

2-1-1 PROVIDERS IN FLORIDA

Please send updates for this list to:
Randy Nicklaus
rsnicklaus@211bigbend.org

Active 2-1-1 Services

2-1-1 Big Bend (Tallahassee) Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla Counties (total area pop. 393,600)

Hotline Number: 850-617-6333

www.211bigbend.org

Randy Nicklaus, President

Janet Bard Hanson, Dir of Mgmt & Info Prgms

P.O. Box 10950

Tallahassee, FL 32302

Administrative 850-617-6317 (Randy)

Administrative 850-617-6310 (Janet)

Fax 850-561-3443

rsnicklaus@211bigbend.org

jbhanson@211bigbend.org

2-1-1 in operation effective 2/11/2003

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

2-1-1 Brevard (Rockledge)

Brevard County (pop. 534,359)

Hotline Number: 321-632-6688

www.211brevard.org

Libby Donoghue, Executive Director

P.O. Box 417

Cocoa, FL 32923-0417

Administrative 321-631-9290

Fax 321-631-9291

ldonoghue@211brevard.org

2-1-1 in operation effective 5/1/2001

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

2-1-1 Broward (Ft. Lauderdale)

Broward County (pop. 1,787,636)

Hotline Number: 954-537-0211

www.211-broward.org

Sheila J. Smith, President & CEO

Francisco Isaza, Program Director

3217 NW 10th Terrace, Ste 307

Ft Lauderdale, FL 33309

Administrative 954-390-0493

ssmith@211-broward.org

fisaza@211-broward.org

2-1-1 in operation effective 1/2002

Certified FL 211 Network Provider; AIRS Accredited

2-1-1 Charlotte

Charlotte County Public Safety

Charlotte County (pop. 154,438)

Hotline Number: 941-205-2161

<http://65.166.193.134/IFTWSQL4/cchs/public.asp>

Chief Dennis Didio, Director of Public Safety

Faezeh Andrews, 2-1-1 Supervisor

26571 Airport Rd

Punta Gorda, FL 33982

Administrative 941-833-5640

Administrative 941-833-5601 (Chief Didio)

Fax 941-833-5650

Dennis.Didio@charlottefl.com

Faezeh.Andrews@charlottefl.com

2-1-1 in operation effective 7/1/05

After-hours 2-1-1 service provided by Center for Abuse & Rape Emergencies, Inc. (CARE)

Certified FL 211 Network; AIRS Accredited, AAS Accredited

United Way 2-1-1

Heart of Florida United Way (Orlando)

Seminole, Orange, and Osceola Counties

(total area pop. 1,694,420)

Marion County – effective 1/1/10 (pop. 316,183)

Hotline Number: 407-839-4357

www.211communityresources.org

Larry Olness, VP Community Services

Caree Jewell, 2-1-1 Call Center Director

Heart of Florida United Way

Dr. Nelson Ying Center, 1940 Traylor Blvd

Orlando FL 32804-4714

Administrative 407-849-2360 (Larry)

Administrative 407-849-2358 (Director)

larry.olness@hfuw.org

caree.jewell@hfuw.org

2-1-1 in operation effective 6/2003

Certified FL 211 Network Provider; AIRS Accredited

211 Palm Beach/Treasure Coast

Indian River, Okeechobee, St. Lucie, Martin, and

Palm Beach Counties (total area pop. 1,796,230)

Hotline Number: 561-383-1112

www.211palmbeach.org

Susan K. Buza, Executive Director

P.O. Box 3588

Lantana, FL 33465-3588

Administrative 561-533-1099

Fax 561-547-8639

skbuza@211pbtc.org

2-1-1 in operation in Palm Beach eff. 2/11/2002; 2-1-1 service extended to other counties later.

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

2-1-1 PROVIDERS IN FLORIDA

2-1-1 Tampa Bay (Tampa)

(A Division of Crisis Center of Tampa Bay)

Hillsborough County (pop. 1,157,738)

Hotline Number: [813-234-1234](tel:813-234-1234)

www.211atyourfingertips.org

Debra L. Harris, Director, 2-1-1 Tampa Bay

One Crisis Center Plaza

Tampa, FL 33613-1238

Administrative 813-969-4911

Fax 813-964-1564

dharris@crisiscenter.com

2-1-1 in operation effective 6/4/2001

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

2-1-1 Tampa Bay Cares (Clearwater)

Pinellas, Hernando & Citrus Counties

(total area pop. 1,227,965)

Pinellas Co. Hotline Number: [727-210-4211](tel:727-210-4211)

Hernando Co. #: [727-210-4212](tel:727-210-4212)

Citrus Co. #: [727-210-4213](tel:727-210-4213) (eff. 5/1/05)

www.211tampabay.org

Micki Thompson, Executive Director

2-1-1 Tampa Bay Cares, Inc.

50 S. Belcher Rd., Suite 116

Clearwater, FL 33765

Administrative 727-210-4233

Fax 727-210-4234

mickit@211tampabay.org

2-1-1 in operation effective 6/4/2001

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

2-1-1 Volusia-Flagler

(Daytona Beach)

Flagler and Volusia Counties (total area pop. 579,659)

Hotline Number: [386-253-0564](tel:386-253-0564)

www.unitedway-vfc.org

Tim Sylvia, Director

3747 W International Speedway

Daytona Beach, FL 32124-1011

Administrative 386-366-9070

Fax 386-253-9517

Tsylvia@unitedwayvfc.org

2-1-1 in operation effective 2/11/05

After-hours 2-1-1 service provided by 211 Brevard

Certified FL 211 Network Provider; not AIRS Accredited

Switchboard of Miami, Inc.

Miami-Dade County (pop. 2,402,208)

Hotline Number: [305-358-4357](tel:305-358-4357)

www.switchboardmiami.org

Catherine Penrod, CEO

Frank Sanabria, Director of Helpline Services

701 SW 27th Avenue, Ste. 1000

Miami, FL 33135

Administrative 305-358-1640 x104 (CEO)

Administrative 305-358-1640 x180 (Dir HL)

Fax 305-377-2269

cpenrod@switchboardmiami.org

fsanabria@switchboardmiami.org

2-1-1 in operation effective 7/2005

Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited

United Way 211 (Ft. Myers)

United Way of Lee County

Lee, Glades and Hendry Counties

(total area pop. 623,033)

Hotline Numbers:

Lee Co: [239-433-3900](tel:239-433-3900)

Glades/Hendry Counties: [800-877-9234](tel:800-877-9234)

www.unitedwaylee.org

Linda Pankow, Director, United Way 211

7273 Concourse Drive

Ft. Myers, FL 33908-2644

Administrative 239-433-3900 x240

linda@unitedwaylee.org

2-1-1 in operation effective 8/15/2003

7:30a-5p, M-F. After-hours 2-1-1 service provided

by Abuse Counseling & Treatment (ACT)

Certified FL 211 Network Provider; AIRS Accredited

United Way 211 for North Central FL

Alachua, Bradford, Dixie, Gilchrist, Levy and

Union Counties (total area pop. 341,251)

Lafayette County landline 2-1-1 services to be added if funding becomes available; cell phone

callers from Lafayette County can currently

access 2-1-1 services via the Florida FLOW

system from the United Way 211 (pop. 8,045)

Hotline Number: [352-332-4636](tel:352-332-4636)

www.unitedwayNCFL.org

Jan Zak, 211 Program Director

United Way 211 for North Central Florida

6031 NW 1st Place

Gainesville, FL 32607-2025

Administrative 352-332-4636

jzak@unitedwayNCFL.org

2-1-1 in operation effective 2/28/06

After-hours 2-1-1 service – provided by Alachua County Crisis Center

Certified FL 2-1-1 Network Provider; not AIRS Accredited

2-1-1 PROVIDERS IN FLORIDA

United Way 2-1-1 of Manasota, Inc. (Sarasota)

Manatee and Sarasota Counties

DeSoto County added 12/2005

(total area pop. 718,148)

Hotline Number: 941-485-1880 (South Co.)

941-308-4357 (North Co.) 941-366-5025 (Other)

www.uw211manasota.net

Jessica Ventimiglia, Executive Director

Ben Kunkel

1445 2nd St.

Sarasota, FL 34236

Direct Line 941-256-8075 (Jessica)

Administrative 941-366-6745

jessicav@uw211manasota.net

bkunkel@uw211manasota.net

2-1-1 in operation effective 5/14/2004

After-hours 2-1-1 service provided by Manatee Glens

[Certified FL 211 Network Provider; AIRS Accredited](#)

United Way 2-1-1 of Pasco County

Pasco County (pop. 450,171)

Hotline Number: 727-845-4357 or

877-828-8929 (toll free)

Becky Scarlato, CIRS

Kristen King, Community Investment &

Relationship Director

United Way of Pasco County

P.O. Box 609

Port Richey, FL 34673-0609

Direct Line: 727-835-2022 (Becky)

Administrative 727-845-3030 x102

bscarlato@unitedwaypasco.org

2-1-1 in operation effective 10/1/06

After-hours 2-1-1 service provided by

2-1-1 Tampa Bay Cares

[Certified FL 211 Network Provider; AIRS Accredited](#)

United Ways of Northeast Florida 2-1-1 (Jacksonville)

Duval, Nassau, St. Johns, Clay, Putnam, Baker,

Columbia, Hamilton and Suwannee Counties

(total area pop. 1,472,796)

Hotline Number: 904-632-0600 or

www.nefl211.org

Robert E. Arnold, Director

United Way 2-1-1

1301 Riverplace Boulevard, 4th FL

Jacksonville, FL 32207

Administrative 904-390-3278

boba@uwnefl.org

2-1-1 in operation effective 1/2002

[Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited](#)

PROSPECTIVE 2-1-1 PROVIDERS IN FLORIDA

Collier County 2-1-1 Task Force

Collier County (pop. 314,649)

Facilitators

Jane Billings, SW FL Community Foundation
Angela Fisher, Director of Client Services
Area Agency on Aging for SWFL
2285 First Street
Fort Myers, FL 33901
Phone (239) 337-6070 (Angela Direct Number)
Fishera@elderaffairs.org
not AIRS Accredited

Switchboard of Miami is willing to negotiate to provide 2-1-1 service for Collier County

United Way of Central Florida (Highland City)

Polk County (total area pop. 561,696)
Highlands (pop. 97,987) and Hardee (28,621)
do not have 2-1-1 service at this time

Hotline Number: 863-648-1515

www.uwcf.org

June May-Barnett

PO Box 1357

Highland City, FL 33846-1357

Administrative 863-648-1500

junem@uwcf.org

not AIRS Accredited

Application for FL 2-1-1 Certification not complete; 2-1-1 service available in Polk County but not in Highlands and Hardee Counties at this time

United Way of Escambia County

First Call for Help (Pensacola)

Escambia County (pop. 295,426)

Hotline Number:

Escambia Co. – 850-595-5905

www.unitedwayescambia.org

First Call for Help

Rita Icenogle, Director

1301 West Government Street,

Pensacola, FL, 32501

Administrative 850-444-7111

rita@unitedwayescambia.org

not AIRS Accredited; application for FL 2-1-1 Certification ready to submit pending funding

NOTE: In February 2009, United Way of Escambia County First Call for Help began handling the calls for United Way of NW Florida First Call for Help services. See below:

United Way of NW Florida

First Call For Help

Holmes, Washington, Bay, Jackson,
Calhoun, Gulf Counties (total area pop.
282,251)

Hotline Numbers:

Bay County: 850-243-9111

Calhoun, Gulf, Jackson, Holmes & Washington

Counties: 800-696-8740

www.unitedwaynwfl.org

Administrative 850-215-6796

PO Box 586

Panama City, FL 32402

not AIRS Accredited

(First Call for Help and future 2-1-1 service is contracted to the United Way of Escambia County in Pensacola);

United Way of Okaloosa & Walton

First Call For Help of Okaloosa & Walton

Okaloosa (pop. 180,291) and Walton (pop.
52,270) Counties

Hotline Number: 850-243-9111

www.united-way.org

Bill Robinson, Executive Director

112 Tupelo Ave

Ft Walton Beach, FL 32548

Administrative 850-243-0315

Fax 850-243-6625

bill@united-way.org

not AIRS Accredited

(2-1-1 service will probably be contracted to the United Way of Escambia County First Call for Help in Pensacola, an I&R program that is seeking FL 2-1-1 Certification; discussions underway)

FLORIDA COUNTIES WHERE 2-1-1 SERVICES ARE NOT PROVIDED BY CURRENT INFORMATION & REFERRAL / CRISIS HOTLINE ORGANIZATION. POTENTIALLY, MAY BE CONTRACTED TO 2-1-1 PROVIDERS IN DIFFERENT AREAS

Help Line, Inc. (Key West)

Monroe County (pop. 74,737)

Hotline Number: 305-296-4357

Middle/Upper Keys: 800-273-4558

Lou Hernandez, Executive Director

PO Box 2186

Key West, FL 33045

Administrative 305-292-8445

lou@keyshelpline.org

not AIRS Accredited

(2-1-1 service will probably be contracted to Switchboard of Miami);

United Way of Lake & Sumter

Lake (pop. 290,435) and Sumter (pop. 68,768) Counties

not AIRS Accredited

(2-1-1 service will be contracted to an existing 2-1-1 Center in a different county);

United Way Santa Rosa

First Call For Help

Santa Rosa County (pop. 144,561)

850-983-7200

Guy Thompson, President/CPO

not AIRS Accredited

(2-1-1 service will probably be contracted in the future to the United Way of Escambia County First Call for Help in Pensacola, an I&R program that is seeking FL 2-1-1 Certification; no current negotiations are underway);