

Peggy\* already had a full plate as a single mom. So when her daughter was diagnosed with a disability, she didn't know where she could go for help. She began to feel depressed and overwhelmed. By the time Peggy reached out to 2-1-1, she was in crisis.

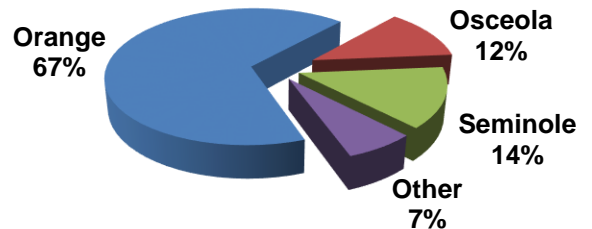
The 2-1-1 Specialist talked with Peggy to de-escalate the situation by validating her feelings and providing several community resources that might be able to help. The Specialist scheduled a follow-up call with Peggy to check in on her in a few days.

Peggy said that her follow-up call made it feel like someone actually cared about her. She shared more details about her situation, allowing the Specialist to provide even more resource options. Armed with these resources and knowing she can always call 2-1-1 when she's feeling overwhelmed, Peggy feels like she finally has the support she needs to be okay.

In the past year, 2-1-1 scheduled 26,235 follow-up calls.

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

**Contacts by County**



Contacts by County	November 2018
Orange	4,972
Osceola	887
Seminole	1,043
Other	497
<b>Total</b>	<b>7,399</b>

**TOP SERVICE REQUESTS**

Housing & Shelter	44%
Utilities	21%
Food	12%
Mental Health & Addictions	5%
Healthcare	4%

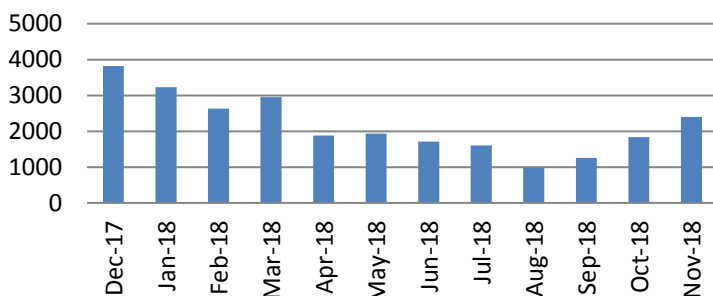
**CONTACT CENTER STATS**

Average wait time	266 sec
Average contact length	7 min 49 sec
Customer satisfaction	94%
Percentage who would contact again	94%
Crises de-escalated	78%

**QUICK STATS**

- Responded to 1,603 crisis and 134 suicide contacts
- Utilities and housing accounted for 65% of all requests
- 50% of callers sought 2-1-1's help for the first time
- 27% were unemployed and 35% lacked health benefits
- Responded to 202 chats, 853 texts and 108 emails

**Follow Ups Scheduled by 2-1-1**



**November TOTAL CONTACTS**

Heart of Florida United Way	7,399
Other Florida Contracts	8,216
Tennessee Contract	1,674
Kentucky Contracts	167
Iowa Contracts	340
Arkansas Contract	296
Pennsylvania Contract	1,068
National Contracts	437
Online Database Visitors	26,283
<b>Total</b>	<b>45,880</b>