

MISSION

211 HelpLine's mission is to connect people to services 24 hours a day by understanding their individual emotional, financial and community needs and to support the health & human service system as a whole.

VISION

211 HelpLine envisions a community where people in crisis receive the information and support they need to weather life's storm.

BOARD OF DIRECTORS

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Sharon L'Herrou, *President/CEO*

PROGRAMS

RESOURCE CENTER provides empathetic guidance and support to individuals and families in distress or in need of information about health & human service programs. This free and confidential assistance is provided through a telephone hotline and is available 24 hours a day, 365 days a year to anyone in Palm Beach County and the Treasure Coast.

SUNSHINE TELEPHONE REASSURANCE program provides a daily call to check on the well-being of elderly and homebound clients to offer them a friendly "HELLO." Many times, the Sunshine call is the only outside contact the client has all day. Volunteers call over 500 seniors every day.

ELDER CRISIS OUTREACH (ECO) serves Palm Beach County seniors 60+ years old who are in emotional, financial and/or social distress by providing intensive, short-term case management.

SPECIAL NEEDS HELPLINE serves as the centralized access point for families with special needs children, ages birth - 22, helping parents from the moment they get the frightening news that their child has a disability, throughout the child's school years into the transition period to young adulthood.

HELP ME GROW is part of a national initiative that is designed to identify and provide support for children at risk for developmental or behavioral disabilities, and connect them with community-based programs for health & developmental services.

211PalmBeach.org

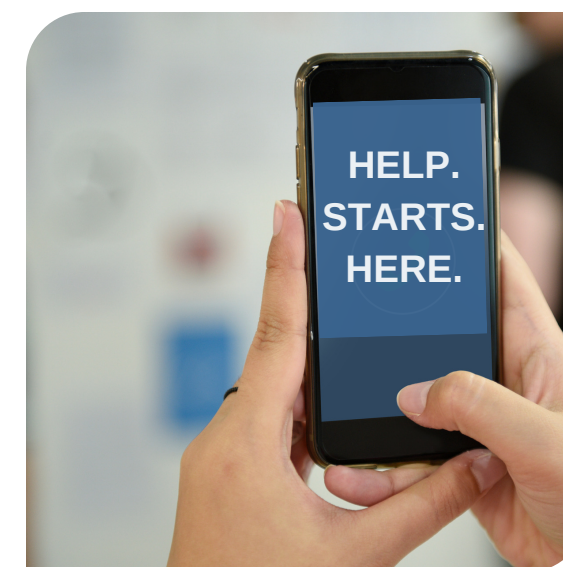
211TreasureCoast.org



ANNUAL REPORT

2017-2018

211 PALM BEACH/TREASURE COAST



A MESSAGE FROM OUR CEO



Dear Friends & Supporters,
It is hard to believe that I am coming up on my two year anniversary as CEO of 211 HelpLine. I couldn't be more proud of all the successes we've achieved, especially over the past year.

Our team was there for over 100,000 people who were in need and, in many cases, on the verge of ending their own lives, this fiscal year.

We experienced many tragedies both locally and nationally, all of which had a direct impact on our center and staff. I am truly humbled that I lead such a passionate and dedicated group of people who have made it their life mission to help people in their darkest moments and are able to help them when they need it the most.

I am excited to see what the future holds for 211 HelpLine! Thank you for your continued support and advocacy - we simply couldn't do what we do without you!

Sincerely,

Sharon L'Herrou
Sharon L'Herrou
President/CEO

FINANCIAL REPORTS

Statement of Financial Position
Ending June 30, 2018

Total Assets:	\$1,031,662
Total Liabilities:	\$327,549
Net Assets:	\$704,113

INCOME: 2017-2018

Public Support

Federal & State Contracts	\$379,714
County & Other Local Grants	\$921,134
United Way Contributions	\$517,856
Contributions	\$253,467
Gifts In-Kind	\$43,010

Total Public Support \$2,115,181

Revenues

Rental Income	\$57,102
Special Events Income	\$240,587
Training & License	\$9,134
Other Income	\$18,076
Interest Income	\$54

Total Revenue \$324,953

Total Income \$2,435,516

EXPENSES: 2017-2018

Program Services	\$2,099,667
Support Services	
Management & General	\$101,507
Building	\$88,522
Fundraising	\$205,513

Total Expense \$2,495,209

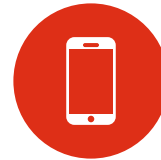
MAJOR FUNDERS



Regional Statistics • July 1, 2017 - June 30, 2018



91,358
Phone Calls
Responded to

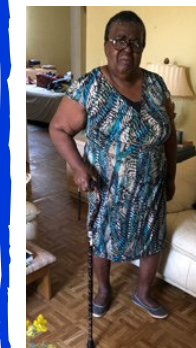


12,937
Texts, Chats &
Emails Received



16,193
Database/Mobile
App Visits

• Case Spotlight •



A senior resident of Palm Beach County called 211 asking for assistance with obtaining medical equipment. She was battling multiple health issues and had become unsteady on her feet. Her doctor recommended she get a cane for better mobility and safety. Unfortunately, the cost of the cane was not covered by insurance, and she already struggled making ends meet. She simply did not have a spare dollar to put toward the purchase of a cane, but she, herself, grew more concerned for her stability every day. The caller was immediately connected to one of 211's Elder Crisis Outreach (ECO) advocates and, through their efforts and connections, they were able to secure a cane for the client. The ECO advocate picked up the cane and personally delivered it to the woman, who was very grateful and now has less trouble getting around. ECO is a longstanding program serving elders in Palm Beach County and granting them the independence and guidance they need in times of need or crisis.