



NETWORK PROVIDER PROGRAM DESCRIPTION

The Network provider shall complete a Program Description form for each activity (not cost center) under each program area where the organization proposes to offer services.

A. Organization Name: Heart of Florida United Way

B. Program Name: 2-1-1

Address: 1940 Traylor Blvd. Orlando, FL 32804

Days of Operation 24/7/365 Hours of Operation: 24/7/365

C. Program Director: Caree Jewell

Email: Caree.jewell@hfuw.org Phone: 407-849-2358 Ext. _____

D. Program Area: *(Check one)*

Adult Mental Health Children Mental Health Adult Substance Abuse Children Substance Abuse

E. Activity Classification: *(Check one)*

Mental Health:

Substance Abuse:

Emergency Stabilization

Detoxification

Recovery and Resiliency

Treatment and Aftercare

Prevention*

(* All prevention descriptions are to be submitted in KIT)

F. Cost Center(s): Information and Referral / Crisis Hotline

G. Individuals to be Served: *Indicate number of individuals to be served through this activity, excluding prevention. (Include: CFCHS funds and Local Match funds only)*

N/A HFUW 2-1-1 provides anonymous non-client specific services only

1. Adult Mental Health: N/A

Projected
Number
Served

- _____ Adults with Severe and Persistent Mental Illness
- _____ Adults with Serious and Acute Episodes of Mental Illness
- _____ Adults with Mental Health Problems
- _____ Adults with Forensic Involvement

2. Children's Mental Health: N/A

Projected
Number
Served

- _____ Children with Serious Emotional Disturbance
- _____ Children with Emotional Disturbance
- _____ Children At Risk of Emotional Disturbance

3. Adult Substance Abuse: N/A

Projected
Number
Served

- _____ Adults with Substance Abuse (exclude prevention)

4. Children's Substance Abuse: N/A

Projected
Number
Served

- _____ Children with Substance Abuse (exclude prevention)

H. Service Delivery Strategies:

1. Describe the organization's specific service delivery strategies for providing individual services/care under this program activity. Service delivery strategy descriptions should separately address those strategies as applied to:

a. The specific services that will be made available through each cost center

2-1-1 will be available 24/7/365 as an information and referral and crisis hotline. All callers will speak with a specialist who can assist them in de-escalating, determining the problem, determining available options, prioritizing problems and options, and if necessary intervene in situations that are judged to represent an immediate life-threatening situation. Specialists will have access to a database containing over 2000 local programs for possible referral to the caller. The specialist will refer the caller based on their stated needs and how well it matches with the service description and eligibility listed in the database.

b. Staffing levels and minimum qualifications for each type of service delivery position

This contract pays for 5 FTE's. These 5 full time employees carry the title Senior Crisis Specialists. Senior Crisis Specialists are required to have a minimum of a Bachelors degree in psychology, social work or a related field. HFUW 2-1-1 staffs this role on site 24/7

c. Geographic Area to be served

2-1-1 will serve all residents of any age in our current service area (Orange and

Osceola Counties) and any others outside this service area whom are connected with our service.

d. Primary referral sources

Non-profit agencies and major media sources.

The 2-1-1 Crisis Hotline will continue to be marketed to callers of any age as a free place to receive information and referrals to local human service agencies and as a place to receive information and referrals about mental health and substance abuse issues as well as a suicide prevention and intervention hotline.

e. Admission and discharge criteria

N/A

f. The means by which individual and family needs will be evaluated and re-evaluated throughout the episode of care

All callers will speak with a specialist who can assist them in de-escalating, determining the problem, determining available options, prioritizing problems and options, and if necessary intervene in situations that are judged to represent an immediate life-threatening situation.

Individual and family needs will be determined by the caller each time they call with the support of the specialist. The specialist will utilize the client centered techniques of reflective listening, open ended and closed ended questions, paraphrasing, and summarizing to support the caller in determining their immediate need. The ASIST suicide intervention model will be utilized to determine risk level and the need for intervention. Specialists will have access to a database containing over 2000 local programs for possible referral to the caller. The specialist will refer the caller based on their stated needs and how well it matches with the service description and eligibility listed in the database.

It is anticipated that approximately 60% of callers will be unduplicated in the year. This means that approximately 40% will call at least twice. The crisis hotline is open to any and all individuals who contact us 24/7.

g. Any science-based or evidence-based models employed or practices utilized

HFUW 2-1-1 utilizes the ASIST model. ASIST (Applied Suicide Intervention Skills Training) is the only SAMSHA approved best practice for suicide intervention.

h. Any other practices that focus on special areas (i.e. human trafficking, trauma-informed care, LGBTQ) or approaches that offer support services (i.e. Peer Specialists)

2-1-1 will serve any and all callers from at risk populations in any type of crisis i.e. physical health, mental health, substance abuse, suicide, child, elderly, and disabled abuse, sexual violence, domestic violence, financial etc.

i. Average length of participation for persons served

Average contact length is 7 minutes for a crisis contact and 5 ½ minutes for an information and referral contact.

I. Continuing Care Strategies:

1. Identify the major continuing strategies for individuals and families completing services through this cost center. Continuing care strategy descriptions should address placement and referral activities specific to:

a. The processes by which individuals and families are prepared for and transitioned to continuing care services

All callers will speak with a specialist who can assist them in de-escalating, determining the problem, determining available options, prioritizing problems and options, and if necessary intervene in situations that are judged to represent an immediate life-threatening situation.

Individual and family needs will be determined by the caller each time they call with the support of the specialist. The specialist will utilize the client centered techniques of reflective listening, open ended and closed ended questions, paraphrasing, and summarizing to support the caller in determining their immediate need. The ASIST suicide intervention model will be utilized to determine risk level and the need for intervention. Specialists will have access to a database containing over 2000 local programs for possible referral to the caller. The specialist will refer the caller based on their stated needs and how well it matches with the service description and eligibility listed in the database.

b. The major continuing care strategies, best practice models, and community housing/living options alternatives for individuals and families completing services in this cost center within the organization and within the community system of care *(Include measures used to prevent recidivism)*

HFUW 2-1-1 provides advocacy and referrals according to AIRS (Alliance of Information and Referral Systems) best practices and standards. Due to the nature of 2-1-1 hotline services, it is expected that individuals and families will need our services multiple times over their lifetime.

This section to be completed by organization's Chief Financial Officer

J. Applicable Special Funding Considerations: N/A


- TANF
- SAPTBG Set Aside for Women
- SAPTBG Prevention Set Aside
- SAPTBG HIV Set Aside
- FIS Appropriation
- PATH Grant Award
- Indigent Drug Program
- Title XXI
- Purchase of Therapeutic Services (PRTS)

1. Specify the nature and role of Incidental funding and any categorical funding applicable used in support of individual identification and engagement (such as SAMH Substance Abuse Women's set-aside funding).


Special funding will not be utilized as our service will be marketed to all residents of Orange, Osceola and Seminole counties.

UPDATES TO THE PROGRAM DESCRIPTION MUST BE SUBMITTED TO CFCHS WITHIN TEN (10) CALENDAR DAYS PRIOR TO THE END OF ANY QUARTER IN WHICH ANY CHANGE IN THE PROGRAM OCCURS.

SIGNATURES:



 Network Provider



 Date

 Central Florida Cares Health System

 Date

