

Palm Beach/Treasure Coast 

**2-1-1**™

*Get Connected. Get Answers.*

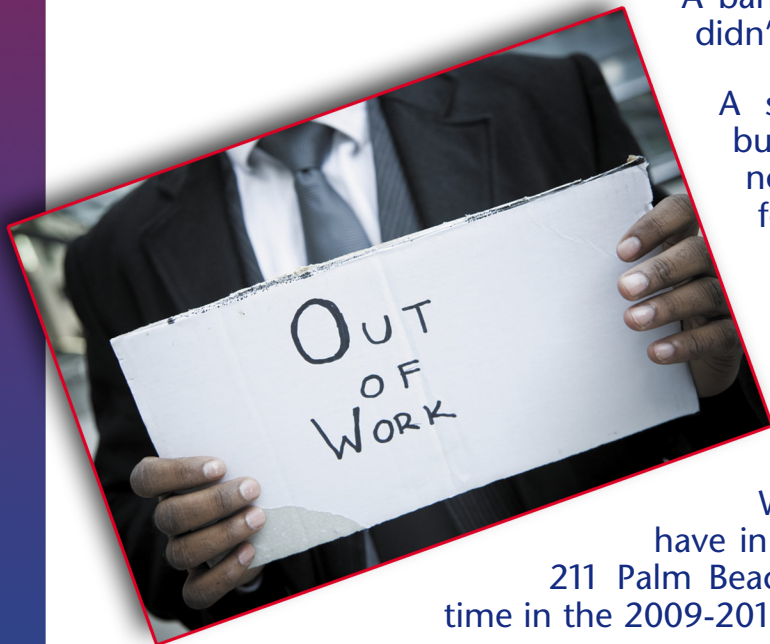
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# ANNUAL REPORT

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## 2009-2010

211 Palm Beach/Treasure Coast



A banker who had lost his job and didn't know how to tell his wife.

A small business owner whose business had failed and he was no longer able to pay the rent for his family's home.

A single mother of two who had been out of work for several months and didn't have the money to pay her electric bill.

What do these three people have in common? All of them called 211 Palm Beach/Treasure Coast for the first time in the 2009-2010 Fiscal Year.

*(continued inside)*

## A LETTER FROM OUR BOARD PRESIDENT

Dear Friends:

I am proud to be the Board President of an agency that is so vital to our community.



211 Palm Beach/Treasure Coast assisted almost 160,000 callers during the 2009-2010 Fiscal Year, and as the story on the front page explains, many of them were victims of the economic downturn who were calling 211 for the first time. Our highly trained Resource Specialists were there to give them hope and help, referring them to job training courses, food banks, mortgage and utility assistance programs, and other community services.

211 is available 24 hours a day, 365 days a year to provide this free and confidential assistance to anyone in Palm Beach County or the Treasure Coast who dials 2-1-1. As our agency's promotional materials say, "We're here to listen, we're here to help."

If you are learning about 211 for the first time through this annual report, we hope you will consider us when you make your charitable donations this year. You would be making a very good investment. As our financial statement shows, eighty-six cents of every dollar donated to 211 goes directly to programs.

If you are already a donor to 211, we greatly appreciate your continuing support.

Sincerely,

Bradford A. Deflin  
President  
211 Board of Directors

*"We're here to listen,  
we're here to help."*

## ECONOMIC DOWNTURN CAUSING MORE PEOPLE TO DIAL 2-1-1

*(continued from page one)*

211 assisted a total of 159,270 callers in 2009-2010, and the economic downturn was much on their minds. 211 Resource Specialists keep track of the problems and needs our callers express, and the two largest categories in 2009-2010 were financial assistance and basic needs.

The need for financial assistance—to keep the electricity on, to avoid foreclosure, to pay the rent, etc.—was mentioned 47,351 times, or 24% of total mentions. Help with basic needs—food, clothing, shelter—was mentioned 42,106 times, or 22% of total mentions. (For a complete breakdown of the problems and needs 211 callers expressed, please see the chart below.)

These economy-related categories have been steadily increasing over the past three fiscal years. The need for financial assistance was 18% of total mentions in the 2007-2008 Fiscal Year and 22% of mentions in 2008-2009. Help with basic needs was 15% of total mentions in the 2007-2008 Fiscal Year and 20% of total mentions in 2008-2009.

And 211 Resource Specialists report another trend related to the economy. They are hearing from a growing number of people like those mentioned at the beginning of this article—people who have never had to reach out for assistance before and are calling 211 for the first time.

## PROBLEMS/NEEDS 211 CALLERS EXPRESSED IN 2009-2010

211's Resource Specialists keep track of the problems and needs our callers express. In the 2009-2010 Fiscal Year, our 159,270 callers expressed a total of 195,184 problems and needs. Here is a summary:

**Basic Needs: 42,106 mentions (22%)**

Clothing	887
Food	10,961
Household Furniture	887
Housing	6,758
Shelter	22,613

**Financial Assistance: 47,351 mentions (24%)**

**Health/Medical: 15,028 mentions (8%)**

Health/Medical	8,738
Home Health/Rehab	2,519
Insurance	3,771

**Information Only: 7,502 mentions (4%)**

**Legal: 6,162 mentions (3%)**

**Mental Health/Personal: 32,159 mentions (16%)**

Frequent Callers	7,967
Mental Health	6,396
Personal/Interpersonal	12,591
Substance Abuse	3,187
Suicide	2,018

**Transportation: 3,120 mentions (2%)**

**Other: 41,756 mentions (21%)**

**TOTAL: 195,184 MENTIONS (100%)**

# FINANCIAL REPORTS

## Statement of Financial Position Ending June 30, 2010

Total Assets:	\$991,728
Total Liabilities:	355,557
Net Assets:	636,171

### INCOME 2009-2010

#### Public Support

Federal and State Contracts:	406,271
County and Other Local Grants:	538,176
United Way Contributions:	525,380
Contributions:	243,785
Gifts in Kind:	64,535

**Total Public Support:** 1,778,147

#### Revenues

Rental Income:	103,191
Special Events Income:	170,020
Other Income:	38,292
Interest Income:	135

**Total Revenues:** 311,638

**TOTAL INCOME:** \$2,089,785

### EXPENSES 2009-2010

#### Program Services

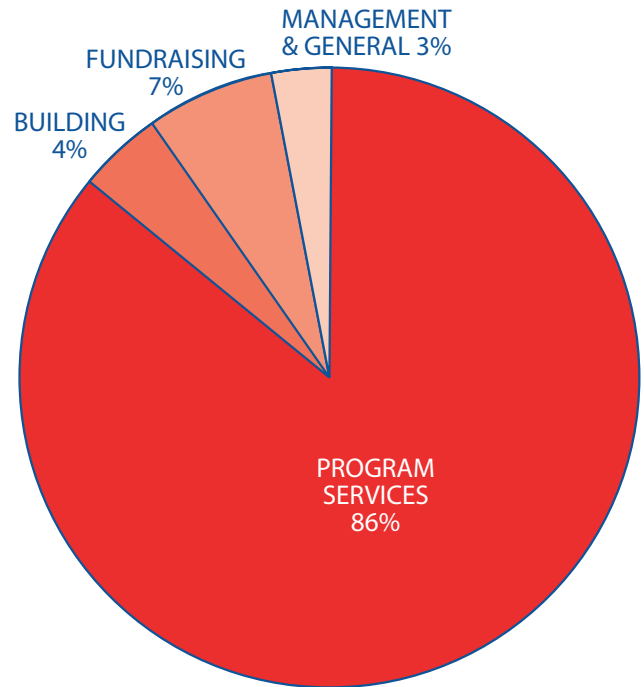
Resource Center:	
Palm Beach County:	918,574
Treasure Coast:	322,199
Sunshine Telephone Reassurance:	170,012
Elder Crisis Outreach (ECO):	239,940
Client Management Information System:	185,607

**Total Program Services:** 1,836,332

Management and General:	61,104
Building:	95,347
Fundraising and Development:	144,254

**TOTAL EXPENSES:** \$2,137,037

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



### MAJOR FUNDERS



Community Foundation  
FOR PALM BEACH AND MARTIN COUNTIES





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## PROGRAMS

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**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, Martin, St. Lucie, Indian River and Okeechobee counties) who dials 2-1-1. During the 2009–2010 Fiscal Year, we received a total of 159,270 calls and made 180,455 referrals to 3,331 community programs.

**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 2009-2010 Fiscal Year, 570 Sunshine clients received these daily reassurance calls and a total of 236 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 in-home crisis intervention services. What makes ECO unique is the program's lack of red tape. ECO client advocates are usually able to begin providing assistance within one work day. During the 2009-2010 Fiscal Year, ECO assisted 615 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 2009-2010 Fiscal Year, 49 human service agencies contributed client information to this database.

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### 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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