



MAY

Mental Health
Awareness Month



**Mental Health is Important for
Overall Sense of Wellbeing**

Mental health contributes to a full life and engagement

*with others while also giving us the ability
to respond to challenges*

211's Staff Help People of All Ages Connect to Services

One of our Resource Center Specialists Sonny received a call from a young woman named Allie who was in distress. Allie said that she has suffered from depression for years and battles with substance use disorder, which had led her to a mental health crisis.



"I have never opened up about these feelings to my family and friends because I don't want to burden them..." Said Allie. She also commented that it was her birthday and she felt that she could not stand this pain for another year. Sonny listened attentively, helping Allie navigate her feelings.

"I am so grateful that you were here for me!"



Sonny worked with her to develop a safety plan so that if she ever felt distressed like this in the future, she promised to call 211. Allie was grateful to Sonny and 211 for being there, listening without judgement and helping her connect to the help she desperately needed.

*Names and identifying information have been changed to protect caller privacy.

[**Building Resiliency- click here**](#)

[**Visit Vibrant Health's Safe Space**](#)
for available coping tools & strategies

**211 provides
mental health resources
and crisis support 24/7**

*Our hearts go out to all who have been impacted
by the recent shooting tragedies in Texas,
New York and California.*

If you or someone you know is feeling overwhelmed
and would like to talk about this...
211 staff are available anytime of day or night to provide
support and mental health resources if requested.

Lovely Evening in Support of 211



Pictured: Ken Kettner, George Elmore, Marti LaTour, and John Deese

Friends and supporters of 211 Palm Beach and Treasure

Coast gathered on April 22 at the charming home of Jessica and Trent Swift in West Palm Beach for an exquisite cocktail party. Guests had the opportunity to meet the Leadership Team of 211 and to learn more about goals and future plans.

Sharon L'Herrou, President/CEO spoke briefly about recent grant awards and the impact these will have on 211 and the community it serves. These grants demonstrate the esteem in which 211 is held locally, statewide, and nationally and the need for 211 to expand its services- taking crisis calls from First Responders and increasing online 'chat' to an even greater reach of people considering suicide.

Important Initiatives

211 to support first responders with new helpline initiative geared towards the unique needs of this population



"I am very excited about this project as we know that our first responders often suffer in silence...we hope to make this a safe space so that these individuals feel comfortable in reaching out to us to get the support they deserve..." commented Sharon L'Herrou, President /CEO for 211.

This program will provide peer to peer specialists who have served as law enforcement, fire & rescue (or similar field) to be able to offer first

responders crisis support and guidance to important resources and services.

211 will respond to the 9-8-8 three digit number for the National Suicide Prevention Lifeline as it goes live this July

211 Palm Beach and Treasure Coast is the regional responder for the National Suicide Prevention Lifeline 1-800-273-TALK (8255).

The NSPL's 3 digit number 9-8-8 will go live across the country this summer (July 2022). 211's staff will be answering these calls and also text messages sent to the 9-8-8 number.

211 Staff Wear Green in Support of "Get Your Green On" Campaign

This county-wide campaign was created by Delray Beach students several years ago to help bring greater mental health awareness in a fun way that all can participate by simply wearing green on the third Thursday in May each year.

211 outreach staff also collaborated with local business Aioli & Grandview Public Market for activities and Palm Tran- which ran a digital GYGO PSA. While Brightline was excited to participate by setting their WPB station lights to green on May 19.

Thank you to Kenya Madison of Healthier Delray and United Way for the shirts!



Grandview Public Market "Get Your Green On" 2022



Caller Data: 1st Quarter 2022

211's Snapshot Reports are based on data collected. This report reflects the breakdown of the needs we are hearing from our community via calls and contacts.

***211 Counts** reflects raw data based on calls and requests.

Click links below to access...

- [**Palm Beach County**](#)
- [**All Areas Served**](#)
- [**211 Counts***](#)

211 staff answered over 12,000 requests for help in Palm Beach County during the first quarter of 2022

People expressed close to 19,000 problems and needs:

Mental Health & Substance Use Disorders was the top need and came in at just over 4,900 requests for help and made up 26.35% of total needs. 211 staff also responded to 185 suicide concerns.

Housing was the 2nd highest category of need at little over 4,700 requests for help representing



25% of all needs. We received over 1,900 requests for Income Support/Assistance which was the third highest need.

Health Care requests came in as the 4th highest needs category reflecting 9% of the volume at over 1,700 requests for help. Legal assistance requests for help were close to 1,200.

Elders 60 plus made up 37% of the requests for help. People aged 18-59 made up 48% and those under 18 represented 4%.

New Staff Onboard



**Kaley Newby, MSHS
Organizational Standards
Officer**

Kaley is a graduate from Capella University with a Master's in Human Services specialization in Leadership and Organizational Management.

Prior to joining 211, Kaley worked for HOMESAFE/Healthy Beginnings.

Kaley also enjoys creating activities to help boost staff moral.

**Donald Earl
Director of Operations**

Don is currently working on his PHD in Industrial-Organizational Psychology from Capella University and has a diverse background in operations and project management.

Don recently held the position of Director with 211 Jacksonville.



Don has served in the military and hopes to use his experience to benefit 211's MYFLVET program.

New 211 Treasure Coast Representatives



**Chad Adcock, MDiv
Community Outreach
Representative- Treasure Coast**

Chad holds a Bachelor of Science in Business Management from The University of Alabama at Birmingham and a Masters of Divinity from Samford University/Beeson Divinity School.

Chad's work began primarily with young people through a variety of non-profit organizations in capacities such as minister, educator, coach, and camp leader.

His work later shifted towards serving seniors through roles held in assisted living facilities, home health care agencies, and in hospice settings.

Chad has built his life and career around the principles of loving and serving others.

**Kristina Cabral
Special Needs Advocate- St. Lucie
County**

Kristina is currently a student at Trinity Law and holds a BA in Sociology. Her goal is to become a practicing Human Rights attorney.

She is a mother to 5 wonderful children ages 3, 6, 8, 21 and 27. Their special needs range from Autism Spectrum, Deaf Hard of Hearing, Attention Deficit,



to Anaphylaxis and profound speech and language delays.

Kristina is honored to have been asked to build 211's Special Needs Helpline program in St. Lucie County to support families whose children have special needs.

"What I found many years ago was that our children rely on us not only for love, shelter, and protection, but also for our voice, our advocacy. Our children with special needs need us to speak up for them."

211 Staff Day of Self Care



Staff members experienced a half-day mindfulness retreat that included horses, loveable donkey, sound healing, snacks and more...

211 staff comments:

"Was stress relieving and opened my mind to appreciate the environment around me."

"Such a peaceful time. I would recommend this retreat- especially if you're feeling burnout."

"Everything about the experience had a very calming effect on me."

"I loved every minute. I felt as if I left all my everyday stress behind and entered a blissful space."

Thank you Palm Health Foundation for sponsoring this wonderful retreat!

Our Major Partners

*Children's Services Council, United Way,
The Palm Beach County Board of County Commissioners, Children's Forum,
The Southeast Florida Behavioral Health Network, and The National Suicide
Prevention Lifeline 1-800-273-TALK (8255)*

[View complete list here...](#)

***Entering our 6th
decade of quality and
caring service!***

211 proudly continues to
make a positive impact on
the quality of life for people
of all ages...

Donate Now

We thank you for your
continued support of 211's
mission. Please take the time
to help spread our mission by
sending this newsletter out to
local colleagues.



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