

**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							49,410
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641							17,670
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164							9,557
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55							403
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382							15,329
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117							1,197
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124							1,197
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380							3,001
Food (Referrals)	688	665	551	1,168	505	506							4,083
Shelter (Referrals)	244	240	262	243	250	226							1,465
Clothing (Referrals)	66	112	107	89	80	62							516
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6							59
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35							291
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24							1:38
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24							3:40
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414							5,394
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%							10%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%							-5%

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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 December 2016**

COJ / Social Services Division / Emergency Assistance Program	1151
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	481
NFCAA / LIHEAP / Kennedy Center	422
Arlington Community Services	194
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	64
Changing Homelessness / Veteran Assistance	63
NFCAA / Senior Day at JEA	58
The Potter's House / Food Pantry	58
Downtown Ecumenical Services Council, Inc. / Food Pantry	56
Faith-to-Grow / Cross-Cultural Outreach	50
Sacred Heart Catholic Church	46
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	43
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	42
The Sulzbacher Center / Shelter Services	37
Bridge the Gap, Inc.	37
Trinity Evanelical Lutheran Church, Inc. / Food Pantry	35
Northeast Florida Community Action Agency / Veteran Assistance	35
The Salvation Army of Clay County	33
The Salvation Army NEFL Area Command / Food Pantry	30
Trinity Rescue Mission Homeless Shelter	29
Toys for Tots - Jacksonville	28
St. Johns County Social Services	27
Family Promise of Jacksonville, Inc.	27
The City Rescue Mission, Inc. / Emergency Support Programs	27
Bethany Ministries / Food Pantry	23
Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance	21
Catholic Charities Bureau, Inc. / Food Pantry	21
elderSource	21
Christian Service Center of Columbia County, Inc.	20
The Salvation Army NE Florida Area Command / Red Shield Lodge	19
Community Health Outreach / Food Pantry	18



## Follow-up Calls December 2016

Total Number of Follow-up Calls attempted		512
Percentage of Follow-up Calls identified out of Total Call Volume ( 5329 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		204
Percentage of Satisfied callers identified out of Total Contacts ( 210 )		97%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		302
Percentage of Referrals Called Three Times Without An Answer		59%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		140
Percentage of Referral Calls That Received Assistance From An Agency		41%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		70
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		33%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>26</b>
Out of Funds	1	
Unable to Reach, Line Busy	22	
Application Being Processed/Waiting	3	
<b>CALLER =</b>		<b>44</b>
<b>Caller Ineligible</b>		
Income Too High	5	
Previously Used Service	2	
Did not Meet Agency Requirements	9	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	0	
Did Not Call for Services	0	
<b>Other</b>		
Caller Rejected Assistance	5	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	4	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	4	
Unable to Contact Client (Collaborative Intake)	7	
Caller Doesn't Remember	3	
<b>TOTAL</b>	<b>70</b>	<b>70</b>

## Call Profile By County for December 2016

Duval	3756
St. Johns	322
Clay	340
Nassau	94
Putnam	87
Columbia	99
Suwannee	45
Baker	33
Hamilton	25
<i>Other Florida Counties</i>	49
<i>Other States</i>	21
<i>Caller declined to give</i>	44
<i>Abandoned calls, hang-ups</i>	414
<b>Total Calls for December 2016</b>	<b>5329</b>

## Top 10 Zip Codes - Duval County

Northside	32209	413
Downtown	32202	405
Westside	32210	317
Springfield	32208	260
Downtown	32211	212
Arlington	32206	211
Northside	32244	210
Westside	32218	179
Arlington	32277	134
Riverside	32205	127