anderson who was passionate about helping people struggling with depression, suicide, drug and alcohol abuse, 211 has become one of the most utilized resources for all of Palm Beach County and the Treasure Coast.

To learn more about 211 Palm Beach and Treasure Coast and its services and programs, visit 211palmbeach.org or 211treasurecoast.org.

To donate or for further information about 211's Capital Campaign and naming opportunities contact Candis Spitz, Director of Development and Community Relations, at 561.809.4332 or email candis.spitz@211pbco.org.



FIRST ROW George Elmore, 211 Board of Directors and Marin LaTour, Capital Campaign Honorary Co-Chair; Ken Kettner, Capital Campaign Co-Chair and 211 Vice Chair and John Dierra, Capital Campaign Chair and 211 Board of Directors. **PHOTOS: CARBARY; SECOND ROW** Future Honor of 211 Palm Beach and Treasure Coast, 211 Palm Beach and Treasure Coast's mission is to save and improve lives through crisis intervention and by connecting people to health, mental health, and wellness services 24 hours a day every day. **RENDERING BY PRATA SIKHAR, NOVEMBER 27, 2022. SUBJECT TO FINAL DESIGN REVISIONS.**

ON THE COVER:

Leo Williams, Chair, 211 Board of Directors; Guy Clark and Harrison Morgan, Chairs of the Annual Spring Celebration and members of the Capital Campaign Committee with Sharon L'Herron, President/CEO, 211 Palm Beach and Treasure Coast. **COVER PHOTO: TRACEY STEDON PHOTOGRAPHY**



211's Caller Data- First Quarter

211's Snapshot Reports are based on data collected. This report reflects the breakdown of the needs we are hearing from our community via calls and contacts.

*211 Counts reflects raw data based on calls and requests.

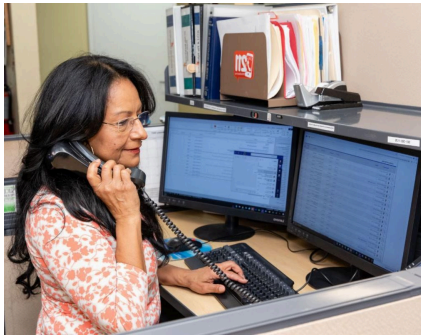
Click links below to access...

- [Palm Beach County](#)
- [All Areas Served](#)
- [211 Counts*](#)

211 staff answered nearly 11,600 requests for help for Palm Beach County residents for our first quarter (Jan-March).

The problems and needs expressed by these residents were just under 18,000.

Housing was the top need and came in at just over 5,300 requests for help representing almost 30% of all needs.



Mental Health & Substance Use Disorders was the second highest category of need, with over 4,500 requests for help- which was almost 26% of total needs. 211 staff also responded to 200 suicide concerns from the people of Palm Beach County.

Over 1,400 people were looking for legal assistance, over 1,200 looking for health care, 1,100 seeking utility assistance and nearly 800 seeking help with food.

Elders 60 plus made up 34% of the requests for help. People aged 18-59 made up 51% and those under 18 represented 4%.

Caller's Story

Older woman was in despair as illness caused her to miss work...

One of our Resource Center Specialist received a call from a 65-year-old woman named Mary.

She had missed work for two weeks because of her chronic illness. This lapse of employment left Mary in despair and wondering how she would be able to afford



Erin listened to Mary and provided emotional support while helping Mary create a plan of action.

her prescriptions and put food on the table.

Lacking a support system, Mary did not know where to turn.

"I have worked so hard all of my life...now I just don't know what I am going to do!"

Mary was referred to our Elder Crisis Outreach Program (ECO). Erin, our Elder Crisis Outreach advocate, quickly sprang into action.

She also pulled together some resources to help with groceries and medication. Mary was grateful for the support she received in her time of great need. She knows she can reach out again- any time she needs.

"Thank you for being there for me...I had no where else to turn- you helped me through this!"

Please Note: Names and identifying information have been changed to protect privacy.

Summer Meals & Back to School Events



SUMMER BREAK SPOT

SUMMER BREAKSPOT PROVIDES NUTRITIOUS MEALS AT NO COST TO CHILDREN 18 AND UNDER WHILE SCHOOL IS OUT FOR THE SUMMER.

Friends, Free meals and Fun.

Available All Summer Long

Click here to learn more....



Our Major Partners

*Children's Services Council, United Way,
The Palm Beach County Board of County Commissioners, Children's Forum,
The Southeast Florida Behavioral Health Network, and 988 Suicide & Crisis Lifeline*

[View complete list here...](#)

***Entering our 6th
decade of quality and
caring service!***

*211 proudly continues to
make a positive impact on
the quality of life for people of
all ages...*

Donate Now

*We thank you for your
continued support of 211's
mission. Please take the time
to help spread our mission by
sending this newsletter out to*



local colleagues.

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Also visit www.211palmbeach.org

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