

2-1-1 Connects Family to Furniture Resources

Marisol* and her two children had been living in Immokalee for 8 years and never had an issue. Then disaster struck. Unseasonably dry weather allowed a small brush fire to start near her home and the embers set her house ablaze. Fortunately no one was at home, but all her furniture and belongings were destroyed. Marisol used her insurance to quickly find new housing. Her family had given them many small household items and clothing, but furniture was too costly for her to afford.

One of Marisol’s cousins told her to dial 2-1-1 and see if there was an agency that could help. The specialist reflected Marisol’s feelings of loss and desperation as well as connected her to two local resources.

Upon follow up, Marisol shared that she was able to get a couch, a dining room table, and beds for herself, her 16 year old son, and 11 year old daughter. She said they finally felt things were back to normal.

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

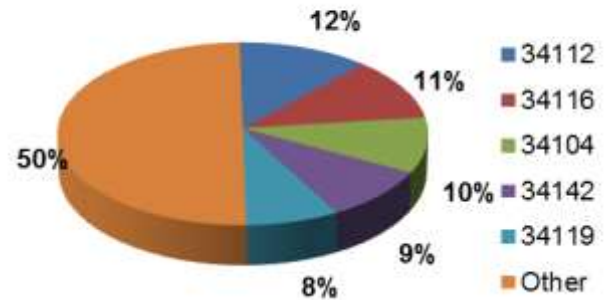
TOP SERVICE REQUESTS

Service Requested	% of contacts
Housing & Shelter	31%
Tax Preparation	23%
Food	10%
Healthcare	10%
Mental Health & Addictions	6%

QUICK STATS

- 56% sought 2-1-1 help for the first time
- 14% were unemployed
- 14% were disabled
- 16% were retired
- 31% had no health insurance
- 4 chats were responded to

Contacts by Zip Code



Top 5 Zip Codes	
34112	41
34116	38
34104	33
34142	31
34119	26
Other	169
Total	338

CONTACT VOLUME

	2017
Jan	227
Feb	291
March	338
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
Total	856

CONTACT CENTER STATS

Avg. Wait Time	71 sec
Abandonment Rate	9%
Avg. Contact Length	6 min 36 sec
Customer Satisfaction	100%
% Who Would Contact Again	100%