

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										29,525
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516										10,025
Financial Assistance RENT (Referrals)	1,618	1,818	1,777										5,213
Financial Assistance MORTGAGE (Referrals)	55	35	51										141
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137										9,444
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199										525
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186										570
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396										1,101
Food (Referrals)	434	493	539										1,466
Shelter (Referrals)	155	144	153										452
Clothing (Referrals)	63	86	137										286
Domestic Violence Shelter (Referrals)	8	4	6										18
HOUSING - PERMANENT (Referrals)	66	53	70										189
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14										2:49
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05										4:04
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437										5,375
Abandonment Rate - Goal (14 percent)	20%	19%	15%										18%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%										-5%

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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 September 2015

COJ / Social Services Division / Emergency Assistance Program	2536
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1641
Arlington Community Services	322
elderSource	193
Faith-to-Grow / Cross-Cultural Outreach	100
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	82
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	81
Community Connections / N. FL Rapid Rehousing Program	66
The Salvation Army of Clay County	63
Downtown Ecumenical Services Council, Inc. / Food Pantry	54
The Salvation Army Northeast Florida Area Command / Food Pantry	47
Bridge the Gap, Inc.	45
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	44
Mental Health Resource Center / Outreach Programs for Homeless	43
The Potter's House / Food Pantry	42
Catholic Charities Bureau, Inc / Food Pantry	41
St. Johns County Social Services	40
NFCAA / Senior Day at JEA	39
Community Connections of Jacksonville, Inc. / Clay County ESG Program	35
Community Health Outreach / Food Pantry	34
NFCAA / Clay County	32
Emergency Pregnancy Services, Inc. / Riverside	31
Family Promise of Jacksonville, Inc.	29
Ability Housing of Northeast Florida, Inc.	29
Health Planning Council of Northeast Florida	27
The Sulzbacher Center / Emergency Homeless Shelter	26
Catholic Charities / St Johns County / Emergency Assistance	26
Trinity Evangelical Lutheran Chruch, Inc. / Food Pantry	26
Community Health Outreach / Baby Luv	25
R & K Family Center	24
First Coast Women's Services / Duval County	23
Household of Faith Chruch / Food Pantry	23
Catholic Charities Bureau, Inc. / Lake City / Emergency Assistance	22

Follow-up Calls September 2015

Total Number of Follow-up Calls attempted		912
Percentage of Follow-up Calls identified out of Total Call Volume (9501)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		273
Percentage of Satisfied callers identified out of Total Contacts (912)		94%
Total Number of Referrals Called Three Times Without an Answer		621
Percentage of Referrals Called Three Times Without An Answer		68%
Total Number of Referral Calls That Received Assistance From An Agency		113
Percentage of Referral Calls That Received Assistance From An Agency		39%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		178
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		61%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		104
Out of Funds	4	
Unable to Reach, Line Busy	99	
Application Being Processed/Waiting	1	
CALLER =		74
Caller Ineligible		
Income Too High	2	
Previously Used Service	2	
Did not Meet Agency Requirements	26	
Caller Did Not Contact Agency		
Made Other Arrangements	9	
Did Not Call for Services	2	
Other		
Caller Rejected Assistance	3	
All Shelters / Services Full	2	
No Free Transportation	1	
Caller Missed Scheduled Appointment	7	
No Program Available / Service Does Not Exist	13	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	1	
Caller Doesn't Remember	6	
TOTAL	178	178

Call Profile By County for September 2015

Duval	6472
Clay	517
St. Johns	495
Nassau	134
Columbia	82
Putnam	99
Suwannee	47
Hamilton	34
Baker	40
<i>Other Florida Counties</i>	52
<i>Other States</i>	28
<i>Caller declined to give</i>	64
<i>Abandoned calls, hang-ups</i>	1437
Total Calls for SEP 2015	9501

Top 10 Zip Codes - Duval County

Northside	32209	748
Westside	32210	654
Springfield	32208	414
Arlington	32206	373
Downtown	32211	358
Northside	32244	341
Westside	32218	292
Arlington	32277	282
Arlington	32205	231
Downtown	32207	204