

Ms. Raquel Regalado, Board Member

SUBJECT: REQUEST APPROVAL OF RESOLUTION NO. 16-020 OF THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA, RECOGNIZING SWITCHBOARD OF MIAMI

COMMITTEE: ACADEMICS, EVALUATION AND TECHNOLOGY

LINK TO STRATEGIC BLUEPRINT: INFORMED, ENGAGED AND EMPOWERED STAKEHOLDERS

Switchboard of Miami, Inc. is a private, 501(c) (3) nonprofit organization that counsels, connects and empowers people in need of assistance, information, and support service in our community of Miami-Dade County. With more than 15 specialty phone lines, Switchboard offers free and confidential telephone counseling, crisis intervention, suicide prevention and information and referral services to every caller, chatter or texter, 24 hours a day, 7 days a week, in English, Spanish, and Creole.

Through its suicide prevention programs, information and referral contact center, and crisis counseling and wellness services, Switchboard serves as both a first point of assistance and a last resource for people in need. The organization also maintains a comprehensive and reliable social services database of 5,000+ entries, and provides immediate tri-lingual assistance for an estimated 140,000 individuals annually.

Last year alone, Switchboard provided more than 150,000 referrals to callers making it one of the largest organizations of its kind in the country. Switchboard also offers avenues for other programs, including suicide prevention, counseling, senior services, child developmental screenings and youth prevention programs, which collectively provided services to more than 5,000 individuals last year.

Recognizing the need to know where to go for help, The Children's Trust is now funding 2-1-1 Switchboard, a resource and referral helpline within Switchboard of Miami, Inc., whereby specially trained counselors are standing by, 24 hours a day, 7 days a week, to assist parents, caregivers, and adolescents with a wide variety of needs ranging from help in finding affordable summer camps to learning disability screenings to suspected child abuse. February 11 is National 2-1-1 Helpline Day.

ACTION PROPOSED BY

MS. RAQUEL REGALADO: That The School Board of Miami-Dade County, Florida, approve Resolution No. 16-020 of The School Board of Miami-Dade County, Florida, recognizing Switchboard of Miami, Inc.

**Replacement
B-13**

**RESOLUTION NO. 16-020
OF THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA,
RECOGNIZING SWITCHBOARD OF MIAMI, INC.**

WHEREAS, Switchboard of Miami, Inc. is a private, 501(c) (3) nonprofit organization that counsels, connects and empowers people in need of assistance, information, and support service in our community of Miami-Dade County; and

WHEREAS, with more than 15 specialty phone lines, Switchboard offers free and confidential telephone counseling, crisis intervention, suicide prevention and information and referral services to every caller, chatter or texter 24/7 in English, Spanish, and Creole; and

WHEREAS, through its suicide prevention programs, information and referral contact center, and crisis counseling and wellness services, Switchboard serves as both a first point of assistance and a last resource for people in need; and

WHEREAS, the organization also maintains a comprehensive and reliable social services database of 5,000+ entries, and provides immediate tri-lingual assistance for an estimated 140,000 individuals annually; and

WHEREAS, last year alone, Switchboard provided more than 150,000 referrals to callers making it one of the largest organizations of its kind in the country; and

WHEREAS, Switchboard also offers avenues for other programs, including suicide prevention, counseling, senior services, child developmental screenings and youth prevention programs, which collectively provided services to more than 5,000 individuals last year; and

WHEREAS, 2-1-1 Switchboard is a helpline funded by The Children's Trust whereby specially trained counselors are standing by, 24 hours a day, 7 days a week, to assist parents, caregivers, and adolescents with a wide variety of needs ranging from help in finding affordable summer camps to learning disability screenings to suspected child abuse. February 11 is National 2-1-1 Helpline Day.

NOW, THEREFORE, BE IT RESOLVED THAT:

The School Board of Miami-Dade County, Florida, approve Resolution No. 16-020 of the School Board of Miami-Dade County, Florida, recognizing Switchboard of Miami, Inc.

A copy of this resolution is placed in the permanent records of this Board.

Presented this third day of February, A.D. 2016

THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA

CHAIR

ATTEST:

Secretary