

When Jessica\* moved to Florida with her boyfriend, she was excited to start a new life together. However, before they had even unpacked all their boxes and settled in, her boyfriend became abusive. It escalated quickly to the point that she knew she would have to get out of their new house in order to stay safe. With no family or friends in the area, she wound up living on the streets for several months.

When Jessica reached out to 2-1-1 for help, she was in need of reassurance that she made the right choice to leave. The 2-1-1 Specialist talked her through her feelings, validating her emotions and her determination to get out of a bad situation. The Specialist also provided information on local shelters in the area where she could stay.

A few months later, Jessica called 2-1-1 to say thank you. She was able to get into a shelter that kept her safe while helping her get back on her feet. Her case manager provided assistance in finding a job so she can now afford her own apartment. Once again, Jessica finds herself excited to have a fresh start at her new life in Florida.

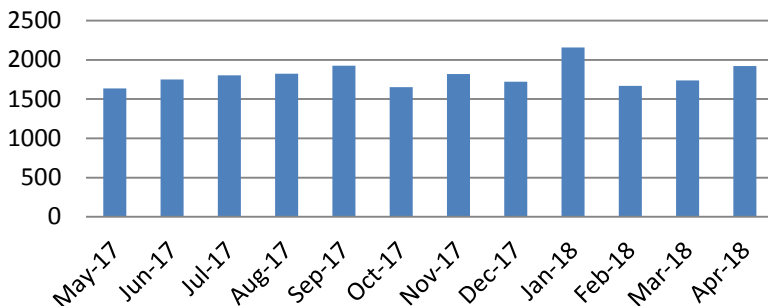
In the last year, 2-1-1 provided 21,621 shelter referrals.

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

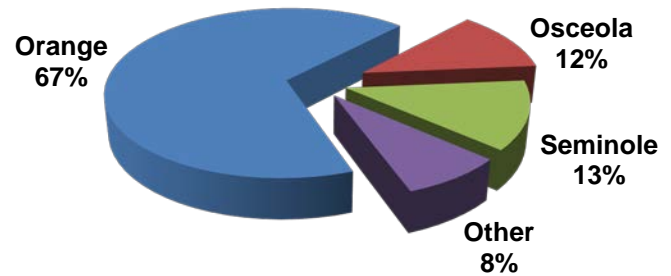
**CONTACT CENTER STATS**

Average wait time	58 sec
Average contact length	6 min 35 sec
Customer satisfaction	93%
Percentage who would contact again	96%
Crises de-escalated	74%

**Shelter Referrals Provided by 2-1-1**



**Contacts by County**



Contacts by County	April 2018
Orange	6,775
Osceola	1,166
Seminole	1,288
Other	804
<b>Total</b>	<b>10,033</b>

**TOP SERVICE REQUESTS**

Housing & Shelter	54%
Utilities	12%
Food	9%
Tax Preparation	6%
Mental Health & Addictions	5%

**QUICK STATS**

- Responded to 2,154 crisis and 95 suicide contacts
- Utilities and housing accounted for 66% of all requests
- 39% of callers sought 2-1-1's help for the first time
- 29% were unemployed and 44% lacked health benefits
- Responded to 152 chats, 412 texts and 83 emails

**April TOTAL CONTACTS**

Heart of Florida United Way	10,033
Other Florida Contracts	12,382
Tennessee Contract	3,450
Kentucky Contracts	226
Iowa Contracts	272
Arkansas Contract	709
National Contracts	360
Online Database Visitors	19,599
<b>Total</b>	<b>47,031</b>