

Lillian* called 2-1-1 because she was worried about her older sister. Her sister had moved across the country and was feeling depressed and suicidal. Lillian felt incapable of providing support from so far away.

The 2-1-1 Specialist validated Lillian's concerns and helped her explore ways to support her sister during this difficult time in her life. They established a plan and 2-1-1 offered to follow up with Lillian a few days later.

Lillian said that thanks to the support she received from 2-1-1, things have been much better. She talked to family that live closer to her sister and they check on her regularly. Both Lillian and her sister also have appointments to see a therapist. Lillian now feels like her sister will be ok and is taking the steps to take care of herself as well.

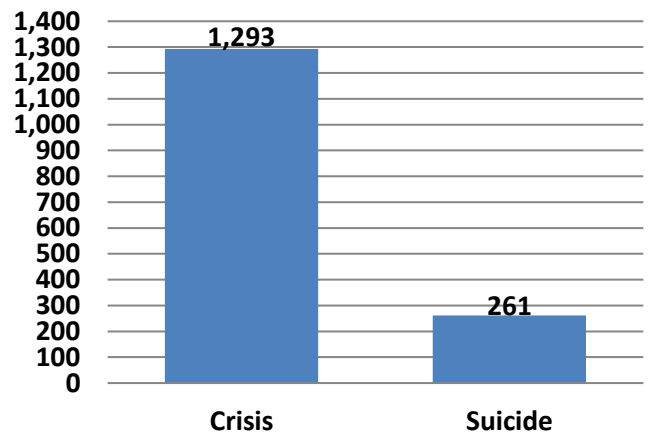
During Mental Health Awareness month in May, and every month, 2-1-1 provides crisis support and mental health resources for our community and more

In the last year, 2-1-1 received 19,088 crisis contacts.

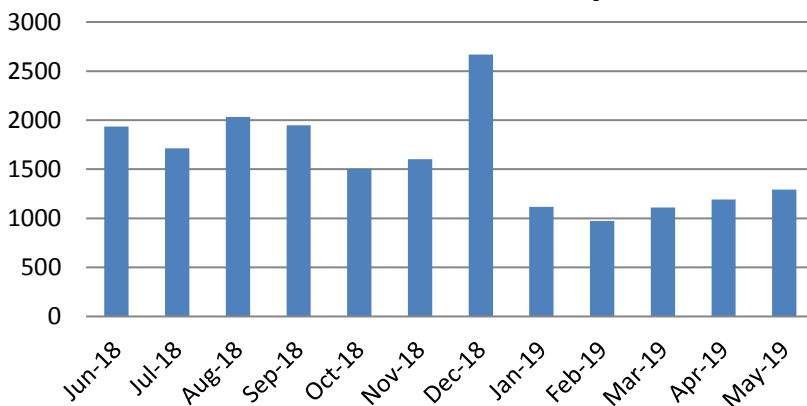
** Names and events changed to protect client privacy*

Orange, Osceola & Seminole	May 2019
Calls	8,530
Chats	58
Texts	504
Emails	32
Online Database Visits	19,845
Total	28,969

Crisis and Suicide Contacts



Crisis Contacts Received by 2-1-1



Top Service Requests	May 2019
Housing & Shelter	47%
Utilities	10%
Food	8%
Mental Health & Addictions	8%
Other	8%