

# 2020-2021 Quarter 1 Report

July, August and September 2020

Orange, Osceola and Seminole



Contact Type	July	August	September	Total Contacts
Calls	10,141	7,082	7,177	24,400
Chats	684	484	489	1,657
Texts	3,240	2,826	2,303	8,369
Emails & Mail	166	152	119	437
Online Database Visits	23,659	23,650	25,111	72,420
<b>Total</b>	<b>37,890</b>	<b>34,194</b>	<b>35,199</b>	<b>107,283</b>

Bianca's\* daughter was having thoughts of suicide and had attempted suicide in the past. Bianca was able to schedule an appointment with her daughter's therapist for the following week, but the thought of waiting that long terrified her.

Bianca reached out to 211 to see if there were any immediate options. The 211 Specialist reflected and validated Bianca's feelings and told her about the Mobile Crisis Unit. She was told the Mobile Crisis Unit provides crisis intervention services within one hour of dispatch. After explaining the services, the 211 Specialist directly connected Bianca to the Mobile Crisis Unit. The 211 Specialist also offered her a follow up call for the next day.

When 211 followed up with Bianca, she was in tears because of how grateful she was to find out about the Mobile Crisis Unit and how helpful it was to her daughter experiencing a crisis. The 211 Specialist reminded Bianca that the Mobile Crisis Unit and 211 are both available 24/7.

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

