

**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		93,039
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		26,787
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790	1,187	1,348		15,026
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33	51	44		465
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		22,982
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121	154	154		1,647
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189	178	140		2,033
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385	379	329		3,623
Food (Referrals)	434	493	539	399	293	435	325	205	391	483	461		4,458
Shelter (Referrals)	155	144	153	142	130	185	144	147	182	157	169		1,708
Clothing (Referrals)	63	86	137	97	48	53	30	24	51	37	50		676
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3	4	8		59
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59	61	81		564
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		2:05
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		4:03
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		15,408
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%	15%	12%		16%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%	3%	18%		0%

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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 May 2016

COJ / Social Services Division / Emergency Assistance Program	1331
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	565
NFCAA / LIHEAP Program / Kennedy Center	527
Arlington Community Services	196
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	109
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	68
NFCAA / Senior Day at JEA	56
Faith-to-Grow / Cross-Cultural Outreach	54
The Salvation Army of Clay County	44
The Potter's House / Food Pantry	41
The Salvation Army NEFL Area Command / Food Pantry	41
Catholic Charities Bureau, Inc. / Food Pantry	39
Downtown Ecumenical Services Council, Inc. / Food Pantry	36
The Sulzbacher Center / Emergency Homeless Shelter	35
Community Connections of Jacksonville, Inc. / Clay County ESG Program	35
elderSource	32
Community Health Outreach / Food Pantry	30
Community Health Outreach / Baby Luv	30
Bridge the Gap, Inc.	25
St. Johns County Social Services	24
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	24
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	22
NFCAA / Clay County	21
The Salvation Army of St. Johns County	21
COJ / Community Services Division / HIV/AIDS Program	19
Trininty Rescue Mission Homeless Shelter	18
Community Connections / N. FL Rapid Rehousing Program	16
R&K Family Center	16
Family Promise of Jacksonville, Inc.	16
Catholic Charities / St. Johns County / Emergency Assistance	15
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	14



## Follow-up Calls May 2016

Total Number of Follow-up Calls attempted		800
Percentage of Follow-up Calls identified out of Total Call Volume ( 8,318 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		289
Percentage of Satisfied callers identified out of Total Contacts ( 296 )		99%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		504
Percentage of Referrals Called Three Times Without An Answer		63%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		127
Percentage of Referral Calls That Received Assistance From An Agency		43%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		199
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		67%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>141</b>
Out of Funds	5	
Unable to Reach, Line Busy	129	
Application Being Processed/Waiting	7	
<b>CALLER =</b>		<b>58</b>
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	26	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	6	
Did Not Call for Services	5	
<b>Other</b>		
Caller Rejected Assistance	3	
All Shelters / Services Full	0	
No Free Transportation	1	
Caller Missed Scheduled Appointment	2	
No Program Available / Service Does Not Exist	1	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	4	
Caller Doesn't Remember	9	
<b>TOTAL</b>		<b>199</b>

## Call Profile By County for May 2016

Duval	5672
Clay	543
St. Johns	534
Nassau	101
Columbia	96
Putnam	90
Baker	71
Suwannee	34
Hamilton	32
<i>Other Florida Counties</i>	34
<i>Other States</i>	37
<i>Caller declined to give</i>	50
<i>Abandoned calls, hang-ups</i>	1024
<b>Total Calls for MAY 2016</b>	<b>8318</b>

## Top 10 Zip Codes - Duval County

Northside	32209	470
Westside	32210	410
Springfield	32208	320
Arlington	32206	252
Downtown	32211	248
Westside	32218	225
Northside	32244	204
Arlington	32277	189
Riverside	32205	156
Downtown	32202	141