

Sleeping on a friend's couch was not an ideal situation. After recently getting divorced, Marco* had not been able to find affordable housing on his own. On top of it all, he was having a hard time coping with his emotions. He had been married for 15 years and couldn't imagine life on his own.

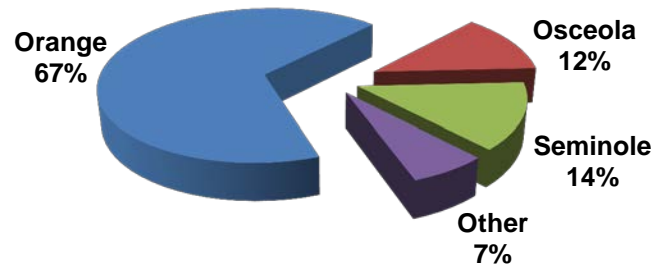
Marco reached out to 2-1-1 for emotional support. Since his divorce, it was the first time he was able to open up and discuss his feelings. The 2-1-1 Specialist validated the turmoil of emotions he was feeling and helped him explore community resources available to assist with his transition to his own place. He was given several listings for low income apartments within his price range.

When 2-1-1 followed up with Marco, he was proud to report he had been able to secure his own apartment thanks to the information he had received. He also said that the 2-1-1 Specialist he spoke with was extremely kind and empowering.

In the last year, 2-1-1 provided 7,307 referrals for low income apartments.

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

Contacts by County



Contacts by County	January 2018
Orange	7,780
Osceola	1,414
Seminole	1,572
Other	758
Total	11,524

TOP SERVICE REQUESTS

Housing & Shelter	48%
Utilities	17%
Food	9%
Tax Preparation	6%
Healthcare	5%

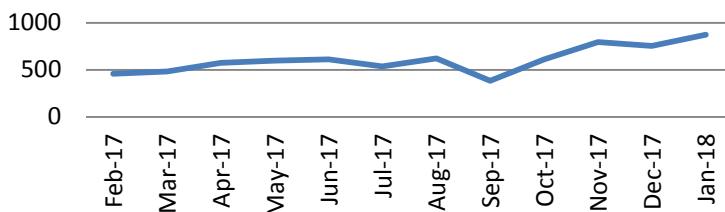
CONTACT CENTER STATS

Average wait time	55 sec
Average contact length	6 min 33 sec
Customer satisfaction	95%
Percentage who would contact again	93%
Crises de-escalated	79%

QUICK STATS

- Responded to 1,860 crisis and 220 suicide contacts
- Utilities and housing accounted for 65% of all requests
- 47% of callers sought 2-1-1's help for the first time
- 32% were unemployed and 37% lacked health benefits
- Responded to 179 chats, 408 texts and 95 emails

**Low Income Apartments
Referrals Provided by 2-1-1**



January TOTAL CONTACTS

Heart of Florida United Way	11,524
Other Florida Contracts	15,997
Tennessee Contract	4,103
Kentucky Contracts	1,193
Iowa Contracts	338
Arkansas Contract	843
National Contracts	385
Online Database Visitors	22,019
Total	56,402