

Free Tax Prep Leads to Financial Stability

For six years, Adriana* went to the same tax preparation company for help completing her tax return. Each time she paid over \$300. This year, however, she couldn't afford the fee and called 2-1-1 for help.

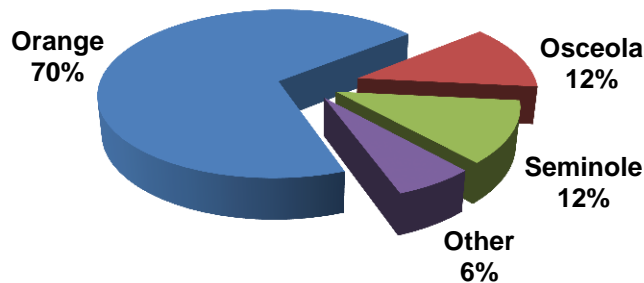
2-1-1 provided her information about the Volunteer Income Tax Assistance (VITA) program where IRS-trained volunteers help low and moderate income community members file their taxes for free. With sites across Central Florida, 2-1-1 helped Adriana find the location closest to her.

When she visited the VITA site, she was impressed with the knowledge and professionalism of her tax preparer. Besides saving money on tax preparation, she was also told she qualified for the Earned Income Tax Credit (EITC). Combined with the EITC, her increased tax refund helped her become more financially stable.

In the last year, 2-1-1 provided 1,554 referrals to VITA programs.

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

Contacts by County



Contacts by County	February 2018
Orange	6,531
Osceola	1,158
Seminole	1,095
Other	577
Total	9,361

TOP SERVICE REQUESTS

Housing & Shelter	45%
Utilities	15%
Tax Preparation	10%
Food	8%
Mental Health Services	6%

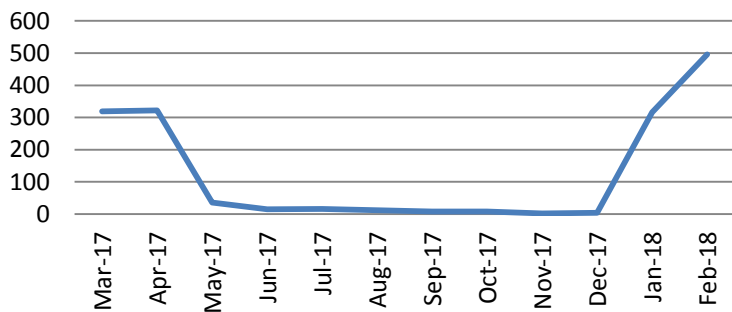
CONTACT CENTER STATS

Average wait time	49 sec
Average contact length	6 min 48 sec
Customer satisfaction	96%
Percentage who would contact again	94%
Crises de-escalated	74%

QUICK STATS

- Responded to 1,707 crisis and 90 suicide contacts
- Utilities and housing accounted for 60% of all requests
- 41% of callers sought 2-1-1 help for the first time
- 30% were unemployed and 41% lacked health benefits
- Responded to 153 chats, 302 texts and 96 emails

VITA Referrals Provided by 2-1-1



February TOTAL CONTACTS

Heart of Florida United Way	9,361
Other Florida Contracts	17,165
Tennessee Contract	4,192
Kentucky Contracts	1,110
Iowa Contracts	326
Arkansas Contract	779
National Contracts	358
Online Database Visitors	18,811
Total	52,102