

211 Palm Beach/Treasure Coast employees rewarded for dedication to helping others in crisis

By Kari Barnett
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The 211 Helpline staffers enjoy a thank-you lunch provided by GL Homes. (Tracey Benson Photography / Courtesy)

They are trained specialists who take calls 24/7 from people in need of suicide prevention, crisis intervention, referrals to community services, food assistance, medical clinics, foreclosure prevention, parenting information on developmental concerns and special needs, among other issues.

As a way to show support and appreciation, GL Homes recently donated \$12,000 to the 211 Helpline for Employee Rewards. During a kick-off thank-you luncheon, GL Homes and 211 Helpline Palm Beach/Treasure Coast gave out gas gift cards to all employees.

With nonprofits nationwide struggling with staff shortages and resignations, GL Homes officials said they came up with the idea to thank all of 211's employees for what they do for the community.

"Nonprofits are really facing stiff competition in such a tight job market to attract and retain employees. That's why GL Homes and the 211 Helpline created the employee rewards program," Sarah Alsofrom, GL Homes senior director of community relations, said in a statement. "This program helps to attract and retain employees, it maintains good morale, and it thanks the employees for their great work."

According to GL Homes, 211 will be using the funds to provide gas gift cards and year-long incentive programs, including lifesaver awards, team-building events and stress-relief sessions.



211 Helpline President/CEO Sharon L'Herrou, 211 Director of Operations Donald Earl and GL Homes Senior Director of Community Relations Sarah Alsofrom celebrated 211 employees a recent thank-you luncheon. (Tracey Benson Photography/Courtesy)

"The employees who work here are some of the most amazing and dedicated people I have ever worked with in my life; they are answering 20 to 30 crisis calls requests for help every single day," Sharon L'Herrou, president and CEO of 211 Palm Beach/Treasure Coast, said in a statement. "To be able to show them how much we appreciate them and these kinds of treats like lunch and gas cards mean the world.

"Right now, we are in the midst of the great resignation and that means it is very hard to find, hire and retain quality staff. If we don't have quality staff, we can't answer the crisis calls for help from this community," she said.

Visit 211palmbeach.org.