



When Melissa* lost her job, her first thought was about how she would provide for her children as a single mother. She immediately began to apply for jobs but worried as her savings began to deplete. She was ecstatic to find a new job a month later; however, she did not have the resources her family needed before her first paycheck would arrive.

Melissa contacted 2-1-1 for assistance. After hearing her story, the 2-1-1 Specialist worked with Melissa to identify available community resources. The Specialist gave her information about local food pantries and rent assistance programs as well as information about Summer BreakSpot, a program that gives meals to children while school is out.

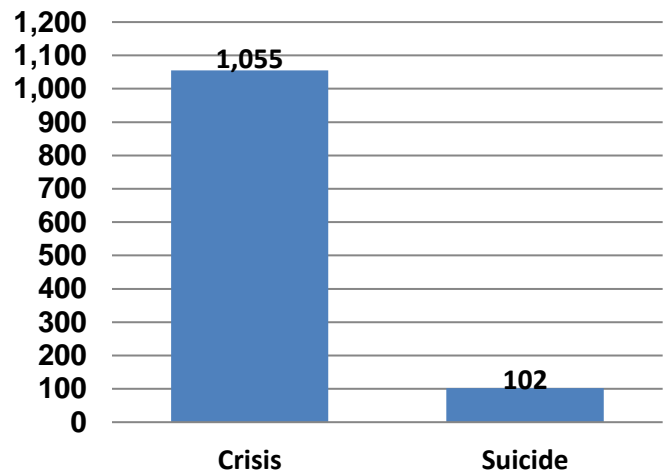
When 2-1-1 followed up with Melissa the following week, Melissa expressed her gratitude for all of the information she received. She had not been aware about Summer BreakSpot and was relieved to know her children were able to have meals over the school break. Because of 2-1-1, she now has the information she needs to survive until her first paycheck arrives.

In the last year, 2-1-1 received 13,932 contacts needing food assistance.

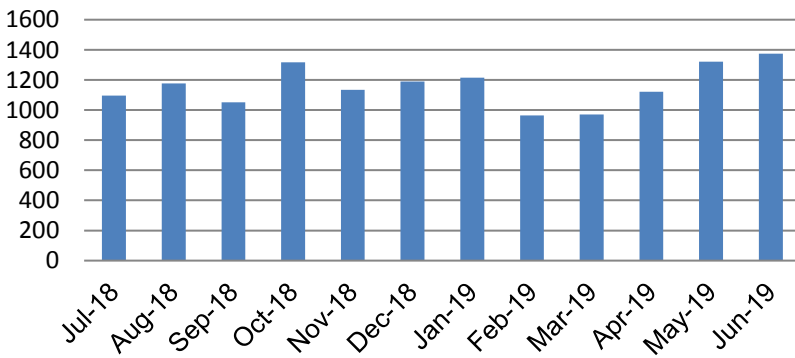
** Names and events were changed in order to protect client privacy*

Orange, Osceola & Seminole	June 2019
Calls	8,739
Chats	57
Texts	714
Emails	40
Online Database Visits	22,498
Total	32,048

Crisis and Suicide Contacts



2-1-1 Contacts Needing Food Assistance



Top Service Requests	June 2019
Housing & Shelter	47%
Utilities	13%
Food	8%
Other	8%
Mental Health & Addictions	7%