



# 211 Tampa Bay Cares

*Improving Lives Through the Power of Information and Hope*





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# 211 TBC Overview

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- ***Private Non-Profit Organization - 501 (c)3***
- ***85 Employees***
- ***Clearwater, Florida - We're Moving in April!***
- ***National Accreditations:***
  - *Alliance of Information & Referral Services (AIRS)*
  - *American Association of Suicidology (AAS)*
- ***National/Statewide 211 & 988 Networks***
- ***Helpline (Now 211) has been serving our community for 50+ Yrs.***



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# Funders



## Private Donations



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211 & 988



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# 211 TBC Other Services

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## **Specialized I&R/Screening/Crisis Helplines**

- Sexual Assault Helpline: 727-530-7273
- Volunteer Income Tax Assistance (VITA) Helpline - 833-897-8482
- Supportive Services for Veteran Families (SSVF) Helpline: 844-455-SSVF

## **Dispatch**

- Sexual Assault Helpline - SAVE Exams



# 211 TBC Other Services

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## **Disaster Services**

- A central hub of community information following community disasters.
- 211 TBC is included in the Pinellas County Emergency Management Plan to provide emergency support to local residents.



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# 211 TBC Other Services

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## **Care Coordination & Follow Up**

- Florida Veteran Peer Support: 800-693-5838
- First Responder Peer Support: 866-435-4376
- Homeless Helpline: 211
- Family Caregiver Support: 211 - Coming March 2023





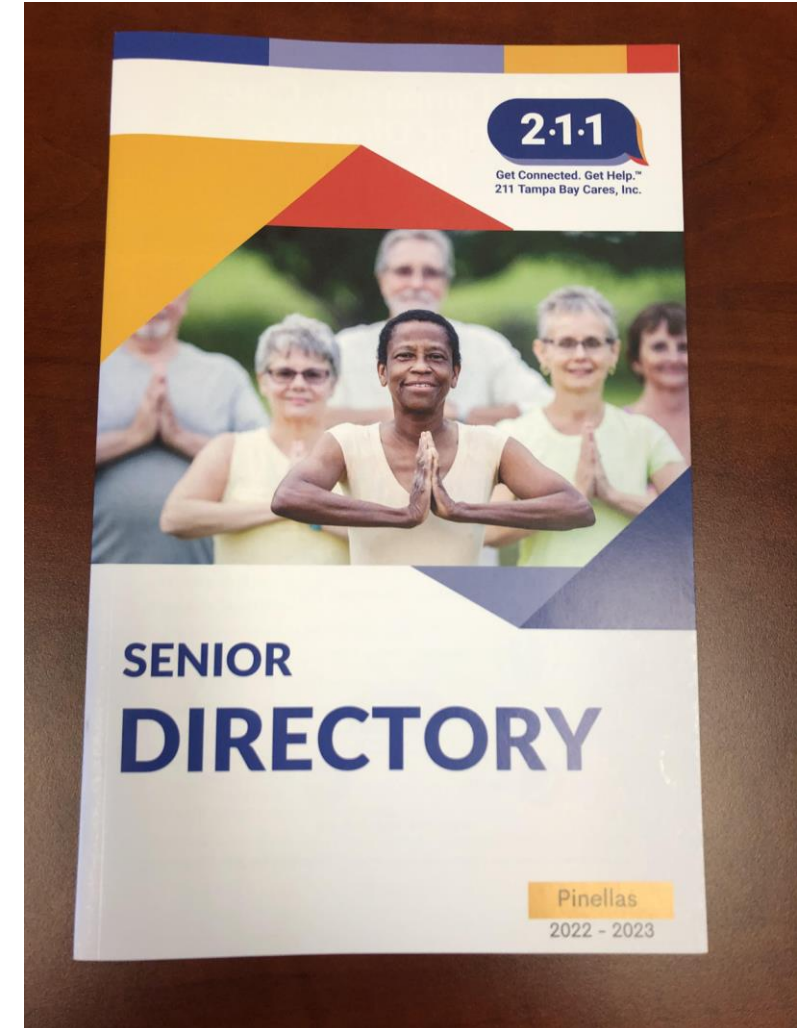
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# 211 TBC Other Services

## Senior Services

- Senior Mental Wellness & Crisis Response Outreach Team
- **Senior Services Directory**  
40 pgs.- Online or Hard Copy

Contact [Kipc@211tampabay.org](mailto:Kipc@211tampabay.org)  
or call 727-453-0003 to request  
copies







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# 211 TBC Other Services

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## **Financial Assistance - \$1.2 Million FY21-22**

- Served over 500 individual/family households
- Adult Emergency Financial Assistance (AEFP)
- United Way Suncoast Last Resort Fund - Publix
- United Way Suncoast RISE Eviction Fund
- Hope Fund - Duke Energy
- Eviction Fund - Community Law Program - Fiscal Administrator
- Pinellas County Rapid Rehousing Collaborative - Fiscal Administrator



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# 211 Information and Referrals

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- **211 provides individuals and families in need with a shortcut through what can be a bewildering maze of health and human service agency phone numbers.** By simply dialing 211, those in need of assistance can be referred, and sometimes connected, to appropriate agencies and community organizations.
- Dialing **211 helps** direct callers to services for, among others, **the elderly, the disabled, those who do not speak English, those with a personal crisis, those with limited reading skills, and those who are new to their communities.**



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# 211 Information and Referrals

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## Types of Referrals Offered by 211

- **Basic Human Needs Resources** – including food and clothing banks, shelters, rent assistance, and utility assistance.
- **Physical and Mental Health Resources** – including health insurance programs, Medicaid and Medicare, maternal health resources, health insurance programs for children, medical information lines, crisis intervention services, support groups, counseling, and drug and alcohol intervention and rehabilitation.
- **Work Support** – including financial assistance, job training, transportation assistance and education programs.
- **Access to Services in Non-English Languages** - including language translation and interpretation services to help non-English-speaking people find public resources (Foreign language services vary by location.)
- **Support for Older Americans and Persons with Disabilities** – including adult day care, community meals, respite care, home health care, transportation and homemaker services.
- **Children, Youth and Family Support** – including child care, after-school programs, educational programs for low-income families, family resource centers, summer camps and recreation programs, mentoring, tutoring and protective services.



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# 211 Fast Facts

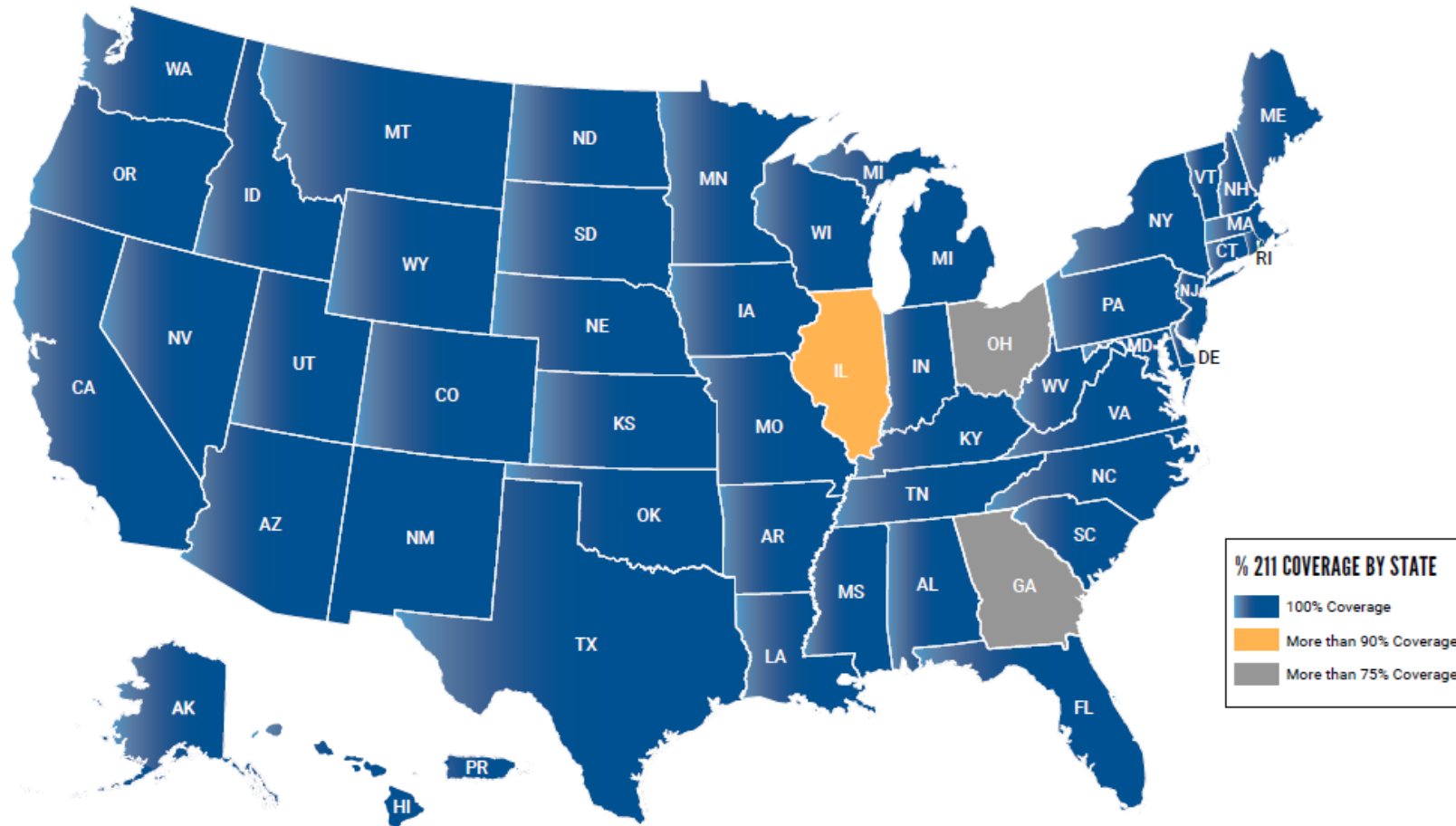
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- **Regional 211 provider - 2 Counties - **Pinellas, Hernando****
- **Free, confidential, 24/7**
- **Approximately 3,200 calls/month; 1,000 texts/month**
- **Available via phone call - **Dial 211****
- **Available to Text - **Text 898211 & put zip code in message area****
- **Available in multiple languages**
- **Database of over 3000+ programs and services**
- **Available to 99% of the US population**

# 99% OVERALL COVERAGE



% of Population Covered\* by 211 in Each State



Data produced by United Way Worldwide: February 2023

\*Coverage is calculated by U.S. Census data.

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## 988 Suicide & Crisis Line

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- The [988 Suicide & Crisis Lifeline](#) (formerly known as the National Suicide Prevention Lifeline - 800-273-TALK) offers 24/7 call, text and chat access to trained crisis counselors who can *help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress*. People can also dial 988 if they are worried about a loved one who may need crisis support.
- SOFT LAUNCH - July 16, 2023
- National & State Promotion - Spring 2023



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# 988 Fast Facts

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- **Regional 988 provider - 10 Counties - Pinellas, Hernando, Pasco, Manatee, Sarasota, DeSoto, Lee, Hendry, Glades, Back Up for Hillsborough**
- **National 988 Text/Online Backup Center**
- **Approximately 1,600 calls/month; 2,880 texts/month**
- **Free, confidential, anonymous, 24/7**
- **Available via phone call - Dial 988; Available to Text - Text 988**
- **Available Via Online Chat - [www.988lifeline.org](http://www.988lifeline.org)**
- **Available to over 100% of the US population**
- **Visit [www.988lifeline.org](http://www.988lifeline.org) for more information**



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# www.988lifeline.org



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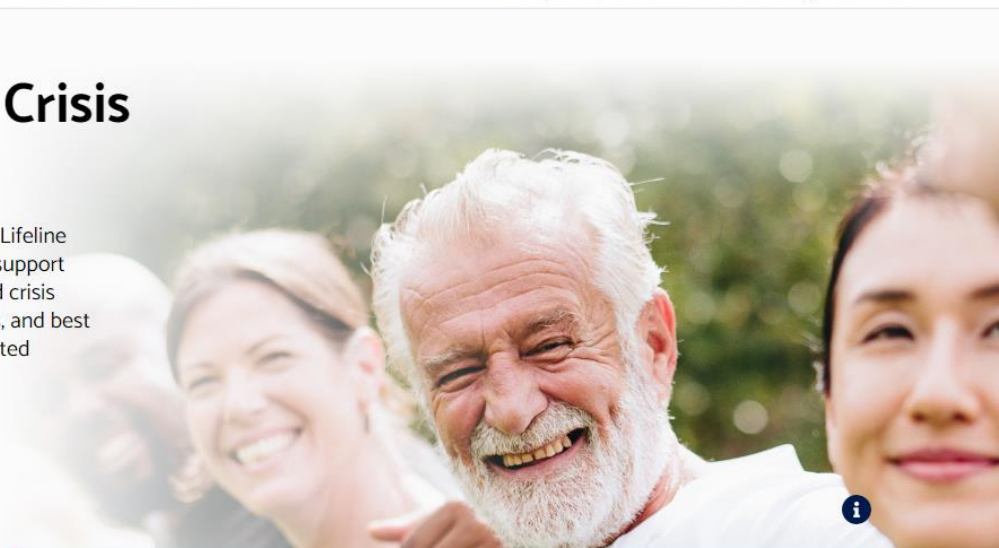
988 [CHAT?](#)

[En Español](#) | [For Deaf & Hard of Hearing](#)



## 988 Suicide & Crisis Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



### SPECIAL ANNOUNCEMENT



#### The 988 Lifeline

988 is now active across the United States. This new, shorter phone number will make it easier for people to remember and access mental health crisis services. (Please note, the previous 1-800-273-TALK (8255) number will continue to function indefinitely.) Click below to learn more about 988.

[LEARN MORE](#)



The 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides



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# Connect with 211 or 988?

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**Community Information & Referrals to  
Available Local Services**

**Crisis Line & Emotional Support**



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# Website: 211tampabay.org



## How Can We Help?

  
Finding Food  
→

  
Mental Health  
→

  
Diabetes Health And Control  
→

  
Housing  
→

  
Veteran Support  
→

# 211 Counts



2-1-1 Tampa Bay Cares, Inc.

Choose data to display

ALL

CUSTOM DATE

TOTAL CALLS  
97,992

TOTAL REQUESTS  
137,636



Top service requests Jan 1, 2020 To Dec 31, 2020

TOP REQUEST CATEGORIES Display as:  PERCENT  COUNT

TOP HOUSING & SHELTER REQUESTS

Housing & Shelter	26.8%
Food	3.7%
Utilities	13.3%
Healthcare & COVID-19	8.2%
Mental Health & Addictions	3.4%
Employment & Income	5.1%
Clothing & Household	1.3%
Child Care & Parenting	<1%
Government & Legal	2.0%
Transportation Assistance	1.1%
Education	<1%
Disaster	<1%
Other	34.2%
Total for top requests	100%

Shelters	20.5%
Low-cost housing	19.9%
Home repair/ maintenance	1.4%
Rent assistance	50.5%
Mortgage assistance	3.3%
Landlord/ tenant issues	3.4%
Contacts	<1%
Other housing & shelter	<1%

0 = No requests made  
Not Available = Data not collected  
Some requests are only computed at the category level

<https://211tampabay.211counts.org/>



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## **For More Information:**

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**President/CEO**

**211 Tampa Bay Cares**

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**Thank you!**

