

Nivia* moved to Central Florida after Hurricane Maria because the devastation on the island began to put her family's health in jeopardy. She and her family stayed with her sister who had an apartment in Orlando. Nivia knew she wanted to start a new life in the Central Florida community and called 2-1-1 for assistance.

The 2-1-1 Specialist provided referrals to local food pantries and other community resources. The Specialist also connected Nivia to Heart of Florida United Way's program designed to help evacuees transition to Central Florida.

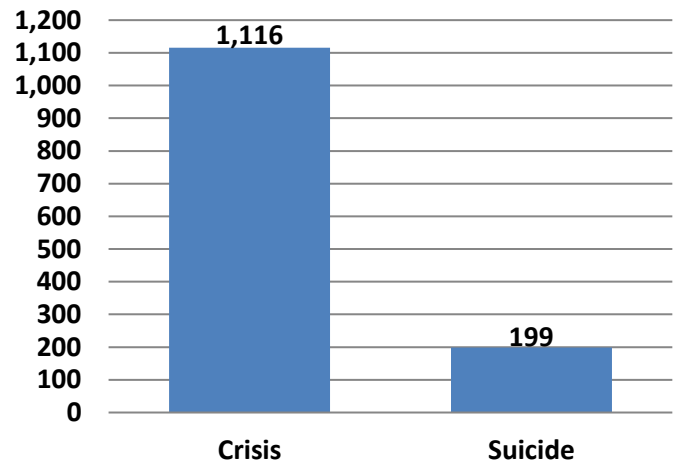
Nivia reached out later to say thank you. She was grateful for the help she received. Because of the United Way program, she was able to move her family into their own apartment. She said everyone that helped her during the process, from calling 2-1-1 to the guidance and assistance she received from the case manager, was life changing.

In the past year, 2-1-1 received 1,515 contacts needing assistance due to a hurricane.

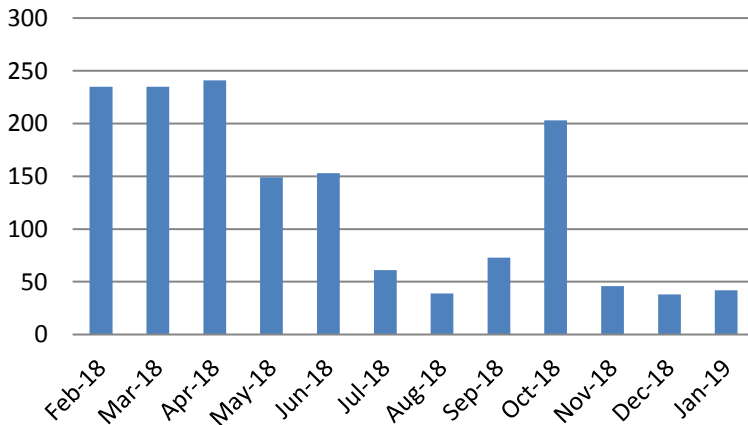
** Names were changed in order to protect client privacy*

Orange, Osceola & Seminole	January 2019
Calls	8,682
Chats	124
Texts	375
Emails	99
Total	9,280

Crisis and Suicide Contacts



Hurricane Related Contacts



Top Service Requests	January 2019
Housing	46%
Utilities	19%
Food	10%
Mental Health & Addictions	6%
Employment & Income	5%