

**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										31,000
FINANCIAL ASSISTANCE (# of Calls)	2,470	2,568	2,275										7,313
Financial Assistance RENT (Referrals)	1,640	1,576	1,196										4,412
Financial Assistance MORTGAGE (Referrals)	75	73	57										205
Financial Assistance UTILITIES (Referrals)	2,258	2,463	1,659										6,380
Financial Assistance DEPOSITS - Rent (Referrals)	223	174	210										607
Financial Assistance DEPOSITS - Utilities (Referrals)	222	236	118										576
FOOD/SHELTER/CLOTHING (# of Calls)	451	500	825										1,776
Food (Referrals)	575	601	2,564										3,740
Shelter (Referrals)	321	371	282										974
Clothing (Referrals)	158	127	143										428
Domestic Violence Shelter (Referrals)	13	9	6										28
HOUSING - PERMANENT (Referrals)	109	86	113										308
Average Speed Answered (Goal - 70 seconds)	1:09	0:44	1:46										1:13
Length of Calls (Goal - 4 minutes)	3:48	3:36	4:10										3:51
Hang-Up / Abandonments (Actual # and Average)	580	461	1,511										2,552
Abandonment Rate - Goal (14 percent)	8%	5%	14%										9%
Call Vol. Increase/Decrease (from previous year)	-17%	-20%	76%										13%

**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 '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 September 2017

COJ / Social Services Division / Emergency Assistance Program	1239
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	931
NFCAA / LIHEAP Program / R.F Kennedy Center	648
Arlington Community Services	258
Downtown Ecumenical Services Council, Inc. / Food Pantry	161
Catholic Charities Bureau, Inc. / Hurricane Irma Assistance	160
The Potter's House / Food Pantry	152
Catholic Charities Bureau, Inc. / Food Pantry	148
Jewish Family & Community Services, Inc. / Hurricane Irma Assistance	132
Household of Faith Church / Food Pantry	130
Bethany Ministries / Food Pantry	115
Trinity Evangelical Lutheran Church / Food Pantry	110
St. Monica's Catholic Church / Food Pantry	98
FEMA / Region IV / Southeast	88
The Salvation Army NEFL Area Command / Food pantry	86
Lutheran Social Services of Northeast Florida, Inc.	86
Sacred Heart Catholic Church	84
Bridge the Gap, Inc.	78
Faith-to-Grow / Cross-Cultural Outreach	76
Evangel Temple - Main Campus / Food Pantry & Clothes Closet	75
DVF / Northeast Region / Non-Emergency Services	67
American Red Cross / Northeast Florida Chapter	62
Daily Manna Serving Center, Inc.	62
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	60
Community Health Outreach/ Food Pantry	58
The Salvation Army of Clay County / Emergency Services	58
Jewish Family & Community Services, Inc / Emergency Food Pantry / Feed A Needy Neighbor Program	57
NFCAA / Senior Day at JEA	55
Catholic Charities Vureau, Inc. / Emergency Financial Assistance	53
St. Catherine's Episcopal Church / Food Pantry	53
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	52



## Follow-up Calls September 2017

Total Number of Follow-up Calls attempted		277
Percentage of Follow-up Calls identified out of Total Call Volume (10,522)		3%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		271
Percentage of Satisfied callers identified out of Total Contacts ( 277 )		98%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		0
Percentage of Referrals Called Three Times Without An Answer		0%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		170
Percentage of Referral Calls That Received Assistance From An Agency		61%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		107
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		39%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>19</b>
Out of Funds	0	
Unable to Reach, Line Busy	9	
Application Being Processed/Waiting	10	
<b>CALLER =</b>		<b>88</b>
<b>Caller Ineligible</b>		
Income Too High	3	
Previously Used Service	2	
Did not Meet Agency Requirements	33	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	0	
Did Not Call for Services	0	
<b>Other</b>		
Caller Rejected Assistance	12	
All Shelters / Services Full	3	
No Free Transportation	3	
Caller Missed Scheduled Appointment	4	
No Program Available / Service Does Not Exist	13	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	15	
Caller Doesn't Remember	0	
<b>TOTAL</b>	<b>107</b>	<b>107</b>

## Call Profile By County for September 2017

Duval	9221
Clay	1322
St. Johns	1274
Nassau	484
Putnam	601
Columbia	179
Suwannee	158
Baker	126
Hamilton	124
<i>Other Florida Counties</i>	94
<i>Other States</i>	10
<i>Caller declined to give</i>	66
<i>Abandoned calls, hang-ups</i>	1511
<b>Total Calls for Sep 2017</b>	<b>15170</b>

## Top 10 Zip Codes - Duval County

Northside	32209	569
Springfield	32208	562
Westside	32210	534
Arlington	32206	306
Westside	32218	304
Northside	32244	301
Downtown	32211	245
Riverside	32205	209
Arlington	32277	196
Southside	32207	170