

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

MAJOR CATEGORY 2006 - 2007	July '06	Aug. '06	Sept. '06	Oct. '06	Nov. '06	Dec. '06	Jan. '07	Feb. '07	Mar '07	Apr '07	May '07	June '07	Total '06-07
MONTHLY CALL VOLUME	5,247	6,488	6,012	6,677	5,814	5,299	5,020	4,427					44,984
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873					27,200
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181					5,096
HOUSING	80	77	68	79	64	37	34	42					481
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38					0:57
Length of Calls (Goal - 4 mins., 5 seconds)	2:43	3:14	3:31	3:04	2:59	2:54	3:08	2:56					3:03
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458					858
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%					13%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%					-5%
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%

TOP REFERRALS FOR FEBRUARY 2007

COJ / Mental Health & Welfare Emergency Assistance	1333
Catholic Charities Bureau, Inc. / Emergency Assistance	1120
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	445
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	321
NEFCAA / LIHEAP Program / R. F. Kennedy Center	256
NEFCAA / LIHEAP Program / Emmett Reed Center	245
Arlington Community Services	101
DCF / Florida / Emergency Financial Housing Assistance Program	96
Catholic Charities Bureau, Inc. / Food Pantry	71
Catholic Charities / St. Johns County / Emergency Assistance	61
United Community Outreach Ministry (UCOM) / Financial Assistance Program	61
Urban Jacksonville, Inc. / Community Care for the Elderly	61
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	59
Faith-to-Grow / Cross-cultural Outreach	51
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	51
The Salvation Army NE FL Area Command / Red Shield Lodge	48
St. Vincent DePaul Society / Church of the Assumption	45
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	39
Salvation Army of St. Johns County / Emergency Assistance	36
Welfare Federation / St. Johns County / Emergency Assistance Program	35
St. Johns County Social Services	31
Westside Christian Outreach	29
NEFCAA / Family Program / RF Kennedy Center	27
Trinity Rescue Mission / Women & Children's Center	26
First Coast Women's Services	25
Regency Church of God / Food Pantry	25
World Outreach /The Lord's Store	25
Partnership for Prescription Assistance	24
Salvation Army of Clay County / Emergency Welfare Assistance	23
Beaches Emergency Assistance Ministry (BEAM)	22
North Jacksonville Women's Resource Center	22
DCF / District IV / Call Center	21
River Region Human Services	21
Early Learning Coalition of Duval County	20
NEFCAA / LIHEAP Program / St. John's County	20
Trinity Rescue Mission / Men's Center	20

MAJOR CATEGORIES FOR FEBRUARY 2007

MAJOR CATEGORY	Mar'06	Apr'06	May'06	June'06	July'06	Aug '06	Sept '06	Oct'06	Nov '06	Dec'06	Jan'07	Feb'07	Total '06-'07	Feb'06
ABUSE REGISTRY - CHILD/ADULT ABUSE	0	5	0	0	5	7	4	3	9	7	4	3	47	2
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	74	49	53	30	14	33	28	29	8	43	20	32	413	66
ADOPTION	0	0	0	0	0	0	0	1	3	2	0	0	6	0
CHRONIC CALLER	16	16	22	14	15	16	19	19	25	25	38	74	299	16
DAY CARE	28	15	32	21	25	33	31	35	32	23	24	22	321	28
DISABLED & ELDERLY	8	5	12	16	4	10	13	20	16	17	27	31	179	95
DISASTER (Hurricane)	2	6	0	0	0	0	0	1	19	1	0	1	30	1
EMOTIONAL CRISIS *	55	63	74	61	47	58	55	61	58	60	59	51	702	39
FINANCIAL ASSISTANCE / SUPPORT	4,019	5,419	5,793	5,689	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	48,120	3,233
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	729	813	727	676	808	791	723	1,316	632	355	290	181	8,041	405
HEALTH/MEDICATION	40	94	132	109	159	112	116	139	78	48	56	77	1,160	71
HOUSING INFORMATION	56	32	29	47	80	77	68	79	64	37	34	42	645	43
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	13	6	29	33	11	11	15	4	12	6	10	12	162	14
SUPPORT GROUP / EDUCATION / VOLUNTEER	58	18	21	33	52	47	33	28	23	66	92	96	567	18
OTHER	644	641	710	786	789	766	625	779	745	862	867	837	9,051	682
INFORMATION / NO REFERRAL	1,615	1,527	1,761	1,557	1,727	1,594	1,324	1,835	386	1,419	1,466	1,190	17,401	814
Prosperity Campaign / Income Tax	1,204	922	0	1	0	1	6	4	3	10	239	774	3,164	955
TOTAL CATEGORIES	8,561	9,631	9,395	9,073	9,476	8,833	7,989	9,640	4,584	4,385	4,445	4,296	92,494	6,482
* Emotional Crisis calls can be in more than one category.														

UNMET NEEDS (278)

FEBRUARY 2007

Agency out of funds/goods	18
Appointment line busy	169
Client refused referral	11
Did not meet agency requirements	17
No program available	25
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	0
Shelter Full	23
Waiting list	15
	278

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Assistance	6
Agency out of funds/goods	Appliances	2
Agency out of funds/goods	Food Pantries	1
Agency out of funds/goods	Rent/Mortgage Assistance	4
Agency out of funds/goods	Furniture	5
Appointment line busy	Utility Bill Assistance	91
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	14
Appointment line busy	Rent/Mortgage Assistance	62
Client Refused Referral	Furniture	1
Client Refused Referral	Deaf-Blindness	1
Client Refused Referral	Parent Education	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Basic Needs	5
Client Refused Referral	Homeless Shelter	2
Did not meet agency requirements	Rent/Mortgage Assistance	4
Did not meet agency requirements	Transportation	3
Did not meet agency requirements	Utility Bill Assistance	8
Did not meet agency requirements	Home Rehabilitation/repair	2
No program available	Automobile Payment Assistance	3
No program available	Financial Planner/Investments	1
No program available	Appliance Repair	3
No program available	Hair Transplants	1
No program available	Long Distance Transportation (Free)	1
No program available	Moving Assistance	1
No program available	Kitchenware	1
No program available	Medical Bill Payment Assistance	2
No program available	Vehicle/Mobile Equipment Mechanics	1
No program available	Telephone Bill Assistance	6
No program available	Undesignated Temporary Financial Aid	5
Waiting list	Subsidized Child Care	3
Waiting list	At Risk Youth	2
Waiting list	Subsidized Housing	10
Shelters Full	Homeless People	23

Call Profile By County for February 2007

Baker County	58
Bradford	2
Clay	423
Columbia	76
Duval	3045
Hamilton	41
Marion	5
Nassau	136
Putnam	56
Suwannee	64
St. Johns	472
Other Florida Counties	24
Other States	13
Unknown	12
Total Calls for February 2007	4427

Top 10 Zip Codes - Duval County

Northwest Jax	32209	367
Westside	32210	238
Northside	32208	191
Springfield	32206	179
Westside	32205	166
San Marco	32207	156
Westside	32244	154
Northside	32218	144
Downtown	32202	133
Arlington	32211	121