

**2-1-1 Helps a Mom Find Treatment for Her Son**

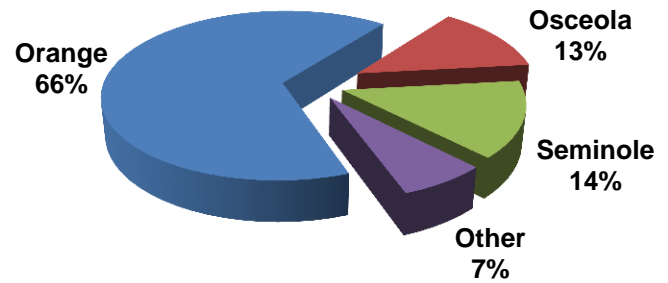
Wanda's\* son had been struggling with an alcohol addiction for years. After many attempts to encourage him to get treatment, he finally accepted the offer. Wanda turned to 2-1-1 to help her find appropriate resources because she worried her son would fall into depression if he didn't get into a program quickly. The 2-1-1 Specialist offered Wanda multiple substance abuse resources to help maximize the chance that her son would find a suitable program.

When Wanda called back a week later, she had good news: her son had been accepted into a 20-month substance abuse program. She was appreciative of the options she had received from 2-1-1 and reported her son was working hard to get better and feeling optimistic about his future.

In the last year, 2-1-1 responded to 2,128 contacts seeking substance abuse services.

*\* Names and events were changed in order to protect client privacy.*

**Contacts by County**



Contacts by County	February 2017
Orange	5,254
Osceola	1,026
Seminole	1,147
Other	542
<b>Total</b>	<b>7,969</b>

**TOP SERVICE REQUESTS**

Housing Assistance	45%
Utility Assistance	13%
Free Tax Preparation	10%
Food	8%
Healthcare	5%

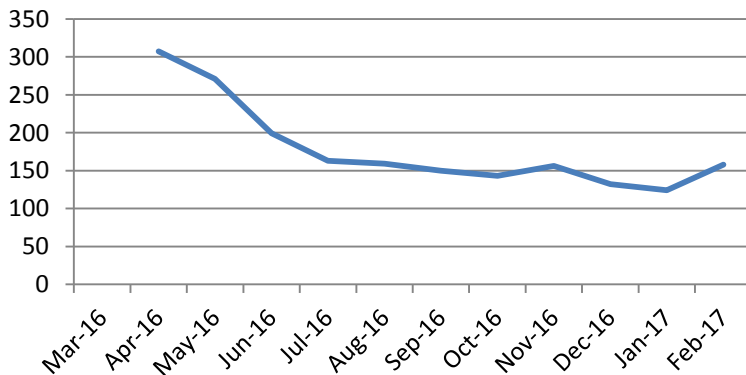
**CONTACT CENTER STATS**

Average wait time	120 sec
Average contact length	6 min 59 sec
Customer satisfaction	98%
Percentage who would contact again	97%
Crises de-escalated	82%

**QUICK STATS**

- Responded to 1,602 crisis and 114 suicide contacts
- Utilities and housing accounted for 58% of all requests
- 38% of callers sought 2-1-1 help for the first time
- 31% were unemployed and 35% lacked health benefits
- Responded to 153 chats, 463 texts and 38 emails

**2-1-1 Substance Abuse Contacts**



**FEBRUARY TOTAL CONTACTS**

Heart of Florida United Way	7,969
United Way of Central Florida	1,274
United Way of North Central Florida	1,539
United Way of Pasco County	5,123
United Way of Marion County	1,972
United Way of Lake & Sumter	683
United Way of Citrus County	1,271
United Way of Metropolitan Nashville	4,506
United Way of the Blue Grass	116
Online Database Visitors	5,223
<b>Total</b>	<b>29,676</b>