

**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											19,543
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070											7,134
Financial Assistance RENT (Referrals)	1,792	2,078											3,870
Financial Assistance MORTGAGE (Referrals)	82	100											182
Financial Assistance UTILITIES (Referrals)	2,830	3,617											6,447
Financial Assistance DEPOSITS - Rent (Referrals)	210	280											490
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304											545
FOOD/SHELTER/CLOTHING (# of Calls)	425	669											1,094
Food (Referrals)	688	665											1,353
Shelter (Referrals)	244	240											484
Clothing (Referrals)	66	112											178
Domestic Violence Shelter (Referrals)	16	11											27
HOUSING - PERMANENT (Referrals)	53	55											108
Average Speed Answered (Goal - 70 seconds)	1:29	2:32											2:00
Length of Calls (Goal - 4 minutes)	3:59	3:46											3:52
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653											2,819
Abandonment Rate - Goal (14 percent)	13%	15%											14%
Call Vol. Increase/Decrease (from previous year)	-7%	2%											-3%

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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 August 2016**

COJ / Social Services Division / Emergency Assistance Program	2922
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1440
NFCAA / LIHEAP Program / Kennedy Center	786
Arlington Community Services	303
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	109
Faith-to-Grow / Cross-Cultural Outreach	95
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	84
Changing Homelessness / Veteran Assistance	80
The Potter's House / Food Pantry	78
Downtown Ecumenical Services Council, Inc. / Food Pantry	77
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	67
Community Connections of Jacksonville, Inc. / Clay County ESG Program	64
The Salvation Army of Clay County	62
Bridge the Gap, Inc.	61
NFCAA / Clay County	60
Sacred Heart Catholic Church	54
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	53
NFCAA / Senior Day at JEA	53
St Johns County Social Services	49
The Salvation Army NEFL Area Command / Food Pantry	46
Family Promise of Jacksonville, Inc.	44
The Sulzbacher Center / Emergency Homeless Shelter	43
Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance	42
Catholic Charities Bureau, Inc. / Food Pantry	40
Northeast Florida Community Action Agency / Veteran Assistance	38
Bethany Ministries / Food Pantry	36
Community Health Outreach / Food Pantry	32
Jewish Family & Community Services / Food Pantry / Feed A Needy Neighbor	32
Community Health Outreach	32
Mental Health Resource Center / Outreach Programs for the Homeless	30
COJ / Social Services Division / HIV/AIDS Program	30



## Follow-up Calls August 2016

Total Number of Follow-up Calls attempted		1,005
Percentage of Follow-up Calls identified out of Total Call Volume ( 10,460 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		351
Percentage of Satisfied callers identified out of Total Contacts ( 365 )		96%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		640
Percentage of Referrals Called Three Times Without An Answer		64%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		168
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>		197
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>137</b>
Out of Funds	3	
Unable to Reach, Line Busy	128	
Application Being Processed/Waiting	6	
<b>CALLER =</b>		<b>60</b>
<b>Caller Ineligible</b>		
Income Too High	3	
Previously Used Service	1	
Did not Meet Agency Requirements	21	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	7	
Did Not Call for Services	1	
<b>Other</b>		
Caller Rejected Assistance	5	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	6	
No Program Available / Service Does Not Exist	1	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	8	
Caller Doesn't Remember	4	
<b>TOTAL</b>	197	<b>197</b>

Information Source: Avaya Call Management Supervisor (CMS) Software

## Call Profile By County for August 2016

Duval	7457
Clay	483
St. Johns	414
Nassau	85
Columbia	95
Putnam	63
Baker	38
Suwannee	48
Hamilton	30
<i>Other Florida Counties</i>	58
<i>Other States</i>	14
<i>Caller declined to give</i>	22
<i>Abandoned calls, hang-ups</i>	1653
<b>Total Calls for August 2016</b>	<b>10460</b>

## Top 10 Zip Codes - Duval County

Westside	32210	694
Northside	32209	672
Springfield	32208	461
Northside	32244	392
Downtown	32211	381
Westside	32218	359
Arlington	32206	336
Westside	32254	224
	32202	214
Arlinton	32216	214