

## **For Immediate Release**

### **SALAH FOUNDATION AWARDS GRANT TO ENHANCE 2-1-1 BROWARD HELPLINE COUNSELOR'S WORKSPACE & AGENCY PROGRAMS**

FT. LAUDERDALE – (May 7, 2013) – The Salah Foundation awarded a generous grant designated for general operating funds to support the organization's technology improvements and staffing needs. Upon a recent visit to the call center, George Taylor, Salah Foundation board member, noticed that the helpline counselors had small computer screens, older chairs and did not have headsets to use while taking incoming crisis calls. The Salah Foundation was committed to improving their comfort level by providing them with new computers, wireless headsets, and ergonomic chairs. Taylor, called the grant a “no brainer” and said that “2-1-1’s counselors have a very difficult job. Updated technology and comfortable chairs are not luxuries, but necessities for these counselors.” The counselors are grateful for the upgrades. One of the counselors shared, “As someone who has had spinal surgery, ergonomically correct chairs are very important.”

Additionally, the Foundation committed to providing additional staff hours to answer calls and to update the database of services, both crucial to meeting the need in our community and connecting callers with the best possible services. 2-1-1 Broward manages the intake for all of the Broward County homeless programs. Sheila Smith, President/CEO of 2-1-1 Broward stated that “The entire team at 2-1-1 is grateful for the support of the Salah Foundation. Increasing the comfort of our helpline counselors is extraordinary, and the improved comfort and technology enables our dedicated counselors to focus on the task at hand; helping clients 24/7. 2-1-1 is a public utility. However, unlike 9-1-1 and 4-1-1, there is no designated tax as a source of funding. We rely on the support of the community. The Salah Foundation’s commitment to our counselors and supporting additional staff is greatly appreciated.”

#### **About the Salah Foundation**

The Salah Foundation is a private foundation that supports non-profit organizations in the United States that strengthen families and communities and advances individuals to become productive and responsible citizens. There is a special interest in education, medical research, community development, and self-sufficiency programs aimed at the economically disadvantaged, the young, the elderly and the disabled. The Salah Foundation runs a targeted grant process and select organizations will be invited to apply

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**About 2-1-1 Broward**

The mission of 2-1-1 Broward is to provide 24 hour comprehensive helpline and support services to individuals and families in our community seeking crisis intervention assistance and/or information and connections to health and human services in Broward County. Every call to 2-1-1 is answered by a trained, degreed counselor who listens to the callers concerns, identifies their needs and links them to appropriate programs that help them on to the road to recovery. 2-1-1 Broward relies on the generous support of government agencies, corporations, foundations, and individuals to provide this vital community service. For more information regarding 2-1-1 Broward and how you can help, please call 954-390-0493 or visit [www.211-broward.org](http://www.211-broward.org).