

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						40,557
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219						26,327
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290						4,915
HOUSING	80	77	68	79	64	37	34						439
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25						1:00
Length of Calls (Goal - 4 mins., 5 seconds)	2:43	3:14	3:31	3:04	2:59	2:54	3:08						3:04
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126						915
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%						13%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%						-6%

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 JANUARY 2007

COJ / Mental Health & Welfare Emergency Assistance	1583
Catholic Charities Bureau, Inc. / Emergency Assistance	1433
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	516
NEFCAA / LIHEAP Program / R. F. Kennedy Center	355
NEFCAA / LIHEAP Program / Emmett Reed Center	258
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	191
Arlington Community Services	151
DCF / Florida / Emergency Financial Housing Assistance Program	115
Faith-to-Grow / Cross-cultural Outreach	86
Catholic Charities Bureau, Inc. / Food Pantry JAX	80
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	79
United Community Outreach Ministry (UCOM) / Financial Assistance Program	75
St. Vincent DePaul Society / Church of the Assumption	73
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	72
Jewish Family & Community Services, Inc. / Emergency Food Pantry	67
Urban Jacksonville, Inc. / Community Care for the Elderly	64
The Salvation Army NE FL Area Command / Red Shield Lodge	59
Regency Church of God / Food Pantry	58
Salvation Army of Clay County / Emergency Services	51
Catholic Charities / St. Johns County / Emergency Assistance	43
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	41
St. Johns County Social Services	40
Welfare Federation / St. Johns County / Emergency Assistance Program	38
Partnership for Prescription Assistance	36
NEFCAA / Family Program / R.F. Kennedy Center	35
Beaches Emergency Assistance Ministry (BEAM)	32
COJ / Community Services Division / Public Information	30
NEFCAA / LIHEAP Program / St. Johns County	30
Trinity Rescue Mission / Women & Children's Center	30
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	28
Salvation Army of St. Johns County / Emergency Assistance	28
Catholic Charities Bureau, Inc./ Putnam County / Emergency Assistance	24
Duval County Health Department / Central Health Pharmacy	23
North Jacksonville Women's Resource Center	23
NEFCAA / Family Program / Emmett Reed Center	22
Westside Christian Outreach	22

UNMET NEEDS (526)

JANUARY 2007

Agency out of funds/goods	35
Appointment line busy	339
Client previously used service	14
All Services Full	4
Client refused referral	15
Did not meet agency requirements	33
No program available	32
Seasonal Program / Out of Season	5
No weekend weekend/after hours/holiday service	1
Shelter Full	28
Waiting list	20
	526

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	12
Agency out of funds/goods	Utility Bill Assistance	10
Agency out of funds/goods	Rental Deposit Assistance	2
Agency out of funds/goods	Furniture	11
Appointment line busy	Discount Bus Passes	2
Appointment line busy	Utility Bill Assistance	185
Appointment line busy	Utility Deposit Assistance	4
Appointment line busy	Rental Deposit Assistance	26
Appointment line busy	Rent/Mortgage Assistance	122
Client previously used service	Rent/Mortgage Assistance	5
Client previously used service	Utility Bill Assistance	9
Client Refused Referral	Homeless Shelters	4
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Dental Care	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Discount Bus Passes	2
Client Refused Referral	Legal Counseling	1
Client Refused Referral	Utility Bill Payment Assistance	3
Client Refused Referral	Rent/Mortgage Deposit Assistance	1
Did not meet agency requirements	Rent/Mortgage Assistance	1
Did not meet agency requirements	Utility Deposit Assistance	3
Did not meet agency requirements	Utility Bill Assistance	10
Did not meet agency requirements	Dental Care	5
Did not meet agency requirements	Home Rehabilitation/Repair	2
Did not meet agency requirements	Dental/Health Insurance	1
Did not meet agency requirements	Mental Health Care and Counseling	1
Did not meet agency requirements	Substance Abusers	1
Did not meet agency requirements	Outpatient Health Facilities	1
Did not meet agency requirements	Diapers	2
Did not meet agency requirements	Subsidized Housing	3
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	General Legal Aid	1

Did not meet agency requirements	Discount Bus Passes	1
No program available	Hotel/Motel Payment Assistance	4
No program available	Automobile Payment Assistance	3
No program available	Moving Expense Assistance	1
No program available	Adapted Exercise Equipment Assistance	1
No program available	Bus Fare/Gas Money	2
No program available	Medical Bill Payment Assistance	6
No program available	Telephone Bill Assistance	4
No program available	Undesignated Temporary Financial Aid	11
No weekend/after hours/holiday Service	Utility Bill Payment Assistance	1
Waiting list	Subsidized Child Care	5
Waiting list	Housing Authorities	15
Shelters Full	Homeless Shelter	28

**JANUARY 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		476
Percentage of Follow-up Calls identified out of Total Call Volume (5020)		9%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		212
Percentage of Satisfied callers identified out of Total Contacts (215)		99%
Total Number of Referrals Called Three Times Without An Answer		261
Percentage of Referrals Called Three Times Without An Answer		55%
Total Number of Referral Calls That Received Assistance From An Agency		161
Percentage of Referral Calls That Received Assistance From An Agency		34%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		54
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		11%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		48
Out of Funds	3	
Unable to Reach, Line Busy	45	
Application Being Processed/Waiting		
CALLER =		5
Caller Ineligible		
Income Too High		
Previously Used Service	2	
Did not Meet Agency Requirements	3	
Caller Did Not Contact Agency		1
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 (00)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ()		
TOTAL		54

Call Profile By County for January 2007

Baker County	84
Bradford	5
Clay	421
Columbia	84
Duval	3674
Hamilton	52
Marion	15
Nassau	97
Putnam	33
Suwannee	61
St. Johns	388
Other Florida Counties	80
Other States	8
Unknown	18
Total Calls for January 2007	5020

Top 10 Zip Codes - Duval County

Northwest Jax	32209	384
Springfield	32206	256
Westside	32210	232
Northside	32208	211

Westside	32244	150
Arlington	32211	148
San Marco	32207	147
Northside	32218	136
Downtown	32202	133
Westside	32205	125