

**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				76,322
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632	1,880				22,350
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790				12,491
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33				370
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,801	1,397	1,697				19,928
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121				1,339
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189				1,715
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385				2,915
Food (Referrals)	434	493	539	399	293	435	325	205	391				3,514
Shelter (Referrals)	155	144	153	142	130	185	144	147	182				1,382
Clothing (Referrals)	63	86	137	97	48	53	30	24	51				589
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3				47
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59				422
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49	1:56	1:38				2:10
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38	3:48	4:13				4:05
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594	1,197	1,383				13,065
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%				17%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%				-2%

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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 March 2016

COJ / Social Services Division / Emergency Assistance Program	1147
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	498
NFCAA / LIHEAP Program / Kennedy Center	473
Arlington Community Services	130
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	92
Faith-to-Grow / Cross-Cultural Outreach	86
elderSource	80
NFCAA / Senior Day at JEA	78
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	57
Community Connections / N. FL Rapid Rehousing Program	37
Bridge the Gap, Inc.	35
The Sulzbacher Center / Emergency Homeless Shelter	35
Downtown Ecumenical Services Council, Inc. / Food Pantry	35
The Salvation Army of Clay County	34
Ability Housing of Northeast Florida, Inc.	30
COJ / Social Services Div / Winter Crisis Program	26
Trinity Rescue Mission / Women & Children's Center	25
Community Connections of Jacksonville, Inc. / Clay County ESG Program	20
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	19
Catholic Charities Bureau, Inc. / Food Pantry	19
Catholic Charities Bureau, Inc. / Lake City / Emergency Assistance	19
The Salvation Army NEFL Area Command / Food Pantry	25
Family Promise of Jacksonville, Inc.	21
NFCAA / Clay County	16
Jewish Family and Community Services / Emergency Food Pantry / Feed A Needy Neighbor	16
The Potter's House / Food Pantry	18
Christian Service Center of Columbia County, Inc.	15
Northeast Florida Builders Association, Inc. / Builders Care	16
Northeast Florida Community Action Agency / Veteran Assistance	15
St. Johns County Social Services	18
The Clothes Closet	15

## Call Profile By County for March 2016

Duval	5121
Clay	651
St. Johns	602
Nassau	156
Columbia	146
Putnam	98
Baker	39
Suwannee	30
Hamilton	29
<i>Other Florida Counties</i>	63
<i>Other States</i>	18
<i>Caller declined to give</i>	41
<i>Abandoned calls, hang-ups</i>	1383
<b>Total Calls for MAR 2016</b>	<b>8377</b>

## Top 10 Zip Codes - Duval County

Northside	32209	527
Westside	32210	373
Springfield	32208	315
Arlington	32206	301
Downtown	32211	245
Westside	32218	231
Northside	32244	227
Downtown	32202	175
Arlington	32277	169
Westside	32254	167

## Follow-up Calls March 2016

Total Number of Follow-up Calls attempted		804
Percentage of Follow-up Calls identified out of Total Call Volume ( 8377 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		303
Percentage of Satisfied callers identified out of Total Contacts ( 314 )		96%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		490
Percentage of Referrals Called Three Times Without An Answer		61%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		144
Percentage of Referral Calls That Received Assistance From An Agency		46%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		170
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		54%
<b><i>REASONS CALLER DID NOT RECEIVE ASSISTANCE</i></b>		
<b>AGENCY =</b>		<b>120</b>
Out of Funds	5	
Unable to Reach, Line Busy	114	
Application Being Processed/Waiting	1	
<b>CALLER =</b>		<b>50</b>
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	21	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	10	
Did Not Call for Services	2	
<b>Other</b>		
Caller Rejected Assistance	6	
All Shelters / Services Full	1	
No Free Transportation	0	
Caller Missed Scheduled Appointment	5	
No Program Available / Service Does Not Exist	0	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	0	
Caller Doesn't Remember	4	
<b>TOTAL</b>		<b>170</b>

Information Source: Avaya Call Management Supervisor (CMS) Software