

2021-2022 Quarter 2 Report

October, November and December 2021



Orange, Osceola and Seminole

Contact Type	October	November	December	Total Contacts
Calls	6,216	6,272	5,447	17,935
Chats	144	117	82	343
Texts	1,318	1,046	804	3,168
Emails & Mail	63	84	67	214
Online Database Visits	8,584	9,663	6,304	24,551
Total	16,325	17,182	12,704	46,211

Kim*, had contacted 211 over the past 5 years for various resources as well as emotional support.

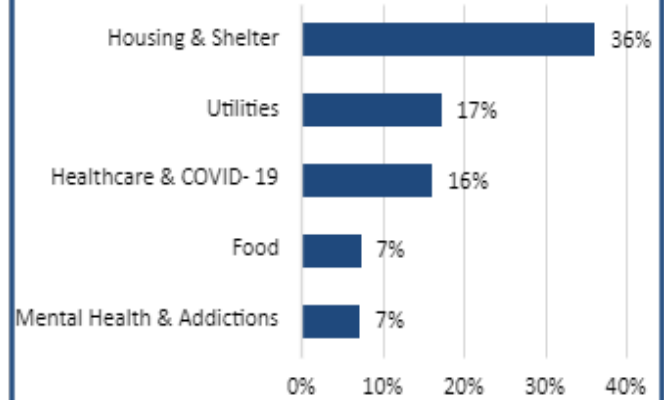
She has recently had a difficult time dealing with homelessness and mental health well-being. Kim called 211 and was assessed to determine if she was eligible to be contacted by an Intake Specialist through the Coordinated Entry System. She was trying to stay positive but was losing hope in finding the stability she needed.

Kim called 211 back and wanted to share that she was overjoyed because she got a hotel voucher from the Homeless Services Network. In addition to the hotel voucher, she was finally on her way to being housed. Kim was super excited and wanted to thank everyone at 211 for having listened to her for the past 5 years.

She was emotional during this call and wanted to send her appreciation to all of 211!

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

Top Service Requests



National Suicide Prevention Lifeline & Crisis Line Contacts

