

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

Feb-06														
<b>MAJOR CATEGORY 2006</b>	<b>Jan '06</b>	<b>Feb '06</b>	<b>Mar '06</b>	<b>Apr '06</b>	<b>May '06</b>	<b>June '06</b>	<b>July '06</b>	<b>Aug '06</b>	<b>Sept '05</b>	<b>Oct '06</b>	<b>Nov '06</b>	<b>Dec '06</b>	<b>Total '06</b>	
MONTHLY CALL VOLUME	5,624	4,388											10,012	
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233											5,859	
FOOD/SHELTER/CLOTHING/FURNITURE	802	405											1,207	
HOUSING	91	43											134	
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17											0:53	
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31											2:42	
Hang-Up / Abandonments (Actual # and Average)	510	282											396	
Abandonment Rate - Goal (17 percent)	9%	6%											8%	
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%											1%	
<b>MAJOR CATEGORY 2005</b>	<b>Jan '05</b>	<b>Feb '05</b>	<b>Mar '05</b>	<b>Apr '05</b>	<b>May '05</b>	<b>June '05</b>	<b>July '05</b>	<b>Aug '05</b>	<b>Sept '05</b>	<b>Oct '05</b>	<b>Nov '05</b>	<b>Dec '05</b>	<b>Total '05</b>	
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%	
<b>MAJOR CATEGORY 2004</b>	<b>Jan '04</b>	<b>Feb '04</b>	<b>Mar '04</b>	<b>Apr '04</b>	<b>May '04</b>	<b>June '04</b>	<b>July '04</b>	<b>Aug '04</b>	<b>Sept '04</b>	<b>Oct '04</b>	<b>Nov '04</b>	<b>Dec '04</b>	<b>Total '04</b>	
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%	
<b>MAJOR CATEGORY 2003</b>	<b>Jan '03</b>	<b>Feb '03</b>	<b>Mar '03</b>	<b>*Apr '03</b>	<b>*May '03</b>	<b>*June '03</b>	<b>July '03</b>	<b>Aug '03</b>	<b>Sept '03</b>	<b>Oct '03</b>	<b>Nov '03</b>	<b>Dec '03</b>	<b>Total '03</b>	
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%	
<b>MAJOR CATEGORY 2002</b>	<b>Jan '02</b>	<b>Feb '02</b>	<b>Mar '02</b>	<b>Apr '02</b>	<b>May '02</b>	<b>June '02</b>	<b>July '02</b>	<b>Aug '02</b>	<b>Sept '02</b>	<b>Oct '02</b>	<b>Nov '02</b>	<b>Dec '02</b>	<b>Total '02</b>	
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	
<b>MAJOR CATEGORY 2001</b>	<b>Jan '01</b>	<b>Feb '01</b>	<b>Mar '01</b>	<b>Apr '01</b>	<b>May '01</b>	<b>June '01</b>	<b>July '01</b>	<b>Aug '01</b>	<b>Sept '01</b>	<b>Oct '01</b>	<b>Nov '01</b>	<b>Dec '01</b>	<b>Total '01</b>	
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 2006

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Catholic Charities Bureau, Inc. / Emergency Assistance	1218
COJ / Mental Health & Welfare Emergency Assistance	1214
NEFCAA / LIHEAP Program / R. F. Kennedy Center	409
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	273
NEFCAA / LIHEAP Program / Emmett Reed Center	271
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	183
Arlington Community Services	94
Catholic Charities Bureau, Inc. / Food Pantry	55
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	55
DCF / Florida / Emergency Financial Housing Assistance Program	53
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	46
Economic Opportunity Council	40
Salvation Army of Clay County / Emergency Welfare Assistance	36
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	34
Faith-to-Grow / Cross-cultural Outreach	32
Catholic Charities / St. Johns County / Emergency Assistance	30
COJ / Adult Services Division / Winter Crisis Line for Seniors	30
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	29
Catholic Charities Bureau, Inc. / Family and Addictions Counseling	28
The Salvation Army NE FL Area Command / Red Shield Lodge	26
Salvation Army of St. Johns County / Emergency Assistance	25
St. Vincent DePaul Society / Church of the Assumption	25
The City Rescue Mission, Inc. / New Life Inn	24
Beaches Emergency Assistance Ministry (BEAM)	23
Regency Church of God / Food Pantry	22
Welfare Federation / St. Johns County / Emergency Assistance Program	22
United Community Outreach Ministry (UCOM) / Financial Assistance Program	22
Annabel Knott and Associates, Inc.	21
Jewish Family & Community Services, Inc. / Individual, Couples, and Family Therapy	20
DCF / Duval County - Southside Center / TANF / Food Stamps / Medicaid	19
Catholic Charities / Putnam County / Emergency Assistance	19
A New Beginning	18
Westside Christian Outreach	18
World Outreach /The Lord's Store	17
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	16
Catholic Charities Bureau, Inc. Columbia-Hamilton-Suwannee Counties / Emergency Svcs.	16



**UNMET NEEDS (276)**  
**FEBRUARY 2006**

Agency out of funds/goods	6
Appointment line busy	156
Client previously used service	4
Client refused referral	17
Did not meet agency requirements	19
No program available	43
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	4
Shelter Full	11
Waiting list	16
	276

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	6
Appointment line busy	Utility Bill Assistance	115
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	15
Appointment line busy	Rent/Mortgage Assistance	24
Client previously used service	Rent/Mortgage Assistance	2
Client previously used service	Rental Deposit Assistance	2
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Utility Bill Payment Assistance	3
Client Refused Referral	Child Care Resource and Referral	1
Client Refused Referral	Central Intake / Assessment for SubAbuse	1
Client Refused Referral	Mental Health Care and Counseling	4
Client Refused Referral	Homeless Shelter	4
Client Refused Referral	Discount Bus Passes	2
Did not meet agency requirements	Rent/Mortgage Assistance	7
Did not meet agency requirements	Food Pantries	1
Did not meet agency requirements	Utility Bill Assistance	7
Did not meet agency requirements	Subsidized Housing	1
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	General Medical Care	1
Did not meet agency requirements	Home Rehabilitation/repair	1
No program available	School Clothing	1
No program available	Automobile Repairs	4
No program available	Hearing Aids (No cost)	1
No program available	Adult Boot Camp	1
No program available	Building Acquisition/Renovation Funds	1
No program available	Discount Bus Passes	4
No program available	Cable Bill Payment Assistance	1
No program available	Long Distance Transportation (Free)	1
No program available	Tourette's Syndrome Support Grou	1
No program available	Dental Care (No cost)	1
No program available	Dentures (No cost)	1
No program available	Bus Fare/Gas Money	6
No program available	Medical Bill Payment Assistance	4
No program available	Telephone Bill Assistance	9
No program available	Undesignated Temporary Financial Aid	7
No weekend/after hours/holiday Service	Diapers	2
No weekend/after hours/holiday Service	Food Pantries	2
Waiting list	Subsidized Child Care	5
Waiting list	Furniture	1
Waiting list	Adult Residential Treatment Facilities	1
Waiting list	Subsidized Housing	9
Shelters Full	Homeless People	11



## Call Profile By County for February 2006

Baker County	36
Bradford	3
Clay	412
Columbia	34
Duval	3195
Hamilton	46
Marion	119
Nassau	33
Putnam	18
Suwannee	38
St. Johns	393
Other Florida Counties	35
Other States	20
Unknown	6
<b>Total Calls for February 2006</b>	<b>4388</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	349
Westside	32210	262
Northside	32208	222
Westside	32205	175
Springfield	32206	173
Arlington	32211	157
Westside	32244	151
Northside	32218	138
Westside	32254	107
San Marco	32207	106