

**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											20,024
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421											6,509
Financial Assistance RENT (Referrals)	1,618	1,818											3,436
Financial Assistance MORTGAGE (Referrals)	55	35											90
Financial Assistance UTILITIES (Referrals)	2,799	3,508											6,307
Financial Assistance DEPOSITS - Rent (Referrals)	158	168											326
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195											384
FOOD/SHELTER/CLOTHING (# of Calls)	350	355											705
Food (Referrals)	434	493											927
Shelter (Referrals)	155	144											299
Clothing (Referrals)	63	86											149
Domestic Violence Shelter (Referrals)	8	4											12
HOUSING - PERMANENT (Referrals)	66	53											119
Average Speed Answered (Goal - 70 seconds)	3:30	3:43											3:36
Length of Calls (Goal - 4 minutes)	4:03	4:04											4:03
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951											3,938
Abandonment Rate - Goal (14 percent)	20%	19%											20%
Call Vol. Increase/Decrease (from previous year)	-6%	1%											-3%

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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 August 2015**

COJ / Social Services Division / Emergency Assistance Program	2492
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1485
NFCAA / LIHEAP Program / R.F. Kennedy Center	596
Arlington Community Services	392
elderSource	118
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	117
Faith-to-Grow / Cross-Cultural Outreach	92
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	89
Downtown Ecumenical Services Council, Inc. / Food Pantry	67
Community Connections / N. FL Rapid Rehousing Program	56
NFCAA / Senior Day at JEA	51
Bridge the Gap, Inc.	47
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	45
The Salvation Army of Clay County	45
The Potter's House / Food Pantry	45
Family Promise of Jacksonville, Inc.	39
Community Connections of Jacksonville, Inc. / Clay County ESG Program	37
The Salvation Army Northeast Florida Area Command / Food Pantry	33
NFCAA / Clay County	33
Catholic Charities Bureau, Inc / Food Pantry	29
Early Learning Coalition of Duval County	28
Health Planning Council of Northeast Florida	27
R & K Family Center	26
The Salvation Army NEFL Area Command / Hope House of Nassau	26
Mental Health Resource Center / Outreach Programs for Homeless	25
The Sulzbacher Center / Emergency Homeless Shelter	25
Community Health Outreach / Food Pantry	25
The City Rescue Mission, Inc.	22
St. Johns County Social Services	22
Community Connections of Jacksonville, Inc. / Nia Transitional Housing Program	22
Catholic Charities Bureau, Inc. / Lake City / Emergency Assistance	21
Navy-Marine Corps Relief Society / NAS Jacksonville	20
Jewish Family & Community Services / Emergency Financial Assistance	20



## Follow-up Calls August 2015

Total Number of Follow-up Calls attempted		981
Percentage of Follow-up Calls identified out of Total Call Volume ( 10,222 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		326
Percentage of Satisfied callers identified out of Total Contacts ( 353 )		92%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		628
Percentage of Referrals Called Three Times Without An Answer		64%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		162
Percentage of Referral Calls That Received Assistance From An Agency		46%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		191
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		54%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>148</b>
Out of Funds	1	
Unable to Reach, Line Busy	136	
Application Being Processed/Waiting	11	
<b>CALLER =</b>		<b>43</b>
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	10	
Did not Meet Agency Requirements	7	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	1	
Did Not Call for Services	4	
<b>Other</b>		
Caller Rejected Assistance	2	
All Shelters / Services Full	2	
No Free Transportation	0	
Caller Missed Scheduled Appointment	2	
No Program Available / Service Does Not Exist	7	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	2	
Caller Doesn't Remember	6	
<b>TOTAL</b>	191	<b>191</b>

## Call Profile By County for August 2015

Duval	6712
Clay	581
St. Johns	509
Nassau	93
Columbia	71
Putnam	66
Suwannee	52
Hamilton	33
Baker	31
<i>Other Florida Counties</i>	44
<i>Other States</i>	36
<i>Caller declined to give</i>	43
<i>Abandoned calls, hang-ups</i>	1951
<b>Total Calls for AUG 2015</b>	<b>10222</b>

## Top 10 Zip Codes - Duval County

Northside	32209	762
Westside	32210	622
Springfield	32208	507
Downtown	32211	448
Northside	32244	425
Arlington	32206	356
Westside	32218	351
Arlington	32202	285
Arlington	32205	198
Arlinton	32216	193