

UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing

MAJOR CATEGORY 2017 - 2018	July '17	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Total '17-18
MONTHLY CALL VOLUME	7,487	8,343	15,170	11,511	8,018								50,529
FINANCIAL ASSISTANCE (# of Calls)	2,470	2,568	2,275	2,615	2,046								11,974
Financial Assistance RENT (Referrals)	1,640	1,576	1,196	1,582	1,337								7,331
Financial Assistance MORTGAGE (Referrals)	75	73	57	65	47								317
Financial Assistance UTILITIES (Referrals)	2,258	2,463	1,659	2,286	1,465								10,131
Financial Assistance DEPOSITS - Rent (Referrals)	223	174	210	227	178								1,012
Financial Assistance DEPOSITS - Utilities (Referrals)	222	236	118	138	122								836
FOOD/SHELTER/CLOTHING (# of Calls)	451	500	825	536	411								2,723
Food (Referrals)	575	601	2,564	640	476								4,856
Shelter (Referrals)	321	371	282	296	255								1,525
Clothing (Referrals)	158	127	143	149	93								670
Domestic Violence Shelter (Referrals)	13	9	6	17	8								53
HOUSING - PERMANENT (Referrals)	109	86	113	42	48								398
Average Speed Answered (Goal - 70 seconds)	1:09	0:44	1:46	1:42	1:26								1:21
Length of Calls (Goal - 4 minutes)	3:48	3:36	4:10	4:00	3:54								3:53
Hang-Up / Abandonments (Actual # and Average)	580	461	1,511	1,297	701								4,550
Abandonment Rate - Goal (14 percent)	8%	5%	14%	11%	9%								9%
Call Vol. Increase/Decrease (from previous year)	-17%	-20%	76%	19%	29%								17%

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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 '16-17
MONTHLY CALL VOLUME	9,083	10,460	8,648	9,688	6,202	5,329	6,642	5,500	5,028	5,412	6,299	7,044	85,335
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373	1,103	1,411	1,981	2,059	27,698
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730	649	1,052	1,494	1,499	16,366
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35	34	43	31	55	659
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904	768	950	1,603	1,805	22,847
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104	96	117	160	185	2,029
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143	115	102	188	154	2,070
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285	328	294	397	470	5,142
Food (Referrals)	688	665	551	1,168	505	506	441	273	278	443	506	614	6,638
Shelter (Referrals)	244	240	262	243	250	226	247	182	238	199	304	271	2,906
Clothing (Referrals)	66	112	107	89	80	62	171	40	53	60	105	103	1,048
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7	4	5	10	18	107
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46	68	54	60	52	618
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52	0:34	0:48	0:51	1:02	1:16
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18	4:26	4:05	4:02	3:44	3:53
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318	214	320	355	421	7,521
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%	4%	6%	5%	6%	8%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%	-39%	-35%	-24%	-24%	-17%

TOP REFERRALS for November 2017

COJ / Social Services Division / Emergency Assistance Program	1232
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	518
NFCAA / LIHEAP Program / R.F Kennedy Center	422
Arlington Community Services	154
Catholic Charities Bureau, Inc. / Hurricane Irma Assistance	90
The Salvation Army of Clay County / Emergency Services	73
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	60
Trinity Rescue Mission Shelters	60
Faith-to-Grow / Cross-Cultural Outreach	55
Bridge the Gap, Inc.	55
NFCAA / Senior Day at JEA	55
St. Johns Social Services	52
Sacred Heart Catholic Church	50
Catholic Charities / St. Johns County / Emergency Assistance	48
The Sulzbacher Center / Shelter Services	47
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	45
The Potter's House / Food Pantry	45
Downtown Ecumenical Services Council, Inc. / Food Pantry	44
Jewish Family & Community Services, Inc. / Hurricane Irma Assistance	43
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	40
Changing Homelessness, Inc. / Veteran Assistance	39
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	37
Bethany Ministries / Food Pantry	33
NFCAA / LIHEAP Program / St. Johns County	31
The Salvation Army of St. Johns County	31
North Florida Community Action Agency / LIHEAP Program / St. Johns County	31
COJ / Senior Services Division / EHEAP Program	30
The City Rescue Mission, Inc. / Emergency Support Programs	27
The Salvation Army NEFL Area Command / Food pantry	25
The Salvation Army NEFL Area Command / Social Services	25
Family Promise of Jacksonville	25
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	24

Follow-up Calls November 2017

Total Number of Follow-up Calls attempted		770
Percentage of Follow-up Calls identified out of Total Call Volume (8018)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		217
Percentage of Satisfied callers identified out of Total Contacts (231)		94%
Total Number of Referrals Called Three Times Without an Answer		539
Percentage of Referrals Called Three Times Without An Answer		70%
Total Number of Referral Calls That Received Assistance From An Agency		122
Percentage of Referral Calls That Received Assistance From An Agency		53%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		109
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		47%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		20
Out of Funds		2
Unable to Reach, Line Busy		14
Application Being Processed/Waiting		4
CALLER =		89
Caller Ineligible		
Income Too High		0
Previously Used Service		4
Did not Meet Agency Requirements		18
Caller Did Not Contact Agency		
Made Other Arrangements		3
Did Not Call for Services		0
Other		
Caller Rejected Assistance		15
All Shelters / Services Full		0
No Free Transportation		1
Caller Missed Scheduled Appointment		29
No Program Available / Service Does Not Exist		3
Holiday Assistance Program Closed		2
Unable to Contact Client (Collaborative Intake)		11
Caller Doesn't Remember		3
	TOTAL	109

Call Profile By County for November 2017

Duval	5912
Clay	453
St. Johns	408
Nassau	88
Putnam	83
Columbia	48
Suwannee	34
Baker	18
Hamilton	14
<i>Other Florida Counties</i>	35
<i>Other States</i>	19
<i>Caller declined to give</i>	205
<i>Abandoned calls, hang-ups</i>	701
Total Calls for NOV 2017	8018

Top 10 Zip Codes - Duval County

Northside	32209	443
Springfield	32210	374
Westside	32206	292
Arlington	32218	253
Westside	32208	243
Northside	32211	242
Downtown	32244	206
Riverside	32205	147
Downtown	32202	203
Southside	32216	129