

Sometimes 2-1-1 Specialists are able to work with clients to assess what additional needs they may have. Recently when Billy* had his hours cut, he began to struggle to pay his bills. He was worried he would get an eviction notice if he didn't pay his rent and called 2-1-1.

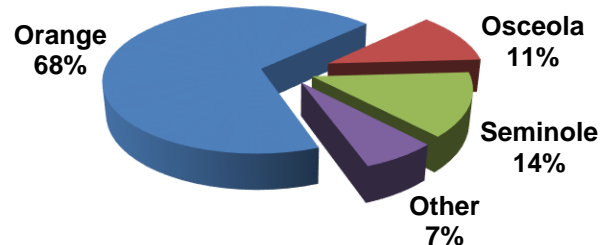
The 2-1-1 Specialist gave him information about rent assistance agencies. When Billy explained that he wouldn't be able to work more hours for another month, the Specialist worked with him to problem solve and explore other possible needs. The Specialist determined food assistance could help offset some expenses and provided information on local food pantries as well.

Later on, Billy contacted 2-1-1 to say thank you. "The 2-1-1 Specialist was great and provided me with information that I wasn't even aware of," he said with gratitude.

In the past year, 2-1-1 provided for 27,020 referrals for rent assistance and 11,324 referrals for food pantries.

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

Contacts by County



Contacts by County	October 2018
Orange	7,551
Osceola	1,230
Seminole	1,519
Other	723
Total	11,023

TOP SERVICE REQUESTS

Housing & Shelter	45%
Utilities	24%
Food	10%
Mental Health & Addictions	4%
Healthcare	3%

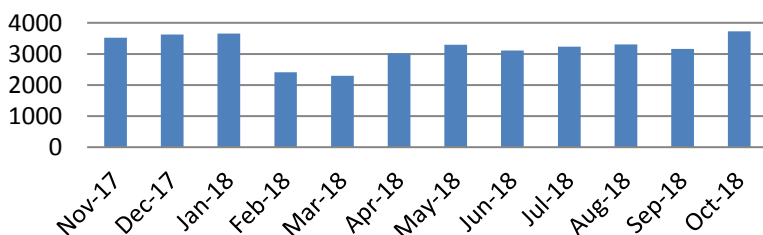
CONTACT CENTER STATS

Average wait time	322 sec
Average contact length	7 min 41 sec
Customer satisfaction	92%
Percentage who would contact again	91%
Crises de-escalated	81%

QUICK STATS

- Responded to 1,505 crisis and 180 suicide contacts
- Utilities and housing accounted for 69% of all requests
- 49% of callers sought 2-1-1's help for the first time
- 28% were unemployed and 33% lacked health benefits
- Responded to 209 chats, 1,118 texts and 85 emails

**Rent and Food Pantry Referrals
Provided by 2-1-1**



October TOTAL CONTACTS

Heart of Florida United Way	11,023
Other Florida Contracts	12,115
Tennessee Contract	2,313
Kentucky Contracts	168
Iowa Contracts	317
Arkansas Contract	370
Pennsylvania Contract	855
National Contracts	347
Online Database Visitors	25,936
Total	53,444