

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 | | | | | | | | | 37,879 |
| FINANCIAL ASSISTANCE (# of Calls) | 3,064 | 4,070 | 3,666 | 2,859 | | | | | | | | | 13,659 |
| Financial Assistance RENT (Referrals) | 1,792 | 2,078 | 1,669 | 1,513 | | | | | | | | | 7,052 |
| Financial Assistance MORTGAGE (Referrals) | 82 | 100 | 68 | 56 | | | | | | | | | 306 |
| Financial Assistance UTILITIES (Referrals) | 2,830 | 3,617 | 2,951 | 2,689 | | | | | | | | | 12,087 |
| Financial Assistance DEPOSITS - Rent (Referrals) | 210 | 280 | 255 | 168 | | | | | | | | | 913 |
| Financial Assistance DEPOSITS - Utilities (Referrals) | 241 | 304 | 207 | 182 | | | | | | | | | 934 |
| FOOD/SHELTER/CLOTHING (# of Calls) | 425 | 669 | 395 | 705 | | | | | | | | | 2,194 |
| Food (Referrals) | 688 | 665 | 551 | 1,168 | | | | | | | | | 3,072 |
| Shelter (Referrals) | 244 | 240 | 262 | 243 | | | | | | | | | 989 |
| Clothing (Referrals) | 66 | 112 | 107 | 89 | | | | | | | | | 374 |
| Domestic Violence Shelter (Referrals) | 16 | 11 | 11 | 8 | | | | | | | | | 46 |
| HOUSING - PERMANENT (Referrals) | 53 | 55 | 66 | 44 | | | | | | | | | 218 |
| Average Speed Answered (Goal - 70 seconds) | 1:29 | 2:32 | 1:42 | 1:44 | | | | | | | | | 1:51 |
| Length of Calls (Goal - 4 minutes) | 3:59 | 3:46 | 3:38 | 3:41 | | | | | | | | | 3:46 |
| Hang-Up / Abandonments (Actual # and Average) | 1,166 | 1,653 | 753 | 1,061 | | | | | | | | | 4,633 |
| Abandonment Rate - Goal (14 percent) | 13% | 15% | 9% | 11% | | | | | | | | | 12% |
| Call Vol. Increase/Decrease (from previous year) | -7% | 2% | -9% | 15% | | | | | | | | | 0% |

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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 October 2016

| | |
|--|------|
| COJ / Social Services Division / Emergency Assistance Program | 1976 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance | 858 |
| NFCAA / LIHEAP / Kennedy Center | 782 |
| Arlington Community Services | 240 |
| Downtown Ecumenical Services Council, Inc. / Food Pantry | 152 |
| American Red Cross / Northeast Florida Chapter | 111 |
| The Salvation Army NEFL Area Command / Food Pantry | 108 |
| Catholic Charities Bureau, Inc. / Emergency Financial Assistance | 101 |
| The Potter's House / Food Pantry | 96 |
| Bethany Ministries / Food Pantry | 79 |
| Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance | 74 |
| Changing Homelessness / Veteran Assistance | 66 |
| The Salvation Army of Clay County | 63 |
| Faith-to-Grow / Cross-Cultural Outreach | 59 |
| Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County | 58 |
| St Johns County Social Services | 55 |
| NFCAA / Senior Day at JEA | 55 |
| Household of Faith Church / Food Pantry | 55 |
| Trinity Rescue Mission Homeless Shelter | 51 |
| Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance | 49 |
| Sacred Heart Catholic Church | 48 |
| FEMA / Region IV / Southeast | 48 |
| Bridge the Gap, Inc. | 47 |
| Daily Manna Serving Center, Inc. | 47 |
| Community Health Outreach / Food Pantry | 44 |
| NFCAA / Clay County | 40 |
| The Salvation Army / Duval County / Holiday Assistance Program | 40 |
| Northeast Florida Community Action Agency / Veteran Assistance | 36 |
| Evangel Temple - Main Campus / Food Pantry & Clothes Closet | 35 |
| Family Promise of Jacksonville, Inc. | 33 |
| St. Catherine's Episcopal Church / Food Pantry | 33 |
| The Sulzbacher Center / Shelter Services | 33 |

Follow-up Calls October 2016

| | | |
|---|------------|------------|
| Total Number of Follow-up Calls attempted | | 930 |
| Percentage of Follow-up Calls identified out of Total Call Volume (9688) | | 10% |
| Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1 | | 296 |
| Percentage of Satisfied callers identified out of Total Contacts (307) | | 96% |
| Total Number of Referrals Called Three Times Without an Answer | | 623 |
| Percentage of Referrals Called Three Times Without An Answer | | 67% |
| Total Number of Referral Calls That Received Assistance From An Agency | | 157 |
| Percentage of Referral Calls That Received Assistance From An Agency | | 51% |
| Total Number of Referral Calls That Did Not Receive Assistance From An Agency | | 150 |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency | | 49% |
| | | |
| <u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u> | | |
| AGENCY = | | 94 |
| Out of Funds | 2 | |
| Unable to Reach, Line Busy | 91 | |
| Application Being Processed/Waiting | 1 | |
| | | |
| CALLER = | | 56 |
| Caller Ineligible | | |
| Income Too High | 0 | |
| Previously Used Service | 2 | |
| Did not Meet Agency Requirements | 24 | |
| Caller Did Not Contact Agency | | |
| Made Other Arrangements | 4 | |
| Did Not Call for Services | 1 | |
| Other | | |
| Caller Rejected Assistance | 3 | |
| All Shelters / Services Full | 0 | |
| No Free Transportation | 2 | |
| Caller Missed Scheduled Appointment | 7 | |
| No Program Available / Service Does Not Exist | 1 | |
| Holiday Assistance Program Closed | 0 | |
| Unable to Contact Client (Collaborative Intake) | 7 | |
| Caller Doesn't Remember | 5 | |
| | | |
| TOTAL | 150 | 150 |

Call Profile By County for October 2016

| | |
|----------------------------------|------|
| Duval | 6398 |
| St. Johns | 825 |
| Clay | 702 |
| Nassau | 169 |
| Putnam | 158 |
| Columbia | 95 |
| Suwannee | 51 |
| Baker | 39 |
| Hamilton | 32 |
| <i>Other Florida Counties</i> | 69 |
| <i>Other States</i> | 23 |
| <i>Caller declined to give</i> | 66 |
| <i>Abandoned calls, hang-ups</i> | 1061 |
| Total Calls for October 2016 | 9688 |

Top 10 Zip Codes - Duval County

| | | |
|-------------|-------|-----|
| Northside | 32209 | 938 |
| Westside | 32210 | 612 |
| Springfield | 32208 | 484 |
| Westside | 32218 | 378 |
| Downtown | 32202 | 373 |
| Arlington | 32206 | 347 |
| Downtown | 32211 | 336 |
| Northside | 32244 | 308 |
| Arlington | 32277 | 237 |
| Riverside | 32205 | 236 |