

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	10,460	8,648	9,688	6,202	5,329	6,642	5,500	5,028				66,580
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373	1,103				22,247
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730	649				12,321
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35	34				530
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904	768				18,489
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104	96				1,567
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143	115				1,626
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285	328				3,981
Food (Referrals)	688	665	551	1,168	505	506	441	273	278				5,075
Shelter (Referrals)	244	240	262	243	250	226	247	182	238				2,132
Clothing (Referrals)	66	112	107	89	80	62	171	40	53				780
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7	4				74
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46	68				452
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52	0:34				1:24
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18	4:26				3:52
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318	214				6,425
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%	4%				9%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%	-39%				-13%

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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 March 2017

COJ / Social Services Division / Emergency Assistance Program	598
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	317
NFCAA / LIHEAP / Kennedy Center	233
Arlington Community Services	100
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	85
Faith-to-Grow / Cross-Cultural Outreach	70
Bridge the Gap, Inc.	50
Changing Homelessness / Veteran Assistance	38
NFCAA / Senior Day at JEA	37
Family Promise of Jacksonville, Inc.	35
The Sulzbacher Center / Shelter Services	30
Northeast Florida Community Action Agency / Veteran Assistance	28
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	26
The Potter's House / Food Pantry	25
Trinity Rescue Mission Homeless Shelter	23
elderSource	23
Jewish Family and Community Services / Emergency Financial Assistance	22
Downtown Ecumenical Services Council, Inc. / Food Pantry	22
Catholic Charities Bureau, Inc. / Food Pantry	20
The City Rescue Mission, Inc. / Emergency Support Programs	19
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	18
Gateway Community Services, Inc. / Adult & Adolescent Dextoxification Services	18
Sacred Heart Catholic Church	16
Catholic Charities / St. Johns County / Emergency Assistance	16
Mental Health Resource Center / Outreach Programs for Homeless	22
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	20
Trinity Rescue Mission Homeless Shelter	19
Peace Presbyterian Church / Food Pantry	18
Ability Housing of Northeast Florida, Inc.	17
Bethany Ministries / Food Pantry	17
Jacksonville Housing Authority	17
City Rescue Mission, Inc. / Thrift Store	18

Follow-up Calls March 2017

Total Number of Follow-up Calls attempted		483
Percentage of Follow-up Calls identified out of Total Call Volume (5028)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		145
Percentage of Satisfied callers identified out of Total Contacts (153)		95%
Total Number of Referrals Called Three Times Without an Answer		330
Percentage of Referrals Called Three Times Without An Answer		68%
Total Number of Referral Calls That Received Assistance From An Agency		73
Percentage of Referral Calls That Received Assistance From An Agency		48%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		80
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		52%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		31
Out of Funds	2	
Unable to Reach, Line Busy	24	
Application Being Processed/Waiting	5	
CALLER =		49
Caller Ineligible		
Income Too High	1	
Previously Used Service	5	
Did not Meet Agency Requirements	13	
Caller Did Not Contact Agency		
Made Other Arrangements	3	
Did Not Call for Services	0	
Other		
Caller Rejected Assistance	5	
All Shelters / Services Full	0	
No Free Transportation	0	
Caller Missed Scheduled Appointment	6	
No Program Available / Service Does Not Exist	9	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	3	
Caller Doesn't Remember	4	
TOTAL	80	80

Call Profile By County for March 2017

Duval	3512
St. Johns	419
Clay	378
Nassau	143
Putnam	85
Columbia	80
Suwannee	39
Baker	37
Hamilton	27
<i>Other Florida Counties</i>	61
<i>Other States</i>	19
<i>Caller declined to give</i>	14
<i>Abandoned calls, hang-ups</i>	214
Total Calls for March 2017	5028

Top 10 Zip Codes - Duval County

Northside	32209	379
Downtown	32202	297
Westside	32210	284
Springfield	32208	241
Arlington	32206	195
Downtown	32211	175
Westside	32218	160
Northside	32244	159
Arlington	32277	101
Southside	32216	99