

# How To Use 211 HelpLine



**211 is your local Community Helpline & Crisis Hotline**

**Help.Starts.Here.** 211 HelpLine's caring staff provide crisis intervention, information, assessment and referral to available community resources and services. Calls to 211 are free, confidential and available 24/7 with multilingual capabilities. People of all ages can call for themselves or for others. 211 HelpLine serves Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. Also visit [www.211treasurecoast.org](http://www.211treasurecoast.org).

## Types Of 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** your questions/concerns to [help@211pbtc.org](mailto:help@211pbtc.org) (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 Kreyòlè

## What If I Just Want To Talk?

Sometimes life can be overwhelming!

Whether you prefer Text, Online Chat, or the telephone— we're here to listen!

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 for you!"*

## 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

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. #HelpStartsHere Twitter & Instagram 211\_HelpLine and Facebook /211HelpLine.

- 211 also responds to the 24-hour National Suicide Prevention Lifeline 1- (800) 273 -TALK (8255)
- Veterans are prompted to press #1 for the Veterans Crisis Line



# How To Use 211 HelpLine

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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
- My boyfriend hits me
- The kids at school tease me
- I'm about to be evicted & don't know what to do
- I just don't want to live anymore...

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*"When I called 211, the Specialist who answered took the time to really listen. The help I was able to receive made all the difference in the world -for me and my family!"*

Serving those who have given so much! **MYFLVET**- 211's newest program, provides Florida's veterans with peer to peer emotional support, comprehensive information on VA funded programs & services and other available community resources for veterans and their family. Simply dial 2-1-1 & ask for MYFLVET!

## Other Free Services Provided By 211:

211's **Help Me Grow** staff provide growth and developmental screenings, activities and follow up for children (0-8) over the phone. Parents can have peace of mind as **Help Me Grow** staff can also determine school readiness and provide additional resources and referrals if needed.



211's **Sunshine Daily Telephone Reassurance** volunteers provide a quick daily "Hello" to check on the wellbeing of participating senior citizens who are 60 and over or those individuals who may be younger and are housebound or disabled. Dial 2-1-1 to learn more.

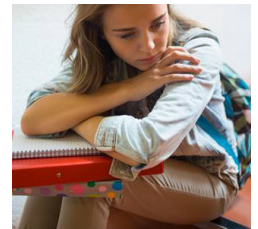
**Ask About 211's New Caregiver Support Project:** for adults 18+ caregiving for another adult.



Teens may feel most comfortable reaching out to us via chat & text messaging:

211's **Online Chat** is available daily from 10am-8pm at [211treasurecoast.org](http://211treasurecoast.org)

**Text Messaging** is available 24/7, simply text your zip code to TXT211 (898211).



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- Veterans are prompted to press #1 for the Veterans Crisis Line

