

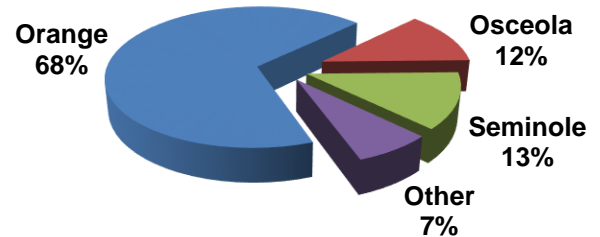
Nadia* felt her stomach drop when she received the notice that her electric was to be shut off. Since her hours at work had been cut, she could not afford to pay the bill. However, what was most concerning was that she had a family member at home that relied on the electricity due to a medical condition. It was that family member's physician who recommended she call 2-1-1.

Worried and not knowing what to expect, Nadia dialed 2-1-1. The 2-1-1 Specialist walked her through the process of applying for help in the community and provided her several agencies that could help her with her electric bill.

Nadia received assistance with her electric bill and called 2-1-1 back just to say thank you. She said she assumed 2-1-1 didn't receive many thank you calls which is why she wanted to express her gratitude for the support she received from the 2-1-1 Specialist and the work done by 2-1-1 for the community.

In the past year, 2-1-1 provided 32,265 electric referrals.
* Names were changed in order to protect client privacy

Contacts by County



Contacts by County	September 2018
Orange	6,334
Osceola	1,109
Seminole	1,169
Other	667
Total	9,279

TOP SERVICE REQUESTS

Housing & Shelter	47%
Utilities	19%
Food	10%
Mental Health & Addictions	5%
Healthcare	4%

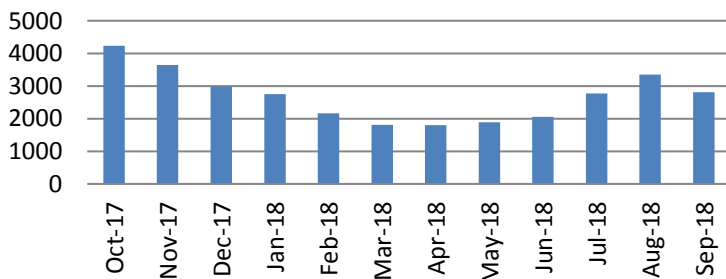
CONTACT CENTER STATS

Average wait time	303 sec
Average contact length	7 min 14 sec
Customer satisfaction	94%
Percentage who would contact again	91%
Crises de-escalated	76%

QUICK STATS

- Responded to 1,948 crisis and 149 suicide contacts
- Utilities and housing accounted for 66% of all requests
- 49% of callers sought 2-1-1's help for the first time
- 33% were unemployed and 36% lacked health benefits
- Responded to 256 chats, 1,188 texts and 107 emails

Electric Referrals by 2-1-1



September TOTAL CONTACTS

Heart of Florida United Way	9,279
Other Florida Contracts	8,857
Tennessee Contract	2,088
Kentucky Contracts	201
Iowa Contracts	325
Arkansas Contract	384
Pennsylvania Contract	1,007
National Contracts	322
Online Database Visitors	22,571
Total	45,034