

2021-2022 Quarter 1 Report

July, August and September 2021

Orange, Osceola and Seminole



Contact Type	July	August	September	Total Contacts
Calls	7,279	7,535	7,211	22,025
Chats	105	133	141	379
Texts	1,171	1,640	1,376	4,187
Emails & Mail	43	76	79	198
Online Database Visits	13,828	9,400	8,992	32,220
Total	22,426	18,785	17,799	59,009

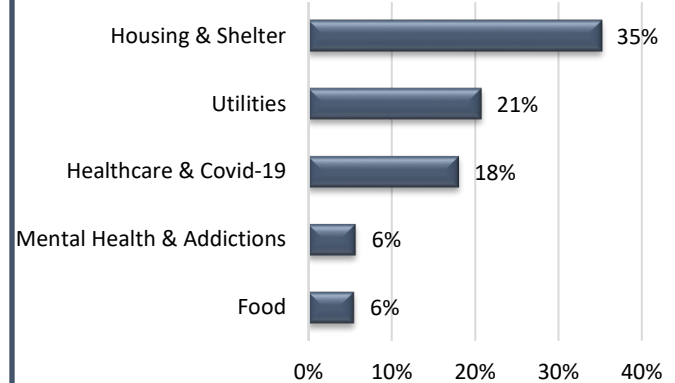
Jordan* is on a fixed income and currently struggling due to his roommate leaving, resulting in being solely responsible for all of the bills. He had fallen behind and had exhausted his personal options of asking friends and family for help. This was his first time calling and was referred to 211 by a friend.

He called and spoke to a 211 Specialist, who gathered some information and started texting him resources. The client immediately started reaching out to each of the resources provided and one of the local agencies set up an appointment with the client. The client said everyone involved was extraordinarily nice and helpful but most importantly he shared that the local agency would be able to help pay his electric bill.

The client was very grateful that he was referred to 211 and was very appreciative of the services offered.

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

Top Service Requests



National Suicide Prevention Lifeline & Crisis Line Contacts

