

2-1-1 Helps a Family of Five Avoid Eviction

As a married mother of three, Hannah* had her hands full. When her husband was laid off work, money became tight. Then their car broke down. With only one car to share between them, Hannah quickly realized they needed to fix their broken vehicle so she could get to work. Unfortunately, the cost of the repairs left them unable to pay their rent.

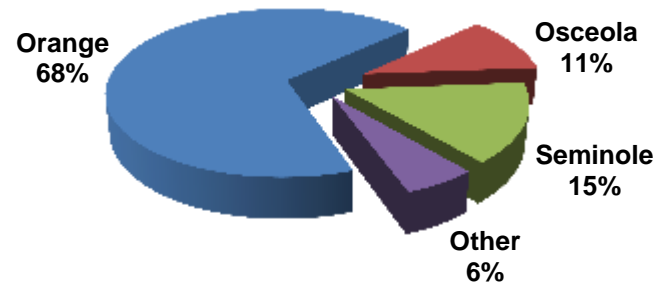
Fearing eviction, Hannah reached out to 2-1-1 for help paying their rent on time. The 2-1-1 specialist not only referred her to Jewish Family Services for rent assistance, but also found local food pantries to help minimize the cost of groceries.

When 2-1-1 followed up with Hannah, she was happy to report that she received help paying their rent and was no longer afraid that her family of five would be evicted.

In the last year, 20,411 people contacted 2-1-1 for rent assistance in order to avoid eviction.

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

Contacts by County



Contacts by County	April 2017
Orange	6,727
Osceola	1,022
Seminole	1,300
Other	752
Total	9,801

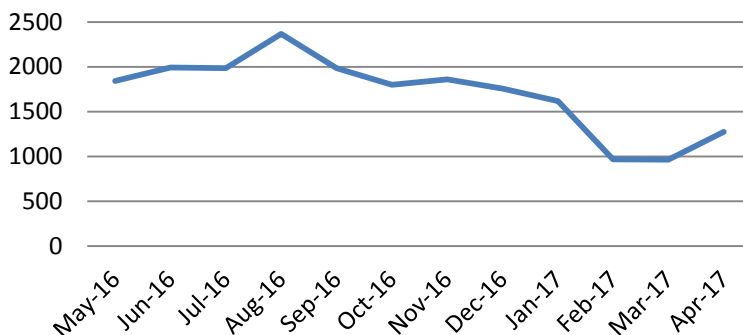
TOP SERVICE REQUESTS

Housing Assistance	49%
Utility Assistance	13%
Food	9%
Mental Health & Addiction	5%
Healthcare	5%

CONTACT CENTER STATS

Average wait time	120 sec
Average contact length	6 min 57 sec
Customer satisfaction	98%
Percentage who would contact again	93%
Crises de-escalated	78%

2-1-1 Rent Requests



QUICK STATS

- Responded to 1,378 crisis and 209 suicide contacts
- Utilities and housing accounted for 62% of all requests
- 35% of callers sought 2-1-1 help for the first time
- 34% were unemployed and 33% lacked health benefits
- Responded to 194 chats, 421 texts and 62 emails

APRIL TOTAL CONTACTS

Heart of Florida United Way	9,124
United Way of Central Florida	1,282
United Way of North Central Florida	1,382
United Way of Pasco County	2,987
United Way of Marion County	1,480
United Way of Lake & Sumter	755
United Way of Citrus County	498
United Way of Metropolitan Nashville	3,686
United Way of the Blue Grass	155
Online Database Visitors	6,301
Total	27,650