

A Life Saved Because of 2-1-1

Marsha* had hit rock bottom. She had been feeling extremely depressed and had no one to talk to about her increasingly overwhelming emotions. In her darkest hour, she made a desperate decision to reach out to the 2-1-1 crisis line.

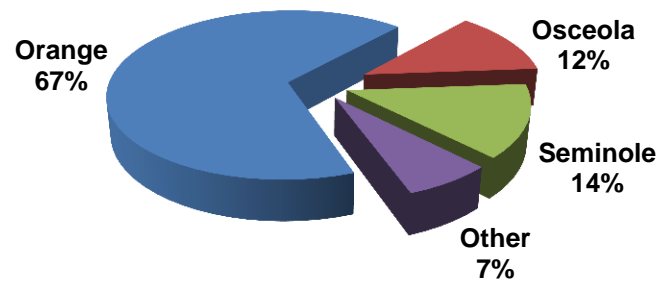
When she called, she shared that she was fighting thoughts of suicide and was finally able to talk about everything she was going through. The 2-1-1 Specialist reflected Marsha’s feeling of isolation and hopelessness, and ensured that she was safe and calmed. The Specialist also gave Marsha information about local counseling resources for ongoing care.

When 2-1-1 called Marsha for a follow up, she said she had reached out to the resources and would soon be attending group counseling. She is actively working towards changing her mentality to keep moving forward and said that the 2-1-1 Specialist she spoke with was “truly amazing and saved my life.”

In the last year, 2-1-1 received 1,978 suicide contacts.

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

Contacts by County



Contacts by County	March 2018
Orange	6,061
Osceola	1,101
Seminole	1,243
Other	618
Total	9,023

TOP SERVICE REQUESTS

Housing & Shelter	49%
Utilities	12%
Food	9%
Tax Preparation	7%
Mental Health & Addictions	6%

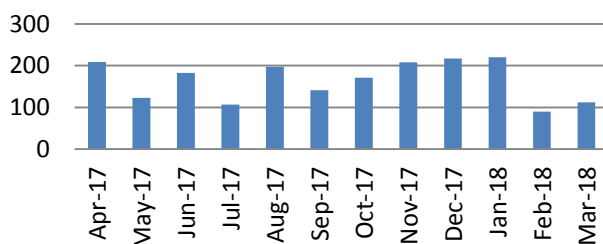
CONTACT CENTER STATS

Average wait time	27 sec
Average contact length	6 min 39 sec
Customer satisfaction	92%
Percentage who would contact again	94%
Crises de-escalated	69%

QUICK STATS

- Responded to 1,923 crisis and 112 suicide contacts
- Utilities and housing accounted for 61% of all requests
- 41% of callers sought 2-1-1’s help for the first time
- 30% were unemployed and 43% lacked health benefits
- Responded to 96 chats, 234 texts and 78 emails

**Suicide Contacts Received
by 2-1-1**



March TOTAL CONTACTS

Heart of Florida United Way	9,023
Other Florida Contracts	14,912
Tennessee Contract	3,660
Kentucky Contracts	324
Iowa Contracts	282
Arkansas Contract	732
National Contracts	382
Online Database Visitors	19,256
Total	48,571