

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	8,493	8,009					67,945
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632					20,470
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767					11,701
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36					337
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,800	1,397					18,230
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141					1,218
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176					1,526
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245					2,530
Food (Referrals)	434	493	539	399	293	435	325	205					3,123
Shelter (Referrals)	155	144	153	142	130	185	144	147					1,200
Clothing (Referrals)	63	86	137	97	48	53	30	24					538
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4					44
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49					363
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49	1:56					2:14
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38	3:48					4:05
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594	1,197					11,682
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%					17%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%					-3%

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

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 February 2016

COJ / Social Services Division / Emergency Assistance Program	957
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	444
NFCAA / LIHEAP Program / Kennedy Center	442
elderSource	102
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	92
Arlington Community Services	71
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	61
NFCAA / Senior Day at JEA	58
Faith-to-Grow / Cross-Cultural Outreach	55
Catholic Charities / St Johns County / Emergency Assistance	34
Bridge the Gap, Inc.	31
The Sulzbacher Center / Emergency Homeless Shelter	29
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	28
Downtown Ecumenical Services Council, Inc. / Food Pantry	28
Community Connections / N. FL Rapid Rehousing Program	27
The Salvation Army of Clay County	23
Ability Housing of Northeast Florida, Inc.	21
Catholic Charities Bureau, Inc. / Food Pantry	20
Mental Health Resource Center / Outreach Programs for the Homeless	17
Community Connections of Jacksonville, Inc. / Clay County ESG Program	15
NFCAA / Clay County	15
Trinity Rescue Mission / Women & Children's Center	15
Catholic Charities Bureau, Inc. / Lake City / Emergency Assistance	15
COJ / Social Services Div / Winter Crisis Program	26
Jewish Family and Community Services / Emergency Financial Assistance	20
Gateway Community Services / Adult & Adolescent Detoxification Services	19
The Salvation Army of St. Johns County	19
COJ / Adult Services Division / Disabled Services	17
DCF / Northeast Region / Non-Emergency Services17	
St. Johns County Social Services	15
Jacksonville Housing Authority	14
BayView Healthcare / St. Johns Co. / Community Charitable Assistance Program	14
Household of Faith Church / Food Pantry	14

Follow-up Calls February 2016

Total Number of Follow-up Calls attempted		769
Percentage of Follow-up Calls identified out of Total Call Volume (8009)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		251
Percentage of Satisfied callers identified out of Total Contacts (261)		96%
Total Number of Referrals Called Three Times Without an Answer		508
Percentage of Referrals Called Three Times Without An Answer		66%
Total Number of Referral Calls That Received Assistance From An Agency		107
Percentage of Referral Calls That Received Assistance From An Agency		41%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		154
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		59%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		105
Out of Funds	2	
Unable to Reach, Line Busy	102	
Application Being Processed/Waiting	1	
CALLER =		49
Caller Ineligible		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	20	
Caller Did Not Contact Agency		
Made Other Arrangements	4	
Did Not Call for Services	3	
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full	1	
No Free Transportation	2	
Caller Missed Scheduled Appointment	5	
No Program Available / Service Does Not Exist	3	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	6	
Caller Doesn't Remember	2	
TOTAL	154	154

Call Profile By County for February 2016

Duval	5190
Clay	543
St. Johns	512
Nassau	103
Columbia	118
Putnam	68
Baker	39
Suwannee	37
Hamilton	22
<i>Other Florida Counties</i>	60
<i>Other States</i>	30
<i>Caller declined to give</i>	90
<i>Abandoned calls, hang-ups</i>	1197
Total Calls for FEB 2016	8009

Top 10 Zip Codes - Duval County

Northside	32209	473
Westside	32210	354
Springfield	32208	272
Northside	32244	242
Downtown	32211	233
Arlington	32206	231
Westside	32218	225
Arlington	32277	198
Downtown	32202	193
Southside	32207	139