

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

Aug-'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	5,482	5,649	6,118	6,483					43,287
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056					12,394
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451	444					6,123
HOUSING	23	34	23	21	29	57	75	128					390
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27	0:29	0:42	0:52					0:40
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28	3:10	3:24	3:04					3:18
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550	903					556
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%	12%					9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%	0%					-3%

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 AUGUST 2005

COJ / Mental Health & Welfare Emergency Assistance	2666
Catholic Charities Bureau, Inc. / Emergency Assistance	2485
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	1155
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	769
NEFCAA / LIHEAP Program / R. F. Kennedy Center	412
NEFCAA / LIHEAP Program / Emmett Reed Center	202
Arlington Community Services	200
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	162
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS	150
The Salvation Army NE FL Area Command / Duval County	113
United Community Outreach Ministry (UCOM) / Financial Assistance Program	95
River Region Human Services, Inc. / Residential Substance Abuse Treatment	84
Faith-to-Grow / Cross-cultural Outreach	81
Dentist Care of Jacksonville, Inc.	74
Lutheran Social Services of Northeast Florida, Inc.	74
Westside Christian Outreach	72
Economic Opportunity Council	71
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	68
World Outreach /The Lord's Store	64
Beaches Emergency Assistance Ministry (BEAM)	61
St. Vincent DePaul Society / Church of the Assumption	58
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	58
The Salvation Army NE FL Area Command / Duval County / Red Shield Lodge	53
Salvation Army of Clay County / Emergency Welfare Assistance	50
The City Rescue Mission, Inc. / New Life Inn	48
Community Connections of Jacksonville, Inc. / Florence Davis Center	46
Welfare Federation / St. Johns County / Emergency Assistance Program	45
Jacksonville Children's Commission / Child Care Resource & Referral Services	38
Catholic Charities / St. Johns County / Emergency Assistance	36
St. Johns County Social Services	35
Regency Church of God / Food Pantry	33
The Inn Ministry, Inc. / Outreach Center	32
Family Counseling Services, Inc.	30
Community Connections of Jacksonville, Inc. / Nia Terrace	29
Emergency Pregnancy Service of Jacksonville, Inc.	29
St. Vincent's Health System's / HealthLink	29

MAJOR CATEGORIES FOR AUGUST 2005

MAJOR CATEGORY	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	May'05	June'05	July'05	Aug'05	Total '04-'05	Aug '04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	3	16	14	12	14	8	7	12	16	11	2	3	118	15
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	152	140	146	172	110	440	189	158	135	153	92	88	1,975	198
ADOPTION	1	3	2	1	17	1	3	0	1	9	0	0	38	1
CHRONIC CALLER	126	98	149	146	152	112	152	106	111	136	111	174	1,573	163
DAY CARE	18	21	26	19	15	22	26	24	35	42	36	55	339	23
DISABLED & ELDERLY	23	11	31	12	13	23	29	33	42	56	18	34	325	36
DISASTER (Hurricane)	762	3	0	0	0	0	0	0	0	0	0	3	768	1,639
EMOTIONAL CRISIS *	53	44	79	86	61	55	12	48	62	88	62	52	702	92
FINANCIAL ASSISTANCE / SUPPORT	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056	23,093	1,973
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	7	3	0	10	0
FOOD / SHELTER / CLOTHING / FURNITURE	1,831	1,077	1,363	1,347	744	876	892	783	916	1,017	451	444	11,741	2,051
HEALTH/MEDICATION	188	130	162	144	136	88	121	123	120	364	133	249	1,958	186
HOUSING INFORMATION	58	73	116	93	23	34	23	21	29	57	75	128	730	62
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	11	9	16	11	9	6	7	8	11	15	9	13	125	5
SUPPORT GROUP / EDUCATION / VOLUNTEER	19	30	42	32	66	34	30	35	34	56	52	38	468	32
OTHER	261	188	205	276	138	113	122	142	104	302	1,218	1,220	4,289	182
INFORMATION / NO REFERRAL											1,077	1,549	1,077	
Prosperity Campaign / Income Tax	7	13	0	143	771	712	448	231	3	4	2	6	2,340	0
TOTAL CATEGORIES	6,804	3,699	5,273	5,137	3,466	3,725	3,284	2,874	3,152	4,800	4,892	6,112	53,218	6,658

* 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 (891)
AUGUST 2005**

Agency out of funds/goods	12
Appointment line busy	563
Client previously used service	11
Client refused referral	47
Did not meet agency requirements	85
No program available	143
No weekend weekend/after hours/holiday service	4
Shelter Full	9
Waiting list	17
	891

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Discount Bus Passes	1
Agency out of funds/goods	Furniture	11
Appointment line busy	Utility Bill Assistance	439
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	17
Appointment line busy	Rent/Mortgage Assistance	105
Client previously used service	Rent/Mortgage Assistance	1
Client previously used service	Utility Deposit Assistance	8
Client previously used service	Utility Bill Assistance	2
Client Refused Referral	Homeless Shelters	11
Client Refused Referral	Dental Care	3
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Food Pantries	1
Client Refused Referral	Discount Bus Passes	3
Client Refused Referral	Clothing	1
Client Refused Referral	Cremation Services	1
Client Refused Referral	Health Care	3
Client Refused Referral	Job Training	1
Client Refused Referral	Utility Bill Payment Assistance	15
Client Refused Referral	Public Housing	2
Client Refused Referral	Rent Deposit Assistance	2
Client Refused Referral	Rent/Mortgage Assistance	2
Did not meet agency requirements	Dental Care	3
Did not meet agency requirements	Rent/Mortgage Assistance	28
Did not meet agency requirements	Rent Deposit Assistance	7
Did not meet agency requirements	Utility Bill Assistance	36
Did not meet agency requirements	Prescription Expense Assistance	4
Did not meet agency requirements	Child Care Resource and Referral	2
Did not meet agency requirements	Housing Authorities	1
Did not meet agency requirements	Transitional Housing	1
Did not meet agency requirements	Free Amputee Rehabilitation	1
Did not meet agency requirements	Free Wheelchair	1
Did not meet agency requirements	Free Physical Therapy	1
Did not meet agency requirements	Medical Transportation	1
No program available	Automobile Payment Assistance	7
No program available	Automobile Repairs	8
No program available	Automobile Insurance	6
No program available	School Supplies	8
No program available	Bus Fare/Gas Money	1
No program available	Free Air Transportation	2
No program available	Fans/Air Conditioners	5
No program available	Medical Bill Assistance	4
No program available	Moving Expense	2
No program available	Health Insurance Premiums	2
No program available	Property Tax Payment Assistance	3
No program available	School Clothing/Shoes	9
No program available	Hotels/Motels	8
No program available	Medical Transportation	3
No program available	Relocation Services	1
No program available	Free Transportation - Local	4
No program available	Telephone Bill Assistance	22
No program available	Undesignated Temporary Financial Aid	47
No weekend/after hours/holiday Service	Food Pantries	4
Waiting list	Subsidized Child Care	5
Waiting list	Housing Authorities	4
Shelters Full	Homeless People	17

Call Profile By County for August 2005

Baker County	111
Bradford	29
Clay	311
Columbia	114
Duval	4733
Hamilton	77
Marion	269
Nassau	152
Putnam	72
Suwannee	103
St. Johns	371
Other Florida Counties	93
Other States	17
Unknown	31
Total Calls for August 2005	6483

Top 10 Zip Codes - Duval County

Northwest Jax	32209	366
Westside	32210	253
Springfield	32206	199
Westside	32244	181
Northside	32208	163
Northside	32218	135
Arlington	32211	122
San Marco	32207	117
Westside	32205	113
Arlington	32277	101