

Nadine\* was recently diagnosed with a life-threatening illness and did not know where to turn for help. For the first time in her life, she was on a limited income and was worried how she would pay her normal monthly expenses.

That's when Nadine called 2-1-1. The 2-1-1 Specialist reflected and validated Nadine's feelings. The Specialist provided her with multiple community resources like agencies that help with rent, electric, transportation and medical expenses.

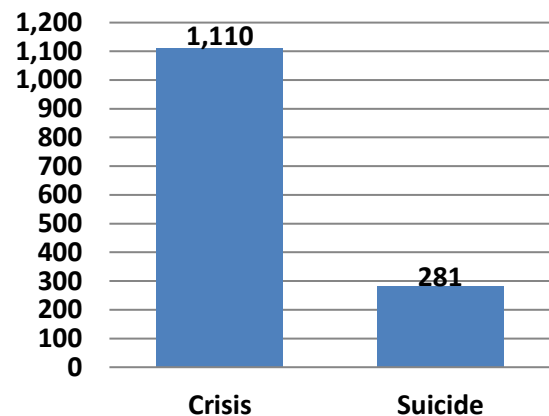
A week later, a 2-1-1 Specialist followed up with Nadine to see how she was doing. Nadine said she is currently in the process of getting help and was very happy with the service she received. She was grateful for the significant emotional support she received as well as referrals to a wide variety of community resources.

In the last year, 2-1-1 received 6,925 requests for assistance due to illness.

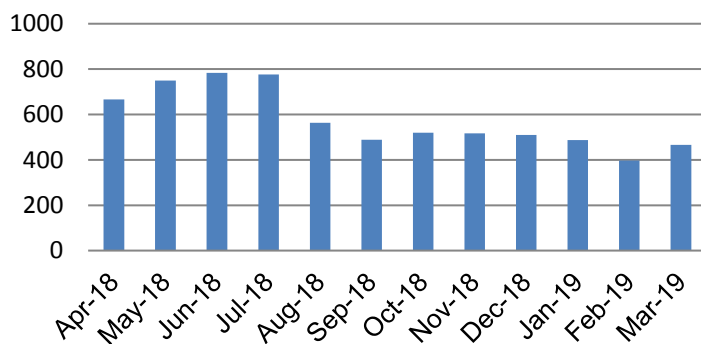
*\* Names and events were changed in order to protect client privacy*

Orange, Osceola & Seminole	March 2019
Calls	7,574
Chats	100
Texts	270
Emails	79
<b>Total</b>	<b>8,023</b>

## Crisis and Suicide Contacts



## Requests for Assistance Due to Illness



Top Service Requests	March 2019
Housing & Shelter	46%
Utilities	12%
Food	10%
Mental Health & Addictions	8%
Employment & Income	8%