

**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	15,170	11,511	8,018	7,777							58,306
FINANCIAL ASSISTANCE (# of Calls)	2,470	2,568	2,275	2,615	2,046	1,857							13,831
Financial Assistance RENT (Referrals)	1,640	1,576	1,196	1,582	1,337	873							8,204
Financial Assistance MORTGAGE (Referrals)	75	73	57	65	47	30							347
Financial Assistance UTILITIES (Referrals)	2,258	2,463	1,659	2,286	1,465	1,096							11,227
Financial Assistance DEPOSITS - Rent (Referrals)	223	174	210	227	178	146							1,158
Financial Assistance DEPOSITS - Utilities (Referrals)	222	236	118	138	122	63							899
FOOD/SHELTER/CLOTHING (# of Calls)	451	500	825	536	411	439							3,162
Food (Referrals)	575	601	2,564	640	476	513							5,369
Shelter (Referrals)	321	371	282	296	255	228							1,753
Clothing (Referrals)	158	127	143	149	93	101							771
Domestic Violence Shelter (Referrals)	13	9	6	17	8	8							61
HOUSING - PERMANENT (Referrals)	109	86	113	42	48	37							435
Average Speed Answered (Goal - 70 seconds)	1:09	0:44	1:46	1:42	1:26	1:19							1:21
Length of Calls (Goal - 4 minutes)	3:48	3:36	4:10	4:00	3:54	3:34							3:50
Hang-Up / Abandonments (Actual # and Average)	580	461	1,511	1,297	701	419							4,969
Abandonment Rate - Goal (14 percent)	8%	5%	14%	11%	9%	5%							9%
Call Vol. Increase/Decrease (from previous year)	-17%	-20%	76%	19%	29%	46%							22%

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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 December 2017**

COJ / Social Services Division / Emergency Assistance Program	980
NFCAA / LIHEAP Program / R.F Kennedy Center	340
Arlington Community Services	184
Faith-to-Grow / Cross-Cultural Outreach	70
The Salvation Army of Clay County / Emergency Services	68
The Potter's House / Food Pantry	62
NFCAA / Senior Day at JEA	54
Bridge the Gap, Inc.	52
Trinity Rescue Mission Shelters	52
The Sulzbacher Center / Shelter Services	50
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	49
Sacred Heart Catholic Church	48
St. Vincent de Paul / Holy Spirit Catholic Church	47
Children's Christmas Party of Jacksonville	46
Changing Homelessness, Inc. / Veteran Assistance	45
Downtown Ecumenical Services Council, Inc. / Food Pantry	44
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	42
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	38
Bethany Ministries / Food Pantry	38
Lutheran Social Services of Northeast Florida	37
COJ / Senior Services Division / EHEAP Program	36
Catholic Charities Bureau, Inc. / Hurricane Irma Assistance	34
NFCAA / Clay County	34
Catholic Charities / St. Johns County / Emergency Assistance	32
St. Johns Social Services	31
Catholic Charities Bureau, Inc. / Food Pantry	31
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	30
The Salvation Army NEFL Area Command / Social Services	25
The City Rescue Mission, Inc. / Emergency Support Programs	24
Hogan Baptist Church / Clothes Closet	22
Commnity Health Outreach / Baby Luv	21
Jewish Family & Community Services, Inc / Hurricane Irma Assistance	21



## Follow-up Calls December 2017

Total Number of Follow-up Calls attempted		747
Percentage of Follow-up Calls identified out of Total Call Volume ( 7777 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		247
Percentage of Satisfied callers identified out of Total Contacts ( 261 )		95%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		486
Percentage of Referrals Called Three Times Without An Answer		65%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		128
Percentage of Referral Calls That Received Assistance From An Agency		49%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		133
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		51%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>77</b>
Out of Funds	0	
Unable to Reach, Line Busy	66	
Application Being Processed/Waiting	11	
<b>CALLER =</b>		<b>56</b>
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	25	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	3	
Did Not Call for Services	0	
<b>Other</b>		
Caller Rejected Assistance	5	
All Shelters / Services Full	1	
No Free Transportation	1	
Caller Missed Scheduled Appointment	8	
No Program Available / Service Does Not Exist	5	
Holiday Assistance Program Closed	1	
Unable to Contact Client (Collaborative Intake)	4	
Caller Doesn't Remember	2	
<b>TOTAL</b>	<b>133</b>	<b>133</b>

## Call Profile By County for December 2017

Duval	5947
Clay	334
St. Johns	301
Nassau	68
Putnam	113
Columbia	103
Suwannee	34
Baker	40
Hamilton	16
<i>Other Florida Counties</i>	53
<i>Other States</i>	18
<i>Caller declined to give</i>	331
<i>Abandoned calls, hang-ups</i>	419
<b>Total Calls for DEC 2017</b>	<b>7777</b>

## Top 10 Zip Codes - Duval County

Northside	32209	460
Springfield	32210	358
Westside	32206	253
Westside	32208	239
Arlington	32218	207
Downtown	32244	201
Northside	32211	184
Arlington	32277	152
Riverside	32205	140
Downtown	32202	139