

2-1-1 Intervenes During Mental Health Crisis

Mary*, a married mother of two, was concerned about her husband’s mental health. He was starting to act depressed and was becoming more withdrawn.

When Mary called 2-1-1, she realized how much everything was affecting her and could not stop crying. After talking to the 2-1-1 specialist about everything that was going on, she was connected to counseling resources in her area for her and her husband.

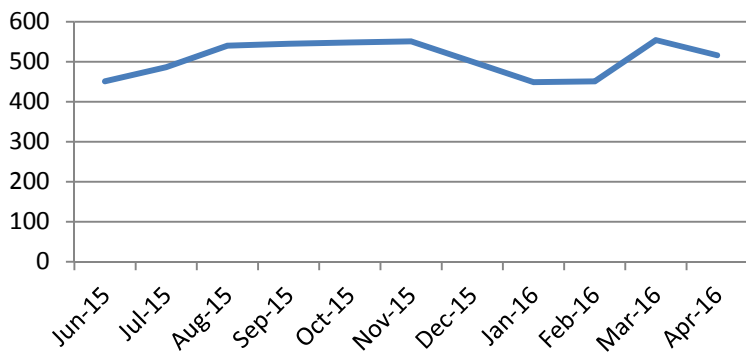
When 2-1-1 followed up with Mary, she said the 2-1-1 specialist was helpful and empathetic, calming her down and helping her cope. She also said that her husband reached out to the referrals she was given and had entered therapy for depression.

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

CONTACT CENTER STATS

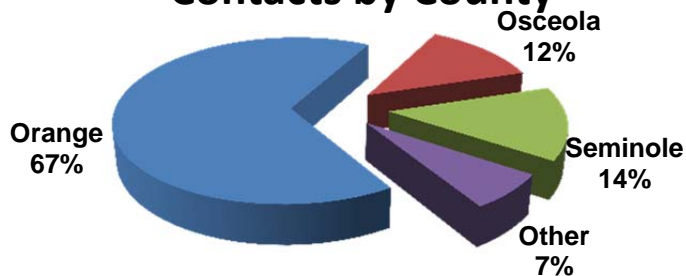
Average wait time	47 sec
Average contact length	7 min 34 sec
Customer satisfaction	96%
Percentage who would contact again	95%
Crises de-escalated	88%

**2-1-1 Contacts Seeking
Mental Health Services**



2-1-1 responded to 6,067 contacts regarding mental health in the last year.

Contacts by County



Contacts by County	May 2016
Orange	6,566
Osceola	1,225
Seminole	1,393
Other	669
Total	9,853

TOP SERVICE REQUESTS

Housing Assistance	53%
Utilities	13%
Food	8%
Healthcare	6%
Mental Health & Substance Abuse	5%

QUICK STATS

- 1,942 crisis and 158 suicide prevention contacts were received
- Utilities and housing accounted for 66% of all requests
- 43% of callers sought 2-1-1 help for the first time
- 30% were unemployed and 28% lacked health benefits
- Responded to 173 chats, 271 texts and 49 emails

MAY TOTAL CONTACTS

Heart of Florida United Way	9,853
United Way of North Central Florida	763
United Way of Pasco County	1,431
United Way of Marion County	1,005
United Way of Lake & Sumter	666
United Way of Citrus County	350
United Way of Metropolitan Tennessee	3,202
Online Database Visitors	4,811
Total	22,081