

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

MAJOR CATEGORY 2007 - 2008	July '07	Aug. '07	Sept. '07	Oct. '07	Nov. '07	Dec. '07	Jan. '08	Feb. '08	Mar '08	Apr '08	May '08	June '08	Total '07-08
MONTHLY CALL VOLUME	6,665	7,572	6,963	7,844	6,603	6,003	6,180	6,257					54,087
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,850	2,039	1,246	1,439	1,996	1,837	1,042	854					12,303
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	3,768	4,997	3,185	2,859	5,868	2,755	4,084	4,711					32,227
FOOD/SHELTER/CLOTHING/FURNITURE	368	391	250	451	1,089	1,256	943	1,047					5,795
HOUSING	42	38	24	53	26	20	54	55					312
Average Speed Answered (Goal - 60 seconds)	1:11	0:58	1:05	1:09	1:16	1:12	1:39	0:43					1:09
Length of Calls (Goal - 4 minutes)	2:56	2:47	2:18	2:40	2:40	2:25	2:29	2:49					2:38
Hang-Up / Abandonments (Actual # and Average)	1,166	1,043	1,048	1,237	1,219	1,073	1,756	746					1,161
Abandonment Rate - Goal (14 percent)	14%	12%	13%	13%	15%	17%	22%	10%					15%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	27%	17%	16%	17%	14%	13%	23%	41%					21%

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	5,717	5,923	5,756	6,068	68,448
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,903	1,769	1,653	1,752	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	18,140
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	5,740	5,277	4,929	5,287	4,912	3,561	3,017	2,639	2,962	3,465	3,192	3,198	48,179
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219	278	330	279	6,202
HOUSING	80	77	68	79	64	37	34	42	27	37	40	33	618
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38	0:39	0:47	0:39	0:43	0:52
Length of Calls (Goal - 4 mins., 5 seconds)	2:43	3:14	3:31	3:04	2:59	2:54	3:08	2:56	3:06	3:04	2:54	2:53	3:02
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598	519	575	755
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%	8%	8%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	-2%

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%

MAJOR CATEGORY 2003 - 2004	July '03	Aug. '03	Sept. '03	Oct. '03	Nov. '03	Dec. '03	Jan. '04	Feb. '04	Mar '04	Apr '04	May '04	June '04	Total '03-04
MONTHLY CALL VOLUME	6,781	6,815	6,594	4,636	4,639	5,078	6,481	5,033	5,061	5,277	5,071	5,522	66,988
FINANCIAL ASSISTANCE/SUPPORT	2,656	2,884	2,308	1,711	1,564	2,047	3,144	2,065	2,961	4,634	3,798	4,223	33,995
FOOD/SHELTER/CLOTHING/FURNITURE	660	716	690	496	348	453	651	497	618	895	920	988	7,932
HOUSING	27	51	53	47	24	30	46	62	79	100	120	214	853
Average Speed Answered (Goal - 60 seconds)	1:27	1:38	1:11	1:53	1:57	1:51	1:58	0:57	0:48	1:02	0:46	0:50	1:21
Length of Calls (Goal - 3 minutes)	4:09	4:46	4:11	4:31	4:06	4:25	3:53	3:20	3:29	4:15	4:11	4:11	4:07
Hang-Up / Abandonments (Actual Number)	970	1,116	906	1,207	1,270	1,480	2,245	880	739	960	738	782	1,108
Abandonment Rate - Goal (20 percent)	17%	18%	14%	21%	21%	23%	26%	15%	13%	15%	12%	12%	17%

MAJOR CATEGORY 2002 - 2003	July '02	Aug. '02	Sept. '02	Oct. '02	Nov. '02	Dec. '02	Jan. '03	Feb. '03	Mar '03	Apr. '03	May '03	June '03	Total '02-03
MONTHLY CALL VOLUME	6,686	6,705	6,020	6,328	5,273	5,572	4,766	3,988	4,847	4,989	5,612	5,709	66,495
FINANCIAL ASSISTANCE/SUPPORT	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	1,520	1,917	1,952	1,780	23,651
FOOD/SHELTER/CLOTHING/FURNITURE	674	747	639	730	739	552	545	392	555	510	545	501	7,129
HOUSING	22	28	23	27	24	19	26	17	13	31	49	25	304
Average Speed Answered	1:08	1:50	0:54	0:38	0:58	1:17	1:10	0:41	0:53	1:07	0:26	0:30	0:57
Length of Calls	3:26	2:44	2:55	3:38	2:52	2:43	2:45	2:52	3:01	3:36	3:49	3:55	3:11

MAJOR CATEGORY 2001 - 2002	July '01	Aug. '01	Sept. '01	Oct. '01	Nov. '01	Dec. '01	Jan. '02	Feb. '02	Mar. '02	Apr. '02	May '02	June '02	Total '01-02
MONTHLY CALL VOLUME	5,412	5,846	5,616	6,871	6,992	5,112	5,820	5,241	4,483	5,176	5,832	5,182	67,583
FINANCIAL ASSISTANCE/SUPPORT	1,883	2,267	2,113	2,536	2,289	1,907	2,075	1,113	1,489	1,952	2,019	1,993	23,636
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	6,722
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	248
Average Speed Answered	1:11	1:10	1:01	0:47	0:47	0:51	1:04	0:35	0:55	1:03	1:01	1:04	0:57
Length of Calls	2:29	2:35	2:28	2:03	1:42	2:20	2:24	1:43	3:02	2:45	2:06	2:42	2:21

TOP REFERRALS FOR FEBRUARY 2008

COJ / Mental Health & Welfare Emergency Assistance	1652
Catholic Charities Bureau, Inc. / Emergency Assistance	1265
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	695
NEFCAA / LIHEAP Program / R. F. Kennedy Center	397
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	290
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	284
Arlington Community Services	161
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	113
Catholic Charities Bureau, Inc. / Food Pantry JAX	101
Jewish Family & Community Services, Inc. / Emergency Food Pantry	82
United Community Outreach Ministry (UCOM) / Financial Assistance Program	76
elderSource / Elder Helpline	75
DCF / Florida / Emergency Financial Housing Assistance Program	68
St. Vincent DePaul Society / Church of the Assumption	62
The Salvation Army NEFL Area Command / Red Shield Lodge	55
Faith-to-Grow / Cross-cultural Outreach	51
Beaches Emergency Assisatance Ministry (BEAM)	48
NEFCAA / Family Program / R.F.Kennedy Center	44
Gateway Community Services, Inc	42
Salvation Army of Clay County / Emergency Services	42
Urban Jacksonville, Inc. / Community Care for the Elderly	39
Salvation Army of St. John's County / Emergency Assistance	35
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	35
Westside Christian Outreach	35
World Outreaach, Inc. / The Lord's Store	34
Welfare Federation / St. Johns County / Emergency Assistance Program	31
Catholic Charities / St. Johns County / Emerfency Assistance	27
First Coast Women's Services	27
St. Johns County Social Services	26
North Jax Women's Resource Center	22
Jacksonville Housing Authority	21
Duval Co. Health Dept. / Central Pharmacy	19
Family Foundations	19

**February 2008
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		630
Percentage of Follow-up Calls identified out of Total Call Volume (6257)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		303
Percentage of Satisfied callers identified out of Total Contacts (309)		98%
Total Number of Referrals Called Three Times Without an Answer		321
Percentage of Referrals Called Three Times Without An Answer		51%
Total Number of Referral Calls That Received Assistance From An Agency		190
Percentage of Referral Calls That Received Assistance From An Agency		61%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		119
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		39%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		101
Out of Funds	7	
Unable to Reach, Line Busy	93	
Application Being Processed/Waiting	1	
CALLER =		12
Caller Ineligible		
Income Too High	1	
Previously Used Service	8	
Did not Meet Agency Requirements	3	
Caller Did Not Contact Agency		
Made Other Arrangements		
Did Not Call for Services		
Other		
Caller Rejected Assistance		6
Transportation Problem	1	
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
Alternative Referral Made During Follow-up		
Holiday Assistance Program Closed	1	
Waiting		
Caller Still Needs Services	4	
TOTAL		119

Call Profile By County for FEBRUARY 2008

Duval	4649
Clay	581
Other Florida Counties	577
St. Johns	125
Nassau	71
Putnam	68
Columbia	57
Suwannee	39
Other States	32
Baker County	27
Hamilton	18
Unknown	13
Total Calls for Feb. 2008	6257

Top 10 Zip Codes - Duval County

Northwest Jax	32209	435
Westside	32210	285
Northside	32208	279
Springfield	32206	249
Northside	32218	222
Arlington	32211	201
San Marco	32207	200
Westside	32244	200
Downtown	32205	177
Southside	32246	130