

2-1-1 Helps A Student Afford Her Medications

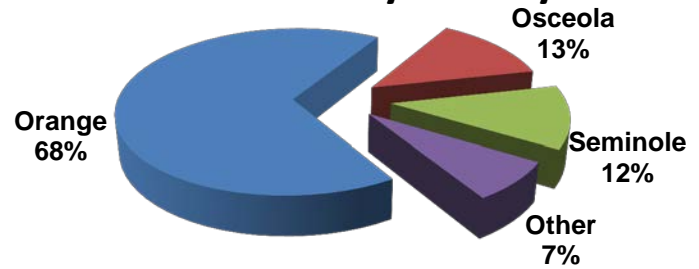
Sasha*, a 19-year-old college student, was diagnosed with a serious condition that requires regular medication. As a full-time student, Sasha could only work part-time and did not have health insurance, making it impossible for her to afford her prescriptions and putting her health at risk.

Sasha's school counselor suggested she call 2-1-1. She was informed she could qualify for health insurance subsidies under the Affordable Care Act and she was given a FamilyWize discount prescription card to help her afford her medications.

Weeks later, Sasha called 2-1-1 to say how grateful she was. The Familywize discount prescription card saved her 75% on her medicine and she was able to get affordable health insurance via Healthcare.gov.

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

Contacts by County



Contacts by County	June 2016
Orange	7,544
Osceola	1,446
Seminole	1,348
Other	838
Total	11,176

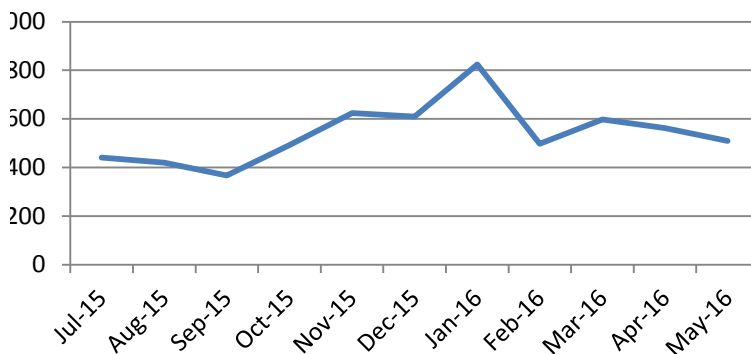
TOP SERVICE REQUESTS

Housing and Shelter	50%
Utilities	17%
Food	9%
Healthcare	5%
Mental Health and Addiction	4%

CONTACT CENTER STATS

Average wait time	104 sec
Average contact length	8 min 8 sec
Customer satisfaction	95%
Percentage who would contact again	90%
Crises de-escalated	84%

2-1-1 Contacts Seeking Health Services



QUICK STATS

- 2,174 crisis and 129 suicide prevention contacts were received
- Utilities and housing accounted for 67% of all requests
- 43% of callers sought 2-1-1 help for the first time
- 38% were unemployed and 29% lacked health benefits
- Responded to 286 chats, 563 texts and 83 emails

JUNE TOTAL CONTACTS

Heart of Florida United Way	11,176
United Way of North Central Florida	894
United Way of Pasco County	1,464
United Way of Marion County	1,184
United Way of Lake & Sumter	784
United Way of Citrus County	412
United Way of Metropolitan Tennessee	3,346
Online Database Visitors	5,104
Total	24,364