

Darlene* lost her job a few months ago and her savings had soon dwindled. She only had enough money left to pay her mortgage and nothing else. Worried about how she would be able to keep the power on, Darlene reached out to 2-1-1 for help.

The 2-1-1 Specialist gave Darlene information on agencies that help with electric bills. After further exploring Darlene's situation, the Specialist realized providing information about food pantries and agencies that help with finding employment would help Darlene as well.

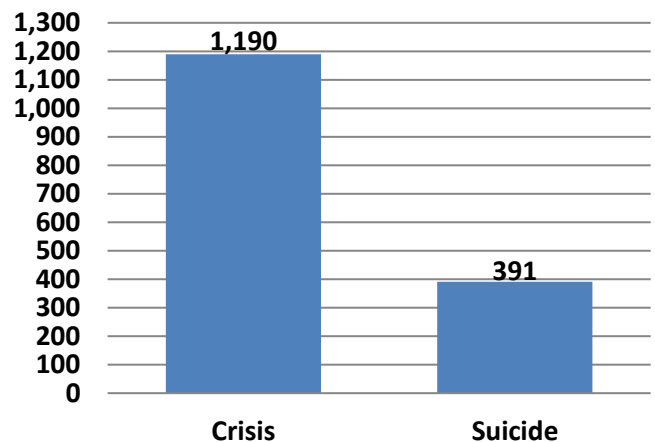
The following week, 2-1-1 followed up with Darlene to see how she was doing. She said that the 2-1-1 Specialist she spoke with was "very nice and very helpful." She went on to say that she had called 2-1-1 for assistance paying her electric bill but was grateful to be given information for helping with that bill as well as information about other community resources to help improve her situation.

In the last year, 2-1-1 received 12,711 requests for assistance due to a change in employment status.

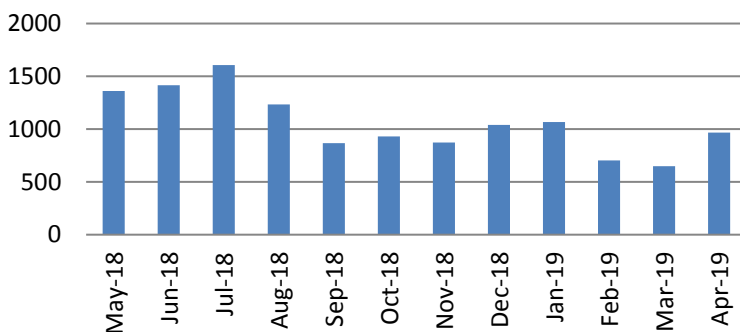
** Names and events were changed in order to protect client privacy.*

Orange, Osceola & Seminole	April 2019
Calls	8,850
Chats	114
Texts	440
Emails	47
Online Database Visits	17,795
Total	27,246

Crisis and Suicide Contacts



Requests for Assistance Due to Change in Employment Status



Top Service Requests	April 2019
Housing & Shelter	47%
Utilities	11%
Food	10%
Mental Health & Addictions	8%
Employment & Income	7%