

**UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing**

MAJOR CATEGORY 2016 - 2017	July '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	Apr '17	May '17	Jun '17	Total '15-16
MONTHLY CALL VOLUME	9,083	10,460	8,648	9,688	6,202	5,329	6,642	5,500	5,028	5,412	6,299	7,044	85,335
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373	1,103	1,411	1,981	2,059	27,698
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730	649	1,052	1,494	1,499	16,366
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35	34	43	31	55	659
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904	768	950	1,603	1,805	22,847
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104	96	117	160	185	2,029
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143	115	102	188	154	2,070
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285	328	294	397	470	5,142
Food (Referrals)	688	665	551	1,168	505	506	441	273	278	443	506	614	6,638
Shelter (Referrals)	244	240	262	243	250	226	247	182	238	199	304	271	2,906
Clothing (Referrals)	66	112	107	89	80	62	171	40	53	60	105	103	1,048
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7	4	5	10	18	107
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46	68	54	60	52	618
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52	0:34	0:48	0:51	1:02	1:16
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18	4:26	4:05	4:02	3:44	3:53
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318	214	320	355	421	7,521
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%	4%	6%	5%	6%	8%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%	-39%	-35%	-24%	-24%	-17%

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MAJOR CATEGORY 2015 - 2016	July '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Total '15-16
MONTHLY CALL VOLUME	9,802	10,222	9,501	8,447	7,066	6,405	8,493	8,009	8,377	8,399	8,318	9,343	102,382
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632	1,880	2,193	2,244	2,531	29,318
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790	1,187	1,348	1,621	16,647
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33	51	44	65	530
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,801	1,397	1,697	1,555	1,499	1,910	24,892
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121	154	154	215	1,862
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189	178	140	240	2,273
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385	379	329	388	4,011
Food (Referrals)	434	493	539	399	293	435	325	205	391	483	461	662	5,120
Shelter (Referrals)	155	144	153	142	130	185	144	147	182	157	169	156	1,864
Clothing (Referrals)	63	86	137	97	48	53	30	24	51	37	50	55	731
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3	4	8	1	60
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59	61	81	56	620
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49	1:56	1:38	2:02	1:26	1:35	2:02
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38	3:48	4:13	3:58	3:45	3:38	4:01
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594	1,197	1,383	1,319	1,024	1,254	16,662
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%	15%	12%	13%	16%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%	3%	18%	12%	1%

## TOP REFERRALS for June 2017

COJ / Social Services Division / Emergency Assistance Program	1373
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	775
NFCAA / LIHEAP Program / R.F Kennedy Center	622
Arlington Community Services	195
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	88
Faith-to-Grow / Cross-Cultural Outreach	84
Bridge the Gap, Inc.	74
Changing Homelessness / Veteran Assistance	65
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	62
The Potter's House / Food Pantry	61
Catholic Charities / St. Johns County / Emergency Assistance	51
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	49
Sacred Heart Catholic Church	48
Downtown Ecumenical Services Council, Inc. / Food Pantry	48
St. Johns Social Services	45
Catholic Charities Bureau, Inc. / Food Pantry	42
Family Promise of Jacksonville, Inc.	39
The Salvation Army of Clay county	36
The Sulzbacher Center / Shelter Services	35
Ability Housing of Northeast Florida, Inc.	34
NFCAA / Clay County	34
Bethany Ministries / Food Pantry	32
NFCAA / Senior Day at JEA	31
St. Vincent du Paul / Holy Spirit Catholic Church	29
Trinity Evangelical Lutheran Church / Food Pantry	29
The City Rescue Mission, Inc. / Emergency Support Programs	28
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	27
Evangel Temple - Main Campus / Food Pantry & Clothing Closet	26
Navy-Marine Corps Relief Society / NAS Jacksonville	30
Jewish Family and Community Services, Inc. / Emergency Food Pantry / Feed a Needy Neighbor	29
Lutheran Social Services of Northeast Florida, Inc.	26
Volunteers of America of Florida LaVilla PH	26



## Follow-up Calls June 2017

Total Number of Follow-up Calls attempted		676
Percentage of Follow-up Calls identified out of Total Call Volume ( 7044 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		198
Percentage of Satisfied callers identified out of Total Contacts ( 209 )		95%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		467
Percentage of Referrals Called Three Times Without An Answer		69%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		98
Percentage of Referral Calls That Received Assistance From An Agency		47%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		111
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		53%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>61</b>
Out of Funds	2	
Unable to Reach, Line Busy	49	
Application Being Processed/Waiting	10	
<b>CALLER =</b>		
<b>Caller Ineligible</b>		50
Income Too High	0	
Previously Used Service	4	
Did not Meet Agency Requirements	13	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	2	
Did Not Call for Services	0	
<b>Other</b>		
Caller Rejected Assistance	4	
All Shelters / Services Full	1	
No Free Transportation	1	
Caller Missed Scheduled Appointment	13	
No Program Available / Service Does Not Exist	4	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	7	
Caller Doesn't Remember	1	
<b>TOTAL</b>	<b>111</b>	<b>111</b>

## Call Profile By County for June 2017

Duval	5129
Clay	465
St. Johns	445
Nassau	96
Putnam	93
Columbia	82
Suwannee	73
Baker	34
Hamilton	32
<i>Other Florida Counties</i>	52
<i>Other States</i>	17
<i>Caller declined to give</i>	105
<i>Abandoned calls, hang-ups</i>	421
<b>Total Calls for June 2017</b>	<b>7044</b>

## Top 10 Zip Codes - Duval County

Northside	32209	624
Westside	32210	444
Springfield	32208	279
Northside	32244	258
Arlington	32206	235
Downtown	32211	229
Westside	32218	222
Riverside	32205	179
Downtown	32202	167
Arlington	32277	143