

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

<b>MAJOR CATEGORY 2008 - 2009</b>	<b>July '08</b>	<b>Aug. '08</b>	<b>Sept. '08</b>	<b>Oct. '08</b>	<b>Nov. '08</b>	<b>Dec. '08</b>	<b>Jan. '09</b>	<b>Feb. '09</b>	<b>Mar '09</b>	<b>Apr '09</b>	<b>May '09</b>	<b>June '09</b>	<b>Total '08-09</b>
MONTHLY CALL VOLUME	6,223	8,302											14,525
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,805	1,995											3,800
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	10,516	9,822											20,338
FOOD/SHELTER/CLOTHING (# of Calls)	458	584											1,042
FOOD/SHELTER/CLOTHING (Referrals)	1,796	1,910											3,706
HOUSING (Referrals)	81	62											143
Average Speed Answered (Goal - 60 seconds)	0:08	0:27											0:17
Length of Calls (Goal - 4 minutes)	3:02	2:48											2:55
Hang-Up / Abandonments (Actual # and Average)	210	584											397
Abandonment Rate - Goal (14 percent)	3%	6%											5%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-6%	10%											2%

<b>MAJOR CATEGORY 2007 - 2008</b>	<b>July '07</b>	<b>Aug. '07</b>	<b>Sept. '07</b>	<b>Oct. '07</b>	<b>Nov. '07</b>	<b>Dec. '07</b>	<b>Jan. '08</b>	<b>Feb. '08</b>	<b>Mar '08</b>	<b>Apr '08</b>	<b>May '08</b>	<b>June '08</b>	<b>Total '07-08</b>
MONTHLY CALL VOLUME	6,665	7,572	6,963	7,844	6,603	6,003	6,180	6,257	6,138	7,815	6,693	6,355	81,088
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,850	2,039	1,246	1,439	1,996	1,837	1,042	854	1,245	1,254	1,112	1,297	17,211
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	3,768	4,997	3,185	2,859	5,868	2,755	4,084	4,711	6,736	7,617	6,180	7,457	60,217
FOOD/SHELTER/CLOTHING/FURNITURE	368	391	250	451	1,089	1,256	943	1,047	1,148	1,195	941	991	10,070
HOUSING	42	38	24	53	26	20	54	55	56	55	36	47	506
Average Speed Answered (Goal - 60 seconds)	1:11	0:58	1:05	1:09	1:16	1:12	1:39	0:43	0:53	0:48	0:34	0:20	0:59
Length of Calls (Goal - 4 minutes)	2:56	2:47	2:18	2:40	2:40	2:25	2:29	2:49	3:03	3:01	2:47	2:38	2:42
Hang-Up / Abandonments (Actual # and Average)	1,166	1,043	1,048	1,237	1,219	1,073	1,756	746	688	1,607	951	630	1,097
Abandonment Rate - Goal (14 percent)	14%	12%	13%	13%	15%	17%	22%	10%	10%	17%	12%	9%	14%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	27%	17%	16%	17%	14%	13%	23%	41%	7%	32%	16%	5%	19%

<b>MAJOR CATEGORY 2006 - 2007</b>	<b>July '06</b>	<b>Aug. '06</b>	<b>Sept. '06</b>	<b>Oct. '06</b>	<b>Nov. '06</b>	<b>Dec. '06</b>	<b>Jan. '07</b>	<b>Feb. '07</b>	<b>Mar '07</b>	<b>Apr '07</b>	<b>May '07</b>	<b>June '07</b>	<b>Total '06-07</b>
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 (# of Calls)	1,903	1,769	1,653	1,752	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	18,140
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	5,740	5,277	4,929	5,287	4,912	3,561	3,017	2,639	2,962	3,465	3,192	3,198	48,179
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 4%	-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	<b>0:57</b>
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	<b>3:11</b>

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	<b>67,583</b>
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	<b>23,636</b>
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	<b>6,722</b>
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	<b>248</b>
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	<b>0:57</b>
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	<b>2:21</b>

## TOP REFERRALS FOR August 2008

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COJ / Mental Health & Welfare Emergency Assistance	3445
Catholic Charities Bureau, Inc. / Emergency Assistance	2610
NEFCAA / LIHEAP Program / R. F. Kennedy Center	1361
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1356
Arlington Community Services	346
DCF / Florida / Emergency Financial Housing Assistance Program	323
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	306
Catholic Charities Bureau, Inc. / Food Pantry JAX	231
Jewish Family & Community Services, Inc. / Emergency Food Pantry	201
United Community Outreach Ministry (UCOM) / Financial Assistance Program	199
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	189
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	187
Salvation Army of Clay County / Emergency Services	99
elderSource / Elder Helpline	91
St. Vincent DePaul Society / Church of the Assumption	91
NEFCAA / Family Program / R.F.Kennedy Center	87
Urban Jacksonville, Inc. / Community Care for the Elderly	79
Faith-to-Grow / Cross-Cultural Outreach	75
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	64
Beaches Emergency Assisatance Ministry (BEAM)	61
Westside Christian Outreach	54
World Outreaach, Inc. / The Lord's Store	47
The Salvation Army of Northeast Florida Area Command / Red Shield Lodge	45
First Coast Women's Services	35
St. Johns County Social Services	35
Partnership for Prescription Assistance	32
Mandarin Food Bank and Clothing Closet	30
Catholic Charities / St. Johns County / Emergency Assistance	29
Downtown Ecumenical Services Council, Inc. / Emergency Clothing Services	29
Helping Hands Ministry of Atlantic Beach	29
North Jacksonville Women's Resource Center	28
Catholic Charities / Putnam County / Emergency Assistance	27
Emergency Pregnancy Services	27
NEFCAA / LIHEAP Program / St. Johns County	27
Salvation Army of St. Johns County / Emergency Services	27

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**August 2008  
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		700
Percentage of Follow-up Calls identified out of Total Call Volume ( 7172 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		390
Percentage of Satisfied callers identified out of Total Contacts (386 )		98%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		308
Percentage of Referrals Called Three Times Without An Answer		44%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		165
Percentage of Referral Calls That Received Assistance From An Agency		42%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		227
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		58%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		208
Out of Funds	2	
Unable to Reach, Line Busy	205	
Application Being Processed/Waiting	1	
<b>CALLER =</b>		17
<b>Caller Ineligible</b>		
Income Too High	1	
Previously Used Service	11	
Did not Meet Agency Requirements	5	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements		
Did Not Call for Services		
<b>Other</b>		
Caller Rejected Assistance		2
Transportation Problem	1	
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	1	
<b>TOTAL</b>		227

Information Source: Avaya Call Management Supervisor (CMS) Software

## Call Profile By County for August 2008

Duval	5411
Caller Refused	848
Other Florida Counties	760
Clay	405
St. Johns	433
Nassau	95
Columbia	103
Putnam	42
Suwannee	79
Other States	26
Baker County	46
Hamilton	54
Total Calls for August 2008	8302

## Top 10 Zip Codes - Duval County

Downtown	32205	238
Springfield	32206	345
San Marco	32207	243
Northside	32208	441
Northwest Jax	32209	758
Westside	32210	482
Arlington	32211	257
Northside	32218	309
Westside	32244	307
Downtown	32254	225