

2021-2022 Quarter 4 Report

April, May, June 2022



Orange, Osceola and Seminole

Contact Type	April	May	June	Total Contacts
Calls	7,507	7,819	8,487	23,813
Chats	117	127	148	392
Texts	594	895	1,521	3,010
Emails & Mail	59	48	40	147
Online Database Visits	7,925	9,744	10,730	28,399
Total	16,202	18,633	20,926	55,761

Due to ongoing health issues, Marsha's* savings was depleted and she was at risk of losing her home. Overwhelmed, not knowing where to start, and thinking suicide might be her only option, Marsha reached out for help.

The 211 Specialist Marsha spoke to validated how she was feeling, and helped her develop a plan to keep her safe as well as a plan for reaching out to community resources.

Marsha felt better at the end of the call, and when 211 followed up a few days later, Marsha said the 211 Specialist was so helpful and supportive when she was feeling depressed and helpless.

Marsha also said that the 211 Specialist gave her numerous resources, some of which very already able to help.

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

