

2-1-1 Finds Help for Home Repairs

George is a 60-year-old Seminole County resident who lives on a fixed income. He only earns enough to cover his monthly expenses plus contribute a small amount to his savings, so when the well at his home needed repair, he wasn't able to cover the expense.

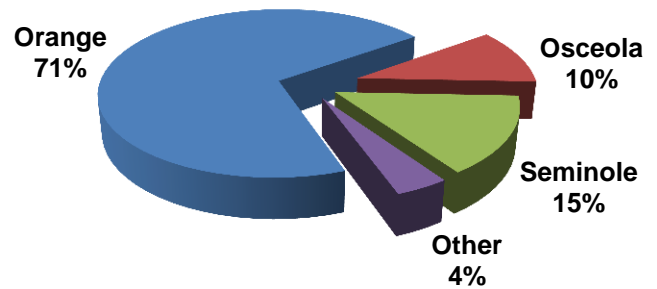
He sought the assistance of 2-1-1 to get information about local agencies that could help with major home repairs. George felt hopeful the resources he was given would be able to help and agreed to a follow up call.

When 2-1-1 reconnected with George, he was excited to report that he had received the money needed to repair his well. He expressed his gratitude for the 2-1-1 specialist who had helped him, saying they had taken the time to walk him through the process of dealing with everything that was going on. Going forward, George is confident he will be able to manage his remaining expenses.

In the last year, 2-1-1 provided 1,484 referrals for home repairs.

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

Contacts by County



Contacts by County	July 2017
Orange	7,424
Osceola	1,109
Seminole	1,544
Other	432
Total	10,509

TOP SERVICE REQUESTS

Housing Assistance	52%
Utility Assistance	19%
Food	10%
Mental Health & Addiction	4%
Healthcare	3%

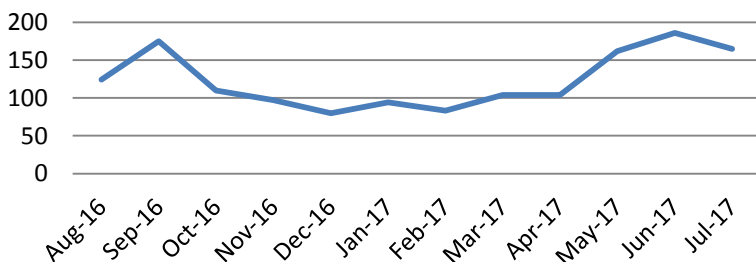
CONTACT CENTER STATS

Average wait time	2 mins
Average contact length	6 min 49 sec
Customer satisfaction	96%
Percentage who would contact again	95%
Crises de-escalated	88%

QUICK STATS

- Responded to 2,466 crisis and 107 suicide contacts
- Utilities and housing accounted for 71% of all requests
- 37% of callers sought 2-1-1 help for the first time
- 35% were unemployed and 31% lacked health benefits
- Responded to 326 chats, 889 texts and 118 emails

**Home Repair Referrals
Provided by 2-1-1**



JULY TOTAL CONTACTS

Heart of Florida United Way	10,509
Other Florida Contracts	7,230
Tennessee Contract	2,932
Kentucky Contracts	381
Iowa Contracts	277
Arkansas Contract	194
National Contracts	322
Online Database Visitors	8,854
Total	30,699