

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

Jan-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												5,671
FINANCIAL ASSISTANCE/SUPPORT	1,197												1,197
FOOD/SHELTER/CLOTHING/FURNITURE	744												744
HOUSING	23												23
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03												1:03
Length of Calls (Goal - 4 mins., 10 seconds)	2:52												2:52
Hang-Up / Abandonments (Actual # and Average)	913												913
Abandonment Rate - Goal (17 percent)	14%												14%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%												-12%

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 JANUARY 2005

COJ / Mental Health & Welfare Emergency Assistance	1725
Catholic Charities Bureau, Inc. / Emergency Assistance	1366
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	412
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	410
NEFCAA / LIHEAP Program / R. F. Kennedy Center	247
NEFCAA / LIHEAP Program / Emmett Reed Center	184
Arlington Community Services	118
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M.. Sulzbacher Dental Clinic / Dental Serv	111
Faith-to-Grow / Cross-cultural Outreach	78
River Region Human Services, Inc. / Substance Abuse Treatment	63
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	63
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	57
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M.. Sulzbacher Dental Clinic / Dental Serv	111
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS Care	55
United Community Outreach Ministry (UCOM) / Financial Assistance Program	54
Dentist Care of Jacksonville, Inc.	54
HomeSavers USA	51
Catholic Charities Bureau, Inc. / Food Pantry	51
Urban Jacksonville, Inc / Emergency Home Energy Assistance for the Elderly (EHEAP)	45
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	43
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	42
Economic Opportunity Council	40
World Outreach /The Lord's Store	35
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	35
Salvation Army of Clay County / Emergency Welfare Assistance	32
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	31
Salvation Army of St. Johns County / Emergency Welfare Assistance	30
The City Rescue Mission, Inc. - New Life Inn	28
St. Vincent DePaul Society / Church of the Assumption	27
Westside Christian Outreach	27
Welfare Federation / St. Johns County / Emergency Assistance	24
NEFCAA / Family Program / R. F. Kennedy Center	22
Shands Jacksonville - First Care	20
NEFCAA / LIHEAP Program / St. Johns County	19
St. Vincent's Health System / HealthLink	19
DCF / Florida / Emergency Financial Assistance for Housing Program	18

MAJOR CATEGORIES FOR JANUARY 2005

MAJOR CATEGORY	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Total '04-'05	Jan'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	52	18	38	15	28	3	15	3	16	14	12	14	228	24
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	131	149	241	328	369	210	198	152	140	146	172	110	2,346	162
ADOPTION	4	4	6	0	5	2	1	1	3	2	1	17	46	1
CHRONIC CALLER	171	165	282	241	170	130	163	126	98	149	146	152	1,993	195
DAY CARE	36	18	24	3	18	21	23	18	21	26	19	15	242	19
DISABLED & ELDERLY	12	17	42	17	34	32	36	23	11	31	12	13	280	27
DISASTER (Hurricane)	0	5	3	0	0	0	1,639	762	3	0	0	0	2,412	1
EMOTIONAL CRISIS *	74	80	58	186	82	542	92	53	44	79	86	61	1,437	98
FINANCIAL ASSISTANCE / SUPPORT	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	1,197	34,168	3,144
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	497	618	895	920	988	620	2,051	1,831	1,077	1,363	1,347	744	12,951	651
HEALTH/MEDICATION	90	138	158	232	435	157	186	188	130	162	144	136	2,156	219
HOUSING INFORMATION	62	79	100	120	214	147	62	58	73	116	93	23	1,147	46
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	8	18	26	19	21	9	5	11	9	16	11	9	162	15
SUPPORT GROUP / EDUCATION / VOLUNTEER	114	111	128	51	43	38	32	19	30	42	32	66	706	81
OTHER	52	49	67	112	299	168	182	261	188	205	276	138	1,997	43
Prosperity Campaign / Income Tax	151	51	0	0	134	67	0	7	13	0	143	771	1,337	289
TOTAL CATEGORIES	3,519	4,481	6,702	6,042	7,063	4,764	6,658	6,804	3,699	5,273	5,137	3,466	60,142	5,015

* 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 (506)
JANUARY 2005**

Agency out of funds/goods	6
Appointment line busy	363
Client ineligible	10
Client previously used service	20
Client refused referral	16
Did not meet agency requirements	26
No program available	47
Service does not exist	4
No weekend weekend/after hours/holiday service	3
Shelter Full	7
Waiting list	4
	506

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Assistance	2
Agency out of funds/goods	Rent/Mortgage Assistance	2
Agency out of funds/goods	Furniture	1
Agency out of funds/goods	Prescription Expense Assistance	1
Appointment line busy	Utility Bill Assistance	246
Appointment line busy	Rental Deposit Assistance	21
Appointment line busy	Rent/Mortgage Assistance	96
Client ineligible	Rent/Mortgage Assistance	2
Client ineligible	Utility Deposit Assistance	1
Client ineligible	Utility Bill Assistance	6
Client ineligible	General Legal Aid	1
Client previously used service	Utility Bill Assistance	10
Client previously used service	Rent/Mortgage Assistance	10
Client Refused Referral	Utility Bill Assistance	8
Client Refused Referral	Furniture	1
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Homeless Shelters	5
Client Refused Referral	Rent/Mortgage Assistance	1
Did not meet agency requirements	Transportation for Disabled	1
Did not meet agency requirements	Utility Bill Assistance	2
Did not meet agency requirements	Discount Bus Passes	2
Did not meet agency requirements	Burial Services	1
Did not meet agency requirements	Health Care	1
Did not meet agency requirements	Housing Authorities	4
Did not meet agency requirements	Prescription Expense Assistance	4
Did not meet agency requirements	Home Repair	2
Did not meet agency requirements	Rent/Mortgage Assistance	6
Did not meet agency requirements	Rent Deposit Assistance	3
No program available	Free Long Distance Transportation	1
No program available	Automobile Payment Assistance	5
No program available	Automobile Insurance Payt. Assistance	2
No program available	Medical Bill Assistance	5
No program available	Health Insurance Premium Assistance	1
No program available	Movers	1
No program available	Computers	1
No program available	Furniture	1
No program available	Medical Equipment/Supplies	1
No program available	Adapted Excerise Equipment	1
No program available	Glasses/Contact Lenses	1
No program available	Telephone Bill Assistance	12
No program available	Undesignated Temporary Financial Aid	15
Service does not exist	Motel Vouchers	3
Service does not exist	Mobile Home Reinforcement Services	1
No weekend/after hours/holiday Service	Rental Deposit Assistance	1
No weekend/after hours/holiday Service	Rent/Mortgage Assistance	1
No weekend/after hours/holiday Service	Traveler's Assistance	1
Waiting list	Inpatient Substance Abuse Treatment	1
Waiting list	Subsidized Child Care	2
Waiting list	Housing Authorities	1
Shelters Full	Homeless People	7

Call Profile By County for January 2005

Baker County	38
Bradford	12
Clay	346
Columbia	61
Duval	4434
Hamilton	87
Marion	114
Nassau	130
Putnam	12
Suwannee	55
St. Johns	311
Other Florida	29
Other States	12
Unknown	30
Total Calls for January 5671	5671

Top 10 Zip Codes - Duval County

Northwest Jax	32209	482
Springfield	32206	300
Northside	32208	292
Westside	32210	267
Westside	32244	257
Arlington	32211	223
Northside	32218	200
Westside	32205	159
Southside	32216	149
Westside	32254	127