

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

April '06													
MAJOR CATEGORY 2006	Jan '06	Feb '06	Mar '06	Apr '06	May '06	June '06	July '06	Aug '06	Sept '05	Oct '06	Nov '06	Dec '06	Total '06
MONTHLY CALL VOLUME	5,624	4,388	4,971	5,591									20,574
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419									15,297
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813									2,749
HOUSING	91	43	56	32									222
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18									0:53
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40									2:42
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306									367
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%									7%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	2%									2%
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	5,482	5,649	6,118	6,483	7,019	6,111	5,590	6,916	68,923
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056	1,842	3,189	3,111	3,769	24,305
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451	444	671	1,610	1,477	1,691	11,572
HOUSING	23	34	23	21	29	57	75	128	363	614	514	432	2,313
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27	0:29	0:42	0:52	0:45	0:44	0:47	0:31	0:40
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28	3:10	3:24	3:04	3:13	3:11	3:33	2:49	3:15
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550	903	809	626	524	512	577
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%	12%	10%	9%	8%	6%	9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%	0%	-22%	1%	-4%	23%	-2%
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

TOP REFERRALS FOR APRIL 2006

COJ / Mental Health & Welfare Emergency Assistance	1750
Catholic Charities Bureau, Inc. / Emergency Assistance	1689
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	930
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	362
NEFCAA / LIHEAP Program / R. F. Kennedy Center	152
DCF / Florida / Emergency Financial Housing Assistance Program	138
Arlington Community Services	137
Catholic Charities Bureau, Inc. / Food Pantry	103
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	94
NEFCAA / LIHEAP Program / Emmett Reed Center	87
Faith-to-Grow / Cross-cultural Outreach	56
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	56
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	50
Economic Opportunity Council	49
Salvation Army of Clay County / Emergency Welfare Assistance	49
St. Vincent DePaul Society / Church of the Assumption	49
United Community Outreach Ministry (UCOM) / Financial Assistance Program	36
Regency Church of God / Food Pantry	35
World Outreach /The Lord's Store	35
Beaches Emergency Assistance Ministry (BEAM)	32
The City Rescue Mission, Inc. / New Life Inn	32
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	31
Westside Christian Outreach	30
A New Beginning	27
Catholic Charities / St. Johns County / Emergency Assistance	27
The City Rescue Mission, Inc. / Thrift Store	27
Welfare Federation / St. Johns County / Emergency Assistance Program	27
Catholic Charities Bureau, Inc. / Family and Addictions Counseling	24
The Salvation Army NE FL Area Command / Red Shield Lodge	24
Salvation Army of St. Johns County / Emergency Assistance	22
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	19
Catholic Charities / Putnam County / Emergency Assistance	18
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	17
Partnership for Prescription Assistance	16
CF / TANF-Food Stamps-Medicaid / Southside Service Center / Duval County	15
Emergency Pregnancy Service of Jacksonville, Inc.	15

UNMET NEEDS (407)

APRIL 2006

Agency out of funds/goods	9
Appointment line busy	294
Client previously used service	4
Client refused referral	18
Did not meet agency requirements	22
No program available	33
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	1
Shelter Full	18
Waiting list	8
	407

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	9
Appointment line busy	Child Care Resource and Referral	2
Appointment line busy	Utility Bill Assistance	189
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	27
Appointment line busy	Rent/Mortgage Assistance	74
Client previously used service	Adult Residential Treatment Facility	1
Client previously used service	Utility Bill Payment Assistance	2
Client previously used service	Rent/Mortgage Assistance	1
Client Refused Referral	Adult Residential Treatment Facility	1
Client Refused Referral	Detoxification	1
Client Refused Referral	Utility Bill Payment Assistance	5
Client Refused Referral	Discount Bus Passes	2
Client Refused Referral	Rent/Mortgage Assistance	3
Client Refused Referral	Pregnancy Counseling	1
Client Refused Referral	Homeless Shelter	5
Did not meet agency requirements	Rent/Mortgage Assistance	4
Did not meet agency requirements	Rental Deposit Assistance	2
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Utility Bill Assistance	8
Did not meet agency requirements	Home Rehabilitation/Repair	1
Did not meet agency requirements	Furniture	1
Did not meet agency requirements	Cremation Services	2
Did not meet agency requirements	Dental Care (No cost)	1
Did not meet agency requirements	Home Health Care	1
Did not meet agency requirements	Crisis Shelter	1
No program available	Boot Camp	1
No program available	Automobile Repairs	1
No program available	Caregiver Support Group	1
No program available	Language Translation (Free)	1
No program available	Long Distance Transportation (free)	1
No program available	Mobile Home Reinforcement Servcies	1

No program available	Motel Vouchers	2
No program available	Moving Assistance	1
No program available	Moving Expense Assistance	2
No program available	Tree Removal	2
No program available	Bus Fare/Gas Money	1
No program available	Medical Bill Payment Assistance	4
No program available	Telephone Bill Assistance	6
No program available	Undesignated Temporary Financial Aid	9
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Subsidized Child Care	5
Waiting list	Subsidized Housing	3
Shelters Full	Homeless People	18

**APRIL 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		562
Percentage of Follow-up Calls identified out of Total Call Volume (5591)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		384
Percentage of satisfied callers identified out of Total Contacts (386)		0.9948
Total Number of Referrals Called Three Times Without An Answer		176
		31%
Total Number of Referral Calls That Received Assistance From An Agency		191
Percentage of Referral Calls That Received Assistance From An Agency		34%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		195
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		35%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		162
Out of Funds	4	
Unable to Reach, Line Busy	156	
Application Being Processed/Waiting	2	
CALLER =		33
Caller Ineligible		
Income Too High	7	
Previously Used Service	3	
Did not Meet Agency Requirements	12	
Caller Did Not Contact Agency		
Made Other Arrangements	4	
Did Not Call for Services	2	
Caller Rejected Assistance	3	
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment	2	
Alternative Referral Made During Follow-up (00)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (119)		
TOTAL		195

Call Profile By County for April 2006

Baker County	57
Bradford	4
Clay	423
Columbia	71
Duval	3958
Hamilton	51
Marion	169
Nassau	83
Putnam	18
Suwannee	62
St. Johns	569
Other Florida Counties	65
Other States	18
Unknown	43
Total Calls for April 2006	5591

Top 10 Zip Codes - Duval County

Northwest Jax	32209	432
Westside	32210	315
Northside	32208	230
Springfield	32206	195
Arlington	32211	182
Westside	32244	177
Northside	32218	155
Westside	32205	146
San Marco	32207	120
Westside	32254	119

