

Providing Hope When It's Needed Most Community and Crisis Prevention Helpline: 211

The <u>211 HelpLine</u> is the only 24 hour, 365 day, nationally accredited suicide and community hotline serving Palm Beach County that provides free and confidential crisis intervention, information assessment and referrals to community services.

Now in their 45th year, 211's professionally trained staff and volunteers are available 24/7 by phone, text and online chat for issues such as depression, suicide, alcohol and drug abuse, child care, financial programs, domestic violence, housing and so much more. Just this past year, resource specialists provided services to over 165,000 people.

In addition to handling crisis related calls, 211 provides current information on community health and human services programs. Other services include:

Sunshine Telephone Reassurance program - daily calls to check on frail or homebound seniors Elder Crisis Outreach – provides intensive, short-term assistance to seniors in crisis Health Navigation - connects callers to the health services Teen Website – offers an online chat forum that is free, non-judgmental and confidential

Food Reference Guide – provides locations for soup kitchens, food pantries and food co-ops

Some examples of the types of calls received at 211 are:

- Parents struggling with out-of-control kids
- Adult children concerned about their aging parents
- Elderly adults trying to retain their independence
- Depressed individuals trying to keep their lives together
- Young children who are alone or afraid
- Teens struggling with adolescence
- The financially disadvantaged of all ages who are on the verge of being evicted or having their electricity or water shut off

The agency, which relies heavily on volunteers, is always in need of individuals who would like to make a difference. For more information on 211 services and volunteering, visit their web site at <u>www.211palmbeach.org</u>. There is also a free downloadable smartphone app allowing users quick and easy access to the 211 database.

Volunteer Opportunities: Making A Difference

There are so many non-profit agencies throughout the county that are doing outstanding work helping others that need volunteers:



<u>Boca Helping Hands</u> - provides food, emergency assistance and long-term solutions such as job training and mentoring, ESOL classes, and children's programs.

<u>Feeding Palm Beach County</u> - food bank which recently opened its new 25,000 square-foot facility in Boynton Beach. In addition to direct service to the community, they also network with over 100 non-profit partner agencies to serve over 202,000 individuals — 62,600 of whom are children.

<u>United Way of Palm Beach County</u> - works closely with other non-profits in providing assistance in procuring volunteers. Through their website, you can view a number of diverse volunteer opportunities depending on your interest and/or experience.

These are just a few of the many agencies that offer ways to help out. The number of individuals, families and children in need throughout our community is staggering and volunteering is a wonderful way to get involved while making a difference!

BCC Briefs for March 1, 2016

At the March 1, 2016, Board of County Commissioners meeting, the board took the following action:

Criminal Justice Commission – adopted amendments to the Criminal Justice Commission (CJC) ordinance relating to the operation and makeup of the CJC, and terminated the letter of agreement with the former CJC chairman which delineated responsibilities of the CJC that are now incorporated in the CJC ordinance.

Home caregivers – adopted a resolution establishing fees and fines for the Home Caregiver Ordinance and approved an agreement with the Florida Department of Law Enforcement authorizing Palm Beach County Consumer Affairs to process fingerprint-based criminal background checks on home caregivers through FDLE's Volunteer and Employee Criminal History System databases.

Vehicles for hire – approved an amendment to the temporary operating agreement with Rasier, LLC, a subsidiary of Uber Technologies, Inc. allowing Uber to continue operating as a transportation network company (TNC) in Palm Beach County through April 30, 2016. The board also approved a temporary operating agreement with Lyft, Inc. to operate as a TNC in the county through April 30, 2016.

Infrastructure surtax – discussed possibly placing a discretionary 1-cent surtax for backlogged infrastructure projects on the November ballot. The proposed distribution of revenue would be: School Board 48 percent; Palm Beach County 28.5 percent; municipalities 18.5 percent; and cultural facilities 5 percent.

FAC – approved a letter in support of Mayor Mary Lou Berger in her candidacy as second vice president of the Florida Association of Counties (FAC).

Public Safety – ratified the appointment of Stephanie Sejnoha as director of the Public Safety Department. She has served as the deputy director of Public Safety since June 2015 and as its director of Finance and Administrative Services since January 2010.

Meeting procedures – agreed to not schedule nighttime regular BCC meetings, unless necessary. Public hearings for preliminary and final adoption of the annual budget will continue to be held in the evening in September.

Conservation -- directed staff to draft a letter to state lawmakers encouraging them to place additional budget dollars in the Florida Forever Fund for the purchase of conservation lands.

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