

**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								45,038
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616								14,748
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186								8,207
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28								226
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355								13,649
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130								818
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156								965
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232								1,661
Food (Referrals)	434	493	539	399	293								2,158
Shelter (Referrals)	155	144	153	142	130								724
Clothing (Referrals)	63	86	137	97	48								431
Domestic Violence Shelter (Referrals)	8	4	6	6	5								29
HOUSING - PERMANENT (Referrals)	66	53	70	40	25								254
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09								2:09
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32								4:13
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413								8,248
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%								18%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%								-7%

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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 November 2015**

COJ / Social Services Division / Emergency Assistance Program	1116
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	703
NFCAA / LIHEAP Program / Kennedy Center	434
Arlington Community Services	124
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	65
Faith-to-Grow / Cross-Cultural Outreach	63
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	49
NFCAA / Senior Day at JEA	44
The Potter's House / Food Pantry	41
The Salvation Army of Clay County	40
Toys for Tots - Jacksonville	39
Downtown Ecumenical Services Council, Inc. / Food Pantry	35
Community Connections / N. FL Rapid Rehousing Program	33
Children's Christmas Party Jacksonville	33
Health Planning Council of Northeast Florida	31
Northeast Florida Community Action Agency / Veteran Assistance	31
Community Connections of Jacksonville, Inc. / Clay County ESG Program	30
elderSource	28
St. Johns County Social Services	28
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	27
Family Promise of Jacksonville, Inc.	27
The Sulzbacher Center / Emergency Homeless Shelter	25
Catholic Charities / Lake City / Emergency Assistance	25
Bridge the Gap, Inc.	24
NFCAA / Clay County	19
Catholic Charities Bureau, Inc. / Food Pantry	19
Trinity Rescue Mission / Women & Children's Center	18
Suwannee River Economic Council, Inc. / Emergency Assistance / Columbia County	17
Mental Health Resource Center / Outreach Programs for the Homeless	16
NFCAA / LIHEAP / St Johns County	15
Christian Service Center of Columbia County	14
NFCAA / Weatherization Assistance Program / Duval County	14
Wekiva Springs Center	14



## Follow-up Calls November 2015

Total Number of Follow-up Calls attempted		678
Percentage of Follow-up Calls identified out of Total Call Volume ( 7066 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		206
Percentage of Satisfied callers identified out of Total Contacts ( 210 )		98%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		468
Percentage of Referrals Called Three Times Without An Answer		69%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		88
Percentage of Referral Calls That Received Assistance From An Agency		42%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		122
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		58%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>67</b>
Out of Funds	2	
Unable to Reach, Line Busy	64	
Application Being Processed/Waiting	1	
<b>CALLER =</b>		<b>55</b>
<b>Caller Ineligible</b>		
Income Too High	1	
Previously Used Service	0	
Did not Meet Agency Requirements	9	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	5	
Did Not Call for Services	1	
<b>Other</b>		
Caller Rejected Assistance	2	
All Shelters / Services Full	4	
No Free Transportation	3	
Caller Missed Scheduled Appointment	1	
No Program Available / Service Does Not Exist	21	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	2	
Caller Doesn't Remember	6	
<b>TOTAL</b>	<b>122</b>	<b>122</b>

## Call Profile By County for November 2015

Duval	3787
Clay	618
St. Johns	588
Nassau	136
Columbia	141
Putnam	118
Suwannee	68
Hamilton	28
Baker	61
<i>Other Florida Counties</i>	36
<i>Other States</i>	20
<i>Caller declined to give</i>	52
<i>Abandoned calls, hang-ups</i>	1413
<b>Total Calls for NOV 2015</b>	<b>7066</b>

## Top 10 Zip Codes - Duval County

Northside	32209	340
Westside	32210	323
Springfield	32208	215
Arlington	32206	208
Downtown	32211	190
Northside	32244	288
Westside	32218	179
Arlington	32277	137
Southside	32207	120
Downtown	32202	110