

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

MAJOR CATEGORY 2017 - 2018	July '17	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Total '17-18
MONTHLY CALL VOLUME	7,487	8,343											15,830
FINANCIAL ASSISTANCE (# of Calls)	2,470	2,568											5,038
Financial Assistance RENT (Referrals)	1,640	1,576											3,216
Financial Assistance MORTGAGE (Referrals)	75	73											148
Financial Assistance UTILITIES (Referrals)	2,258	2,463											4,721
Financial Assistance DEPOSITS - Rent (Referrals)	223	174											397
Financial Assistance DEPOSITS - Utilities (Referrals)	222	236											458
FOOD/SHELTER/CLOTHING (# of Calls)	451	500											951
Food (Referrals)	575	601											1,176
Shelter (Referrals)	321	371											692
Clothing (Referrals)	158	127											285
Domestic Violence Shelter (Referrals)	13	9											22
HOUSING - PERMANENT (Referrals)	38	28											66
Average Speed Answered (Goal - 70 seconds)	1:09	0:44											0:56
Length of Calls (Goal - 4 minutes)	3:48	3:36											3:42
Hang-Up / Abandonments (Actual # and Average)	580	461											1,041
Abandonment Rate - Goal (14 percent)	8%	5%											7%
Call Vol. Increase/Decrease (from previous year)	-17%	-20%											-19%

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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 '16-17
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%

**TOP REFERRALS for August 2017**

COJ / Social Services Division / Emergency Assistance Program	1631
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1023
NFCAA / LIHEAP Program / R.F Kennedy Center	848
Arlington Community Services	239
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	86
Faith-to-Grow / Cross-Cultural Outreach	78
Bridge the Gap, Inc.	74
Trinity Rescue Mission Homeless Shelter	73
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	70
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	67
Family Promise of Jacksonville, Inc.	65
Sacred Heart Catholic Church	61
The Potter's House / Food Pantry	60
Downtown Ecumenical Services Council, Inc. / Food Pantry	60
NFCAA / Senior Day at JEA	54
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	50
St. Johns Social Services	50
Catholic Charities / St. Johns County / Emergency Assistance	49
The Salvation Army of Clay county	49
St. Vincent du Paul / Holy Spirit Catholic Church	49
Catholic Charities Bureau, Inc. / Food Pantry	46
The Sulzbacher Center / Shelter Services	46
Bethany Ministries / Food Pantry	44
NFCAA / Clay County	41
Trinity Evangelical Lutheran Church / Food Pantry	40
Ability Housing of Northeast Florida, Inc.	39
Lutheran Social Services of Northeast Florida, Inc.	34
The Salvation Army NEFL Area Command / Food pantry	34
The Salvation Army of Clay County / Emergency Services	33
elderSource	32
Household of Faith Church / Food Pantry	29
City Rescue Mission, Inc. / Emergency Support Programs	24



## Call Profile By County for August 2017

Duval	6163
Clay	549
St. Johns	539
Nassau	161
Putnam	151
Columbia	60
Suwannee	49
Baker	32
Hamilton	30
<i>Other Florida Counties</i>	44
<i>Other States</i>	11
<i>Caller declined to give</i>	93
<i>Abandoned calls, hang-ups</i>	461
<b>Total Calls for Aug 2017</b>	<b>8343</b>

## Top 10 Zip Codes - Duval County

Northside	32209	525
Westside	32210	451
Springfield	32208	378
Arlington	32206	259
Northside	32244	259
Downtown	32211	247
Westside	32218	237
Riverside	32205	197
Arlington	32277	153
	32254	139