

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

Feb-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											9,965
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201											2,398
FOOD/SHELTER/CLOTHING/FURNITURE	744	876											1,620
HOUSING	23	34											57
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45											0:54
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04											2:58
Hang-Up / Abandonments (Actual # and Average)	913	482											698
Abandonment Rate - Goal (17 percent)	14%	10%											12%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%											-13%

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 FEBRUARY 2005

COJ / Mental Health & Welfare Emergency Assistance	1077
Catholic Charities Bureau, Inc. / Emergency Assistance	872
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	246
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	238
NEFCAA / LIHEAP Program / R. F. Kennedy Center	140
NEFCAA / LIHEAP Program / Emmett Reed Center	102
Arlington Community Services	70
Dentist Care of Jacksonville, Inc.	58
Faith-to-Grow / Cross-cultural Outreach	52
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	38
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelte	35
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	34
Urban Jacksonville, Inc / Emergency Home Energy Assistance for the Elderly (EHEAP)	33
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M.. Sulzbacher Dental Clinic / Dental Serv	33
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS Care	32
River Region Human Services, Inc. / Substance Abuse Treatment	31
St. Vincent's Health System / HealthLink	31
Lutheran Social Services of Northeast Florida, Inc / Representative Payee Program	29
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	28
City of Jacksonville / Adult Services Division / Winter Crisis Line for Seniors	27
World Outreach /The Lord's Store	26
Westside Christian Outreach	25
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	25
St. Vincent DePaul Society / Church of the Assumption	25
United Community Outreach Ministry (UCOM) / Financial Assistance Program	23
Catholic Charities Bureau, Inc. / Food Pantry	22
Economic Opportunity Council	21
The City Rescue Mission, Inc. - New Life Inn	20
Community Connections of Jacksonville, Inc. / Florence Davis Center	20
Catholic Charities Bureau, Inc / Traveler's Aid	19
HomeSavers USA	18
NEFCAA / Family Program / Emmett Reed Center	18
Jacksonville Housing Authority / Public Housing Applications	17
Catholic Charities / St. Johns County / Emergency Assistance	16
Emergency Pregnancy Service of Jacksonville, Inc.	15
Jacksonville Area Legal Aid, Inc. / Main Office . Legal Representation	15

## MAJOR CATEGORIES FOR February 2005

MAJOR CATEGORY	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Total '04-'05	Feb'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	18	38	15	28	3	15	3	16	14	12	14	8	184	52
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	149	241	328	369	210	198	152	140	146	172	110	440	2,655	131
ADOPTION	4	6	0	5	2	1	1	3	2	1	17	1	43	4
CHRONIC CALLER	165	282	241	170	130	163	126	98	149	146	152	112	1,934	171
DAY CARE	18	24	3	18	21	23	18	21	26	19	15	22	228	36
DISABLED & ELDERLY	17	42	17	34	32	36	23	11	31	12	13	23	291	12
DISASTER (Hurricane)	5	3	0	0	0	1,639	762	3	0	0	0	0	2,412	0
EMOTIONAL CRISIS *	80	58	186	82	542	92	53	44	79	86	61	55	1,418	74
FINANCIAL ASSISTANCE / SUPPORT	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	33,304	2,065
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	618	895	920	988	620	2,051	1,831	1,077	1,363	1,347	744	876	13,330	497
HEALTH/MEDICATION	138	158	232	435	157	186	188	130	162	144	136	88	2,154	90
HOUSING INFORMATION	79	100	120	214	147	62	58	73	116	93	23	34	1,119	62
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	18	26	19	21	9	5	11	9	16	11	9	6	160	8
SUPPORT GROUP / EDUCATION / VOLUNTEER	111	128	51	43	38	32	19	30	42	32	66	34	626	114
OTHER	49	67	112	299	168	182	261	188	205	276	138	113	2,058	52
Prosperity Campaign / Income Tax	51	0	0	134	67	0	7	13	0	143	771	712	1,898	151
<b>TOTAL CATEGORIES</b>	<b>4,481</b>	<b>6,702</b>	<b>6,042</b>	<b>7,063</b>	<b>4,764</b>	<b>6,658</b>	<b>6,804</b>	<b>3,699</b>	<b>5,273</b>	<b>5,137</b>	<b>3,466</b>	<b>3,725</b>	<b>56,623</b>	<b>3,519</b>

\* Emotional Crisis calls can be in more than one category.

Information Source: Service Point 3.0 and Avaya Call Management Supervisor (CMS) Software

**UNMET NEEDS (400 )  
FEBRUARY 2005**

Agency out of funds/goods	12
Appointment line busy	263
Client ineligible	9
Client previously used service	4
Client refused referral	12
Did not meet agency requirements	34
No program available	44
Service does not exist	0
No weekend weekend/after hours/holiday service	1
Shelter Full	11
Waiting list	10
	400

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Assistance	5
Agency out of funds/goods	Rent/Mortgage Assistance	2
Agency out of funds/goods	Furniture	4
Agency out of funds/goods	Clothing	1
Appointment line busy	Utility Bill Assistance	187
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	11
Appointment line busy	Rent/Mortgage Assistance	59
Appointment line busy	Prescription Expense Assistance	1
Client ineligible	Log Distance Transportation	1
Client ineligible	Free Health Insurance	1
Client ineligible	Utility Bill Assistance	5
Client ineligible	Burial Services	1
Client ineligible	Free Medical Transportation	1
Client previously used service	Utility Bill Assistance	2
Client previously used service	Rental Deposit Assistance	2
Client Refused Referral	Utility Bill Assistance	4
Client Refused Referral	Food Pantries	1
Client Refused Referral	Homeless Shelters	6
Client Refused Referral	Prescription Expense Assistance	1
Did not meet agency requirements	Family Counseling (Fre)	2
Did not meet agency requirements	Utility Bill Assistance	12
Did not meet agency requirements	Free Medical Transportation	1
Did not meet agency requirements	Burial Services	1
Did not meet agency requirements	Health Care	4
Did not meet agency requirements	Health Insurance Premium Assistance	1
Did not meet agency requirements	General Legal Aid	3
Did not meet agency requirements	Prescription Expense Assistance	2
Did not meet agency requirements	Ex-Offenders Program	1
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	Rent/Mortgage Assistance	6
No program available	Free Long Distance Transportation	1
No program available	Automobile Payment Assistance	2
No program available	Automobile Insurance Payt. Assistance	2
No program available	Medical Bill Assistance	4
No program available	Free Medical Transportation	1
No program available	Free Dentures	1
No program available	Sewer Maintenance Payment	1
No program available	Drivers Licenses Fees	1
No program available	Driving Safety Education Fees	1
No program available	Property Tax Payment Assistance	1
No program available	Automobile Repairs	1
No program available	Appliances	3
No program available	Water Heater Maintenance/Repair	1
No program available	Birth Certificate Fees	1
No program available	Bus Fare/Automobile Gas money	2
No program available	Telephone Bill Assistance	13
No program available	Undesignated Temporary Financial Aid	8
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Subsidized Child Care	6
Waiting list	Housing Authorities	4
Shelters Full	Homeless People	11

**FEBRUARY 2005  
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		668
Percentage of Follow-up Calls identified out of Total Call Volume (4294)		14%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		220
		33%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		289
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		43%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		159
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		24%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		139
Out of Funds	6	
Unable to Reach, Line Busy	133	
Application Being Processed/Waiting		
<b>CALLER =</b>		20
<b>Caller Ineligible</b>		
Income Too High	7	
Previously Used Service	3	
Did not Meet Agency Requirements	9	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	1	
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 (2)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (158)		
<b>TOTAL</b>		159

## Call Profile By County for February 2005

Baker County		103
Bradford		24
Clay		473
Columbia		51
Duval		2731
Hamilton		42
Marion		78
Nassau		89
Putnam		42
Suwannee		54
St. Johns		512
Other Florida		39
Other States		11
Unknown		45
Total Calls for February 2005	4294	4294

### Top 10 Zip Codes - Duval County

Northwest Jax	32209	309
Westside	32210	230
Northside	32208	212
Springfield	32206	189
Arlington	32211	172
Westside	32244	159
Northside	32218	140
Westside	32205	136
Southside	32207	109
Southside	32216	107