

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

	July '06	Aug. '06	Sept. '06	Oct. '06	Nov. '06	Dec. '06	Jan. '07	Feb. '07	Mar '07	Apr '07	May '07	June '07	Total '06-07
MAJOR CATEGORY 2006 - 2007													
MONTHLY CALL VOLUME	5,247	6,488	6,012	6,677	5,814	5,299	5,020	4,427	5,717	5,923			56,624
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173	1,378			29,751
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219	278			5,593
HOUSING	80	77	68	79	64	37	34	42	27	37			545
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38	0:39	0:47			0:54
Length of Calls (Goal - 4 mins., 5 seconds)	2:43	3:14	3:31	3:04	2:59	2:54	3:08	2:56	3:06	3:04			3:03
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598			796
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%			12%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%			-2%
MAJOR CATEGORY 2005 - 2006													
MONTHLY CALL VOLUME	6,118	6,483	7,019	6,111	5,590	6,916	5,624	4,388	4,971	5,591	6,111	6,128	71,050
FINANCIAL ASSISTANCE/SUPPORT	1,551	2,056	1,842	3,189	3,111	3,769	2,626	3,233	4,019	5,419	5,793	5,689	42,297
FOOD/SHELTER/CLOTHING/FURNITURE	451	444	671	1,610	1,477	1,691	802	405	1,296	813	727	676	11,063
HOUSING	75	128	363	614	514	432	91	43	92	32	29	47	2,460
Average Speed Answered (Goal - 1 min., 10 seconds)	0:42	0:52	0:45	0:44	0:47	0:31	0:53	0:17	0:21	0:18	0:21	0:39	0:35
Length of Calls (Goal - 4 mins., 5 seconds)	3:24	3:04	3:13	3:11	3:33	2:49	2:54	2:31	2:43	2:40	2:35	2:38	2:56
Hang-Up / Abandonments (Actual # and Average)	550	903	809	626	524	512	510	282	371	306	350	499	520
Abandonment Rate - Goal (16 percent)	8%	12%	10%	9%	8%	6%	9%	6%	6%	5%	5%	7%	8%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	2%	0%	-22%	1%	-4%	23%	0%	2%	2%	19%	11%	9%	4%

TOP REFERRALS FOR APRIL 2007

COJ / Mental Health & Welfare Emergency Assistance	2088
Catholic Charities Bureau, Inc. / Emergency Assistance	1714
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	830
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	793
NEFCAA / LIHEAP Program / R. F. Kennedy Center	388
DCF / Florida / Emergency Financial Housing Assistance Program	337
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	278
Arlington Community Services	162
Catholic Charities Bureau, Inc. / Food Pantry JAX	121
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	117
Jewish Family & Community Services, Inc. / Emergency Food Pantry	100
United Community Outreach Ministry (UCOM) / Financial Assistance Program	89
Faith-to-Grow / Cross-cultural Outreach	60
Urban Jacksonville, Inc. / Community Care for the Elderly	56
St. Vincent DePaul Society / Church of the Assumption	55
Salvation Army of Clay County / Emergency Services	52
COJ / Community Services Division / Winter Crisis Line for Seniors	50
Westside Christian Outreach	49
NEFCAA / Family Program / R.F. Kennedy Center	47
World Outreaach, Inc. / The Lord's Store	46
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	45
COJ / Community Services Division / Public Information Line	43
St. Johns County Social Services	42
Beaches Emergency Assistance Ministry (BEAM)	40
Welfare Federation / St. Johns County / Emergency Assistance Program	40
The Salvation Army NE FL Area Command / Red Shield Lodge	34
Catholic Charities / St. Johns County / Emergency Assistance	30
North Jacksonville Women's Resource Center	30
Salvation Army of St. John's County / Emergency Assistance	29
elderSource / Elder Helpline	27
Emergency Pregnancy Services	27
First Coast Women's Services	27
Regency Church of God / Food Pantry	26
Partnership for Prescription Assistance	25
Trinity Rescue Mission / Women & Children's Center	25
Catholic Charities / Putnam County / Emergency Assistance	24

UNMET NEEDS (580)

APRIL 2007

Agency out of funds/goods	21
Appointment line busy	406
Client previously used service	11
Client refused referral	17
Did not meet agency requirements	28
No program available	30
Seasonal Program / Out of Season	1
No weekend weekend/after hours/holiday service	2
Shelter Full	30
Waiting list	34

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	2
Agency out of funds/goods	Glasses/Contact Lenses	1
Agency out of funds/goods	Utility Bill Assistance	3
Agency out of funds/goods	Rental Deposit Assistance	3
Agency out of funds/goods	Furniture	12
Appointment line busy	Utility Bill Assistance	247
Appointment line busy	Utility Deposit Assistance	11
Appointment line busy	Rental Deposit Assistance	24
Appointment line busy	Rent/Mortgage Assistance	124
Client previously used service	Rent/Mortgage Assistance	4
Client previously used service	Youth	1
Client previously used service	Utility Bill Assistance	6
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Case Management	1
Client Refused Referral	Discount Transit Passes	1
Client Refused Referral	Prescription Expense Assistance	1
Client Refused Referral	Transitional Housing/Shelter	1
Client Refused Referral	Rent/Mortgage Payment Assistance	1
Client Refused Referral	Utilities Payment Assistance	1
Client Refused Referral	Substance Abuse Treatment	1
Client Refused Referral	Rent/Mortgage Deposit Assistance	3
Did not meet agency requirements	Rent/Mortgage Payment Assistance	6
Did not meet agency requirements	Utility Bill Assistance	10
Did not meet agency requirements	Dental/Health Insurance	5
Did not meet agency requirements	General Legal Aid	2
Did not meet agency requirements	Home Repairs	1
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	Utility Deposit Assistance	3
No program available	Free Long Distance Transportation	2
No program available	Automobile Payment Assistance	1
No program available	Free ID cards	1
No program available	Free Summer Camp	1

No program available	Bus Fare/Gas Money	2
No program available	Medical Bill Payment Assistance	5
No program available	Telephone Bill Payment Assistance	11
No program available	Undesignated Temporary Financial Aid	7
No weekend/after hours/holiday Service	Food Pantries	2
Waiting list	Subsidized Child Care	14
Waiting list	Transitional Housing	1
Waiting list	Home Repairs	1
Waiting list	Housing Authorities	18
Shelters Full	Homeless Shelter	30

**APRIL 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		563
Percentage of Follow-up Calls identified out of Total Call Volume (5923)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		230
Percentage of Satisfied callers identified out of Total Contacts (231)		100%
Total Number of Referrals Called Three Times Without An Answer		332
Percentage of Referrals Called Three Times Without An Answer		59%
Total Number of Referral Calls That Received Assistance From An Agency		150
Percentage of Referral Calls That Received Assistance From An Agency		27%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		81
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		14%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		69
Out of Funds	18	
Unable to Reach, Line Busy	50	
Application Being Processed/Waiting	1	
CALLER =		12
Caller Ineligible		
Income Too High	1	
Previously Used Service	5	
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements	3	
Did Not Call for Services		
Caller Rejected Assistance		
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment	1	
Alternative Referral Made During Follow-up	5	
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ()		
TOTAL		81

Call Profile By County for April 2007

Baker County	55
Bradford	4
Clay	635
Columbia	78
Duval	4039
Hamilton	54
Marion	12
Nassau	134
Putnam	36
Suwannee	68
St. Johns	578
Other Florida Counties	106
Other States	14
Unknown	110
Total Calls for April 2007	5923

Top 10 Zip Codes - Duval County

Northwest Jax	32209	449
Westside	32210	289
Springfield	32206	258
Northside	32208	255
Westside	32244	205
Arlington	32211	166
Downtown	32205	165
Northside	32218	160
San Marco	32207	146
Westside	32254	146

