

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												9,083
FINANCIAL ASSISTANCE (# of Calls)	3,064												3,064
Financial Assistance RENT (Referrals)	1,792												1,792
Financial Assistance MORTGAGE (Referrals)	82												82
Financial Assistance UTILITIES (Referrals)	2,830												2,830
Financial Assistance DEPOSITS - Rent (Referrals)	210												210
Financial Assistance DEPOSITS - Utilities (Referrals)	241												241
FOOD/SHELTER/CLOTHING (# of Calls)	425												425
Food (Referrals)	688												688
Shelter (Referrals)	244												244
Clothing (Referrals)	66												66
Domestic Violence Shelter (Referrals)	16												16
HOUSING - PERMANENT (Referrals)	53												53
Average Speed Answered (Goal - 70 seconds)	1:29												1:29
Length of Calls (Goal - 4 minutes)	3:59												3:59
Hang-Up / Abandonments (Actual # and Average)	1,166												1,166
Abandonment Rate - Goal (14 percent)	13%												13%
Call Vol. Increase/Decrease (from previous year)	-7%												-7%

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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 July 2016

COJ / Social Services Division / Emergency Assistance Program	2117
NFCAA / LIHEAP Program / Kennedy Center	1010
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	984
Arlington Community Services	241
Faith-to-Grow / Cross-Cultural Outreach	106
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	101
The Potter's House / Food Pantry	86
Downtown Ecumenical Services Council, Inc. / Food Pantry	78
The Salvation Army of Clay County	61
Community Connections of Jacksonville, Inc. / Clay County ESG Program	58
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	56
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	56
Family Promise of Jacksonville, Inc.	56
NFCAA / Senior Day at JEA	55
The Salvation Army NEFL Area Command / Food Pantry	52
Bridge the Gap, Inc.	47
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	46
Northeast Florida Community Action Agency / Veteran Assistance	43
NFCAA / Clay County	40
The Sulzbacher Center / Emergency Homeless Shelter	40
Catholic Charities Bureau, Inc. / Food Pantry	38
Community Connections / N. FL Rapid Rehousing Program	38
Mental Health Resource Center / Outreach Programs for the Homeless	33
Trininty Rescue Mission Homeless Shelter	33
elderSource	28
Community Health Outreach / Food Pantry	26
Changing Homelessness / Veteran Assistance	68
Sacred Heart Catholic Church	45
Ability Housing of Northeast Florida, Inc.	33
Jewish Family & Community Services / Food Pantry / Feed A Needy Neighbor	32
Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance	31

Follow-up Calls July 2016

Total Number of Follow-up Calls attempted		812
Percentage of Follow-up Calls identified out of Total Call Volume (9083)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		274
Percentage of Satisfied callers identified out of Total Contacts (286)		96%
Total Number of Referrals Called Three Times Without an Answer		526
Percentage of Referrals Called Three Times Without An Answer		65%
Total Number of Referral Calls That Received Assistance From An Agency		137
Percentage of Referral Calls That Received Assistance From An Agency		48%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		149
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		52%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		94
Out of Funds	6	
Unable to Reach, Line Busy	86	
Application Being Processed/Waiting	2	
CALLER =		55
Caller Ineligible		
Income Too High	1	
Previously Used Service	2	
Did not Meet Agency Requirements	29	
Caller Did Not Contact Agency		
Made Other Arrangements	2	
Did Not Call for Services	2	
Other		
Caller Rejected Assistance	8	
All Shelters / Services Full	1	
No Free Transportation	1	
Caller Missed Scheduled Appointment	2	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	1	
Caller Doesn't Remember	4	
TOTAL	149	149

Call Profile By County for July 2016

Duval	6728
Clay	384
St. Johns	315
Nassau	97
Columbia	75
Putnam	67
Baker	46
Suwannee	33
Hamilton	32
<i>Other Florida Counties</i>	58
<i>Other States</i>	20
<i>Caller declined to give</i>	62
<i>Abandoned calls, hang-ups</i>	1166
Total Calls for JULY 2016	9083

Top 10 Zip Codes - Duval County

Westside	32210	637
Northside	32209	609
Springfield	32208	377
Arlington	32206	348
Northside	32244	318
Downtown	32211	314
Westside	32218	292
Arlington	32277	217
Westside	32254	208
Arlinton	32216	187