



Your First Call For Help!

April 21, 2026

Mayor Joy Cooper
City of Hallandale Beach
400 South Federal Highway
Hallandale Beach, FL 33009

RE: Request for support for 211 Broward First Call for Help for Fiscal Year 26-27

Dear Mayor Cooper,

Over the past 30 years 211 Broward has stood beside individuals and families during their most vulnerable moments. Every call, every conversation, and every connection reflects a simple truth that guides our work: **Better Information Equals Better Care**. More than 2 million people have turned to 211 for hope, guidance, and support, since 211 began.

Through our Helpline, crisis intervention services, and coordinated care programs, we connect individuals and families to essential health and human services while ensuring no call for help goes unanswered. 211 Broward is Broward County's 24/7 front door to help, hope, and healing.

To sustain these vital services for Hallandale residents, we respectfully request a contribution of \$1,000.

How 211 Broward Supported Hallandale Residents

Over the past year, Hallandale residents reached out to 211 Broward **1,416 times** seeking assistance, reassurance, or direction. Behind each of those contacts is a story, a parent searching for food assistance, a senior needing reassurance, a teen in crisis, a family navigating mental health challenges, caregiving needs, and crisis situations.

Those **1416** contacts resulted in:

- **3790 referrals** to trusted community organizations
- **3557 needs** identified and addressed
- **24 suicide prevention**, mental health and intervention calls, including **1 suicide in progress**
- **572 reassurance calls** to Hallandale seniors through our Touchline program

All services were provided at **no cost** to the City of Hallandale or its residents, and all support was delivered telephonically, ensuring accessibility for every individual.

Strengthening Support Through Coordination, and Follow-Up

As community needs grow more complex, 211 Broward has expanded its services to ensure residents receive not just referrals, but **true connection, follow-through, and long-term support**. Through programs such as **C3 Care Coordination, Caregiver Navigation, Children's Mental Health Navigation**, and **Special Needs Navigation**, we walk alongside individuals and families as they navigate complex systems and difficult life challenges.

To improve outcomes for Hallandale residents, we have invested in:

- Expanded follow-up systems to confirm successful connections to services
- Implemented closed-loop referrals to track outcomes and identify additional needs
- Strengthened partnerships with local providers and municipal agencies
- Increased high-touch support for individuals with complex needs

These improvements reflect our commitment to accountability, stronger community partnerships, and better outcomes for the people of Hallandale.

Data That Strengthens Communities

211 Broward serves as a trusted data partner, providing real-time insights into community needs. Each interaction includes city and ZIP code information, allowing us to provide accurate insights and localized information that supports informed decision making for Hallandale's leadership. This data is not just numbers it is a reflection of your community's needs, strengths, and resilience.

A Request for Partnership

The requested \$1,000 investment represents:

- **\$0.26 per referral** (3790 referrals)
- **\$0.71 per contact** (1416 contacts)
- **24 suicide-related calls and 572 reassurance calls** at no additional cost

This modest investment helps ensure that Hallandale residents continue to have access to life-changing assistance, crisis intervention, and compassionate care whenever they need it.

Standing Together for Hallandale

211 Broward is more than a helpline. It is a **lifeline**, a **listening ear**, and a **bridge to stability** for thousands of people each year. We are honored to serve the City of Hallandale and to walk beside your residents offering essential information and hope in moments of fear and uncertainty. We look forward to continuing this partnership with you. Your support helps ensure that every Hallandale resident has somewhere to turn, day or night, when life becomes overwhelming.

Thank you for your time, your leadership, and your commitment to the well-being of your community.

With gratitude,



Sheila J. Smith
President/CEO