

Betty* was recently awarded custody of her nephew but found the transition to be difficult for both of them. He was having several behavioral issues and she feared he would be taken away if she could not find a solution for the situation.

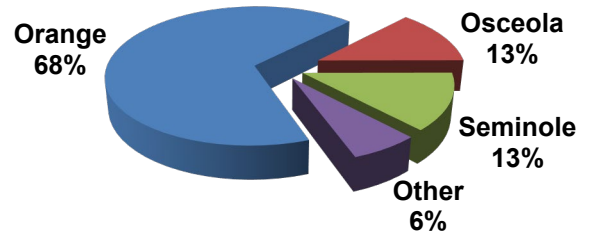
Betty called 2-1-1 when her nephew was inconsolable and no matter what she tried, she could not calm him down. The 2-1-1 Specialist told her about the Devereux Mobile Crisis Unit and dispatched a trained clinician to her home to help ease the escalated situation.

When 2-1-1 followed up with Betty, she reported that the Devereux clinician that 2-1-1 dispatched had been able to calm her nephew that day. They were also providing ongoing support. Betty was grateful to learn about the program and said the only thing she wished she had done differently was to call 2-1-1 sooner

In the past year, 2-1-1 dispatched the Mobile Crisis Unit 460 times.

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

Contacts by County



Contacts by County	December 2018
Orange	5,931
Osceola	1,113
Seminole	1,140
Other	566
Total	8,750

TOP SERVICE REQUESTS

Housing & Shelter	47%
Utilities	20%
Food	10%
Mental Health & Addictions	5%
Healthcare	4%

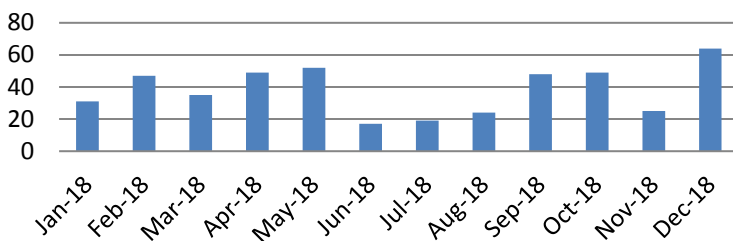
CONTACT CENTER STATS

Average wait time	82 sec
Average contact length	6 min 10 sec
Customer satisfaction	93%
Percentage who would contact again	87%
Crises de-escalated	82%

QUICK STATS

- Responded to 2,669 crisis and 210 suicide contacts
- Utilities and housing accounted for 67% of all requests
- 50% of callers sought 2-1-1's help for the first time
- 30% were unemployed and 33% lacked health benefits
- Responded to 142 chats, 444 texts and 74 emails

**Mobile Crisis Unit Dispatched by
2-1-1**



December TOTAL CONTACTS

Heart of Florida United Way	8,750
Other Florida Contracts	9,905
Tennessee Contract	2,246
Kentucky Contracts	300
Iowa Contracts	367
Arkansas Contract	394
Pennsylvania Contract	1,426
National Contracts	359
Online Database Visitors	21,810
Total	45,557