

## **2-1-1 FIRST CALL FOR HELP 24-HOUR HELPLINES**

### **2-1-1 OR 954-537-0211**

2-1-1 First Call For Help is a crisis/suicide intervention, empathetic listening and information and referral Helpline for callers of all ages seeking assistance with problems and needs such as mental health and substance abuse, family violence, financial problems, hunger, shelter needs, relationship issues and depression.

### **SENIOR HELPLINE (954-390-0485)**

Crisis/suicide intervention, listening and information and referral helpline service for seniors 60 years and older seeking help with personal problems and locating programs and services to meet their needs.

### **HEALTH HOTLINE (2-1-1 OR 954-537-0211)**

Information and referrals to health care services in Broward County including the uninsured and under-insured populations.

### **PHONEFRIEND (954-390-0486)**

A listening line for children who are home alone without supervision and are lonely or scared or just need some adult reassurance.

### **TEEN HOTLINE (954-567-8336)**

Information, referral, crisis intervention and non-judgmental listening services for teens 13-18 years of age, as they sort through the issues of adolescence and young adulthood.

### **BEHAVIORAL HEALTH INFOLINE (954-396-INFO) (954-396-4636)**

Specialized helpline providing information and referrals to child and adolescent mental health services, substance abuse prevention and treatment programs, case management and other specialized behavioral health services.

### **TEENTAPES (954-390-0490)**

79 informational taped messages on topics of interest and concern to adolescents. Teens can listen to one or more tapes on topics such as relationships, school and careers, dealing with siblings and parents, drugs and alcohol, pregnancy and HIV/AIDS. Counselors are available to the caller.

### **TDD HELPLINE (954-390-0942)**

Accessible helpline using specialized telecommunications devices to assist callers who are speech or hearing impaired.

### **SPECIAL NEEDS HELPLINE (2-1-1 OR 954-537-0211)**

Information and referral services for families and caregivers of children with special physical needs, such as visual or hearing impairments or children with developmental delays, such as Autism and Cerebral Palsy. Funded by the Children Services Council of Broward.

## **OTHER AGENCY SERVICES**

### **TOUCHLINE**

Daily reassurance calls to the elderly who live alone to ensure their health and safety.

### **EMERGENCY FINANCIAL ASSISTANCE**

This service includes data-entry into the computerized Financial Assistance Clearinghouse System for agencies awarding Federal Emergency Food & Shelter Program funds. This system facilitates the tracking of client assistance and the sharing of this information among participating agencies to prevent duplication of assistance for a given client.

### **COMMUNITY WORKSHOPS AND SEMINARS**

Community awareness, educational presentations and training are provided to community groups, police officers, professionals, and students on topics including helpline services, information and referral, suicide awareness & prevention and active listening.

### **AFTER HOURS SERVICES**

Answering service and other client support services for mental health and social service organizations are provided by contract during their non-business hours (evenings, weekends, and holidays).

### **DIRECTORIES: PATHFINDER 2-1-1 AND pcPATHFINDER — BROWARD'S DIRECTORY OF COMMUNITY SERVICES**

Disk and printed versions are published bi-annually and available for purchase.

### **INFORMATION SERVICES**

Mailing labels, lists, descriptions and reports on social service organizations and programs; needs and unmet needs are available for purchase or contract.

### **WEBSITE — [www.211broward.org](http://www.211broward.org)**

An interactive website providing access to 2-1-1 First Call For Help's community resource database as well as information on agency programs and services, donors, volunteers, local and national links, and disaster information.

### **How to Support 2-1-1 and 2-1-1 First Call For Help**

- ◆ Contributions, corporate sponsorships and in-kind support
- ◆ Volunteer to become a Helpline Counselor (we'll train you!)
- ◆ *Spread the word about First Call For Help and 2-1-1, you could save a life.*

Visit First Call's website [www.211broward.org](http://www.211broward.org) to learn more information and how to give to 2-1-1 First Call For Help of Broward.

