

Natalie\* is an Army Veteran who works full time while raising her two small children on her own. While it seemed everything was going well, she received a notice from her landlord that she had to vacate the property in 30 days because he decided to sell the house she was renting. She began trying to find an apartment but was having a hard time and was terrified she would end up on the streets.

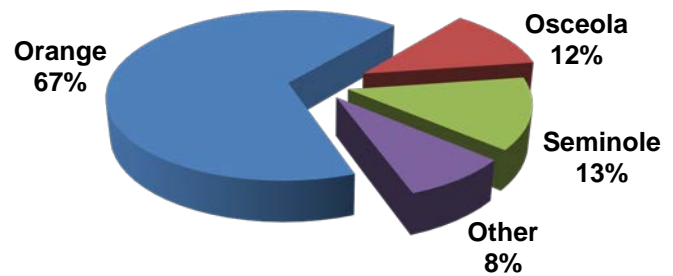
When Natalie called 2-1-1, the 2-1-1 Specialist provided local resources but also made an appointment with a Mission United Navigator. Heart of Florida United Way's Mission Navigators assist veterans with navigating social and veteran services.

The Mission United Navigator helped Natalie find affordable housing as well as helping pay for the moving costs. Natalie is staying in a hotel temporarily but will be moving into her own place next week!

In the last year, 2-1-1 received 15,074 contacts from Veterans.

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

### Contacts by County



Contacts by County	May 2018
Orange	7,359
Osceola	1,295
Seminole	1,486
Other	915
<b>Total</b>	<b>11,055</b>

### TOP SERVICE REQUESTS

Housing & Shelter	53%
Utilities	14%
Food	10%
Mental Health & Addictions	5%
Healthcare	5%

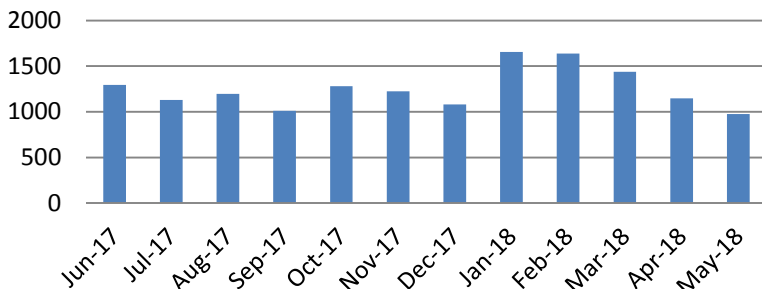
### CONTACT CENTER STATS

Average wait time	90 sec
Average contact length	6 min 1 sec
Customer satisfaction	97%
Percentage who would contact again	97%
Crises de-escalated	75%

### QUICK STATS

- Responded to 2,402 crisis and 226 suicide contacts
- Utilities and housing accounted for 67% of all requests
- 39% of callers sought 2-1-1's help for the first time
- 30% were unemployed and 36% lacked health benefits
- Responded to 178 chats, 485 texts and 87 emails

### 2-1-1 Veteran Contacts



### May TOTAL CONTACTS

Heart of Florida United Way	11,055
Other Florida Contracts	10,118
Tennessee Contract	2,422
Kentucky Contracts	219
Iowa Contracts	223
Arkansas Contract	709
Pennsylvania Contract	913
National Contracts	325
Online Database Visitors	21,455
<b>Total</b>	<b>47,439</b>