

**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	6,642	5,500					61,552
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373					21,144
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730					11,672
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35					496
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904					17,721
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104					1,471
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143					1,511
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285					3,653
Food (Referrals)	688	665	551	1,168	505	506	441	273					4,797
Shelter (Referrals)	244	240	262	243	250	226	247	182					1,894
Clothing (Referrals)	66	112	107	89	80	62	171	40					727
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7					70
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46					384
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52					1:30
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18					3:47
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318					6,211
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%					9%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%					-10%

**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	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 February 2017**

COJ / Social Services Division / Emergency Assistance Program	701
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	371
NFCAA / LIHEAP / Kennedy Center	301
Arlington Community Services	91
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	84
NFCAA / Senior Day at JEA	50
Changing Homelessness / Veteran Assistance	40
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	37
Faith-to-Grow / Cross-Cultural Outreach	34
Bridge the Gap, Inc.	32
Trinity Rescue Mission Homeless Shelter	30
The Sulzbacher Center / Shelter Services	27
Northeast Florida Community Action Agency / Veteran Assistance	26
Jewish Family and Community Services / Emergency Financial Assistance	26
elderSource	24
The Potter's House / Food Pantry	23
The City Rescue Mission, Inc. / Emergency Support Programs	23
Downtown Ecumenical Services Council, Inc. / Food Pantry	21
Family Promise of Jacksonville, Inc.	21
Sacred Heart Catholic Church	20
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	19
Household of Faith Church / Food Pantry	18
St. Francis Soup Kitchen / Canned Goods / Clothing	18
Catholic Charities / St. Johns County / Emergency Assistance	17
The Salvation Army of Clay County	16
NFCAA / Clay County	16
Catholic Charities Bureau, Inc. / Food Pantry	14
Evangel Temple - Main Campus / Food Pantry & Clothes Closet	14
St. Johns County Social Services	13
Community Health Outreach / Food Pantry	13
Gateway Community Services, Inc. / Adult & Adolescent Dextoxification Services	13
St. Catherine's Episcopal Church / Food Pantry	13
City Rescue Mission, Inc. / Thrift Store	13



## Follow-up Calls February 2017

Total Number of Follow-up Calls attempted		530
Percentage of Follow-up Calls identified out of Total Call Volume ( 5,500 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		163
Percentage of Satisfied callers identified out of Total Contacts ( 170 )		96%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		360
Percentage of Referrals Called Three Times Without An Answer		68%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		78
Percentage of Referral Calls That Received Assistance From An Agency		46%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		92
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		54%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>63</b>
Out of Funds	3	
Unable to Reach, Line Busy	59	
Application Being Processed/Waiting	1	
<b>CALLER =</b>		<b>29</b>
<b>Caller Ineligible</b>		
Income Too High	1	
Previously Used Service	4	
Did not Meet Agency Requirements	9	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	3	
Did Not Call for Services	1	
<b>Other</b>		
Caller Rejected Assistance	2	
All Shelters / Services Full	0	
No Free Transportation	1	
Caller Missed Scheduled Appointment	4	
No Program Available / Service Does Not Exist	1	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	3	
Caller Doesn't Remember	0	
<b>TOTAL</b>	<b>92</b>	<b>92</b>

Information Source: Avaya Call Management Supervisor (CMS) Software

## Call Profile By County for February 2017

Duval	3836
St. Johns	433
Clay	412
Nassau	97
Putnam	92
Columbia	76
Suwannee	64
Baker	34
Hamilton	31
<i>Other Florida Counties</i>	59
<i>Other States</i>	20
<i>Caller declined to give</i>	28
<i>Abandoned calls, hang-ups</i>	318
<b>Total Calls for February 2017</b>	<b>5500</b>

## Top 10 Zip Codes - Duval County

Northside	32209	370
Westside	32210	287
Downtown	32202	267
Springfield	32208	251
Arlington	32206	244
Westside	32218	180
Downtown	32211	177
Northside	32244	172
Arlington	32277	146
Riverside	32205	140