



The Florida Senate

Local Funding Initiative Request

Fiscal Year 2023-2024

LFIR # 1164

1. Project Title Miami-Dade/Monroe Crisis Helpline Equity

2. Senate Sponsor Ileana Garcia

3. Date of Request 02/07/2023

4. Project/Program Description

The purpose of the funds is to provide an increase in pay for JCS 211 Miami helpline counselors who provide high level information and referral services to Miami-Dade and Monroe communities, in addition to FREE, over-the-phone crisis counseling. This service is provided 24/7/365 in English, Spanish, and Haitian-Creole in addition to any other language through a tele-interpreter. 211 Miami answers over 50,000 calls a year through 211 in addition to over 20,000 more calls through our work with the National Suicide Prevention Lifeline. In order to recruit and retain qualified helpline counselors, an increase in salary will enable us to be competitive in the current tumultuous job market for us to continue to provide this life saving service.

5. State Agency to receive requested funds Department of Children and Families

State Agency contacted? No

6. Amount of the Nonrecurring Request for Fiscal Year 2023-2024

Type of Funding	Amount
Operations	180,000
Fixed Capital Outlay	0
Total State Funds Requested	180,000

7. Total Project Cost for Fiscal Year 2023-2024 (including matching funds available for this project)

Type of Funding	Amount	Percentage
Total State Funds Requested (from question #6)	180,000	3%
Matching Funds		
Federal	650,377	12%
State (excluding the amount of this request)	0	0%
Local	0	0%
Other	4,583,354	85%
Total Project Costs for Fiscal Year 2023-2024	5,413,731	100%

8. Has this project previously received state funding? Yes

Fiscal Year (yyyy-yy)	Amount		Specific Appropriation #	Vetoed
	Recurring	Nonrecurring		
2022-23	0	150,000	372	No

9. Is future funding likely to be requested? Yes

a. If yes, indicate nonrecurring amount per year. 180,000

b. Describe the source of funding that can be used in lieu of state funding.

At this time, there is no funding that could be used in lieu of state funding.

10. Has the entity requesting this project received any federal assistance related to the COVID-19 pandemic?



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Yes

If yes, indicate the amount of funds received and what the funds were used for.

CARES Act - \$166,230.87 - nutrition services/meals to seniors.
Families First COVID-19 C1 - \$85,327.10 - nutrition services/meals to seniors.
Families First COVID-19 C2 - \$300,033.75 - nutrition services/meals to seniors.
CCAA - \$231,393.82 - nutrition services/meals to seniors.
ARP C1- \$94,192.44 - nutrition services/meals to seniors.
ARP C2 - \$257,746.12 - nutrition services/meals to seniors.

Complete questions 11 and 12 for Fixed Capital Outlay Projects

11. Status of Construction

a. What is the current phase of the project?

☐ Planning ☐ Design ☐ Construction

b. Is the project "shovel ready" (i.e permitted)?

c. What is the estimated start date of construction?

d. What is the estimated completion date of construction?

12. List the owners of the facility to receive, directly or indirectly, any fixed capital outlay funding. Include the relationship between the owners of the facility and the entity.

13. Details on how the requested state funds will be expended

Spending Category	Description	Amount
Administrative Costs:		
Executive Director/Project Head Salary and Benefits		0
Other Salary and Benefits		0
Expense/Equipment/Travel/Supplies/Other		0
Consultants/Contracted Services/Study		0
Operational Costs: Other		
Salary and Benefits	Pay increase of an average of 3-7% for helpline staff inclusive of supervisors and managers.	180,000
Expense/Equipment/Travel/Supplies/Other		0
Consultants/Contracted Services/Study		0
Fixed Capital Construction/Major Renovation:		
Construction/Renovation/Land/Planning Engineering		0
Total State Funds Requested (must equal total from question #6)		180,000

14. Program Performance

a. What specific purpose or goal will be achieved by the funds requested?



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211 helpline counselors will connect vulnerable community members in distress to information and referral services, as well as provide crisis intervention. Qualified and committed staff members are critical to the programs success in order to provide culturally competent 24/7 phone assistance relating to crisis counseling and referrals to community resources in order to address concerns with suicide and mental health.

b. What activities and services will be provided to meet the intended purpose of these funds?

Approximately 50,000 calls are received annually to JCS' 211 Miami Helpline. This is a 24/7 operation that requires commitment, sensitivity, and trained professionals in order to address the variety of needs in our community. By increasing the salary of these staff members, we will be able to retain trained professionals and remain competitive in recruiting new professionals to join our agency. High quality, person centered, and culturally responsive services will flourish.

c. What direct services will be provided to citizens by the appropriation project?

Crisis counseling and referrals to community resources, as well as suicide prevention services will be provided to community members regardless of their race, gender, religion, ethnicity, or ability to pay.

d. Who is the target population served by this project? How many individuals are expected to be served?

The target population for these funds are individuals in families in Miami-Dade and Monroe counties who may be in distress, economically disadvantaged, in poor physical or mental health, require food support, housing & shelter, legal assistance, clothing, and other free or low cost resources. We expect to serve approximately 70,000 callers.

e. What is the expected benefit or outcome of this project? What is the methodology by which this outcome will be measured?

Callers will be connected to vital resources needed in order to maintain self sufficiency and enhance their quality of life. Helpline counselors and support staff conduct an initial assessment of needs. Upon intake, helpline counselors will connect the caller to the appropriate resource in the community or if they need to be connected to other JCS services, helpline counselors will make an immediate transfer. Callers will feel less distress and supported by receiving the services/resources they need.

f. What are the suggested penalties that the contracting agency may consider in addition to its standard penalties for failing to meet deliverables or performance measures provided for the contract?

Suicide is one of the leading causes of death in this country. Yet suicide can be prevented with the proper help and guidance of trained professionals. 211 Miami is the 24/7 helpline that provides phone assistance with crisis counseling and referrals to community resources to address concerns with suicide and mental health. As the only suicide prevention crisis helpline in Miami-Dade County, we offer services that benefit families and loss survivors, in addition to those struggling with thoughts of suicide or self- harm.

15. Requester Contact Information

a. First Name Last Name

b. Organization

c. E-mail Address

d. Phone Number Ext.

16. Recipient Contact Information

a. Organization

b. Municipality and County

c. Organization Type

☐ For Profit Entity



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- ☒ Non Profit 501(c)(3)
- ☐ Non Profit 501(c)(4)
- ☐ Local Entity
- ☐ University or College
- ☐ Other (please specify)

d. First Name Last Name

e. E-mail Address

f. Phone Number

17. Lobbyist Contact Information

a. Name

b. Firm Name

c. E-mail Address

d. Phone Number