



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

Switchboard of Miami, Inc,

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

Miami, Florida 33132

Phone 305-358-1640

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HELPLINE: 305-358-HELP or 211

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**2013-2014  
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Maria Ratcliffe  
City of Key West  
3132 Flagler Ave  
Key West, FL 33040

Dear Ms. Ratcliffe,

Switchboard of Miami, Inc (Switchboard) is pleased to announce that as of March 31, 2014, Helpline of the Keys is now a part of our organization. Helpline continues to fully operate and provide the services needed by Monroe County residents.

Switchboard is a private, nonprofit organization that provides the community with comprehensive telephone crisis counseling, suicide prevention and information and referral services 24 hours a day, 7 days a week, and 365 days a year. The agency, in operation since 1968, also offers individual and family counseling services, developmental screenings for children and prevention programs for high-risk youth and their families based in local schools. We also provide a telephone reassurance program for seniors to prevent loneliness and maintain their well-being. Switchboard has been providing 2-1-1 information and referral services for the Monroe County for almost two years.

On July 19, 2014, Switchboard will manage the 2-1-1 Helpline of the Keys' annual fundraiser, the Caribbean Street Fair, which will be held on Duval Street during the Hemingway Days celebration. All money collected from the festival will benefit Switchboard's 2-1-1 Helpline of the Keys, which operates a confidential 24-hour information, referral and crisis intervention hotline. This hotline is available by dialing (305) 296-HELP (4357) or 2-1-1. In addition, Helpline of the Florida Keys offers a reassurance call program for the elderly and homebound of Monroe County, and also answers calls for an Alcoholics Anonymous line.

We look forward to this excellent celebration and are excited to expand our umbrella of services to serve more residents in Monroe County.

Best Regards,

Catherine Penrod



**Switchboard**

Answering the Call

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Chief Executive Officer