2·1·1

Palm Beach and Treasure Coast

2024 ANNUAL REPORT



OUR SERVICES

Here's how we help individuals and families in need across our five-county service region:

211 Helpline – Our free, confidential service available 24 hours a day, 365 days a year, provides information, assessment, and referrals to community programs, along with crisis intervention and suicide prevention services. Help is available by phone, text, online chat, and email.

988 Suicide & Crisis Lifeline — As the frontline regional responder for this national service, our agency maintains accreditations from the American Association of Suicidology, and Inform USA for suicide prevention and crisis intervention services, along with additional certifications and credentials.

Help Me Grow – Offers free developmental and behavioral health screenings for children ages 0-8 years, to identify risks of developmental delays. Our team provides family resources and linkages to next level services and supportive programs.

Special Needs Helpline – Provides specialized assistance to parents and caregivers of children (0-22 years) to help them overcome crises, navigate the maze of services and connect to supportive resources.

Elder Crisis Outreach – Provides vulnerable and distressed Palm Beach County seniors (60+) with one-on-one crisis support, advocacy, and connection to critical programs and services.

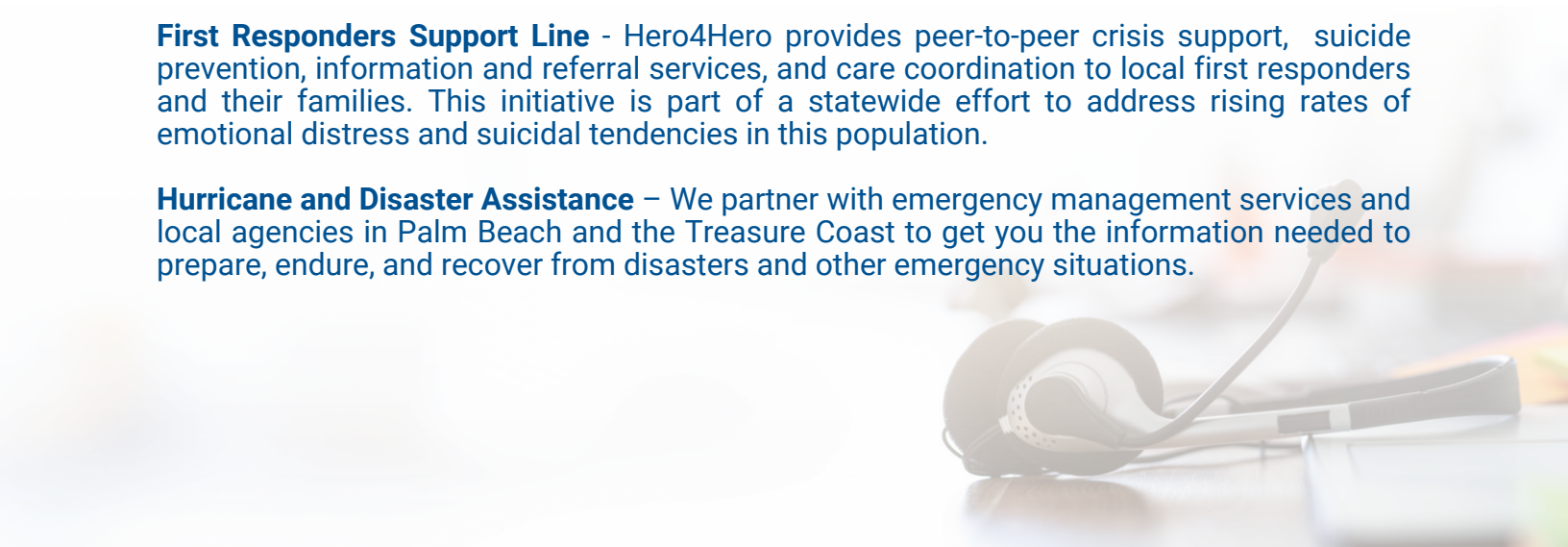
Sunshine Telephone Reassurance – These free daily calls help brighten the lives of isolated seniors (60 +), or those who are housebound or disabled. Sunshine calls provide connection and peace of mind through brief conversations and a critical well-being check every day.

Caregiver Project – Serves individuals who are 18 years or older and caregiving for another adult family member. This program provides supportive crisis counseling, needs assessment, linkage to community services, and follow up support.

Florida Veterans Support Line –MYFLVET provides peer-to-peer support, crisis intervention, suicide prevention, and linkage to programs and services for veterans, activ-duty military, and their families.

First Responders Support Line - Hero4Hero provides peer-to-peer crisis support, suicide prevention, information and referral services, and care coordination to local first responders and their families. This initiative is part of a statewide effort to address rising rates of emotional distress and suicidal tendencies in this population.

Hurricane and Disaster Assistance – We partner with emergency management services and local agencies in Palm Beach and the Treasure Coast to get you the information needed to prepare, endure, and recover from disasters and other emergency situations.



PROGRAM PERFORMANCE

Our team in action, calendar year 2024



Last year the 211 team responded to

120,533
Help Requests
Calls, Texts & Emails

648
Chat Sessions

142,089
Database Searches

MyFLVet
2,360
Veterans Contacted
767
Linked to Care Coordination

Sunshine Calls
727
Clients Served
Over 210,000
Calls Per Year

Help Me Grow
425
Referrals Given
2,295
Screenings Completed

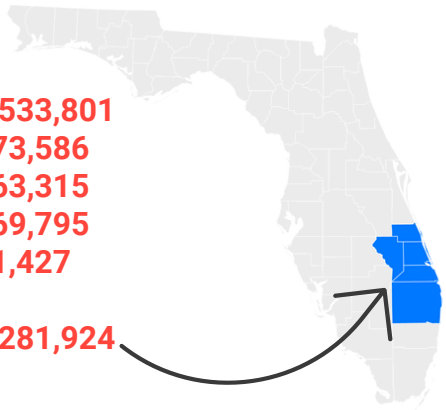
" Who knows how long I would have had to wait for someone to check on me. I'm so glad you were there for me."
Sunshine Client

YEAR IN REVIEW

Needs Expressed on the 211 HelpLine in 2024

Population *(US Census, 2023)*

Palm Beach County	1,533,801
St. Lucie County	373,586
Martin County	163,315
Indian River County	169,795
Okeechobee County	41,427
Total for Service Area	2,281,924



Ages of Callers

2.55%	<18
33.15%	18-59
17.90%	60>
46.40%	Unreported

NEEDS BREAKDOWN

138,242
Total Needs Represented by Category

Other Categories

Disaster Services	1,446
Employment	1,312
Volunteers/Donations	483
Education	420
Arts, Culture, & Recreation	260

- **46,198** Mental Health/ Substance Use Disorder
- **34,096** Housing
- **11,030** Utility Assistance
- **8,272** Information Services
- **7,403** Legal, Consumer & Public Safety Services
- **6,465** Healthcare
- **5,889** Food/Meals
- **5,492** Individual, Family & Community Support
- **2,898** Income Support Services
- **2,494** Clothing/Personal/ Household Needs
- **2,238** Transportation
- **1,852** Other Government/ Economic Services

WEBSITE ANALYTICS

Traffic	Page Views	Unique Visitors	Social Media Reach *Facebook + Instagram*
75,695	**124,777**	**61,403**	**137,707**

2·1·1

Palm Beach and Treasure Coast

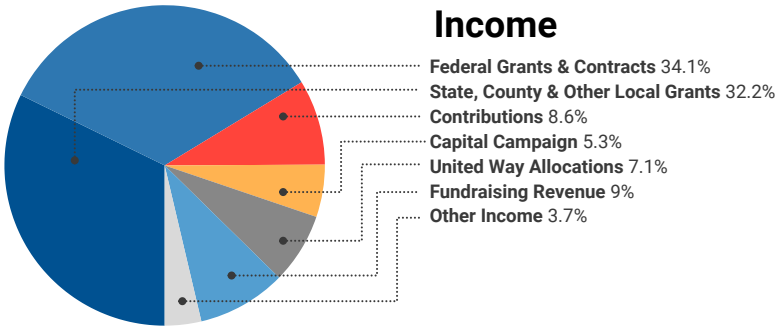
FINANCIAL REPORT

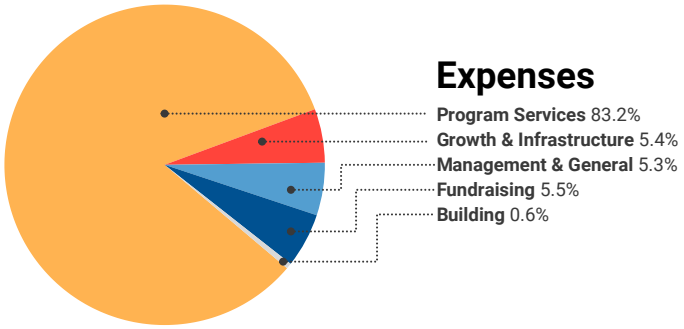
Statement of Activities Ending June 30, 2024

Income	
Federal Grants & Contracts	$ 2,035,157
State, County & Other Local Grant	$ 1,926,244
United Way Allocations	$ 426,333
Contributions	$ 514,346
Fundraising Revenue	$ 536,019
Capital Campaign	$ 315,778
Other Income	$ 220,154
Total Income	**$ 5,974,031**

Expenses	
Program Services	$ 4,539,643
Management & General	$ 289,360
Growth & Infrastructure	$ 296,264
Building	$ 30,685
Fundraising	$ 300,507
Total Expenses	**$ 5,456,459**







THANK YOU!

No matter what's going on, it's a relief to know I can always call 211 for help."

"Deanna," Okeechobee County Resident

P.O. Box 3588. Lantana, FL 33465

(561) 383-1144

www.211PalmBeach.org

2·1·1
Palm Beach and Treasure Coast

HELP. STARTS. HERE!