

2019-2020 Quarter 4 Report

April, May, June 2020

Orange, Osceola and Seminole



| Contact Type | April | May | June | Total Contacts |
|------------------------|---------------|---------------|---------------|----------------|
| Calls | 10,263 | 8,374 | 8,965 | 27,602 |
| Chats | 930 | 508 | 611 | 2,049 |
| Texts | 1,668 | 1,032 | 2,171 | 4,871 |
| Emails & Mail | 218 | 103 | 102 | 423 |
| Online Database Visits | 30,610 | 18,766 | 20,000 | 69,376 |
| Total | 43,689 | 28,783 | 31,849 | 104,321 |

Becca* was feeling the impact of COVID-19 both emotionally and financially. Becca was still working, but her husband was furloughed. Although they had enough to pay the necessities, one unexpected bill would put them behind. The continued stress of barely making ends meet on top of the constant worry of getting sick, Becca felt very overwhelmed and did not know where to turn.

A friend told Becca 211 was able to help them in the past so she reached out for support. The 211 Specialist was able to provide Becca with a much-needed outlet to express how she was feeling and provided some referrals to low cost counseling agencies for ongoing support. 211 also provided information on food pantries to help with some of the everyday expenses as well as agencies that provide financial assistance if needed in the future.

Becca was grateful for the information as well as knowing there is a number she can call for emotional support if needed in the future.

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

