

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

MAJOR CATEGORY 2007 - 2008	July '07	Aug. '07	Sept. '07	Oct. '07	Nov. '07	Dec. '07	Jan. '08	Feb. '08	Mar '08	Apr '08	May '08	June '08	Total '07-08
MONTHLY CALL VOLUME	6,665	7,572											14,237
FINANCIAL ASSISTANCE/SUPPORT	1,850	2,039											3,889
FOOD/SHELTER/CLOTHING/FURNITURE	368	391											759
HOUSING	42	38											80
Average Speed Answered (Goal - 60 seconds)	1:11	0:58											1:04
Length of Calls (Goal - 4 mins., 5 seconds)	2:56	2:47											2:51
Hang-Up / Abandonments (Actual # and Average)	1,166	1,043											1,105
Abandonment Rate - Goal (15 percent)	14%	12%											13%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	27%	17%											22%

MAJOR CATEGORY 2006 - 2007	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
MONTHLY CALL VOLUME	5,247	6,488	6,012	6,677	5,814	5,299	5,020	4,427	5,717	5,923	5,756	6,068	68,448
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	32,296
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219	278	330	279	6,202
HOUSING	80	77	68	79	64	37	34	42	27	37	40	33	618
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	0:39	0:43	0:52
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	2:54	2:53	3:02
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598	519	575	755
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%	8%	8%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	-2%

MAJOR CATEGORY 2005 - 2006	July '05	Aug. '05	Sept. '05	Oct. '05	Nov. '05	Dec. '05	Jan. '06	Feb. '06	Mar '06	Apr. '06	May '06	June '06	Total '05-06
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%

MAJOR CATEGORY 2004 - 2005	July '04	Aug. '04	Sept. '04	Oct. '04	Nov. '04	Dec. '04	Jan '05	Feb. '05	Mar '05	Apr. '05	May '05	June '05	Total '04-05
MONTHLY CALL VOLUME	5,973	6,533	9,049	6,026	5,871	5,605	5,671	4,294	4,878	4,712	5,482	5,649	69,743
FINANCIAL ASSISTANCE/SUPPORT	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	2,483	24,077
FOOD/SHELTER/CLOTHING/FURNITURE	620	2,051	3,538	722	1,363	1,392	744	876	892	783	916	1,017	14,914
HOUSING	147	62	58	73	116	93	23	34	23	21	29	57	736
Average Speed Answered (Goal - 1 min., 15 seconds)	1:10	1:11	0:55	1:11	1:15	1:00	1:03	0:45	0:35	0:30	0:27	0:29	0:52
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:37	2:51	3:29	3:10	3:02	2:52	3:04	3:45	3:37	3:28	3:10	3:19
Hang-Up / Abandonments (Actual # and Average)	1,102	1,172	1,250	962	964	803	913	482	478	351	353	421	771
Abandonment Rate - Goal (17 percent)	16%	15%	12%	14%	14%	13%	14%	10%	9%	7%	6%	7%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 3%	-12%	-4%	37%	29%	27%	10%	-12%	-14%	-3%	-10%	8%	2%	5%

MAJOR CATEGORY 2003 - 2004	July '03	Aug. '03	Sept. '03	Oct. '03	Nov. '03	Dec. '03	Jan. '04	Feb. '04	Mar '04	Apr '04	May '04	June '04	Total '03-04
MONTHLY CALL VOLUME	6,781	6,815	6,594	4,636	4,639	5,078	6,481	5,033	5,061	5,277	5,071	5,522	66,988
FINANCIAL ASSISTANCE/SUPPORT	2,656	2,884	2,308	1,711	1,564	2,047	3,144	2,065	2,961	4,634	3,798	4,223	33,995
FOOD/SHELTER/CLOTHING/FURNITURE	660	716	690	496	348	453	651	497	618	895	920	988	7,932
HOUSING	27	51	53	47	24	30	46	62	79	100	120	214	853
Average Speed Answered (Goal - 60 seconds)	1:27	1:38	1:11	1:53	1:57	1:51	1:58	0:57	0:48	1:02	0:46	0:50	1:21
Length of Calls (Goal - 3 minutes)	4:09	4:46	4:11	4:31	4:06	4:25	3:53	3:20	3:29	4:15	4:11	4:11	4:07
Hang-Up / Abandonments (Actual Number)	970	1,116	906	1,207	1,270	1,480	2,245	880	739	960	738	782	1,108
Abandonment Rate - Goal (20 percent)	17%	18%	14%	21%	21%	23%	26%	15%	13%	15%	12%	12%	17%

MAJOR CATEGORY 2002 - 2003	July '02	Aug. '02	Sept. '02	Oct. '02	Nov. '02	Dec. '02	Jan. '03	Feb. '03	Mar '03	Apr. '03	May '03	June '03	Total '02-03
MONTHLY CALL VOLUME	6,686	6,705	6,020	6,328	5,273	5,572	4,766	3,988	4,847	4,989	5,612	5,709	66,495
FINANCIAL ASSISTANCE/SUPPORT	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	1,520	1,917	1,952	1,780	23,651
FOOD/SHELTER/CLOTHING/FURNITURE	674	747	639	730	739	552	545	392	555	510	545	501	7,129
HOUSING	22	28	23	27	24	19	26	17	13	31	49	25	304
Average Speed Answered	1:08	1:50	0:54	0:38	0:58	1:17	1:10	0:41	0:53	1:07	0:26	0:30	0:57
Length of Calls	3:26	2:44	2:55	3:38	2:52	2:43	2:45	2:52	3:01	3:36	3:49	3:55	3:11

MAJOR CATEGORY 2001 - 2002	July '01	Aug. '01	Sept. '01	Oct. '01	Nov. '01	Dec. '01	Jan. '02	Feb. '02	Mar. '02	Apr. '02	May '02	June '02	Total '01-02
MONTHLY CALL VOLUME	5,412	5,846	5,616	6,871	6,992	5,112	5,820	5,241	4,483	5,176	5,832	5,182	67,583
FINANCIAL ASSISTANCE/SUPPORT	1,883	2,267	2,113	2,536	2,289	1,907	2,075	1,113	1,489	1,952	2,019	1,993	23,636
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	6,722
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	248
Average Speed Answered	1:11	1:10	1:01	0:47	0:47	0:51	1:04	0:35	0:55	1:03	1:01	1:04	0:57
Length of Calls	2:29	2:35	2:28	2:03	1:42	2:20	2:24	1:43	3:02	2:45	2:06	2:42	2:21

TOP REFERRALS FOR AUGUST 2007

COJ / Mental Health & Welfare Emergency Assistance	2814
Catholic Charities Bureau, Inc. / Emergency Assistance	2279
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	985
DCF / Florida / Emergency Financial Housing Assistance Program	539
NEFCAA / LIHEAP Program / R. F. Kennedy Center	518
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	373
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	308
Arlington Community Services	211
Catholic Charities Bureau, Inc. / Food Pantry JAX	133
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	118
United Community Outreach Ministry (UCOM) / Financial Assistance Program	98
Jewish Family & Community Services, Inc. / Emergency Food Pantry	84
St. Vincent DePaul Society / Church of the Assumption	77
Welfare Federation / St. Johns County / Emergency Assistance Program	73
Faith-to-Grow / Cross-cultural Outreach	69
Salvation Army of Clay County / Emergency Services	66
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	59
Salvation Army of St. John's County / Emergency Assistance	53
St. Johns County Social Services	52
Westside Christian Outreach	52
Beaches Emergency Assistance Ministry (BEAM)	51
Catholic Charities / St. Johns County / Emergency Assistance	51
Urban Jacksonville, Inc. / Community Care for the Elderly	49
The Salvation Army NE FL Area Command / Red Shield Lodge	45
I.M. Sulzbacher Center for the Homeless, Inc/ Homeless Shelter	40
World Outreaach, Inc. / The Lord's Store	40
Downtown Ecumenical Services Council, Inc. / Emergency Clothing Services	38
Trinity Rescue Mission / Women & Children's Center	36
NEFCAA / Family Program / R.F. Kennedy Center	35
DCF / District IV / Call Center	34
Dignity - U - Wear, Inc	28
First Coast Women's Services	28
Emergency Pregnancy Services, Inc.	27
COJ / Community Services Division / Public Information Line	24
North Jacksonville Women's Resource Center	24
Women's Help Center	24

UNMET NEEDS (1101)

AUGUST 2007

Agency out of funds/goods	69
Appointment line busy	852
Client previously used service	13
Client refused referral	31
Did not meet agency requirements	18
No program available	30
Seasonal Program / Out of Season	1
No weekend weekend/after hours/holiday service	0
Shelter Full	42
Waiting list	45

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Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	12
Agency out of funds/goods	Utility Deposit Assistance	2
Agency out of funds/goods	Home Rehabilitation/Repair	1
Agency out of funds/goods	Utility Bill Assistance	32
Agency out of funds/goods	Rental Deposit Assistance	1
Agency out of funds/goods	Furniture	21
Appointment line busy	Utility Bill Assistance	532
Appointment line busy	Utility Deposit Assistance	13
Appointment line busy	Rental Deposit Assistance	58
Appointment line busy	Rent/Mortgage Assistance	249
Client previously used service	Rent / Mortgage Payment Assistance	4
Client previously used service	Rent / Mortgage Deposit Assistance	4
Client previously used service	Utility Deposit Assistance	1
Client previously used service	Utility Bill Assistance	4
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Food Pantries	1
Client Refused Referral	Food Stamps	1
Client Refused Referral	Utilities Payment Assistance	13
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Burial/Cremation Expense Assistance	2
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Employment Information	3
Client Refused Referral	Rent/Mortgage Payment Assistance	1
Did not meet agency requirements	Rent/Mortgage Payment Assistance	4
Did not meet agency requirements	Utility Bill Assistance	9
Did not meet agency requirements	Health Care	2
Did not meet agency requirements	Adult Residential Treatment Facilities	1
Did not meet agency requirements	Rent/Mortgage Deposit Assistance	1
Did not meet agency requirements	Public Housing	1
No program available	Free Long Distance Transportation	4
No program available	Hotels/Motels	1
No program available	Mental Health Halfway Houses	1

No program available	Automobile Repair Assistance	3
No program available	Automobile Insurance	1
No program available	Telephone Bill Payment Assistance	3
No program available	Prescription Expense Assistance	1
No program available	Free Fans / Air Conditioner	5
No program available	Automobile Payment Assistance	1
No program available	Bus Fare / Gas Money	3
No program available	Medical Bill Payment Assistance	2
No program available	Undesignated Temporary Financial Aid	5
Seasonal Program / Out of season	Free School Supplies	1
Waiting list	Subsidized Child Care	18
Waiting list	Frail / Elderly	1
Waiting list	Home Rehabilitation/Repair	2
Waiting list	Adult Residential Treatment Facilities	2
Waiting list	Housing Authorities	22
Shelters Full	Homeless Shelter	42

**AUGUST 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		746
Percentage of Follow-up Calls identified out of Total Call Volume (75725)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		319
Percentage of Satisfied callers identified out of Total Contacts (321)		99%
		425
Percentage of Referrals Called Three Times Without An Answer		57%
Total Number of Referral Calls That Received Assistance From An Agency		241
Percentage of Referral Calls That Received Assistance From An Agency		75%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		80
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		25%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		72
Out of Funds	5	
Unable to Reach, Line Busy	67	
Application Being Processed/Waiting		
CALLER =		7
Caller Ineligible		
Income Too High	1	
Previously Used Service	1	
Did not Meet Agency Requirements	5	
Caller Did Not Contact Agency		
Made Other Arrangements	1	
Did Not Call for Services		
Caller Rejected Assistance		
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
Alternative Referral Made During Follow-up		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ()		
TOTAL		80

Call Profile By County for AUGUST 2007

Baker County	66
Bradford	4
Clay	638
Columbia	73
Duval	5517
Hamilton	52
Marion	11
Nassau	88
Putnam	77
Suwannee	68
St. Johns	699
Other Florida Counties	100
Other States	17
Unknown	162
Total Calls for Aug 2007	7572

Top 10 Zip Codes - Duval County

Northwest Jax	32209	484
Westside	32210	331
Northside	32208	253
Springfield	32206	241
Westside	32244	241
San Marco	32207	195
Northside	32218	194
Downtown	32205	161
Arlington	32211	158
Westside	32254	146