

2-1-1 Helps Prevent Eviction

It took 2 months, but Marshall* had found a job. Unfortunately, while being out of work, he fell behind on his bills and had received a 3-day eviction notice from his landlord. He knew he would be able to catch up on his bills, but was worried he would be homeless before he was able to do so. Marshall's neighbor told him about 2-1-1, so he decided to reach out for help.

The 2-1-1 Specialist gave Marshall the opportunity to talk about his fears, reflecting and validating his concerns. The Specialist explained the process of how he could receive assistance and gave Marshall the contact information for local agencies that provide rental assistance.

When 2-1-1 followed up with Marshall they could hear the relief in his voice. He shared that he was able to get help with his rent and is no longer worried about being evicted. Marshall said he had a very positive experience calling 2-1-1 and felt the specialist's desire to help him was outstanding. He was also happy to report his new job is going well.

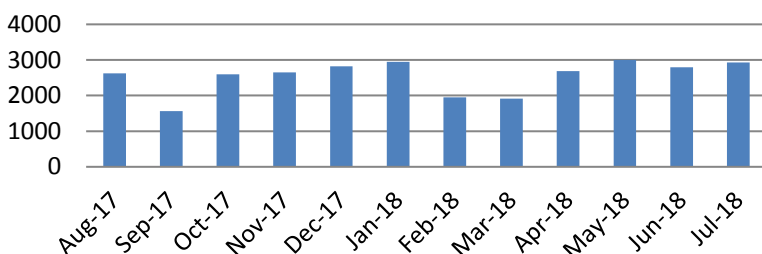
In the last year, 2-1-1 provided 30,497 rent referrals.

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

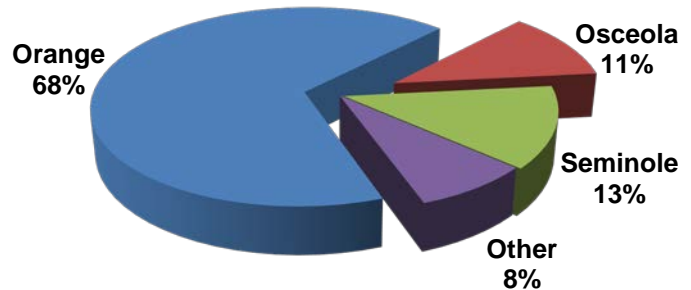
CONTACT CENTER STATS

| | |
|------------------------------------|-----|
| Customer satisfaction | 93% |
| Percentage who would contact again | 94% |
| Crises de-escalated | 77% |

Rent Referrals Provided by 2-1-1



Contacts by County



| Contacts by County | July 2018 |
|--------------------|--------------|
| Orange | 6,315 |
| Osceola | 1,041 |
| Seminole | 1,230 |
| Other | 739 |
| Total | 9,325 |

TOP SERVICE REQUESTS

| | |
|----------------------------|-----|
| Housing & Shelter | 48% |
| Utilities | 21% |
| Food | 9% |
| Mental Health & Addictions | 4% |
| Healthcare | 3% |

QUICK STATS

- Responded to 1,713 crisis and 241 suicide contacts
- Utilities and housing accounted for 69% of all requests
- 43% of callers sought 2-1-1's help for the first time
- 29% were unemployed and 32% lacked health benefits
- Responded to 261 chats, 1,209 texts and 116 emails

July TOTAL CONTACTS

| | |
|-----------------------------|---------------|
| Heart of Florida United Way | 9,325 |
| Other Florida Contracts | 8,638 |
| Tennessee Contract | 1,881 |
| Kentucky Contracts | 219 |
| Iowa Contracts | 209 |
| Arkansas Contract | 488 |
| Pennsylvania Contract | 1,055 |
| National Contracts | 358 |
| Online Database Visitors | 21,856 |
| Total | 44,029 |