

Palm Beach/Treasure Coast 

2-1-1TM

Get Connected. Get Answers.

ANNUAL REPORT

2010-2011

211 Palm Beach/Treasure Coast

"I have a wife and two kids and I'm really struggling to keep my business going. I'm afraid we're going to lose our home. Can you help us?"

211 Resource Specialists received literally thousands of calls like this one in the 2010-2011 Fiscal Year. For the majority of 211 callers, the economic downturn was still very much a reality.

211 assisted a total of 155,345 callers in 2010-2011. Our Resource Specialists keep track of the problems and needs our callers express and the two largest categories were financial assistance and basic needs.



The need for financial assistance — to avoid foreclosure, to pay the rent, to keep the electricity on — was expressed 45,425 times, or 23% of all the problems and needs expressed. The need for help

with the basics — food, clothing and shelter — was expressed 40,834 times, or 21% of all the problems and needs expressed.

Our Resource Specialists try to determine the best ways to help

each caller in his or her unique circumstances. For example, they would refer the caller who was afraid of losing his home to federal, state and local agencies that do mortgage counseling or that

(continued inside)

A LETTER FROM OUR BOARD PRESIDENT

Dear Friends:

The calls that 211 Palm Beach/Treasure Coast received in 2010-2011 were especially poignant.

Like the worried father described on the front page, many callers were in desperate situations because of the economic downturn. We heard from people who had never had to seek assistance from a public agency before, and had no idea how to navigate the complex health and human service delivery system. So calls often took longer and covered many more issues than in previous years.

My hat is off to our wonderful staff at 211 who give these callers so much comfort and support along with the information and referrals they need to begin to solve their problems.

211 assisted a total of 155,345 callers in 2010-2011 and made more than 163,000 referrals to over 1,300 community agencies. I am so proud to be the Board President of an agency that is making this much of an impact on our community.

If you are considering becoming a donor to 211, you would be making a very good investment. As our financial statement shows, 87 cents of every dollar donated to 211 goes directly to programs.

If you are already a 211 donor, thank you so much for your continuing support

And if you are someone, donor or non-donor, who would like more information about 211, please feel free to contact me directly. My email address is bdeflin@mac.com.

Sincerely,



Bradford A. Deflin
President
211 Board of Directors



ECONOMIC DOWNTURN

(continued from page one)

intercede with banks to prevent foreclosures. They would also help him determine whether his family was eligible for income assistance or other types of help, such as food stamps or disability payments.

Sadly, the 2010-2011 statistics seemed to reflect that some callers had reached the point of despair over their situation. A strong indication of this despair was a 31% increase in suicide-related calls. (This statistic was especially disturbing because suicide-related calls had already increased 31% during the previous fiscal year.) An equally disturbing statistic, which is often attributed to economic problems, was a 24% increase in domestic violence-related calls.

"It is not an exaggeration to say that the services 211 provides have never been more important," said Susan K. Buza, Executive Director. Buza noted that 211 made a total of 163,288 referrals to 1,329 community agencies in 2010-2011. "We will continue to be there," she said, "24 hours a day, 365 days a year, for any caller who needs our assistance and support."

PROBLEMS/NEEDS 211 CALLERS EXPRESSED

In the 2010-2011 Fiscal Year, 211 callers expressed a total of 195,805 problems and needs. Here is a summary:

Financial Assistance: Expressed 45,425 times (23%)

Basic Needs: Expressed 40,834 times (21%)

Clothing	1,008
Food	10,868
Household Goods	795
Housing	6,648
Shelter	21,515

Mental Health/Personal Problems: Expressed 33,370 times (17%)

Frequent Callers	7,655
Mental Health	7,043
Personal/Interpersonal	12,668
Substance Abuse	3,364
Suicide	2,640

Health/Medical Problems: Expressed 14,171 times (7%)

Health/Medical	8,164
Home Health/Rehab	2,413
Insurance	3,594

Other Problems/Needs (Legal, Transportation, etc.):
Expressed 62,005 times (32%)

TOTAL PROBLEMS/NEEDS EXPRESSED: 195,805 (100%)

"My hat is off to our wonderful staff at 211."

FINANCIAL REPORTS

Statement of Financial Position Ending June 30, 2011

Total Assets:	\$1,006,193
Total Liabilities:	317,056
Net Assets:	689,137

INCOME 2010-2011

Public Support

Federal and State Contracts:	381,341
County and Other Local Grants:	660,193
United Way Contributions:	378,656
Contributions:	429,411
Gifts in Kind:	83,043

Total Public Support: 1,932,644

Revenues

Rental Income	96,974
Special Events Income:	149,200
Other Income:	39,625
Interest Income:	1,263

Total Revenues: 287,062

TOTAL INCOME: \$2,219,706

EXPENSES 2010-2011

Program Services

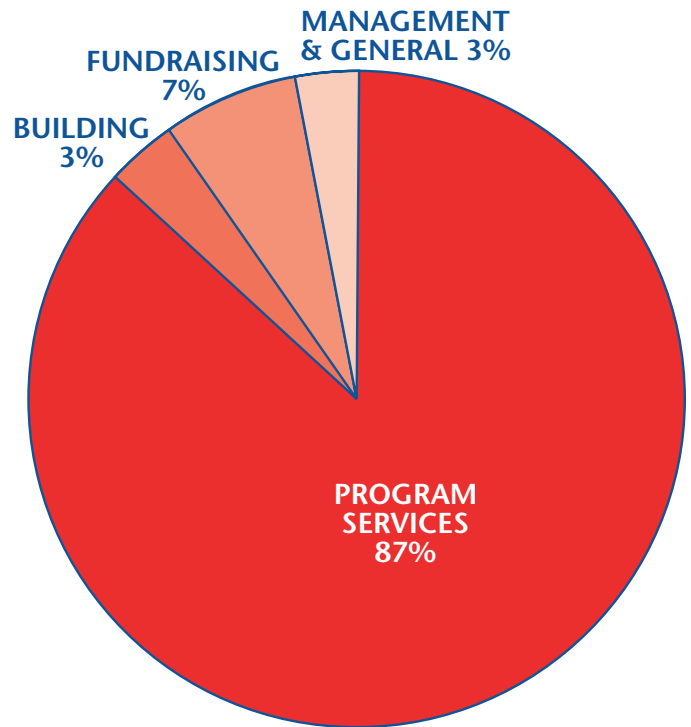
Resource Center:	
Palm Beach County:	900,925
Treasure Coast:	393,297
Sunshine Telephone Reassurance	173,988
Elder Crisis Outreach (ECO):	169,762
Client Management Information System:	198,864
Health Navigation:	42,081

Total Program Services: 1,878,917

Management and General:	60,070
Building:	76,765
Fundraising and Development:	150,988

TOTAL EXPENSES: \$2,166,740

FOR EVERY DOLLAR 211 RECEIVES, 87 CENTS GOES DIRECTLY TO PROGRAM SERVICES.



MAJOR FUNDERS



WHO CALLED 211 THIS YEAR?

- 68% of callers were female; 32% were male.
- 71% were from Palm Beach County, 11% were from St. Lucie County, 5% were from Indian River County, 4% were from Martin County, and 1% were from Okeechobee County. The remaining callers were from outside our five-county service area.
 - 89% of the calls were from people calling for themselves, rather than for a friend or relative.
 - 52% of callers were white, 27% were Black, and 9% were Hispanic.
 - 59% of callers were between the ages of 18 and 54, 26% were 55 and older.



P.O. Box 3588 • Lantana, Florida 33465
Admin. Phone: 561/547-8637 • Fax: 561/547-8639
www.211palmbeach.org • www.211treasurecoast.org
www.teen211pbtc.org

PROGRAMS

211 Resource Center: The 211 Resource Center provides empathetic guidance and support to individuals and families in distress or in need of information about health and human service programs. This free and confidential assistance is provided through a telephone hotline that is available 24 hours a day, 365 days a year to anyone in our service area (Palm Beach, St. Lucie, Indian River, Martin and Okeechobee counties) who dials 2-1-1. During the 2010-2011 Fiscal Year, we received a total of 155,345 calls and made 163,288 referrals to 1,329 community agencies. The most common problems or needs expressed by our callers were the need for financial assistance (23%), basic needs like food, clothing and shelter (21%), and mental health or personal issues (17%).

Sunshine Telephone Reassurance: 211's Sunshine program provides a daily call to check on the well-being of elderly and homebound clients and give them a friendly hello. Often, the Sunshine call is the only outside contact the client has all day. If we are unable to reach a client (or a back-up friend of the client) within two hours, we send the police to perform a welfare check. During the 2010-2011 Fiscal Year, 526 Sunshine clients received these daily reassurance calls and a total of 264 welfare check visits were performed.

Elder Crisis Outreach (ECO): ECO serves Palm Beach County seniors 60 and over who are in emotional, financial and/or social distress by providing intensive, short-term support. What makes ECO unique is the program's lack of red tape. ECO client advocates are usually able to begin providing assistance, often at a client's own home, within one work day. During the 2010-2011 Fiscal Year, ECO assisted 633 elderly clients.

Client Management Information System: CMIS is a secure internet network, managed by 211, that allows for the exchange of vital information about the homeless population and other "people in peril" in Palm Beach County. During the 2010-2011 Fiscal Year, 34 human service agencies contributed client information to this database.

Health Navigation: 211 Health Navigators help uninsured and underserved individuals find and use available community health care resources and enroll in public benefits as necessary. During the 2010-2011 Fiscal Year, 323 individuals received comprehensive health navigation services.

MISSION

211 Palm Beach/Treasure Coast assists people by providing crisis intervention, information, assessment and referral to community services and by providing infrastructure support to the health and human service delivery system.

VISION

211 Palm Beach/Treasure Coast is recognized as the central linkage point in our community providing individuals with the information and support services they need to solve their problems.

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