

# FLORIDA 2-1-1 CERTIFIED PROVIDERS

Please send updates for this list to:  
**Randy Nicklaus**  
[rsnicklaus@211bigbend.org](mailto: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](http://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](mailto:rsnicklaus@211bigbend.org)  
[jbhanson@211bigbend.org](mailto: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](http://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](mailto: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](http://www.211-broward.org)  
Sheila J. Smith, President & CEO  
Francisco Isaza, Program Director  
250 N.E. 33<sup>rd</sup> St.  
Oakland Park, FL 33334  
Administrative 954-390-0493  
[ssmith@211-broward.org](mailto:ssmith@211-broward.org)  
[fisaza@211-broward.org](mailto: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://charlotte211.net>  
Faezeh Andrews, 2-1-1 Supervisor (primary contact person)  
Chief Dennis Didio, Director of Public Safety  
26571 Airport Rd  
Punta Gorda, FL 33982  
Administrative 941-833-5640 (Faezeh Andrews)  
Administrative 941-833-5601 (Chief Didio)  
Fax 941-833-5650  
[Faezeh.Andrews@charlottefl.com](mailto:Faezeh.Andrews@charlottefl.com)  
[Dennis.Didio@charlottefl.com](mailto:Dennis.Didio@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*

### **2-1-1 & Suicide Prevention (Tampa)**

*(A Service of the Crisis Center of Tampa Bay)*  
**Hillsborough County (pop. 1,157,738)**  
Hotline Number: 813-234-1234  
[www.211atyourfingertips.org](http://www.211atyourfingertips.org)  
Debra L. Harris, Director, 2-1-1 & Suicide Prevention  
One Crisis Center Plaza  
Tampa, FL 33613-1238  
Administrative 813-969-4911  
Fax 813-964-1564  
[dharris@crisiscenter.com](mailto:dharris@crisiscenter.com)  
*2-1-1 in operation effective 6/4/2001*  
*Certified FL 211 Network Provider; AIRS Accredited, AAS 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](http://www.211palmbeach.org)  
Susan K. Buza, Executive Director  
P.O. Box 3588  
Lantana, FL 33465-3588  
Administrative 561-547-8637  
Fax 561-547-8639  
[skbuza@211pbtc.org](mailto:skbuza@211pbtc.org)  
*2-1-1 in operation eff. 2/11/2002*  
*Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited*

# FLORIDA 2-1-1 CERTIFIED PROVIDERS

## **2-1-1 Tampa Bay Cares (Clearwater)**

**Pinellas, Hernando & Citrus Counties**

**(total area pop. 1,227,965)**

**Sumter & Lake Counties (total area pop.**

**(381,964) – effective November 2010**

Pinellas Co. Hotline Number: 727-210-4211

Hernando Co. #: 727-210-4212

Citrus Co. #: 727-210-4213

Lake & Sumter Co. #: 877-431-3668

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

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)**

**Collier County – effective 7/1/11 (pop. 314,649)**

**Monroe County – effective TBD (pop. 74,734)**

Miami area Hotline Number: 305-358-4357

www.switchboardmiami.org

Catherine Penrod, CEO

Jeff Struchtemeyer, Director of Helpline Services

190 NE 3<sup>rd</sup> Street

Miami, FL 33132

Administrative 305-358-1640 x104 (CEO)

Administrative 305-358-1640 x80 (Dir HL)

Fax 305-377-2269

cpenrod@switchboardmiami.org

*2-1-1 in operation effective 7/2005*

*Certified FL 211 Network Provider; AIRS Accredited, AAS Accredited (Collier County 2-1-1 certification held by CFCC Collier 211 LLC; Monroe County 2-1-1 certification held by Helpline, Inc.)*

## **CFCC Collier 211 LLC (Naples)**

*not AIRS Accredited; Certified FL 211 Network Provider in September 2010 with Switchboard of Miami as subcontractor to provide 24/7 2-1-1 services beginning in July 2011*

## **Helpline, Inc. (Key West)**

*not AIRS Accredited; Certified FL 211 Network Provider in May 2011 with Switchboard of Miami as subcontractor to provide 24/7 2-1-1 service beginning TBD*

## **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)**

**Alachua, Bradford, Dixie, Gilchrist, Lafayette,**

**Levy and Union Counties – effective 5/24/10**

**(total area pop. 349,296)**

Gainesville area hotline number - 352-332-4636

Orlando Area Hotline Number: 407-839-4357

http://www.hfuw.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; AAS Accredited (Gainesville region 2-1-1 certification held by the United Way of N Central Florida; Marion County 2-1-1 certification held by the United Way of Marion County)*

## **United Way of N Central Florida**

**(Gainesville – 6 county area)**

*Certified FL 211 Network Provider; not AIRS Accredited; 2-1-1 services contracted to United Way 2-1-1 Heart of Florida*

## **United Way of Marion County**

**(Ocala)**

*Certified FL 211 Network Provider; not AIRS Accredited; 2-1-1 services contracted to United Way 2-1-1 Heart of Florida*

# FLORIDA 2-1-1 CERTIFIED PROVIDERS

## 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

Glades/Hendry Counties: 800-877-9234

[www.unitedwaylee.org](http://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](mailto: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 2-1-1 of Manasota, Inc. (Sarasota)

Manatee, Sarasota and DeSoto Counties  
(total area pop. 718,148)

Hotline Number: 941-308-4357

Other: 941-366-5025; Toll free: 1-877-211-0444

[www.uw211manasota.net](http://www.uw211manasota.net)

Jessica Ventimiglia, Executive Director

Ben Kunkel, Operations Director

1445 2nd St.

Sarasota, FL 34236

Direct Line: 941-256-8075 (Jessica)

Direct Line: 941-256-8065 (Ben)

[jessicav@uw211manasota.net](mailto:jessicav@uw211manasota.net)

[bkunkel@uw211manasota.net](mailto:bkunkel@uw211manasota.net)

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

After-hours 2-1-1 service provided by

2-1-1 Tampa Bay Cares

*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)

[www.unitedwaypasco.org](http://www.unitedwaypasco.org)

Judith D. Tilton, Director of Community Services

United Way of Pasco County

P.O. Box 609

Port Richey, FL 34673-0609

Direct Line: 727-835-2028 (Judith)

Administrative 727-845-3030 x102

[jtilton@unitedwaypasco.org](mailto:jtilton@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](http://www.nefl211.org)

Robert E. Arnold, Director

United Way 2-1-1

1301 Riverplace Boulevard, 4<sup>th</sup> FL

Jacksonville, FL 32207

Administrative 904-390-3278

[boba@uwnefl.org](mailto:boba@uwnefl.org)

2-1-1 in operation effective 1/2002

*Certified FL 211 Network Provider; AIRS Accredited, AAS  
Accredited*

## United Way of Escambia County 2-1-1 (Pensacola)

Escambia County (pop. 295,426)

Hotline Number:

Escambia Co. – 850-595-5905

[www.211escambia.org](http://www.211escambia.org)

Rita Icenogle, Director

1301 West Government Street,

Pensacola, FL, 32501

Administrative 850-444-7111

[rita@unitedwayescambia.org](mailto:rita@unitedwayescambia.org)

After-hours 2-1-1 service provided by 2-1-1 Big Bend  
*not AIRS Accredited; Certified FL 211 Network Provider*

## United Way of Central Florida 2-1-1/ Whole Child/ Whole Child Connection (Highland City)

Polk County (total area pop. 561,696)

Highlands (pop. 97,987) and Hardee (28,621)

Hotline Number: 863-648-1515

[www.uwcf.org/site/help](http://www.uwcf.org/site/help)

June May-Barnett, Director

PO Box 1357

Highland City, FL 33846-1357

Administrative 863-648-1500

[junem@uwcf.org](mailto:junem@uwcf.org)

After-hours 2-1-1 service provided by Peace Memorial  
*not AIRS Accredited; Certified FL 211 Network Provider*

# FLORIDA COUNTIES WHERE 2-1-1 SERVICES ARE NOT PROVIDED BY CURRENT INFORMATION & REFERRAL / CRISIS HOTLINE ORGANIZATION.

## 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: 850-215-6611**

Calhoun, Gulf, Jackson, Holmes & Washington

Counties: 800-696-8740

[www.unitedwaynwfl.org](http://www.unitedwaynwfl.org)

**Administrative 850-444-7111**

PO Box 586

Panama City, FL 32402

*not AIRS Accredited*

(First Call for Help 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](http://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](mailto:bill@united-way.org)

*not AIRS Accredited*

## Chautauqua Offices of Psychotherapy and Evaluation (Cope Center, Inc.)

Walton (pop. 52,270) County

Rachel Gillis, CEO

Kevin Crystal, 2-1-1 Services Coordinator

3686 US Hwy 331 South

DeFuniak Springs, FL 32435

Administrative 850-892-8045

Fax 850-982-8039

[jharrison@copecenter.org](mailto:jharrison@copecenter.org)

[kcrystal@copecenter.org](mailto:kcrystal@copecenter.org)

Cope Center is preparing a Florida 211

Certification application to provide 2-1-1 service in Walton County.

*not AIRS Accredited*

## United Way Santa Rosa

### First Call For Help

Santa Rosa County (pop. 144,561)

850-983-7200

Guy Thompson, President/CPO

*not AIRS Accredited*