

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								44,081
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370								16,029
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341								8,393
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42								348
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860								13,947
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167								1,080
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139								1,073
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427								2,621
Food (Referrals)	688	665	551	1,168	505								3,577
Shelter (Referrals)	244	240	262	243	250								1,239
Clothing (Referrals)	66	112	107	89	80								454
Domestic Violence Shelter (Referrals)	16	11	11	8	7								53
HOUSING - PERMANENT (Referrals)	53	55	66	44	38								256
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59								1:41
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35								3:43
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347								4,980
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%								11%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%								-2%

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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 November 2016

COJ / Social Services Division / Emergency Assistance Program	1470
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	671
NFCAA / LIHEAP / Kennedy Center	565
Arlington Community Services	157
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	80
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	76
Downtown Ecumenical Services Council, Inc. / Food Pantry	65
NFCAA / Senior Day at JEA	60
Changing Homelessness / Veteran Assistance	55
Faith-to-Grow / Cross-Cultural Outreach	52
The Potter's House / Food Pantry	51
Sacred Heart Catholic Church	47
The Salvation Army NEFL Area Command / Food Pantry	42
St. Johns County Social Services	41
Trinity Evanelical Lutheran Church, Inc. / Food Pantry	39
The Salvation Army of Clay County	38
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	38
Northeast Florida Community Action Agency / Veteran Assistance	38
The Sulzbacher Center / Shelter Services	36
Bridge the Gap, Inc.	35
Family Promise of Jacksonville, Inc.	35
Children's Christmas Party of Jacksonville	35
Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance	34
Bethany Ministries / Food Pantry	31
Toys for Tots - Jacksonville	31
The City Rescue Mission, Inc. / Emergency Support Programs	30
The Salvation Army of Clay County / Emergency Support Services	25
Evangel Temple - Main Campus / Food Pantry & Clothes Closet	23
Community Health Outreach / Baby Luv	22
Northeast Florida Community Action Agency / LIHEAP / St. Johns County	20
Trinity Rescue Mission Homeless Shelter	19
Jewish Family and Community Services, Inc. / Emergency Food Pantry	19

Follow-up Calls November 2016

Total Number of Follow-up Calls attempted		595
Percentage of Follow-up Calls identified out of Total Call Volume (6,202)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		227
Percentage of Satisfied callers identified out of Total Contacts (232)		98%
Total Number of Referrals Called Three Times Without an Answer		363
Percentage of Referrals Called Three Times Without An Answer		61%
Total Number of Referral Calls That Received Assistance From An Agency		102
Percentage of Referral Calls That Received Assistance From An Agency		44%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		130
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		56%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		83
Out of Funds	2	
Unable to Reach, Line Busy	69	
Application Being Processed/Waiting	12	
CALLER =		47
Caller Ineligible		
Income Too High	2	
Previously Used Service	4	
Did not Meet Agency Requirements	11	
Caller Did Not Contact Agency		
Made Other Arrangements	6	
Did Not Call for Services	0	
Other		
Caller Rejected Assistance	3	
All Shelters / Services Full	2	
No Free Transportation	2	
Caller Missed Scheduled Appointment	1	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	3	
Unable to Contact Client (Collaborative Intake)	4	
Caller Doesn't Remember	7	
TOTAL	130	130

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for November 2016

Duval	4630
St. Johns	365
Clay	349
Nassau	108
Putnam	96
Columbia	91
Suwannee	35
Baker	29
Hamilton	25
<i>Other Florida Counties</i>	54
<i>Other States</i>	17
<i>Caller declined to give</i>	56
<i>Abandoned calls, hang-ups</i>	347
Total Calls for November 2016	6202

Top 10 Zip Codes - Duval County

Northside	32209	469
Westside	32210	355
Downtown	32202	325
Springfield	32208	306
Westside	32218	233
Arlington	32206	232
Northside	32244	217
Downtown	32211	216
Riverside	32205	181
Arlington	32277	176