

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

| MAJOR CATEGORY 2017 - 2018                            | July '17 | Aug '17 | Sep '17 | Oct '17 | Nov '17 | Dec '17 | Jan '18 | Feb '18 | Mar '18 | Apr '18 | May '18 | Jun '18 | Total '17-18 |
|---|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------------|
| MONTHLY CALL VOLUME                                   | 7,487    |         |         |         |         |         |         |         |         |         |         |         | 7,487        |
| FINANCIAL ASSISTANCE (# of Calls)                     | 2,470    |         |         |         |         |         |         |         |         |         |         |         | 2,470        |
| Financial Assistance RENT (Referrals)                 | 1,640    |         |         |         |         |         |         |         |         |         |         |         | 1,640        |
| Financial Assistance MORTGAGE (Referrals)             | 75       |         |         |         |         |         |         |         |         |         |         |         | 75           |
| Financial Assistance UTILITIES (Referrals)            | 2,258    |         |         |         |         |         |         |         |         |         |         |         | 2,258        |
| Financial Assistance DEPOSITS - Rent (Referrals)      | 223      |         |         |         |         |         |         |         |         |         |         |         | 223          |
| Financial Assistance DEPOSITS - Utilities (Referrals) | 222      |         |         |         |         |         |         |         |         |         |         |         | 222          |
| FOOD/SHELTER/CLOTHING (# of Calls)                    | 451      |         |         |         |         |         |         |         |         |         |         |         | 451          |
| Food (Referrals)                                      | 575      |         |         |         |         |         |         |         |         |         |         |         | 575          |
| Shelter (Referrals)                                   | 321      |         |         |         |         |         |         |         |         |         |         |         | 321          |
| Clothing (Referrals)                                  | 158      |         |         |         |         |         |         |         |         |         |         |         | 158          |
| Domestic Violence Shelter (Referrals)                 | 13       |         |         |         |         |         |         |         |         |         |         |         | 13           |
| HOUSING - PERMANENT (Referrals)                       | 38       |         |         |         |         |         |         |         |         |         |         |         | 38           |
| Average Speed Answered (Goal - 70 seconds)            | 1:09     |         |         |         |         |         |         |         |         |         |         |         | 1:09         |
| Length of Calls (Goal - 4 minutes)                    | 3:48     |         |         |         |         |         |         |         |         |         |         |         | 3:48         |
| Hang-Up / Abandonments (Actual # and Average)         | 580      |         |         |         |         |         |         |         |         |         |         |         | 580          |
| Abandonment Rate - Goal (14 percent)                  | 8%       |         |         |         |         |         |         |         |         |         |         |         | 8%           |
| Call Vol. Increase/Decrease (from previous year)      | -17%     |         |         |         |         |         |         |         |         |         |         |         | -17%         |

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| 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 '16-17 |
|---|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------------|
| MONTHLY CALL VOLUME                                   | 9,083    | 10,460  | 8,648   | 9,688   | 6,202   | 5,329   | 6,642   | 5,500   | 5,028   | 5,412   | 6,299   | 7,044   | 85,335       |
| FINANCIAL ASSISTANCE (# of Calls)                     | 3,064    | 4,070   | 3,666   | 2,859   | 2,370   | 1,641   | 2,101   | 1,373   | 1,103   | 1,411   | 1,981   | 2,059   | 27,698       |
| Financial Assistance RENT (Referrals)                 | 1,792    | 2,078   | 1,669   | 1,513   | 1,341   | 1,164   | 1,385   | 730     | 649     | 1,052   | 1,494   | 1,499   | 16,366       |
| Financial Assistance MORTGAGE (Referrals)             | 82       | 100     | 68      | 56      | 42      | 55      | 58      | 35      | 34      | 43      | 31      | 55      | 659          |
| Financial Assistance UTILITIES (Referrals)            | 2,830    | 3,617   | 2,951   | 2,689   | 1,860   | 1,382   | 1,488   | 904     | 768     | 950     | 1,603   | 1,805   | 22,847       |
| Financial Assistance DEPOSITS - Rent (Referrals)      | 210      | 280     | 255     | 168     | 167     | 117     | 170     | 104     | 96      | 117     | 160     | 185     | 2,029        |
| Financial Assistance DEPOSITS - Utilities (Referrals) | 241      | 304     | 207     | 182     | 139     | 124     | 171     | 143     | 115     | 102     | 188     | 154     | 2,070        |
| FOOD/SHELTER/CLOTHING (# of Calls)                    | 425      | 669     | 395     | 705     | 427     | 380     | 367     | 285     | 328     | 294     | 397     | 470     | 5,142        |
| Food (Referrals)                                      | 688      | 665     | 551     | 1,168   | 505     | 506     | 441     | 273     | 278     | 443     | 506     | 614     | 6,638        |
| Shelter (Referrals)                                   | 244      | 240     | 262     | 243     | 250     | 226     | 247     | 182     | 238     | 199     | 304     | 271     | 2,906        |
| Clothing (Referrals)                                  | 66       | 112     | 107     | 89      | 80      | 62      | 171     | 40      | 53      | 60      | 105     | 103     | 1,048        |
| Domestic Violence Shelter (Referrals)                 | 16       | 11      | 11      | 8       | 7       | 6       | 4       | 7       | 4       | 5       | 10      | 18      | 107          |
| HOUSING - PERMANENT (Referrals)                       | 53       | 55      | 66      | 44      | 38      | 35      | 47      | 46      | 68      | 54      | 60      | 52      | 618          |
| Average Speed Answered (Goal - 70 seconds)            | 1:29     | 2:32    | 1:42    | 1:44    | 0:59    | 1:24    | 1:20    | 0:52    | 0:34    | 0:48    | 0:51    | 1:02    | 1:16         |
| Length of Calls (Goal - 4 minutes)                    | 3:59     | 3:46    | 3:38    | 3:41    | 3:35    | 3:24    | 4:01    | 4:18    | 4:26    | 4:05    | 4:02    | 3:44    | 3:53         |
| Hang-Up / Abandonments (Actual # and Average)         | 1,166    | 1,653   | 753     | 1,061   | 347     | 414     | 499     | 318     | 214     | 320     | 355     | 421     | 7,521        |
| Abandonment Rate - Goal (14 percent)                  | 13%      | 15%     | 9%      | 11%     | 5%      | 7%      | 7%      | 6%      | 4%      | 6%      | 5%      | 6%      | 8%           |
| Call Vol. Increase/Decrease (from previous year)      | -7%      | 2%      | -9%     | 15%     | -12%    | -16%    | -22%    | -31%    | -39%    | -35%    | -24%    | -24%    | -17%         |

**TOP REFERRALS for July 2017**

|  |      |
|--|------|
| COJ / Social Services Division / Emergency Assistance Program                                    | 1685 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance                        | 943  |
| NFCAA / LIHEAP Program / R.F Kennedy Center  | 744  |
| Arlington Community Services   | 232  |
| Catholic Charities Bureau, Inc. / Emergency Financial Assistance                                 | 106  |
| The Potter's House / Food Pantry   | 74   |
| Faith-to-Grow / Cross-Cultural Outreach  | 72   |
| Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance                   | 70   |
| Sacred Heart Catholic Church   | 62   |
| Family Promise of Jacksonville, Inc.   | 56   |
| NFCAA / Senior Day at JEA  | 55   |
| Bridge the Gap, Inc.   | 48   |
| Catholic Charities / St. Johns County / Emergency Assistance                                     | 48   |
| The Salvation Army of Clay county  | 48   |
| St. Vincent du Paul / Holy Spirit Catholic Church  | 45   |
| Downtown Ecumenical Services Council, Inc. / Food Pantry   | 42   |
| NFCAA / Clay County  | 42   |
| Catholic Charities Bureau, Inc. / Food Pantry  | 41   |
| Bethany Ministries / Food Pantry   | 40   |
| Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County | 39   |
| Changing Homelessness / Veteran Assistance   | 37   |
| Trinity Evangelical Lutheran Church / Food Pantry  | 37   |
| St. Johns Social Services  | 35   |
| The Sulzbacher Center / Shelter Services   | 35   |
| The Salvation Army Northeast Florida Area Command / Red Shield Lodge                             | 35   |
| Lutheran Social Services of Northeast Florida, Inc.  | 29   |
| The Salvation Army of Clay County / Emergency Services   | 38   |
| Trinity Rescue Mission Homeless Shelter  | 37   |
| Community Health Outreach / Food Pantry  | 36   |
| The Salvation Army NEFL Area Command / Food pantry   | 36   |
| elderSource  | 35   |
| City Rescue Mission, Inc. / Emergency Support Programs   | 29   |



## Follow-up Calls July 2017

|   |            |            |
|---|------------|------------|
| Total Number of Follow-up Calls attempted   |            | 719        |
| Percentage of Follow-up Calls identified out of Total Call Volume ( 7487 )                |            | 10%        |
| <b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b> |            | 252        |
| Percentage of Satisfied callers identified out of Total Contacts ( 260 )                  |            | 97%        |
| <b>Total Number of Referrals Called Three Times Without an Answer</b>                     |            | 459        |
| Percentage of Referrals Called Three Times Without An Answer                              |            | 64%        |
| <b>Total Number of Referral Calls That Received Assistance From An Agency</b>             |            | 138        |
| Percentage of Referral Calls That Received Assistance From An Agency                      |            | 53%        |
| <b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>      |            | 122        |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency               |            | 47%        |
|   |            |            |
| <b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>                                   |            |            |
| <b>AGENCY =</b>   |            | <b>62</b>  |
| Out of Funds  | 1          |            |
| Unable to Reach, Line Busy  | 50         |            |
| Application Being Processed/Waiting   | 11         |            |
|   |            |            |
| <b>CALLER =</b>   |            | <b>60</b>  |
| <b>Caller Ineligible</b>  |            |            |
| Income Too High   | 0          |            |
| Previously Used Service   | 3          |            |
| Did not Meet Agency Requirements  | 22         |            |
| <b>Caller Did Not Contact Agency</b>  |            |            |
| Made Other Arrangements   | 6          |            |
| Did Not Call for Services   | 0          |            |
| <b>Other</b>  |            |            |
| Caller Rejected Assistance  | 5          |            |
| All Shelters / Services Full  | 0          |            |
| No Free Transportation  | 2          |            |
| Caller Missed Scheduled Appointment   | 8          |            |
| No Program Available / Service Does Not Exist   | 5          |            |
| Holiday Assistance Program Closed   | 0          |            |
| Unable to Contact Client (Collaborative Intake)   | 8          |            |
| Caller Doesn't Remember   | 1          |            |
| <b>TOTAL</b>  | <b>122</b> | <b>122</b> |

## Call Profile By County for July 2017

|                                  |             |
|----------------------------------|-------------|
| Duval                            | 5458        |
| Clay                             | 465         |
| St. Johns                        | 421         |
| Nassau                           | 94          |
| Putnam                           | 87          |
| Columbia                         | 84          |
| Suwannee                         | 63          |
| Baker                            | 61          |
| Hamilton                         | 32          |
| <i>Other Florida Counties</i>    | 54          |
| <i>Other States</i>              | 14          |
| <i>Caller declined to give</i>   | 74          |
| <i>Abandoned calls, hang-ups</i> | 580         |
| <b>Total Calls for July 2017</b> | <b>7487</b> |

## Top 10 Zip Codes - Duval County

|             |       |     |
|-------------|-------|-----|
| Northside   | 32209 | 611 |
| Westside    | 32210 | 437 |
| Springfield | 32208 | 300 |
| Westside    | 32218 | 256 |
| Arlington   | 32206 | 251 |
| Northside   | 32244 | 250 |
| Downtown    | 32211 | 233 |
| Arlington   | 32277 | 170 |
| Riverside   | 32205 | 160 |
| Downtown    | 32202 | 146 |