

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%

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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 June 2016

COJ / Social Services Division / Emergency Assistance Program	1713
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	769
NFCAA / LIHEAP Program / Kennedy Center	675
Arlington Community Services	193
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	101
Faith-to-Grow / Cross-Cultural Outreach	87
The Salvation Army NEFL Area Command / Food Pantry	85
Downtown Ecumenical Services Council, Inc. / Food Pantry	79
The Potter's House / Food Pantry	78
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	72
The Salvation Army of Clay County	57
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	52
Catholic Charities Bureau, Inc. / Food Pantry	49
Bridge the Gap, Inc.	48
NFCAA / Senior Day at JEA	47
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	45
elderSource	39
Community Connections of Jacksonville, Inc. / Clay County ESG Program	36
St. Johns County Social Services	33
NFCAA / Clay County	31
The Sulzbacher Center / Emergency Homeless Shelter	29
Family Promise of Jacksonville, Inc.	29
Summer Food Service Program (Summer BreakSpot)	29
Community Health Outreach / Food Pantry	26
Northeast Florida Community Action Agency / Veteran Assistance	26
COJ / Community Services Division / HIV/AIDS Program	25
Community Connections / N. FL Rapid Rehousing Program	25
Mental Health Resource Center / Outreach Programs for the Homeless	25
The Salvation Army of St. Johns County	24
Trinity Rescue Mission Homeless Shelter	21
Catholic Charities Bureau, Inc / Lake City / Emergency Assistance	21

Follow-up Calls June 2016

Total Number of Follow-up Calls attempted		897
Percentage of Follow-up Calls identified out of Total Call Volume (9,343)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		310
Percentage of Satisfied callers identified out of Total Contacts (323)		96%
Total Number of Referrals Called Three Times Without an Answer		574
Percentage of Referrals Called Three Times Without An Answer		64%
Total Number of Referral Calls That Received Assistance From An Agency		132
Percentage of Referral Calls That Received Assistance From An Agency		41%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		191
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		59%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		111
Out of Funds	7	
Unable to Reach, Line Busy	94	
Application Being Processed/Waiting	10	
CALLER =		80
Caller Ineligible		
Income Too High	2	
Previously Used Service	2	
Did not Meet Agency Requirements	40	
Caller Did Not Contact Agency		
Made Other Arrangements	6	
Did Not Call for Services	3	
Other		
Caller Rejected Assistance	7	
All Shelters / Services Full	0	
No Free Transportation	1	
Caller Missed Scheduled Appointment	5	
No Program Available / Service Does Not Exist	5	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	6	
Caller Doesn't Remember	3	
TOTAL	191	191

Call Profile By County for June 2016

Duval	6478
Clay	496
St. Johns	424
Nassau	119
Columbia	110
Putnam	93
Baker	44
Suwannee	41
Hamilton	38
<i>Other Florida Counties</i>	58
<i>Other States</i>	22
<i>Caller declined to give</i>	166
<i>Abandoned calls, hang-ups</i>	1254
Total Calls for JUNE 2016	9343

Top 10 Zip Codes - Duval County

Northside	32209	523
Westside	32210	486
Springfield	32208	323
Arlington	32206	314
Downtown	32211	277
Northside	32244	268
Westside	32218	215
Arlington	32277	199
Riverside	32205	187
Westside	32254	182