



How To Use 211 HelpLine

211

Palm Beach and
Treasure Coast

211 is your local Community Helpline & Crisis Hotline

Help Starts Here. 211 HelpLine's caring staff provide crisis intervention, information, assessment and referral to available community resources and services. Calls to 211 are free, confidential and available 24/7 with multilingual capabilities. People of all ages can call for themselves or for others. 211 HelpLine serves Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. Also visit www.211palmbeach.org.

Types Of Services Provided By 211:

- Suicide Prevention, Crisis Intervention
- Information & Referral
- Telephone Counseling, Assessment
- Advocacy Programs
- Community Resource Database
- Someone to Listen!

Ways To Reach 211:

Dial 2-1-1 or (561) 383-1112 (24/7)

Crisis Support- Dial 2-1-1 or 9-8-8 (24/7)

Text your questions/concerns & zip code to 898211 (24/7)

Chat Online (10 am - 8 pm)

Email your questions/concerns to help@211pbtc.org
(which will be answered within one business day)

Out of area can dial (561) 383-1112 or (866) 882-2991

Se Habla Español & Nou Pale Kreyòlè

What If I Just Want To Talk?

Sometimes life can be overwhelming!

Whether you prefer Text, Online Chat, or the telephone— we're here to listen!

Sometimes having someone who is not going to judge you or set conditions— someone who simply wants to listen to what you have to say— can make all of the difference!

"We are here for you!"

What To Expect When You Call:

- Phone prompt for language/type of service/ brief hold time
- Caring person at the other end of the line who will listen as you describe your concerns or situation
- You may be asked to provide your zip code & some demographic information...
(for our funding requirements)
- Our Resource Specialist will direct you to the appropriate service providers— with referrals given

211 HelpLine is a service of 211 Palm Beach/Treasure Coast, a 501 (c)(3) within the State of Florida. Major funders include: Board of County Commissioners-Palm Beach County; Children's Services Council of Palm Beach County; Palm Beach County Sheriff's Office; National Suicide Prevention Lifeline; The Southeast Florida Behavioral Health Network and Help Me Grow Florida; Town of Palm Beach United Way; United Way of Palm Beach County. Other 211 systems are available throughout the state of Florida and nationally as well. #HelpStartsHere Twitter & Instagram 211_HelpLine and Facebook /211HelpLine

- Need crisis support? Dial 2-1-1. 211 staff also respond to the national 9-8-8 Suicide & Crisis Lifeline-
- Veterans are prompted to press #1 for the Veterans Crisis Line



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Why do people reach out to 211?

- I'm worried about my aging mom
- Is my child at the right stage of development
- I just lost my job
- My boyfriend hits me
- The kids at school bully me
- I'm about to be evicted & don't know what to do
- I just don't want to live anymore...

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"When I called 211, the Specialist who answered took the time to really listen. The help I was able to receive made all the difference in the world -for me and my family!"

Serving those who have given so much! **MYFLVET**- 211's newest program, provides Florida's veterans with peer to peer emotional support, comprehensive information on VA funded programs & services and other available community resources for veterans and their family. Simply dial 2-1-1 & ask for MYFLVET!



Other Free Services Provided By 211:

211's **Help Me Grow** staff provide growth, developmental and behavioral health screenings, with activities and follow up for children (0 - 8 years) online or over the phone. Parents can have peace of mind as **Help Me Grow** staff can also help determine school readiness and provide additional resources and referrals if needed. Dial 2-1-1 to learn more.



211's **Special Needs Helpline** is designed to help parents & caregivers of children with special needs (0 - 22 years) find information, resources and support. 211's Special Needs Advocate provides emotional support while helping parents & caregivers to effectively navigate the confusing maze of available services. Dial 2-1-1 to access the **Special Needs Helpline**.



211's **Sunshine Daily Telephone Reassurance** volunteers provide a quick daily "Hello" to check on the wellbeing of participating senior citizens who are 60 and over or those individuals who may be younger and are housebound/disabled. 211's **Elder Crisis Outreach** program is also available to vulnerable seniors 60 and over, who need assistance in finding crucial services...to learn more simply Dial 2-1-1.



211's new **Caregiver Support Project** is for family caregivers 18 plus caregiving for another adult family member- provides support and resources. These caregivers can also receive a daily Sunshine to help stay connected.

