

2-1-1 Helps a Mother and Son in Crisis

When Emily* moved to Orlando, she noticed her son was having a very difficult time adjusting to his new school and life. She decided to find him a therapist, but with all the time she spent trying to help him through the change, her work began to suffer and she worried about losing her job.

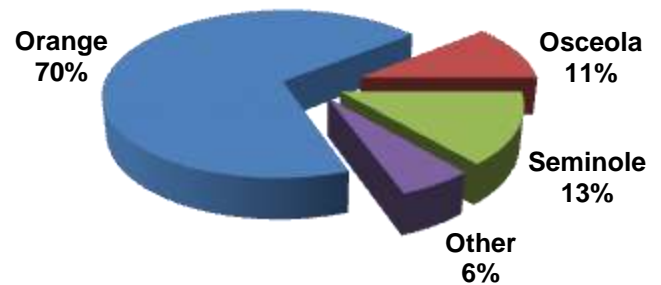
One afternoon, her son came home from school extremely upset and no matter what she tried, Emily could not calm him down. Desperate and in tears, she called 2-1-1. The 2-1-1 Specialist dispatched Devereux's Mobile Crisis Team to her house to further assess and assist with de-escalating her son safely.

Emily called 2-1-1 a few weeks later to thank them for the help they provided. Devereux's Mobile Crisis Team had helped calm her son and was also providing ongoing support. Since that incident, Emily had not missed a day of work and was pleased to see her son doing better.

In the last year, 2-1-1 provided 2,249 contacts with mental health resources.

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

Contacts by County



Contacts by County	May 2017
Orange	6,800
Osceola	1,056
Seminole	1,332
Other	559
Total	9,747

TOP SERVICE REQUESTS

Housing Assistance	54%
Utility Assistance	15%
Food	9%
Mental Health & Addiction	5%
Healthcare	4%

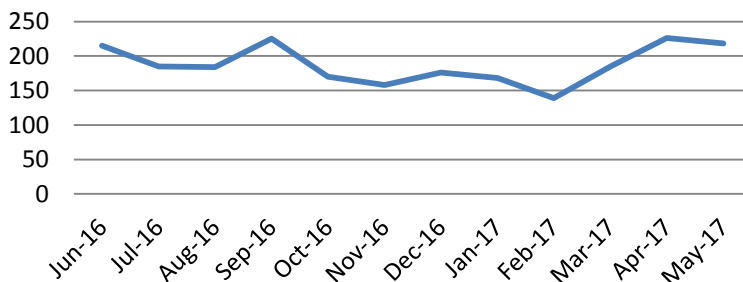
CONTACT CENTER STATS

Average wait time	120 sec
Average contact length	6 min 51 sec
Customer satisfaction	98%
Percentage who would contact again	94%
Crises de-escalated	78%

QUICK STATS

- Responded to 1,924 crisis and 123 suicide contacts
- Utilities and housing accounted for 69% of all requests
- 38% of callers sought 2-1-1's help for the first time
- 31% were unemployed and 30% lacked health benefits
- Responded to 344 chats, 561 texts and 71 emails

2-1-1 Contacts Provided Mental Health Resources



MAY TOTAL CONTACTS

Heart of Florida United Way	9,747
United Way of Collier County	229
United Way of Central Florida	1,545
United Way of North Central Florida	768
United Way of Pasco County	1,499
United Way of Marion County	1,238
United Way of Lake & Sumter	659
United Way of Citrus County	315
United Way of Metropolitan Nashville	2,898
United Way of the Blue Grass	172
Online Database Visitors	6,305
Total	25,375