



HELP.STARTS.HERE

211 is Your Local Community Helpline & Crisis Hotline

Free, Confidential, Available 24/7

211 Helpline’s caring staff provides crisis intervention, information, assessment and referral to available community resources and services. Multilingual capable. Serving Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties.

Services Provided By 211:

Suicide Prevention, Crisis Intervention

Information & Referral

Telephone Counseling, Assessment

Advocacy Programs

Community Resource Database

Someone to Listen!

Ways To Reach 211:

- Dial **2-1-1** or (561) 383-1112 (24/7)
- **Text** your questions/concerns & zip code to 898211 (24/7)
- **Chat Online** (10 am - 8 pm)
- **Email help@211pbtc.org** with your questions and concerns (which will be answered within one business day)
- **Out of area** can dial (561) 383-1112 or (866) 882-2991 *Se Habla Español & Nou Pale Kreyòle*

What To Expect When You Call:

- Phone prompt for language/type of service/ brief hold time
- Caring person at the other end of the line who will listen as you describe your concerns or situation
- You may be asked to provide your zip code & some demographic information... (for our funding requirements)
- Our Resource Specialist will direct you to the appropriate service providers – with referrals given

What If I Just Want To Talk?

Sometimes having someone who is not going to judge you or set conditions – someone who simply wants to listen to what you have to say – can make all of the difference!



“We are here to listen!”

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Why do people reach out to 211?

"I'm worried about my aging mom"

"Is my child at the right stage of development"

"I just lost my job"

"I'm about to be evicted & don't know what to do"

"The kids at school bully me"

"My boyfriend hits me"

"I just don't want to live anymore..."



Free Services Provided By 211:

Suicide Prevention

211 is the regional responder for the National Suicide Prevention Lifeline
1(800) 273-8255.



MYFLVET

provides Florida's Veterans peer support, suicide prevention, and linkage to programs & services.



Help Me Grow

identifies children (0-8 years) through developmental and behavioral health screenings who are at risk. Provides support and linkage to programs.



Elder Services

211's daily **Sunshine** calls brighten the lives of isolated elders providing a quick hello and well-being check.



211 Helpline is a service of 211 Palm Beach/Treasure Coast, a 501 (c)(3) within the State of Florida. Primary funders include: Board of County Commissioners Indian River, Martin and St. Lucie Counties; Children's Services Councils of Okeechobee, Martin and St. Lucie Counties; Hobe Sound Community Chest; Indian River Sheriff's Office; National Suicide Prevention Lifeline; The Southeast Florida Behavioral Health Network and Help Me Grow Florida; United Ways of Indian River, Okeechobee, Martin and St. Lucie Counties; MYFLVET.