

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										28,191
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666										10,800
Financial Assistance RENT (Referrals)	1,792	2,078	1,669										5,539
Financial Assistance MORTGAGE (Referrals)	82	100	68										250
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951										9,398
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255										745
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207										752
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395										1,489
Food (Referrals)	688	665	551										1,904
Shelter (Referrals)	244	240	262										746
Clothing (Referrals)	66	112	107										285
Domestic Violence Shelter (Referrals)	16	11	11										38
HOUSING - PERMANENT (Referrals)	53	55	66										174
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42										1:54
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38										3:47
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753										3,572
Abandonment Rate - Goal (14 percent)	13%	15%	9%										12%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%										-5%

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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 September 2016

COJ / Social Services Division / Emergency Assistance Program	2655
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1311
Arlington Community Services	283
Changing Homelessness / Veteran Assistance	101
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	83
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	79
The Salvation Army of Clay County	78
Faith-to-Grow / Cross-Cultural Outreach	73
The Potter's House / Food Pantry	71
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	68
Downtown Ecumenical Services Council, Inc. / Food Pantry	61
Sacred Heart Catholic Church	61
Bridge the Gap, Inc.	59
Northeast Florida Community Action Agency / Veteran Assistance	49
The Sulzbacher Center / Emergency Homeless Shelter	48
NFCAA / Clay County	47
St Johns County Social Services	46
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	42
Catholic Charities Bureau, Inc / St. Johns County / Emergency Assistance	40
Family Promise of Jacksonville, Inc.	38
NFCAA / Senior Day at JEA	37
The Salvation Army NEFL Area Command / Food Pantry	36
Trinity Rescue Mission Homeless Shelter	36
Community Health Outreach / Food Pantry	33
Bethany Ministries / Food Pantry	30
The City Rescue Mission, Inc. / Emergency Support Programs	30
COJ / Social Services Division / HIV/AIDS Program	28
Northeast Florida Builders Association, Inc	27
Jacksonville Housing Authority	26
Catholic Charities Bureau, Onc. / Workforce Development Program, Jax	25
Evangel Temple - Main Campus / Food Pantry & clothes Closet	23

Follow-up Calls September 2016

Total Number of Follow-up Calls attempted		830
Percentage of Follow-up Calls identified out of Total Call Volume (8,648)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		279
Percentage of Satisfied callers identified out of Total Contacts (291)		96%
Total Number of Referrals Called Three Times Without an Answer		539
Percentage of Referrals Called Three Times Without An Answer		65%
Total Number of Referral Calls That Received Assistance From An Agency		143
Percentage of Referral Calls That Received Assistance From An Agency		49%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		148
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		61%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		92
Out of Funds	4	
Unable to Reach, Line Busy	86	
Application Being Processed/Waiting	2	
CALLER =		56
Caller Ineligible		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	26	
Caller Did Not Contact Agency		
Made Other Arrangements	8	
Did Not Call for Services	0	
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full	1	
No Free Transportation	1	
Caller Missed Scheduled Appointment	6	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	5	
Caller Doesn't Remember	4	
TOTAL	148	148

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for September 2016

Duval	6364
Clay	495
St. Johns	437
Nassau	103
Columbia	101
Putnam	111
Baker	45
Suwannee	49
Hamilton	39
<i>Other Florida Counties</i>	52
<i>Other States</i>	26
<i>Caller declined to give</i>	73
<i>Abandoned calls, hang-ups</i>	753
Total Calls for September 2016	8648

Top 10 Zip Codes - Duval County

Northside	32209	732
Westside	32210	558
Springfield	32208	426
Westside	32218	375
Northside	32244	367
Arlington	32206	345
Downtown	32202	318
Downtown	32211	310
Arlington	32277	241
Riverside	32205	212