

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

August '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	6,111	6,128	5,247	6,488					44,548
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740	5,277					37,796
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808	791					5,751
HOUSING	91	43	56	32	29	47	80	77					455
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39	1:02	0:55					0:56
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35	2:38	2:43	3:14					2:44
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872	621					476
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%	8%					8%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%	0%					4%
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 AUGUST 2006

COJ / Mental Health & Welfare Emergency Assistance	3340
Catholic Charities Bureau, Inc. / Emergency Assistance	3171
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1794
NEFCAA / LIHEAP Program / R. F. Kennedy Center	776
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	604
NEFCAA / LIHEAP Program / Emmett Reed Center	553
Arlington Community Services	472
DCF / Florida / Emergency Financial Housing Assistance Program	405
United Community Outreach Ministry (UCOM) / Financial Assistance Program	206
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	175
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	144
Catholic Charities Bureau, Inc. / Food Pantry	135
Regency Church of God / Food Pantry	113
Beaches Emergency Assistance Ministry (BEAM)	96
Welfare Federation / St. Johns County / Emergency Assistance Program	77
Salvation Army of Clay County / Emergency Welfare Assistance	76
Salvation Army of St. Johns County / Emergency Assistance	72
Faith-to-Grow / Cross-cultural Outreach	71
St. Vincent DePaul Society / Church of the Assumption	70
World Outreach /The Lord's Store	65
Catholic Charities / St. Johns County / Emergency Assistance	60
Westside Christian Outreach	57
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	54
I.M. Sulzbacher Center for the Homeless, Inc. / Homeless Shelter	45
The Salvation Army NE FL Area Command / Red Shield Lodge	42
Barnabas Center, Inc. / Fernandina Beach	41
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	39
St Johns County Social Services	34
NEFCAA / LIHEAP Program / Nassau County	31
First Coast Women's Services	30
NEFCAA / LIHEAP Program / St. Johns County	27
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	27
Mandarin Food Bank and Clothing Closet	26
Catholic Charities / Putnam County / Emergency Assistance	25
Emergency Pregnancy Services, Inc.	22
Jacksonville Housing Authority	20

UNMET NEEDS ()
AUGUST 2006 (751)

Agency out of funds/goods	3
Appointment line busy	514
Client previously used service	15
Client refused referral	17
Did not meet agency requirements	23
No program available	99
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	3
Shelter Full	37
Waiting list	40
	751

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Payment Assistance	331
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	46
Appointment line busy	Rent/Mortgage Assistance	132
Client previously used service	Utility Bill Payment Assistance	13
Client previously used service	Rent/Mortgage Assistance	2
Client Refused Referral	Discount Bus Passes	1
Client Refused Referral	Mental Health Care and Counseling	1
Client Refused Referral	Adult Residential Treatment Facilities	1
Client Refused Referral	Burial Expense Assistance	1
Client Refused Referral	Dental Care	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Transitional Housing/Shelter	1
Client Refused Referral	Utility Bill Payment Assistance	4
Client Refused Referral	Prescription Expense Assistance	2
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Homeless Shelter	2
Did not meet agency requirements	Adult Residential Treatment Facilities	1
Did not meet agency requirements	Child Care Provider Referrals	2
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Discount Bus Passes	2
Did not meet agency requirements	General Legal Aid	1
Did not meet agency requirements	Hearing Aids	1
Did not meet agency requirements	Homeless Shelter	1
Did not meet agency requirements	Housing Authorities	5
Did not meet agency requirements	Local Transportation (Free)	1
Did not meet agency requirements	Rent/Mortgage Assistance	8
No program available	Automobile Payment Assistance	7
No program available	Automotive Repairs	3
No program available	Burial Expense Assistance	2

No program available	Bus Fare / Gas Money	11
No program available	Dentures	1
No program available	Fans/Air Conditioners	4
No program available	Homeless Motel Vouchers	3
No program available	Long Distance Transportation (Free)	1
No program available	Medical Bill Payment Assistance	7
No program available	Mortgage Payment Assistance	1
No program available	Moving Expense Assistance	2
No program available	Prescription Expense Assistance	1
No program available	Rental Deposit Assistance	4
No program available	School Clothing	1
No program available	Telephone Bill Payment Assistance	16
No program available	Undesignated Temporary Financial Aid	35
No weekend/after hours/holiday Service	Airport Travelers Assistance Programs	1
No weekend/after hours/holiday Service	Diapers	1
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Adult Residential Treatment Facilities	8
Waiting list	Child Care Provider Referrals	16
Waiting list	Subsidized Housing	16
Shelters Full	Homeless People	37

Call Profile By County for August 2006

Baker County	64
Bradford	9
Clay	773
Columbia	79
Duval	4337
Hamilton	60
Marion	78
Nassau	170
Putnam	78
Suwannee	67
St. Johns	708
Other Florida Counties	24
Other States	9
Unknown	32
Total Calls for August 2006	6488

Top 10 Zip Codes - Duval County

Northwest Jax	32209	572
Northside	32208	501
Westside	32210	379
Springfield	32206	264
Westside	32244	246
Northside	32218	243
Westside	32205	239
Arlington	32211	197
Westside	32254	173
Southside	32257	165