

UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing

Apr-05

MAJOR CATEGORY 2005	Jan '05	Feb '05	Mar '05	Apr '05	May '05	June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Total '05
MONTHLY CALL VOLUME	5,671	4,294	4,878	4,712									19,555
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150									4,771
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783									3,295
HOUSING	23	34	23	21									101
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30									0:43
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37									3:19
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351									556
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%									10%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%									-10%

MAJOR CATEGORY 2004	Jan '04	Feb '04	Mar '04	Apr '04	May '04	June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Total '04
MONTHLY CALL VOLUME	6,481	5,033	5,061	5,277	5,071	5,522	5,973	6,533	9,049	6,026	5,871	5,605	71,502
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	36,115
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051	3,538	722	1,363	1,347	14,210
HOUSING	46	62	79	100	120	214	147	62	58	73	116	93	1,170
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50	1:10	1:11	0:55	1:11	1:15	1:00	1:05
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11	3:53	3:37	2:51	3:29	3:10	3:02	3:36
Hang-Up / Abandonments (Actual # and Average)	2,245	880	739	960	738	782	1,102	1,172	1,250	962	964	803	1,050
Abandonment Rate - Goal (17 percent)	25%	14%	12%	15%	12%	12%	15%	15%	12%	14%	14%	12%	14%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%	37%	29%	27%	10%	18%

MAJOR CATEGORY 2003	Jan '03	Feb '03	Mar '03	*Apr '03	*May '03	*June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Total '03
MONTHLY CALL VOLUME	4,766	3,988	4,847	4,073	4,609	4,627	6,781	6,815	6,594	4,636	4,639	5,078	61,453
<i>* Adjusted call volume (April, May, June)</i>	4,766	3,988	4,847	4,989	5,612	5,709	6,781	6,815	6,594	4,636	4,639	5,078	64,454
FINANCIAL ASSISTANCE/SUPPORT	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	1,564	2,047	21,463
<i>* Adjusted financial assistance (April, May, June)</i>	1,690	1,267	1,520	1,917	1,952	1,780	2,656	2,884	2,308	1,711	1,564	2,047	23,296
FOOD/SHELTER/CLOTHING/FURNITURE	545	392	555	431	206	452	660	716	690	496	348	453	5,944
<i>* Adjusted food, shelter, clothing, furniture (April, May, June)</i>	545	392	555	510	545	501	660	716	690	496	348	453	6,411
HOUSING	26	17	13	31	49	8	27	51	53	47	24	30	376
<i>* Adjusted housing (June)</i>	26	17	13	31	49	25	27	51	53	47	24	30	393
Average Speed Answered (Goal - 60 seconds)	1:10	0:41	0:53	1:07	0:26	0:30	1:27	1:38	1:11	1:53	1:57	1:51	1:13
Length of Calls (Goal - 3 minutes)	2:45	2:52	3:01	3:36	3:49	3:55	4:09	4:46	4:11	4:31	4:06	4:25	3:50
Hang-Up / Abandonments (Actual Number)	1,039	380	766	907	448	394	970	1,116	906	1,207	1,270	1,480	907
Abandonment Rate - Goal (20 percent)	18%	9%	13%	18%	9%	8%	17%	18%	14%	21%	21%	23%	16%

MAJOR CATEGORY 2002	Jan '02	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Total '02
MONTHLY CALL VOLUME	5,820	5,241	4,483	5,176	5,832	5,182	6,686	6,705	6,020	6,328	5,273	5,572	68,318
FINANCIAL ASSISTANCE/SUPPORT	2,075	1,113	1,489	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	24,166
FOOD/SHELTER/CLOTHING/FURNITURE	547	366	427	450	525	534	674	747	639	730	739	552	6,930
HOUSING	19	9	13	19	21	22	22	28	23	27	24	19	246
Average Speed Answered	1:04	0:35	0:55	1:03	1:01	1:04	1:08	1:50	0:54	0:38	0:58	1:17	1:02
Length of Calls	2:24	1:43	3:02	2:45	2:06	2:42	3:26	2:44	2:55	3:38	2:52	2:43	2:45

MAJOR CATEGORY 2001	Jan '01	Feb '01	Mar '01	Apr '01	May '01	June '01	July '01	Aug '01	Sept '01	Oct '01	Nov '01	Dec '01	Total '01
MONTHLY CALL VOLUME	5,202	3,926	4,358	4,117	4,985	4,776	5,412	5,846	5,616	6,871	6,992	5,112	63,213
FINANCIAL ASSISTANCE/SUPPORT	1,644	1,039	1,147	1,408	1,555	1,569	1,883	2,267	2,113	2,536	2,289	1,907	21,357
FOOD/SHELTER/CLOTHING/FURNITURE	355	283	406	414	503	497	662	646	566	733	695	571	6,331
HOUSING	na	na	na	na	na	24	21	40	17	33	16	18	169
Average Speed Answered	0:49	0:37	0:41	0:53	0:58	0:58	1:11	1:10	1:01	0:47	0:47	0:51	0:53
Length of Calls	2:06	2:21	2:31	2:26	2:41	2:34	2:29	2:35	2:28	2:03	1:42	2:20	2:21

TOP REFERRALS FOR APRIL 2005

COJ / Mental Health & Welfare Emergency Assistance	1845
Catholic Charities Bureau, Inc. / Emergency Assistance	1708
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	978
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	545
Faith-to-Grow / Cross-cultural Outreach	134
NEFCAA / LIHEAP Program / R. F. Kennedy Center	132
NEFCAA / LIHEAP Program / Emmett Reed Center	122
Arlington Community Services	116
St. Vincent DePaul Society / Church of the Assumption	95
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	69
Westside Christian Outreach	64
Beaches Emergency Assistance Ministry (BEAM)	42
The Inn Ministry	37
Emergency Pregnancy Service of Jacksonville, Inc.	36
Urban Jacksonville, Inc / Emergency Home Energy Assistance for the Elderly (EHEAP)	35
United Community Outreach Ministry (UCOM) / Financial Assistance Program	33
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	32
The City Rescue Mission, Inc. - New Life Inn	32
World Outreach /The Lord's Store	31
Economic Opportunity Council	30
Community Connections of Jacksonville, Inc. / Florence Davis Center	30
Gateway Community Services, Inc.	26
Welfare Federation / St. Johns County / Emergency Assistance Program	25
Catholic Charities / St. Johns County / Emergency Assistance	24
Salvation Army of Clay County / Emergency Welfare Assistance	24
Salvation Army of St. Johns County / Emergency Assistance	24
Women's Help Center	23
St. Johns County Social Services	20
North Jacksonville Women's Resource Center	20
Jacksonville Children's Commission/Child Care Resource & Referral Services	20
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	19
DCF / Duval County / Medicaid Program	18
Independent Living Resource Center / ILRC	18
Jacksonville Area Legal Aid, Inc. / Main Office . Legal Representation	17
North Florida Builders Association, Inc. / Builders Care	16
River Region Human Services, Inc. / Substance Abuse Treatment	16

MAJOR CATEGORIES FOR APRIL 2005

MAJOR CATEGORY	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	Total '04-'05	Apr '04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	15	28	3	15	3	16	14	12	14	8	7	12	147	38
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	328	369	210	198	152	140	146	172	110	440	189	158	2,612	241
ADOPTION	0	5	2	1	1	3	2	1	17	1	3	0	36	6
CHRONIC CALLER	241	170	130	163	126	98	149	146	152	112	152	106	1,745	282
DAY CARE	3	18	21	23	18	21	26	19	15	22	26	24	236	24
DISABLED & ELDERLY	17	34	32	36	23	11	31	12	13	23	29	33	294	42
DISASTER (Hurricane)	0	0	0	1,639	762	3	0	0	0	0	0	0	2,404	3
EMOTIONAL CRISIS *	186	82	542	92	53	44	79	86	61	55	12	48	1,340	58
FINANCIAL ASSISTANCE / SUPPORT	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	28,082	4,634
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	920	988	620	2,051	1,831	1,077	1,363	1,347	744	876	892	783	13,492	895
HEALTH/MEDICATION	232	435	157	186	188	130	162	144	136	88	121	123	2,102	158
HOUSING INFORMATION	120	214	147	62	58	73	116	93	23	34	23	21	984	100
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	19	21	9	5	11	9	16	11	9	6	7	8	131	26
SUPPORT GROUP / EDUCATION / VOLUNTEER	51	43	38	32	19	30	42	32	66	34	30	35	452	128
OTHER	112	299	168	182	261	188	205	276	138	113	122	142	2,206	67
Prosperity Campaign / Income Tax	0	134	67	0	7	13	0	143	771	712	448	231	2,526	0
TOTAL CATEGORIES	6,042	7,063	4,764	6,658	6,804	3,699	5,273	5,137	3,466	3,725	3,284	2,874	58,789	6,702

* Emotional Crisis calls can be in more than one category.

Information Source: Service Point 3.0 and Avaya Call Management Supervisor (CMS) Software

UNMET NEEDS (428)

APRIL 2005

Agency out of funds/goods	2
Appointment line busy	253
Client ineligible	8
Client previously used service	11
Client refused referral	24
Did not meet agency requirements	24
No program available	79
No weekend weekend/after hours/holiday service	2
Shelter Full	13
Waiting list	12
	428

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	2
Appointment line busy	Utility Bill Assistance	166
Appointment line busy	Utility Deposit Assistance	11
Appointment line busy	Rental Deposit Assistance	13
Appointment line busy	Rent/Mortgage Assistance	63
Client ineligible	Utility Bill Assistance	7
Client ineligible	Food Pantries	1
Client previously used service	Rent/Mortgage Assistance	4
Client previously used service	Utility Bill Assistance	6
Client previously used service	Traveler's Aid	1
Client Refused Referral	Utility Bill Assistance	8
Client Refused Referral	Rent/Mortgage Assistance	3
Client Refused Referral	Child Care Resource and Referral	3
Client Refused Referral	Food Pantries	3
Client Refused Referral	Homeless Shelters	7
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Utility Bill Assistance	7
Did not meet agency requirements	General Legal Aid	3
Did not meet agency requirements	Prescription Expense Assistance	4
Did not meet agency requirements	Low Cost homes/Housing Units	2
Did not meet agency requirements	Homeless Shelters	2
No program available	Automobile Payment Assistance	2
No program available	Automobile Insurance Payt. Assistance	5
No program available	Medical Bill Payment Assistance	9
No program available	Free Transportation	4
No program available	Furniture	6
No program available	Automobile Repairs	1
No program available	Appliances	1
No program available	Emergency Dental Care	2
No program available	Health Insurance Premium Assistance	1
No program available	Health Insurance	1
No program available	Telephone Bill Assistance	14
No program available	Undesignated Temporary Financial Aid	33
No weekend/after hours/holiday Service	Food Pantries	2
Waiting list	Subsidized Child Care	5
Waiting list	Furniture	2
Waiting list	Housing Authorities	6
Shelters Full	Homeless People	12

Call Profile By County for April 2005

Baker County		70
Bradford		22
Clay		474
Columbia		66
Duval		3196
Hamilton		52
Marion		117
Nassau		89
Putnam		22
Suwannee		60
St. Johns		446
Other Florida		46
Other States		22
Unknown		30
Total Calls for April 2005	4712	4712

Top 10 Zip Codes - Duval County

Northwest Jax	32209	442
Westside	32210	345
Northside	32208	211
Springfield	32206	186
Westside	32244	180
Northside	32218	168
Arlington	32211	166
Southside	32207	142
Southside	32216	127
Westside	32205	122
Arlington	32277	119