

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						59,936
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151						18,838
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341						10,934
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41						301
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,800						16,833
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124						1,077
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161						1,350
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291						2,285
Food (Referrals)	434	493	539	399	293	435	325						2,918
Shelter (Referrals)	155	144	153	142	130	185	144						1,053
Clothing (Referrals)	63	86	137	97	48	53	30						514
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5						40
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32						314
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49						2:16
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38						4:07
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594						10,485
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%						17%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%						-6%

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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 January 2016

COJ / Social Services Division / Emergency Assistance Program	1381
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	758
NFCAA / LIHEAP Program / Kennedy Center	606
Arlington Community Services	126
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	91
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	63
The Salvation Army of Clay County	60
elderSource	60
Faith-to-Grow / Cross-Cultural Outreach	52
NFCAA / Senior Day at JEA	45
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	44
Community Connections of Jacksonville, Inc. / Clay County ESG Program	37
Downtown Ecumenical Services Council, Inc. / Food Pantry	35
The Sulzbacher Center / Emergency Homeless Shelter	34
Bridge the Gap, Inc.	27
Community Connections / N. FL Rapid Rehousing Program	27
The Potter's House / Food Pantry	26
Health Planning Council of Northeast Florida	25
NFCAA / Clay County	25
NFCAA / Veteran Assistance Program	24
Community Health Outreach / Food Pantry	23
Catholic Charities / St Johns County / Emergency Assistance	21
Ability Housing of Northeast Florida, Inc.	20
Trinity Rescue Mission / Women & Children's Center	19
NFCAA / LIHEAP Program / St. Johns County	19
The Salvation Army NEFL Area Command / Food Pantry	18
Jewish Family and Community Services / Emergency Food Pantry / Feed A Needy Neighbor Program	18
Catholic Charities Bureau, Inc. / Lake City / Emergency Assistance	17
Mental Health Resource Center / Outreach Programs for the Homeless	17
Christian Service Center of Columbia County, Inc.	16
Partnership for Prescription Assistance	16
Catholic Charities Bureau, Inc. / Food Pantry	15
Wekiva Springs Center	15

Follow-up Calls January 2016

Total Number of Follow-up Calls attempted		815
Percentage of Follow-up Calls identified out of Total Call Volume (8,493)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		304
Percentage of Satisfied callers identified out of Total Contacts (318)		96%
Total Number of Referrals Called Three Times Without an Answer		497
Percentage of Referrals Called Three Times Without An Answer		61%
Total Number of Referral Calls That Received Assistance From An Agency		149
Percentage of Referral Calls That Received Assistance From An Agency		47%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		169
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		53%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		102
Out of Funds	2	
Unable to Reach, Line Busy	93	
Application Being Processed/Waiting	7	
CALLER =		67
Caller Ineligible		
Income Too High	1	
Previously Used Service	3	
Did not Meet Agency Requirements	21	
Caller Did Not Contact Agency		
Made Other Arrangements	4	
Did Not Call for Services	2	
Other		
Caller Rejected Assistance	6	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	9	
No Program Available / Service Does Not Exist	5	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	10	
Caller Doesn't Remember	3	
TOTAL		169

Call Profile By County for January 2016

Duval	5240
Clay	567
St. Johns	504
Nassau	148
Columbia	131
Putnam	58
Baker	37
Suwannee	34
Hamilton	31
<i>Other Florida Counties</i>	63
<i>Other States</i>	20
<i>Caller declined to give</i>	66
<i>Abandoned calls, hang-ups</i>	1594
Total Calls for JAN 2016	8493

Top 10 Zip Codes - Duval County

Northside	32209	484
Westside	32210	426
Northside	32244	274
Arlington	32206	266
Downtown	32211	241
Springfield	32208	238
Westside	32218	232
Arlington	32277	171
Downtown	32202	166
Riverside	32205	165