

2020-2021 Quarter 4 Report

April, May and June 2021

Orange, Osceola and Seminole



Contact Type	April	May	June	Total Contacts
Calls	6,701	6,064	6,865	19,630
Chats	310	295	406	1,011
Texts	602	745	835	2,182
Emails & Mail	45	51	62	158
Online Database Visits	11,677	11,677	14,331	37,685
Total	19,335	18,832	22,499	60,666

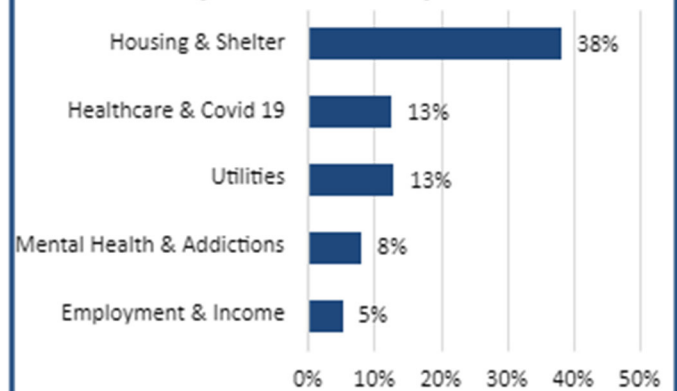
Recently Sue* called 211 in crisis and connected with 211 Specialist John*.

Through her tears, Sue explained she was feeling overwhelmed and didn't know where to turn. John listened to Sue, explored her situation and offered her empathy and validation. Sue and John came up with a safety plan that included Sue practicing some de-escalation techniques and following up with a mental health provider.

Sue called 211 back a week later to express her appreciation for John and how much better she has been feeling after that call. Sue stated that she felt John's kindness and sincerity. She ended by explaining that John really gave her hope.

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

Top Service Requests



National Suicide Prevention Lifeline & Crisis Line Contacts

