Improving lives through the power of information and hope

Impact Report 2022-2023
OUR MISSION
Improving lives through the power of information and hope.

Our goal is to have a community that is connected and informed regarding critical health & human service information for those who need help & those who are willing to volunteer or donate their time to local community agencies.

OUR SERVICES
From October 1, 2022 through September 30, 2023, 211 Tampa Bay Cares impacted not only the lives of residents and visitors in Pinellas and Hernando Counties, but throughout the State of Florida.

135,662
The number of calls, text, and online chat messages handled from local residents needing help!

124,757
Referrals to community programs and services.

94%
The client satisfaction rating post 211 call.

55,461
Unique 211 Clients Served

29,677
Unique Text and Online Chat Messages

FINANCIALS 2022 - 2023:

Total Revenue:
$7,772,558

Grants and Contract Revenue 99%

Total Expenses:
$7,741,304

Program Services 90%

Contributions 1%

10% Management / General
OUR SERVICES
From October 1, 2022 through September 30, 2023, 211 Tampa Bay Cares impacted not only the lives of residents and visitors in Pinellas and Hernando Counties, but throughout the State of Florida and the entire United States.
Serving Up Hope in Our Community
211 Tampa Bay Cares launched new initiatives in 2022-2023 to better serve our community. These services are unique and help individuals and families connect with more resources.

**FL Veteran Support Line**

The Veteran Peer Hotline received a call from an honorably discharged veteran needing assistance with a rental deposit payment. The veteran and his wife live on a fixed income and they were unable to pay the deposit fee because they depleted their monthly income on weekly hotel fees.

The couple became unhoused because their former landlord did not renew their lease and the home was placed on the market for sale. The Florida Veteran Support Line advocated on behalf of the veteran to work with our internal AEFAP program for the payment due to the veteran’s hardship.

Through financial assistance through the Adult Emergency Financial Assistance Program, the veteran accomplished his goal of obtaining housing for his wife and himself. The veteran thanked the team for their time and knowledge, if not for the connection with the Florida Veteran Specialist at 211 Tampa Bay Cares this veteran would have had a much more difficult time finding services in a timely effective manner that met his family’s need.

**Sexual Assault Helpline**

The survivor reached out to the Sexual Assault Helpline filled with angst. She was recently assaulted and unsure of what her next steps should be. The agent discussed the available options, provided emotional support, and connected the survivor to long-term supportive care. By the end of the call, the survivor felt hopeful and said “You have really helped me today by being on the phone. I was so scared to call for help. I have always felt isolated and alone, and you made me feel supported and not alone.”

**Services for Senior Wellness**

**Connecting Seniors to:**
- Local recreation programs
- Health and wellness services
- Financial assistance
- Disaster Preparedness
- ...And more!

Download a free copy of our Senior Directory

Learn more about 211 Tampa Bay Cares here

[QR Code: Scan to access 211 Tampa Bay Cares]

[Website: www.211tampabay.org]
A 12-year-old, female, messaged into 988 because of urges to self-harm. Upon further exploration, the young visitor shared that she was being bullied and body-shamed in her 7th period class by a young man. She developed strong anxiety surrounding others confirming his disparagement and/or joining in on the bullying. She expressed that she wanted to self-harm. A 988 staff member checked in with her after holding space for her and validating her emotions, she said she felt less alone at that point. We then discussed safety planning. We established coping strategies, came up with a plan to formulate a support network of good friends to rely on when the bullying increased her urges. We then talked about professional support and resources, she was enthused to receive some resources around self-harm and online teen support groups/teen lines.

At the end of the chat, I asked her to check in emotionally and give me an idea of what her evening will look like at the end of the chat and she replied “amazing” and said “I am going to sleep, because I have school in the morning”. This warmed my heart to see this young lady come into a chat panicked and scared about going to school the next day to feeling empowered by her support/safety plan.
Additional in FY 22-23, $1,684,062 in financial assistance (rent, utilities, etc.) was distributed to over 650 individuals and families to stabilize their housing and employment.

- **Singles/Couples with no minor children in the home.** 89%
- **Families with minor children in the home.** 11%
- **Seniors** 9,497
- **Veterans** 4,034
- **Sexual Assault** 871

**GENDER**

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<th>Female</th>
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<td>%</td>
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**Suicide Lethality Assessments** 12,889
WE MOVED!

We are so excited to have our team under one roof! We are better positioned to serve our community, and provide resources to those who need it most!

NEW LOCATION
AS OF APRIL 17, 2023

ADMINISTRATION ADDRESS
211 Tampa Bay Cares
13921 Icot Boulevard
Suite 700
Clearwater, FL 33760

“Seriously thank you so much, creating a game plan with someone has been so helpful and took enough focus to take me out of my spiral!!! Thank you...you’re the best Tatiana! I hope you have a great night... I’m feeling much better.”
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www.211tampbay.org

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[List of logos and images]

[Contact information and social media icons]