

When Suzy* moved to Florida, she didn't have much with her. Since she was new to the area and still job hunting, when she needed to visit a medical clinic, she called 2-1-1 for help.

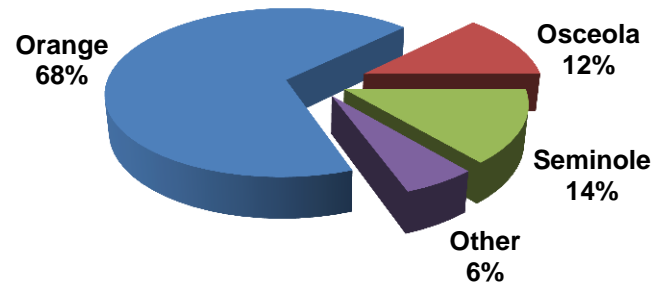
The 2-1-1 Specialist was able to give her information on clinics in the area that could provide her assistance even though she didn't have insurance. The Specialist was also able to help Suzy learn about additional resources that could help her transition to her new location, such as employment agencies and food pantries.

During a follow up call, Suzy said that her call with 2-1-1 provided all the information she needed and more. She appreciated the patience and understanding of the 2-1-1 Specialist who took the time to help her learn about other community resources she hadn't even realized existed. Suzy expressed how reassuring it was to know that programs like 2-1-1 are available to help people in need.

In the last year, 2-1-1 provided 8,265 contacts with medical resources.

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

Contacts by County



Contacts by County	June 2017
Orange	7,873
Osceola	1,424
Seminole	1,605
Other	651
Total	11,553

TOP SERVICE REQUESTS

Housing Assistance	53%
Utility Assistance	15%
Healthcare	4%
Mental Health & Addiction	4%
Legal Services	2%

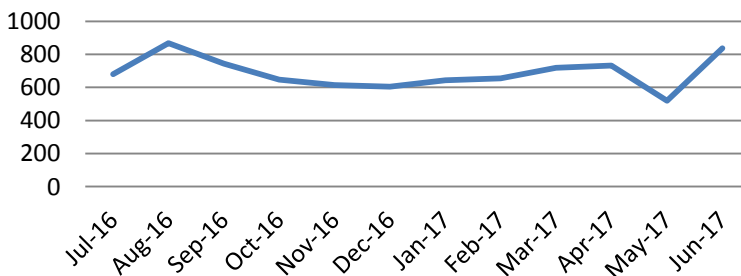
CONTACT CENTER STATS

Average wait time	1 min 48 sec
Average contact length	6 min 6 sec
Customer satisfaction	97%
Percentage who would contact again	97%
Crises de-escalated	78%

QUICK STATS

- Responded to 2,889 crisis and 183 suicide contacts
- Utilities and housing accounted for 68% of all requests
- 40% of callers sought 2-1-1 help for the first time
- 32% were unemployed and 27% lacked health benefits
- Responded to 212 chats, 577 texts and 57 emails

2-1-1 Contacts Needing Medical Resources



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June TOTAL CONTACTS

Heart of Florida United Way	11,553
United Way of Collier County	301
United Way of Central Florida	1,929
United Way of North Central Florida	979
United Way of Pasco County	1,745
United Way of Marion County	1,568
United Way of Lake & Sumter	897
United Way of Citrus County	361
United Way of Metropolitan Nashville	9,548
United Way of the Blue Grass	135
Online Database Visitors	6,474
Total	35,490