

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

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			84,721
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632	1,880	2,193			24,543
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790	1,187			13,678
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33	51			421
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,801	1,397	1,697	1,555			21,483
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121	154			1,493
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189	178			1,893
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385	379			3,294
Food (Referrals)	434	493	539	399	293	435	325	205	391	483			3,997
Shelter (Referrals)	155	144	153	142	130	185	144	147	182	157			1,539
Clothing (Referrals)	63	86	137	97	48	53	30	24	51	37			626
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3	4			51
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59	61			483
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			2:09
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			4:05
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			14,384
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%	15%			17%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%	3%			-2%

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MAJOR CATEGORY 2014 - 2015	July '14	Aug '14	Sep '14	Oct '14	Nov '14	Dec '14	Jan '15	Feb '15	Mar '15	Apr '15	May '15	Jun '15	Total '14-15
MONTHLY CALL VOLUME	10,462	10,091	10,411	9,667	7,850	7,788	7,680	6,834	7,823	8,133	7,070	8,308	102,117
FINANCIAL ASSISTANCE (# of Calls)	3,672	3,679	3,908	3,756	2,814	2,974	3,017	1,880	2,457	2,600	2,077	2,775	35,609
Financial Assistance RENT (Referrals)	2,488	2,236	2,274	2,063	1,954	2,089	1,854	889	1,158	1,328	1,377	1,729	21,439
Financial Assistance MORTGAGE (Referrals)	71	70	56	70	76	58	68	40	58	39	48	61	715
Financial Assistance UTILITIES (Referrals)	4,449	4,668	4,620	4,410	3,566	3,173	3,177	1,941	2,126	1,980	1,342	2,086	37,538
Financial Assistance DEPOSITS - Rent (Referrals)	199	205	191	196	168	158	151	92	109	163	135	188	1,955
Financial Assistance DEPOSITS - Utilities (Referrals)	386	322	380	376	364	354	253	218	213	199	211	293	3,569
FOOD/SHELTER/CLOTHING (# of Calls)	462	474	409	511	500	424	395	251	361	335	318	386	4,826
Food (Referrals)	769	712	726	780	838	701	504	368	424	448	382	519	7,171
Shelter (Referrals)	280	368	390	341	251	257	250	129	207	199	174	194	3,040
Clothing (Referrals)	179	165	96	108	114	345	72	52	42	35	58	65	1,331
Domestic Violence Shelter (Referrals)	9	9	15	6	11	5	5	3	4	3	5	5	80
HOUSING - PERMANENT (Referrals)	52	48	21	30	54	31	34	9	58	67	51	66	521
Average Speed Answered (Goal - 70 seconds)	2:17	2:16	1:40	1:10	1:33	0:59	0:57	0:58	1:14	2:01	2:03	1:18	1:32
Length of Calls (Goal - 4 minutes)	3:18	3:33	3:34	3:25	4:03	3:56	5:14	4:02	4:02	4:01	4:03	3:40	3:54
Hang-Up / Abandonments (Actual # and Average)	1,464	1,508	1,845	1,156	872	779	824	780	1,019	1,059	1,044	1,277	13,627
Abandonment Rate - Goal (14 percent)	14%	15%	17%	12%	11%	10%	11%	11%	13%	13%	14%	15%	13%
Call Vol. Increase/Decrease (from previous year)	-10%	-14%	-9%	-15%	-17%	-9%	-23%	-17%	-6%	-10%	-11%	9%	-11%

TOP REFERRALS for April 2016

COJ / Social Services Division / Emergency Assistance Program	1318
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	673
NFCAA / LIHEAP Program / Kennedy Center	426
Arlington Community Services	177
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	94
elderSource	75
Faith-to-Grow / Cross-Cultural Outreach	68
NFCAA / Senior Day at JEA	62
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	56
Downtown Ecumenical Services Council, Inc. / Food Pantry	50
Catholic Charities Bureau, Inc. / Food Pantry	43
The Potter's House / Food Pantry	38
The Sulzbacher Center / Emergency Homeless Shelter	34
Community Health Outreach / Food Pantry	26
The Salvation Army NEFL Area Command / Food Pantry	25
Community Connections / N. FL Rapid Rehousing Program	24
Community Connections of Jacksonville, Inc. / Clay County ESG Program	24
The Salvation Army of Clay County	23
Jewish Family and Community Services / Emergency Financial Asistance	23
R & K Family Center	23
Jewish Family and Community Services / Emergency Food Pantry / Feed A Needy Neighbor	22
St. Johns County Social Services	22
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	22
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	20
St. Catherine's Episcopal Church / Food Pantry	20
Bridge The Gap, Inc.	19
Family Promise of Jacksonville, Inc.	18
Household of Faith Church / Food Pantry	18
Peace Presbyterian Church / Food Pantry	18
Wekiva Springs Center	18
Catholic Charities / St. Johns County / Emergency Assistance	16

Follow-up Calls April 2016

Total Number of Follow-up Calls attempted		806
Percentage of Follow-up Calls identified out of Total Call Volume (8,399)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		284
Percentage of Satisfied callers identified out of Total Contacts (290)		98%
Total Number of Referrals Called Three Times Without an Answer		516
Percentage of Referrals Called Three Times Without An Answer		64%
Total Number of Referral Calls That Received Assistance From An Agency		136
Percentage of Referral Calls That Received Assistance From An Agency		47%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		154
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		53%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		95
Out of Funds	1	
Unable to Reach, Line Busy	89	
Application Being Processed/Waiting	5	
CALLER =		59
Caller Ineligible		
Income Too High	1	
Previously Used Service	4	
Did not Meet Agency Requirements	22	
Caller Did Not Contact Agency		
Made Other Arrangements	11	
Did Not Call for Services	1	
Other		
Caller Rejected Assistance	4	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	3	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	2	
Caller Doesn't Remember	6	
TOTAL	154	154

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for April 2016

Duval	5451
Clay	521
St. Johns	516
Nassau	101
Columbia	98
Putnam	96
Baker	38
Suwannee	32
Hamilton	29
<i>Other Florida Counties</i>	59
<i>Other States</i>	21
<i>Caller declined to give</i>	118
<i>Abandoned calls, hang-ups</i>	1319
Total Calls for APR 2016	8399

Top 10 Zip Codes - Duval County

Northside	32209	496
Westside	32210	423
Springfield	32208	317
Downtown	32211	287
Arlington	32206	258
Westside	32218	258
Northside	32244	254
Arlington	32277	187
Riverside	32205	158
Downtown	32202	155