

2020-2021 Quarter 3 Report

January, February and March 2021

Orange, Osceola and Seminole

2.1.1



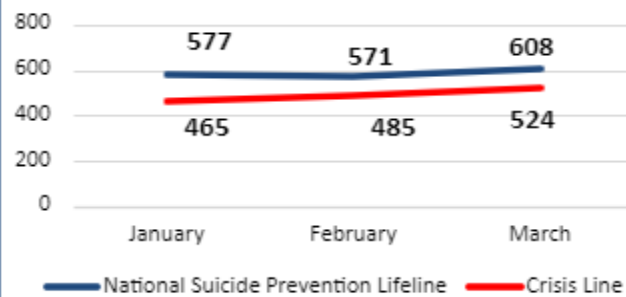
Contact Type	January	February	March	Total Contacts
Calls	8420	7500	7541	23461
Chats	89	102	276	467
Texts	1503	1153	810	3466
Emails & Mail	48	45	61	154
Online Database Visits	18,943	17,209	14,435	50,587
Total	29,003	26,009	23,123	78,135

Tom* recently called 211 seeking assistance with his rent and water bill. The 211 Specialist he spoke with, Jackie, reflected and validated Tom's feelings of being stressed and overwhelmed. Jackie asked a series of questions to assess the situation and then educated Tom on resources that may be able to assist.

Before hanging up, Tom asked to speak with Jackie's supervisor. Upon being transferred to the Supervisor, Tom said that Jackie listened and was very helpful. He explained "She was awesome, stupendous, and absolutely excellent. If half of your staff is as good as her, you have an impressive organization." He also stated that speaking to her made his day!

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

National Suicide Prevention Lifeline & Crisis Line Contacts



Top Service Requests

