

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									37,972
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107									13,132
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808									7,021
Financial Assistance MORTGAGE (Referrals)	55	35	51	57									198
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850									12,294
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163									688
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239									809
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328									1,429
Food (Referrals)	434	493	539	399									1,865
Shelter (Referrals)	155	144	153	142									594
Clothing (Referrals)	63	86	137	97									383
Domestic Violence Shelter (Referrals)	8	4	6	6									24
HOUSING - PERMANENT (Referrals)	66	53	70	40									229
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13									2:25
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25									4:09
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460									6,835
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%									18%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%									-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 October 2015

COJ / Social Services Division / Emergency Assistance Program	2132
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1160
NFCAA / LIHEAP Program / Kennedy Center	878
Arlington Community Services	245
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	90
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	76
Faith-to-Grow / Cross-Cultural Outreach	75
The Salvation Army of Clay County	70
Downtown Ecumenical Services Council, Inc. / Food Pantry	56
Community Connections / N. FL Rapid Rehousing Program	53
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	49
NFCAA / Senior Day at JEA	46
elderSource	45
Community Connections of Jacksonville, Inc. / Clay County ESG Program	45
NFCAA / Clay County	42
The Salvation Army Northeast Florida Area Command / Food Pantry	41
Bridge the Gap, Inc.	39
St. Johns County Social Services	37
Health Planning Council of Northeast Florida	37
Mental Health Resource Center / Outreach Programs for Homeless	32
The Potter's House / Food Pantry	31
Ability Housing of Northeast Florida, Inc.	31
Family Promise of Jacksonville, Inc.	25
Toys for Tots - Jacksonville	24
The Sulzbacher Center / Emergency Homeless Shelter	24
Catholic Charities / St Johns County / Emergency Assistance	23
Children's Christmas Party Jacksonville	23
Catholic Charities Bureau, Inc / Food Pantry	22
The Salvation Army NEFL Area Command / Social Services	22
Community Health Outreach / Baby Luv	21
Barnabas Center, Inc. / Hilliard	21
Salvation Army NEFL Area Command / Hope House of Nassau	21
Trinity Evangelical Lutheran Chruch, Inc. / Food Pantry	20

Follow-up Calls October 2015

Total Number of Follow-up Calls attempted		803
Percentage of Follow-up Calls identified out of Total Call Volume (8447)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		254
Percentage of Satisfied callers identified out of Total Contacts (273)		93%
Total Number of Referrals Called Three Times Without an Answer		530
Percentage of Referrals Called Three Times Without An Answer		66%
Total Number of Referral Calls That Received Assistance From An Agency		115
Percentage of Referral Calls That Received Assistance From An Agency		42%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		158
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		58%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		112
Out of Funds	0	
Unable to Reach, Line Busy	111	
Application Being Processed/Waiting	1	
CALLER =		46
Caller Ineligible		
Income Too High	3	
Previously Used Service	4	
Did not Meet Agency Requirements	12	
Caller Did Not Contact Agency		
Made Other Arrangements	7	
Did Not Call for Services	1	
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full	3	
No Free Transportation	1	
Caller Missed Scheduled Appointment	0	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	4	
Unable to Contact Client (Collaborative Intake)	2	
Caller Doesn't Remember	5	
TOTAL	158	158

Call Profile By County for October 2015

Duval	5249
Clay	587
St. Johns	545
Nassau	107
Columbia	91
Putnam	88
Suwannee	39
Hamilton	34
Baker	45
<i>Other Florida Counties</i>	59
<i>Other States</i>	26
<i>Caller declined to give</i>	117
<i>Abandoned calls, hang-ups</i>	1460
Total Calls for OCT 2015	8447

Top 10 Zip Codes - Duval County

Northside	32209	542
Westside	32210	516
Springfield	32208	341
Arlington	32206	338
Downtown	32211	305
Northside	32244	300
Westside	32218	274
Arlington	32277	204
Arlington	32205	183
Arlington	32216	196