

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

Jan-06													
MAJOR CATEGORY 2006	Jan '06	Feb '06	Mar '06	Apr '06	May '06	June '06	July '06	Aug '06	Sept '05	Oct '06	Nov '06	Dec '06	Total '06
MONTHLY CALL VOLUME	5,624												5,624
FINANCIAL ASSISTANCE/SUPPORT	2,626												2,626
FOOD/SHELTER/CLOTHING/FURNITURE	802												802
HOUSING	91												91
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53												0:53
Length of Calls (Goal - 4 mins., 10 seconds)	2:54												2:54
Hang-Up / Abandonments (Actual # and Average)	510												510
Abandonment Rate - Goal (17 percent)	9%												9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%												0%
MAJOR CATEGORY 2005													
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	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%
MAJOR CATEGORY 2004													
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													
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													
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													
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 2006

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Catholic Charities Bureau, Inc. / Emergency Assistance	1952
COJ / Mental Health & Welfare Emergency Assistance	1912
NEFCAA / LIHEAP Program / R. F. Kennedy Center	582
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	385
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	363
NEFCAA / LIHEAP Program / Emmett Reed Center	348
The Salvation Army NE FL Area Command / Duval County	174
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	137
Arlington Community Services	125
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS	80
DCF / Florida / Emergency Financial Housing Assistance Program	64
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	51
Faith-to-Grow / Cross-cultural Outreach	51
St. Vincent DePaul Society / Church of the Assumption	49
United Community Outreach Ministry (UCOM) / Financial Assistance Program	45
World Outreach /The Lord's Store	42
Regency Church of God / Food Pantry	42
River Region Human Services, Inc. / Residential Substance Abuse Treatment	41
Lutheran Social Services of Northeast Florida, Inc. / Representative Payee	40
Beaches Emergency Assistance Ministry (BEAM)	40
Salvation Army of Clay County / Emergency Welfare Assistance	39
Dentist Care of Jacksonville, Inc	39
Westside Christian Outreach	39
Economic Opportunity council	39
Jacksonville Housing Authority / Housing Assistance Division	36
The City Rescue Mission	35
Catholic Charities / St. Johns County / Emergency Assistance	34
First Coast Women's Services	31
Welfare Federation / St. Johns County / Emergency Assistance Program	30
Emergency Pregnancy Service of Jacksonville, Inc	29
A New Beginning	26
Salvation Army of St. Johns County / Emergency Assistance	26
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	25
Catholic Charities Bureau, Inc. Columbia-Hamilton-Suwannee Counties / Emergency Svcs.	22
Jacksonville Children's Commission / Child Care Resource & Referral Services	21
Catholic Charities / Putnam County / Emergency Assistance	18



# UNMET NEEDS (396)

JANUARY 2006

Agency out of funds/goods	18
Appointment line busy	261
Client previously used service	9
Client refused referral	14
Did not meet agency requirements	31
No program available	39
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	1
Shelter Full	11
Waiting list	12
	396

Reason Unmet	Need Description	Number of Needs
Appointment line busy	Gas Bill Payment Assistance	1
Agency out of funds/goods	Utility Bill Assistance	12
Agency out of funds/goods	Rental Deposit Assistance	3
Agency out of funds/goods	Furniture	2
Appointment line busy	Utility Bill Assistance	195
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	16
Appointment line busy	Rent/Mortgage Assistance	48
Client previously used service	Rent/Mortgage Assistance	2
Client previously used service	Utility Bill Assistance	7
Client Refused Referral	Homeless Shelters	4
Client Refused Referral	Mental Health Care and Counseling	3
Client Refused Referral	Discount Bus Passes	3
Client Refused Referral	Utility Bill Payment Assistance	2
Client Refused Referral	Rent/Mortgage Assistance	2
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Rent Deposit Assistance	3
Did not meet agency requirements	Utility Bill Assistance	15
Did not meet agency requirements	Subsidized Housing	1
Did not meet agency requirements	Subsidized Child Care	2
Did not meet agency requirements	General Legal Aid	2
Did not meet agency requirements	Discount Bus Passes	3
No program available	Furniture	2
No program available	Automobile Payment Assistance	2
No program available	Sexual Addiction Support Group	1
No program available	Dentures (No cost)	2
No program available	Bus Fare/Gas Money	3
No program available	Medical Bill Payment Assistance	4
No program available	Telephone Bill Assistance	3
No program available	Undesignated Temporary Financial Aid	22
No weekend/after hours/holiday Service	Discount Bus Passes	1
Waiting list	Subsidized Child Care	9
Waiting list	Housing Authorities	3
Shelters Full	Homeless People	11



## Call Profile By County for January 2006

Baker County	61
Bradford	58
Clay	438
Columbia	45
Duval	4215
Hamilton	52
Marion	157
Nassau	43
Putnam	73
Suwannee	60
St. Johns	370
Other Florida Counties	9
Other States	27
Unknown	16
<b>Total Calls for January 2006</b>	<b>5624</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	401
Northside	32208	378
Springfield	32206	286
Westside	32205	269
Southside	32216	207
Arlington	32277	148
Arlington	32211	94
San Marco	32207	83
Westside	32244	78
Northside	32218	71