



THE IMPACT OF 2.1.1 BIG BEND IN OUR COMMUNITY

WHY211?



Connects you to expert, caring help.

Every call, text, and chat is free, anonymous & confidential.

Provides connections to many resources

211 hotline counselors complete hundreds of hours of comprehensive training for our neighbors.

Addresses problems at the roots and identifies underlying needs and concerns

Multiple ways to connect – web chat, text (898211),
or dialing 211, 988 or 850-617-6333



WHY211?



We are the **ONLY** three-digit number in the Big Bend that connects callers 24/7 365 days a year to a live counselor they can speak to without judgement and with empathy.

All calls are **FREE**, anonymous & confidential.

LAST FISCAL YEAR



22,692+ TOTAL CALLS

330,974 MINUTES OF CALLER CONTACT

5,000 VOLUNTEER HOURS

2,016 VETERAN CALLS

2,555 FOLLOWUP CALLS

28,665 REFERRALS

TOP CALLER NEEDS



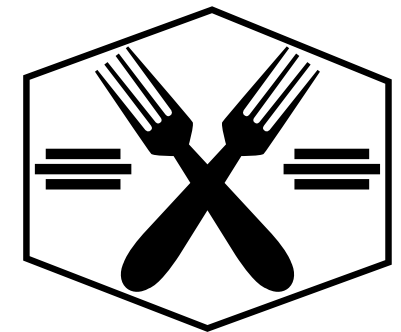
Housing 38%



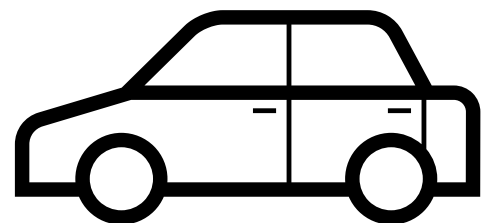
Transportation 20%



Mental Health Support 17%



Utilities 16%



Food 12%



211 BIG BEND PROGRAMS



Helpline 211 (8-county Big Bend)
988 Suicide & Crisis Lifeline (N. FL)

Help Me Grow

Florida Veterans Support Line

Lyft Ride United

Comprehensive Resource Directory

Mental Health Directory (covering 18 counties)

Florida HIV/ AIDS Hotline (Statewide)

Family Health Line (Statewide)





January 2024 to February 2024

266% outreach increase

200% call increase

125% increase in children served

26% increase in referrals provided



Program started in 2019
2661 total round-trip rides
provided 2022-2023 fiscal year

Goal is to be fully funded to
provide reliable transportation to
our community



FL Veterans Support Line answered by Veterans

Comprehensive information & referral to VA-funded services

Advocate & navigate VA processes

For Veterans AND their families

We connect Veterans to services they wouldn't normally get to.



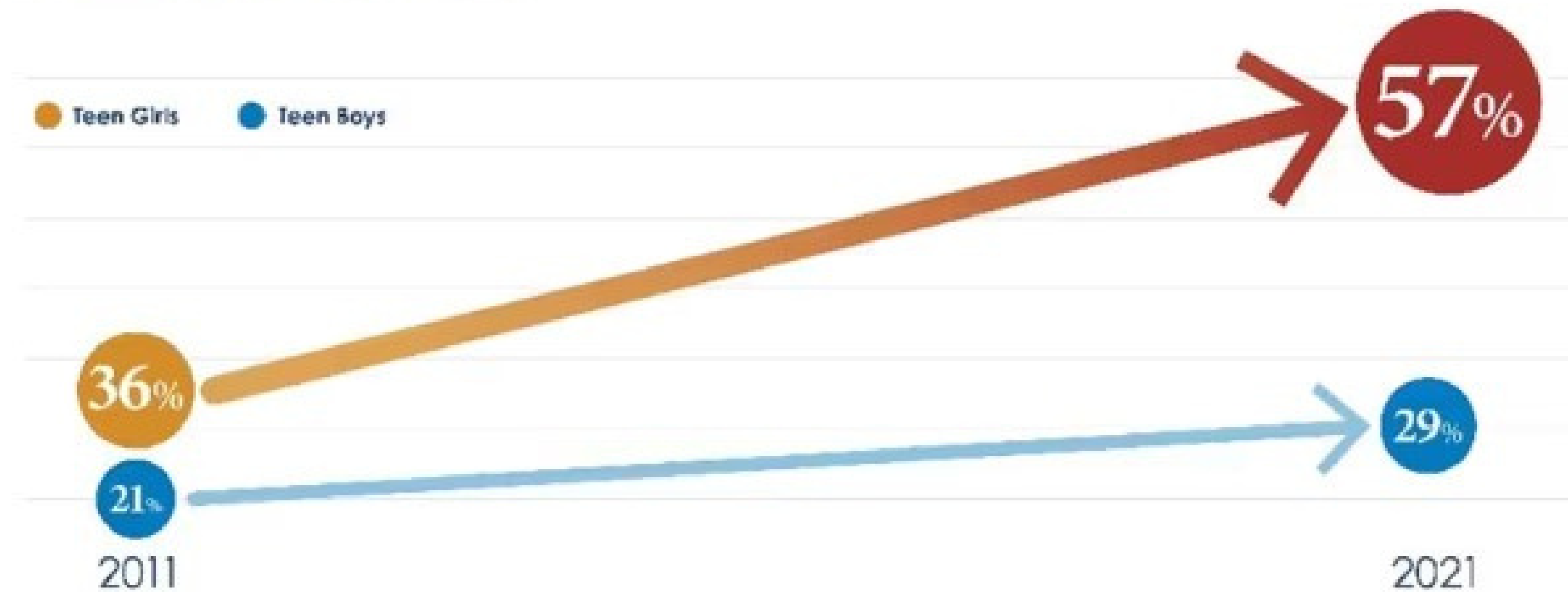
Over 70% of 211 callers seek help for basic needs, including food insecurity and transportation.

Most callers seeking resources have underlying needs related to mental health.

OUR MENTAL HEALTH CRISIS



TEEN GIRLS WHO PERSISTENTLY **FELT SAD OR HOPELESS** INCREASED DRAMATICALLY FROM 2011 TO 2021



HOW CAN YOU HELP?



TALKING TO AN ACCEPTING PERSON CAN REDUCE
SOMEONE'S RISK OF SUICIDE BY

40%

RESOURCES:

THE JED FOUNDATION

The Trevor Project

SAMHSA.GOV

NAMI.ORG

CDC.GOV

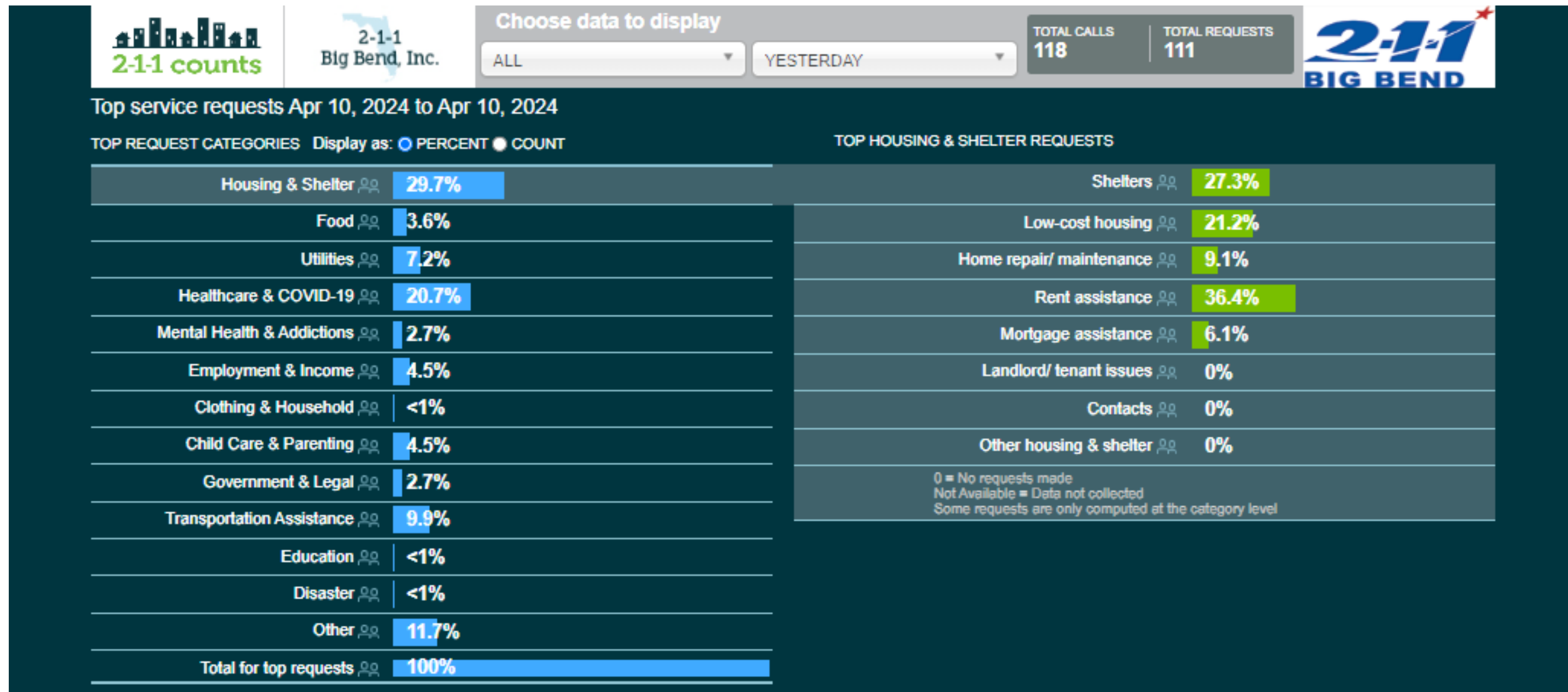
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April 10, 2024

BIGBEND.211COUNTS.ORG



211 EMERGENCY RESPONSE



Evacuation zones

24/7 relay network for response team updates

Nationally promoted by FEMA

FEMA application updates & assistance with navigation

Information for Disaster S.N.A.P.

Feeding sites & open food pantries

Comfort stations

Road blockages & Power outages

Emotional support

WAYS TO WORK TOGETHER



Educate administrators, staff, teachers, and students on who we are and what we do

We are the community's critical connector from rental assistance to emotional support.

We touch every facet of our community.
No one faces a crisis alone.

Share 211 handouts with your community.

Reach out to development@211bigbend.org



WWW.211BIGBEND.ORG



QUESTIONS?