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

| MAJOR CATECORY 2016 2015 | T 1 147 | A 117 | 0 116 | 0 . 116 | NT 146 | D 116 | T 145 | E 1 145 | 3.6 145 | A 14m | N 145 | T 145 | T . 1 14 F 4 C |
|---|----------|---------|---------|---------|---------|---------|---------|---------|---------|--------|---------|---------|----------------|
| 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 |

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MAJOR CALL CATEGORIES FOR FEBRUARY 2017

| MAJOR CATEGORY | Mar'16 | Apr'16 | May'16 | Jun'16 | July'16 | Aug'16 | Sep'16 | Oct'16 | Nov'16 | Dec'16 | Jan'17 | Feb'17 | Total '15-'16 | Feb'16 |
|---|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|---------------|--------|
| ABUSE REGISTRY - CHILD/ADULT ABUSE | 0 | 2 | 6 | 2 | 7 | 4 | 7 | 6 | 0 | 4 | 2 | 5 | 45 | 5 |
| ADM - MENTAL HEALTH & SUBSTANCE ABUSE | 54 | 55 | 63 | 60 | 59 | 64 | 75 | 46 | 38 | 60 | 54 | 63 | 691 | 69 |
| Summer Food Service Program (BreakSpot) | 0 | 0 | 0 | 118 | 14 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 135 | 0 |
| CHRONIC CALLER | 27 | 31 | 47 | 29 | 130 | 25 | 13 | 15 | 14 | 10 | 8 | 5 | 354 | 24 |
| DAY CARE | 20 | 21 | 14 | 18 | 25 | 36 | 26 | 21 | 18 | 13 | 22 | 12 | 246 | 19 |
| DISABLED & ELDERLY | 304 | 281 | 208 | 202 | 285 | 339 | 356 | 333 | 187 | 160 | 253 | 225 | 3,133 | 245 |
| DISASTER (Hurricane) | 0 | 1 | 1 | 0 | 2 | 8 | 12 | 857 | 76 | 20 | 2 | 3 | 982 | 1 |
| EMOTIONAL CRISIS * | 79 | 55 | 71 | 102 | 51 | 70 | 74 | 81 | 74 | 80 | 78 | 76 | 891 | 77 |
| FINANCIAL ASSISTANCE / SUPPORT | 1,880 | 2,193 | 2,244 | 2,531 | 3,064 | 4,070 | 3,666 | 2,859 | 2,370 | 1,641 | 2,101 | 1,373 | 29,992 | 1,632 |
| COJ INFORMATION / CITY LINK | 29 | 36 | 81 | 73 | 101 | 102 | 76 | 109 | 49 | 21 | 17 | 21 | 715 | 21 |
| FOOD / SHELTER / CLOTHING / FURNITURE | 385 | 379 | 329 | 388 | 425 | 413 | 395 | 705 | 427 | 380 | 367 | 285 | 4,878 | 245 |
| HEALTH/MEDICATION | 63 | 79 | 115 | 93 | 62 | 60 | 73 | 47 | 64 | 60 | 67 | 53 | 836 | 69 |
| HEALTH INSURANCE ENROLLMENT | 10 | 3 | 6 | 2 | 9 | 2 | 4 | 3 | 6 | 4 | 6 | 7 | 62 | 9 |
| HOUSING INFORMATION | 59 | 61 | 81 | 56 | 53 | 55 | 66 | 44 | 38 | 35 | 47 | 46 | 641 | 49 |
| SEASONAL PROGRAMS/ASSISTANCE | 1 | 1 | 8 | 17 | 3 | 0 | 4 | 40 | 108 | 53 | 0 | 0 | 235 | 0 |
| SUICIDE HOTLINE | 79 | 79 | 75 | 51 | 29 | 17 | 11 | 19 | 16 | 20 | 21 | 26 | 443 | 73 |
| SUPPORT GROUP / EDUCATION / VOLUNTEER | 17 | 17 | 8 | 13 | 13 | 16 | 36 | 19 | 19 | 22 | 26 | 9 | 215 | 17 |
| OTHER (includes Unmet Needs) | 1,063 | 1,022 | 1,291 | 1,379 | 740 | 669 | 693 | 682 | 456 | 668 | 652 | 423 | 9,738 | 1,040 |
| INFORMATION / NO REFERRAL | 1,722 | 1,642 | 1,654 | 1,919 | 2,251 | 2,648 | 2,582 | 3,100 | 1,899 | 2,015 | 1,997 | 1,518 | 24,947 | 1,552 |
| Real \$ense Prosperity Campaign / Income Tax | 763 | 644 | 42 | 22 | 12 | 6 | 5 | 5 | 8 | 5 | 399 | 867 | 2,778 | 1,133 |
| TOTAL CATEGORIES | 6,555 | 6,602 | 6,344 | 7,075 | 7,335 | 8,606 | 8,174 | 8,992 | 5,867 | 5,271 | 6,119 | 5,017 | 81,957 | 6,280 |
| * Emotional Crisis calls can be in more than one category. | | | | | | | | | | | | | | |
| Information Source: Service Point 3.0 and Avaya Call Management Supervisor (CMS) Software | | | | | | | | | | | | | | |

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% |
| Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1 | | 163 |
| Percentage of Satisfied callers identified out of Total Contacts (170) | | 96% |
| Total Number of Referrals Called Three Times Without an Answer | | 360 |
| Percentage of Referrals Called Three Times Without An Answer | | 68% |
| Total Number of Referral Calls That Received Assistance From An Agency | | 78 |
| Percentage of Referral Calls That Received Assistance From An Agency | | 46% |
| Total Number of Referral Calls That Did Not Receive Assistance From An Agency | | 92 |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency | | 54% |
| <u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u> | | |
| AGENCY = | | 63 |
| Out of Funds | 3 | |
| Unable to Reach, Line Busy | 59 | |
| Application Being Processed/Waiting | 1 | |
| CALLER = | | 29 |
| Caller Ineligible | | |
| Income Too High | 1 | |
| Previously Used Service | 4 | |
| Did not Meet Agency Requirements | 9 | |
| Caller Did Not Contact Agency | | |
| Made Other Arrangements | 3 | |
| Did Not Call for Services | 1 | |
| Other | | |
| 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 | |
| TOTAL | 92 | 92 |

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 |
| Other Florida Counties | 59 |
| Other States | 20 |
| Caller declined to give | 28 |
| Abandoned calls, hang-ups | 318 |
| Total Calls for February 2017 | 5500 |

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 |