

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						56,052
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101						19,771
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385						10,942
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58						461
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488						16,817
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170						1,367
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171						1,368
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367						3,368
Food (Referrals)	688	665	551	1,168	505	506	441						4,524
Shelter (Referrals)	244	240	262	243	250	226	247						1,712
Clothing (Referrals)	66	112	107	89	80	62	171						687
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4						63
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47						338
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20						1:35
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01						3:43
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499						5,893
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%						10%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%						-7%

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 January 2017

COJ / Social Services Division / Emergency Assistance Program	1331
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	567
NFCAA / LIHEAP / Kennedy Center	521
Arlington Community Services	219
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	110
Changing Homelessness / Veteran Assistance	87
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	69
The Potter's House / Food Pantry	53
Faith-to-Grow / Cross-Cultural Outreach	53
Downtown Ecumenical Services Council, Inc. / Food Pantry	48
Northeast Florida Community Action Agency / Veteran Assistance	46
NFCAA / Senior Day at JEA	44
Bridge the Gap, Inc.	43
The Sulzbacher Center / Shelter Services	41
elderSource	40
Bethany Ministries / Food Pantry	34
Trinity Rescue Mission Homeless Shelter	31
Sacred Heart Catholic Church	30
Family Promise of Jacksonville, Inc.	29
The Salvation Army NEFL Area Command / Food Pantry	28
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	28
Catholic Charities Bureau, Inc. / Food Pantry	28
St. Johns County Social Services	24
The Salvation Army of Clay County	20
Trinity Evanelical Lutheran Church, Inc. / Food Pantry	19
The City Rescue Mission, Inc. / Emergency Support Programs	34
The Salvation Army NE Florida Area Command / Food Pantry	28
Mental Health Resource Center / Outreach Programs for the Homeless	21
Jewish Family and Community Services / Emergency Financial Assistance	24
NFCAA / Clay County	17
Jewish Family and Community Services / Emergency Food Pantry / Feed a Needy Neighbor	17

Follow-up Calls January 2017

Total Number of Follow-up Calls attempted		638
Percentage of Follow-up Calls identified out of Total Call Volume (6642)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		229
Percentage of Satisfied callers identified out of Total Contacts (236)		97%
Total Number of Referrals Called Three Times Without an Answer		402
Percentage of Referrals Called Three Times Without An Answer		63%
Total Number of Referral Calls That Received Assistance From An Agency		125
Percentage of Referral Calls That Received Assistance From An Agency		53%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		111
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		47%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		73
Out of Funds	2	
Unable to Reach, Line Busy	63	
Application Being Processed/Waiting	8	
CALLER =		64
Caller Ineligible		
Income Too High	0	
Previously Used Service	4	
Did not Meet Agency Requirements	24	
Caller Did Not Contact Agency		
Made Other Arrangements	3	
Did Not Call for Services	2	
Other		
Caller Rejected Assistance	3	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	6	
No Program Available / Service Does Not Exist	5	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	11	
Caller Doesn't Remember	3	
TOTAL	137	137

Call Profile By County for January 2017

Duval	4927
St. Johns	440
Clay	311
Nassau	89
Putnam	83
Columbia	73
Suwannee	49
Baker	39
Hamilton	29
<i>Other Florida Counties</i>	69
<i>Other States</i>	20
<i>Caller declined to give</i>	14
<i>Abandoned calls, hang-ups</i>	499
Total Calls for January 2017	6642

Top 10 Zip Codes - Duval County

Northside	32209	536
Downtown	32202	453
Westside	32210	370
Springfield	32208	320
Downtown	32211	261
Arlington	32206	243
Westside	32218	209
Northside	32244	197
Arlington	32277	171
Southside	32207	149