

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

December '06													
MAJOR CATEGORY 2006	Jan '06	Feb '06	Mar '06	Apr '06	May '06	June '06	July '06	Aug '06	Sept '06	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	6,012	6,677	5,814	5,299	68,350
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740	5,277	4,929	5,287	2,471	1,404	51,887
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808	791	723	1,316	632	355	8,777
HOUSING	91	43	56	32	29	47	80	77	68	79	64	37	703
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	0:17	0:21	0:18	0:21	0:39	1:02	0:55	0:56	0:49	0:46	1:08	0:42
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35	2:38	2:43	3:14	3:31	3:04	2:59	2:54	2:52
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872	621	952	1,009	788	1,037	633
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%	8%	13%	13%	12%	16%	10%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%	0%	-14%	10%	5%	-23%	1%
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 December 2006

COJ / Mental Health & Welfare Emergency Assistance	2103
Catholic Charities Bureau, Inc. / Emergency Assistance	1926
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	661
NEFCAA / LIHEAP Program / R. F. Kennedy Center	440
NEFCAA / LIHEAP Program / Emmett Reed Center	302
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	269
Arlington Community Services	177
Faith-to-Grow / Cross-cultural Outreach	128
Catholic Charities Bureau, Inc. / Food Pantry	116
St. Vincent DePaul Society / Church of the Assumption	107
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	101
United Community Outreach Ministry (UCOM) / Financial Assistance Program	100
DCF / Florida / Emergency Financial Housing Assistance Program	95
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	83
Urban Jacksonville, Inc. / Community Care for the Elderly	82
Children's Christmas Party Jacksonville	72
I.M. Sulzbacher Center for the Homeless, Inc. / Homeless Shelter	69
Regency Church of God / Food Pantry	68
The Salvation Army NE FL Area Command / Red Shield Lodge	63
Beaches Emergency Assistance Ministry (BEAM)	58
Catholic Charities / Putnam County / Emergency Assistance	55
World Outreach /The Lord's Store	52
Westside Christian Outreach	42
Trinity Rescue Mission/ Women & Children's Center	41
NEFCAA/Family Program/ RF Kennedy Center	41
Salvation Army of Clay County / Emergency Assistance	39
elderSource/ Elder Helpline	33
Dignity U Wear	31
Welfare Federation / St. Johns County / Emergency Assistance Program	31
Helping Hands Ministries of Atlantic Beach, Inc./ HELP	28
Salvation Army of St. Johns County / Emergency Assistance	27
St. Johns County Social Services	26
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	26
Catholic Charities / St. Johns County / Emergency Assistance	25
Mandarin Food Bank and Clothing Closet	24
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	23

UNMET NEEDS
December 2006 (640)

Agency out of funds/goods	30
Appointment line busy	438
Client previously used service	8
Client refused referral	13
Did not meet agency requirements	45
No program available	36
Holiday Programs Full	34
No weekend weekend/after hours/holiday service	3
Shelter Full	29
Waiting list	4
(Total)	640

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Payment Assistance	12
Agency out of funds/goods	Utility Deposit Assistance	2
Agency out of funds/goods	Discount Bus Passes	2
Agency out of funds/goods	Furniture	8
Agency out of funds/goods	Rent/Mortgage Assistance	6
Appointment line busy	Utility Bill Payment Assistance	262
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	44
Appointment line busy	Rent/Mortgage Assistance	127
Client previously used service	Utility Bill Payment Assistance	4
Client previously used service	Rent/Mortgage Assistance	4
Client Refused Referral	Adolescent/Youth Counseling	1
Client Refused Referral	Mental Health Care & Counseling	1
Client Refused Referral	Utility Bill Payment Assistance	5
Client Refused Referral	Burial Services	1
Client Refused Referral	Inpatient Drug Abuse Treatment	1
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Homeless Shelter	2
Did not meet agency requirements	Rent Deposit Assistance	1
Did not meet agency requirements	Utility Deposit Assistance	1
Did not meet agency requirements	Personal Care	1
Did not meet agency requirements	Utility Bill Payment Assistance	33
Did not meet agency requirements	Rent/Mortgage Assistance	9
No program available	Computers (free)	1
No program available	Automobile Loans	1
No program available	Hotels/Motels	2
No program available	Bus Fare / Gas Money	4
No program available	Transportation (free)	2
No program available	Household Goods Storage	1
No program available	Pre-Employment Background Checks	1
No program available	Automotive Repairs	3

No program available	Telephone Bill Payment Assistance	12
No program available	Undesignated Temporary Financial Aid	9
No weekend/after hours/holiday service	Food Pantries	3
Holiday assistance program full	Holiday Gifts/Toys	34
Waiting list	Child Care Provider Referrals	2
Waiting list	Subsidized Housing	2
Shelters Full	Homeless People	29

**December 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		503
Percentage of Follow-up Calls identified out of Total Call Volume (5299)		9%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		241
Percentage of satisfied callers identified out of Total Contacts (241)		100%
Total Number of Referrals Called Three Times Without An Answer		262
Percentage of Referrals Called Three Times Without An Answer		52%
Total Number of Referral Calls That Received Assistance From An Agency		178
Percentage of Referral Calls That Received Assistance From An Agency		35%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		63
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		13%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		59
Out of Funds		
Unable to Reach, Line Busy	59	
Application Being Processed/Waiting		
CALLER =		4
Caller Ineligible		
Income Too High	2	
Previously Used Service		
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements		
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 (00)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (160)		
TOTAL		63

Call Profile By County for December 2006

Baker County	58
Bradford	5
Clay	603
Columbia	73
Duval	3437
Hamilton	54
Marion	9
Nassau	141
Putnam	38
Suwannee	63
St. Johns	680
Other Florida Counties	117
Other States	16
Unknown	5
Total Calls for December 2006	5299

Top 10 Zip Codes - Duval County

Northwest Jax	32209	425
Westside	32210	299
Springfield	32206	220
Northside	32208	246
Arlington	32211	160
Westside	32205	145
Northside	32218	180
Westside	32244	169
Southside	32207	139
Downtown	32202	122