

# 2021-2022 Quarter 3 Report

January, February, March 2022



Orange, Osceola and Seminole

Contact Type	January	February	March	Total Contacts
Calls	5,541	6,632	7,652	19,825
Chats	147	102	86	335
Texts	705	863	766	2,334
Emails & Mail	80	43	42	165
Online Database Visits	7,453	7,611	7,839	22,903
<b>Total</b>	<b>13,926</b>	<b>15,251</b>	<b>16,385</b>	<b>45,562</b>

Tim\* contacted 211 seeking help for an emergency tooth extraction.

211 Specialist, Jenny\*, provided him resources. Upon follow-up a week later, Tim wanted to express his appreciation for Jenny being so helpful; he was able to get the services he needed and was feeling much better. He said despite the pain he was in at the time of the call, Jenny was able to put a smile on his face.

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

