

**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	9,501	8,447	7,066	6,405							51,443
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939							16,687
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386							9,593
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34							260
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384							15,033
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135							953
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224							1,189
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333							1,994
Food (Referrals)	434	493	539	399	293	435							2,593
Shelter (Referrals)	155	144	153	142	130	185							909
Clothing (Referrals)	63	86	137	97	48	53							484
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6							35
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28							282
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20							2:11
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05							4:12
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643							8,891
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%							17%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%							-9%

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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 December 2015**

COJ / Social Services Division / Emergency Assistance Program	1320
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	727
NFCAA / LIHEAP Program / Kennedy Center	445
Arlington Community Services	154
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	76
Faith-to-Grow / Cross-Cultural Outreach	72
The Salvation Army of Clay County	59
Downtown Ecumenical Services Council, Inc. / Food Pantry	55
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	47
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	47
Community Connections of Jacksonville, Inc. / Clay County ESG Program	46
The Potter's House / Food Pantry	41
Health Planning Council of Northeast Florida	41
The Sulzbacher Center / Emergency Homeless Shelter	38
The Salvation Army NEFL Area Command / Food Pantry	37
elderSource	32
Trinity Rescue Mission / Women & Children's Center	31
St. Johns County Social Services	29
Bridge the Gap, Inc.	29
St. Catherine's Episcopal Church / Food Pantry	29
NFCAA / Senior Day at JEA	28
Family Promise of Jacksonville, Inc.	28
NFCAA / Clay County	27
Community Connections / N. FL Rapid Rehousing Program	25
Children's Christmas Party Jacksonville	25
Community Health Outreach / Food Pantry	25
Catholic Charities Bureau, Inc. / Food Pantry	23
Toys for Tots - Jacksonville	21
Catholic Charities / St Johns County / Emergency Assistance	20
St. Francis Soup Kitchen / Canned Goods / Clothing	20
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	20
Ability Housing of Northeast Florida, Inc.	17
Wekiva Springs Center	16



## Follow-up Calls December 2015

Total Number of Follow-up Calls attempted		615
Percentage of Follow-up Calls identified out of Total Call Volume ( 6405 )		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 ( 253 )		98%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		362
Percentage of Referrals Called Three Times Without An Answer		59%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		96
Percentage of Referral Calls That Received Assistance From An Agency		38%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		157
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		62%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>87</b>
Out of Funds	15	
Unable to Reach, Line Busy	69	
Application Being Processed/Waiting	3	
<b>CALLER =</b>		<b>70</b>
<b>Caller Ineligible</b>		
Income Too High	2	
Previously Used Service	2	
Did not Meet Agency Requirements	15	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	11	
Did Not Call for Services	3	
<b>Other</b>		
Caller Rejected Assistance	2	
All Shelters / Services Full	5	
No Free Transportation	1	
Caller Missed Scheduled Appointment	3	
No Program Available / Service Does Not Exist	14	
Holiday Assistance Program Closed	1	
Unable to Contact Client (Collaborative Intake)	7	
Caller Doesn't Remember	4	
<b>TOTAL</b>	157	<b>157</b>

## Call Profile By County for December 2015

Duval	4198
Clay	456
St. Johns	437
Nassau	96
Columbia	86
Putnam	67
Suwannee	50
Hamilton	39
Baker	44
<i>Other Florida Counties</i>	50
<i>Other States</i>	32
<i>Caller declined to give</i>	207
<i>Abandoned calls, hang-ups</i>	643
<b>Total Calls for DEC 2015</b>	<b>6405</b>

## Top 10 Zip Codes - Duval County

Northside	32209	411
Westside	32210	357
Springfield	32208	216
Arlington	32206	210
Downtown	32211	228
Northside	32244	268
Westside	32218	206
Arlington	32277	177
Riverside	32205	143
Downtown	32202	154