

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

| Dec-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 | 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 |
| <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 DECEMBER 2005

| | |
|---|------|
| Catholic Charities Bureau, Inc. / Emergency Assistance | 2398 |
| COJ / Mental Health & Welfare Emergency Assistance | 2379 |
| NEFCAA / LIHEAP Program / R. F. Kennedy Center | 638 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance | 538 |
| Jewish Family & Community Services, Inc. / Emergency Financial Assistance | 464 |
| NEFCAA / LIHEAP Program / Emmett Reed Center | 416 |
| The Salvation Army NE FL Area Command / Duval County | 197 |
| Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center | 129 |
| Children's Christmas Party Jacksonville | 118 |
| Arlington Community Services | 113 |
| Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS | 78 |
| Northeast Florida Area Agency on Aging, Inc. | 76 |
| I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter | 72 |
| Regency Church of God / Food Pantry | 58 |
| Faith-to-Grow / Cross-cultural Outreach | 57 |
| DCF / Florida / Emergency Financial Housing Assistance Program | 57 |
| Economic Opportunity council | 56 |
| United Community Outreach Ministry (UCOM) / Financial Assistance Program | 51 |
| Jacksonville Housing Authority / Housing Assistance Division | 50 |
| The City Rescue Mission | 48 |
| Salvation Army of Clay County / Emergency Welfare Assistance | 47 |
| Beaches Emergency Assistance Ministry (BEAM) | 47 |
| St. Vincent DePaul Society / Church of the Assumption | 46 |
| World Outreach /The Lord's Store | 45 |
| First Coast Women's Services | 43 |
| River Region Human Services, Inc. / residential Substance Abuse Treatment | 41 |
| The Inn Ministry, Inc. / Outreach Center | 39 |
| Dentist Care of Jacksonville, Inc. | 39 |
| Lutheran Social Services of Northeast Florida, Inc. /Representative Payee | 39 |
| Catholic Charities / St. Johns County / Emergency Assistance | 37 |
| St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance | 33 |
| Welfare Federation / St. Johns County / Emergency Assistance Program | 31 |
| Westside Christian Outreach | 29 |
| Women's Help Center | 27 |
| A New Beginning | 24 |
| Salvation Army of St. Johns County / Emergency Assistance | 24 |

UNMET NEEDS (538)

DECEMBER 2005

| | |
|--|-----|
| Agency out of funds/goods | 7 |
| Appointment line busy | 372 |
| Client previously used service | 9 |
| Client refused referral | 14 |
| Did not meet agency requirements | 25 |
| No program available | 51 |
| Holiday Programs Full | 28 |
| No weekend weekend/after hours/holiday service | 4 |
| Shelter Full | 13 |
| Waiting list | 15 |
| | 538 |

| Reason Unmet | Need Description | Number of Needs |
|--|---------------------------------------|-----------------|
| Agency out of funds/goods | Furniture | 7 |
| Appointment line busy | Utility Bill Assistance | 268 |
| Appointment line busy | Utility Deposit Assistance | 9 |
| Appointment line busy | Rental Deposit Assistance | 16 |
| Appointment line busy | Rent/Mortgage Assistance | 79 |
| Client previously used service | Rent/Mortgage Assistance | 2 |
| Client previously used service | Utility Bill Assistance | 7 |
| Client Refused Referral | Homeless Shelters | 3 |
| Client Refused Referral | Outpatient Mental Health Care | 1 |
| Client Refused Referral | Clothing | 1 |
| Client Refused Referral | Holiday Assistance | 1 |
| Client Refused Referral | Discount Bus Passes | 1 |
| Client Refused Referral | Home Rehabilitation/Repair | 1 |
| Client Refused Referral | Health Care | 3 |
| Client Refused Referral | Utility Bill Payment Assistance | 1 |
| Client Refused Referral | Residential Substance Abuse Treatment | 1 |
| Client Refused Referral | Rent/Mortgage Assistance | 1 |
| Did not meet agency requirements | Rent/Mortgage Assistance | 5 |
| Did not meet agency requirements | Rent Deposit Assistance | 1 |
| Did not meet agency requirements | Utility Bill Assistance | 9 |
| Did not meet agency requirements | Subsidized Housing | 4 |
| Did not meet agency requirements | Home Rehabilitation/Repair | 1 |
| Did not meet agency requirements | Discount Bus Passes | 5 |
| No program available | Automobile Repairs | 2 |
| No program available | Automobile Insurance | 2 |
| No program available | Automobile Payment Assistance | 1 |
| No program available | Mobile Home Repairs | 1 |
| No program available | Hotels/Motels | 6 |
| No program available | Dental Care | 3 |
| No program available | Appliances / Heaters | 1 |
| No program available | Medical Bill Payment Assistance | 3 |
| No program available | Telephone Bill Assistance | 12 |
| No program available | Undesignated Temporary Financial Aid | 20 |
| Holiday Programs | Holiday Programs Full | 28 |
| No weekend/after hours/holiday Service | Utility Bill Assistance | 4 |
| Waiting list | Subsidized Child Care | 10 |
| Waiting list | Housing Authorities | 5 |
| Shelters Full | Homeless People | 13 |

Call Profile By County for December 2005

| | |
|--------------------------------------|-------------|
| Baker County | 49 |
| Bradford | 10 |
| Clay | 631 |
| Columbia | 76 |
| Duval | 5101 |
| Hamilton | 54 |
| Marion | 252 |
| Nassau | 33 |
| Putnam | 25 |
| Suwannee | 56 |
| St. Johns | 609 |
| Other Florida Counties | 4 |
| Other States | 6 |
| Unknown | 10 |
| Total Calls for December 2005 | 6916 |

Top 10 Zip Codes - Duval County

| | | |
|---------------|-------|-----|
| Northwest Jax | 32209 | 357 |
| Northside | 32208 | 351 |
| Springfield | 32206 | 279 |
| Westside | 32205 | 266 |
| Southside | 32216 | 198 |
| Arlington | 32277 | 134 |
| Arlington | 32211 | 98 |
| San Marco | 32207 | 77 |
| Westside | 32244 | 73 |
| Northside | 32218 | 63 |