

**2-1-1 Answers the Call for Help**

Heart of Florida United Way's 2-1-1 answers local calls to the National Suicide Prevention Lifeline (NSPL). So when Tom\* was having a hard time and found himself contemplating suicide, 2-1-1 was there to answer his call for help.

The 2-1-1 specialist took the time to listen to Tom's story. He shared how he lost his mother at a young age, was feeling very overwhelmed due to work compiled with other family issues, and wanted to overdose on his medication. The specialist validated Tom's feelings and together they developed a safety plan. The specialist also provided Tom with local resources to reach out to for ongoing assistance, and told him to call at any time if things got overwhelming again.

2-1-1 followed up with Tom two days later. Tom said if he had not called NSPL, he might not be here today. He said he started the screening process with a local mental health agency, and feels much better knowing he can start counseling soon.

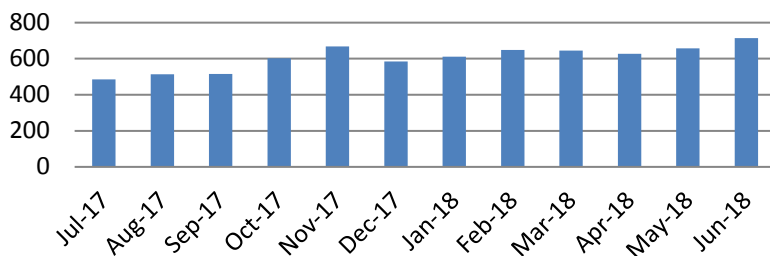
In the last year, 2-1-1 answered 7,275 NSPL calls.

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

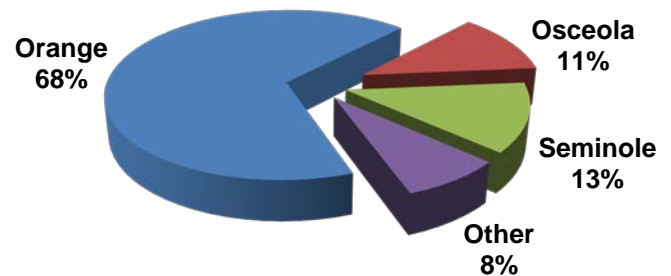
**CONTACT CENTER STATS**

Average wait time	120 sec
Average contact length	6 min 46 sec
Customer satisfaction	97%
Percentage who would contact again	96%
Crises de-escalated	83%

**National Suicide Prevention Lifeline  
Calls Answered By 2-1-1**



**Contacts by County**



Contacts by County	June 2018
Orange	6,559
Osceola	1,115
Seminole	1,254
Other	766
<b>Total</b>	<b>9,694</b>

**TOP SERVICE REQUESTS**

Housing & Shelter	51%
Utilities	15%
Food	10%
Mental Health & Addictions	5%
Healthcare	4%

**QUICK STATS**

- Responded to 498 crisis and 285 suicide contacts
- Utilities and housing accounted for 66% of all requests
- 43% of callers sought 2-1-1's help for the first time
- 31% were unemployed and 39% lacked health benefits
- Responded to 195 chats, 754 texts and 82 emails

**June TOTAL CONTACTS**

Heart of Florida United Way	9,694
Other Florida Contracts	8,878
Tennessee Contract	2,176
Kentucky Contracts	184
Iowa Contracts	220
Arkansas Contract	509
Pennsylvania Contract	918
National Contracts	293
Online Database Visitors	21,776
<b>Total</b>	<b>44,648</b>