

Every year during tax season, 2-1-1 connects community members to locations providing free tax preparation.

Sandy* has called 2-1-1 the last few years for this information. When Sandy called again this year, the 2-1-1 Specialist gave her various locations providing free tax preparation. The locations provided had different days and times available, ensuring she had options that best fit her schedule. In addition to giving Sandy multiple options, the 2-1-1 Specialist offered to text her the resources. This allowed her to save the information on her phone so she could access it when she is ready to file.

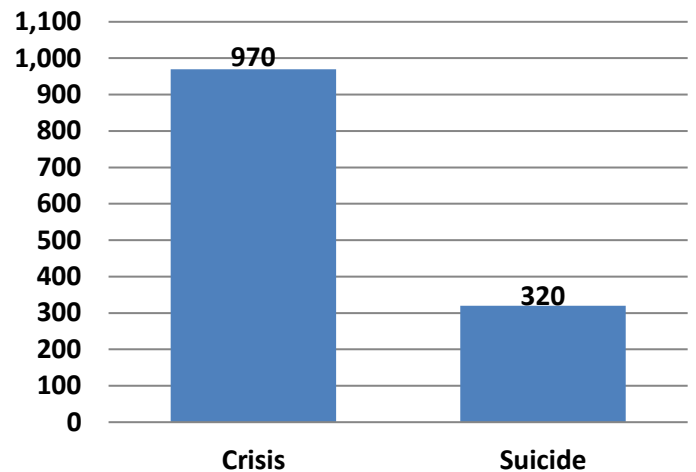
Sandy is grateful for the information 2-1-1 provides on free tax preparation and plans to continue using 2-1-1 every tax season.

In the last year, 2-1-1 provided 1,168 referrals to free tax preparation sites in Orange, Osceola and Seminole Counties.

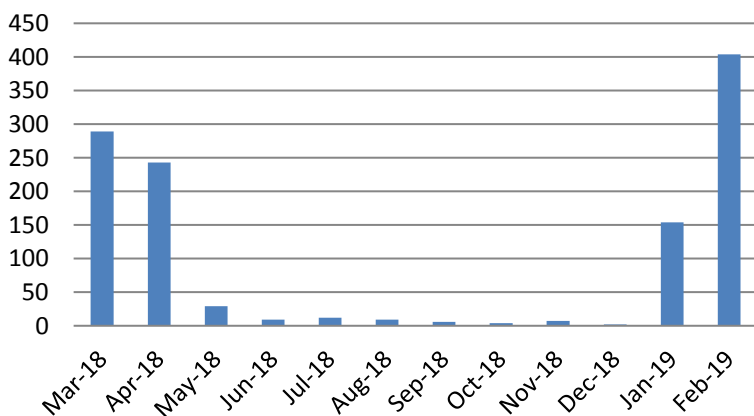
** Names and events were changed in order to protect client privacy*

Orange, Osceola & Seminole	Month 2019
Calls	8,041
Chats	66
Texts	288
Emails	78
Total	8,473

Crisis and Suicide Contacts



Free Tax Preparation Referrals



Top Service Requests	Feb-19
Housing & Shelter	43%
Utilities	14%
Food	10%
Employment & Income	9%
Mental Health & Addictions	7%