

# 2020-2021 Quarter 2 Report

October, November, December 2020

Orange, Osceola and Seminole



Contact Type	October	November	December	Total Contacts
Calls	8,314	8,098	8,408	24,820
Chats	374	290	259	923
Texts	2,020	1,723	2,054	5,797
Emails & Mail	141	81	61	283
Online Database Visits	24,251	23,332	22,008	69,591
<b>Total</b>	<b>35,100</b>	<b>33,524</b>	<b>32,790</b>	<b>101,414</b>

In addition to working as an educator, Jim\* also helped care for both of his parents. Then the unexpected happened, he lost his mother and had to leave his job in order to care for his father full-time.

Jim was now unemployed, grieving, and didn't know where to turn. Without his job and his mother to help care for his father, his condition became desperate. They were in need of rent payment assistance or would be facing eviction. Jim picked up the phone and dialed 211.

The 211 Specialist provided Jim with information on resources to help him and his father with rent as well as referred Jim to a local senior organization that could help with caregiver services for his father. Jim was so relieved 211 was there to listen and elated to see that they took the time to find him several places to seek help. He asked if he could leave a positive review for the 211 Specialist somewhere because it was the least he could do for all the service they provided his family.

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



