

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

MAJOR CATEGORY 2007 - 2008	July '07	Aug. '07	Sept. '07	Oct. '07	Nov. '07	Dec. '07	Jan. '08	Feb. '08	Mar '08	Apr '08	May '08	June '08	Total '07-08
MONTHLY CALL VOLUME	6,665												6,665
FINANCIAL ASSISTANCE/SUPPORT	1,850												1,850
FOOD/SHELTER/CLOTHING/FURNITURE	368												368
HOUSING	42												42
Average Speed Answered (Goal - 60 seconds)	1:11												1:11
Length of Calls (Goal - 4 mins., 5 seconds)	2:56												2:56
Hang-Up / Abandonments (Actual # and Average)	1,166												1,166
Abandonment Rate - Goal (15 percent)	14%												14%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	27%												27%

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	4,427	5,717	5,923	5,756	6,068	68,448
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	32,296
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219	278	330	279	6,202
HOUSING	80	77	68	79	64	37	34	42	27	37	40	33	618
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38	0:39	0:47	0:39	0:43	0:52
Length of Calls (Goal - 4 mins., 5 seconds)	2:43	3:14	3:31	3:04	2:59	2:54	3:08	2:56	3:06	3:04	2:54	2:53	3:02
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598	519	575	755
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%	8%	8%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	-2%

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 JULY 2007

COJ / Mental Health & Welfare Emergency Assistance	2695
Catholic Charities Bureau, Inc. / Emergency Assistance	2147
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1026
DCF / Florida / Emergency Financial Housing Assistance Program	554
NEFCAA / LIHEAP Program / R. F. Kennedy Center	480
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	454
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	414
Arlington Community Services	199
Catholic Charities Bureau, Inc. / Food Pantry JAX	171
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	136
Jewish Family & Community Services, Inc. / Emergency Food Pantry	115
United Community Outreach Ministry (UCOM) / Financial Assistance Program	110
Faith-to-Grow / Cross-cultural Outreach	84
St. Vincent DePaul Society / Church of the Assumption	77
Salvation Army of Clay County / Emergency Services	70
Urban Jacksonville, Inc. / Community Care for the Elderly	65
Beaches Emergency Assistance Ministry (BEAM)	62
Westside Christian Outreach	59
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	57
Emergency Pregnancy Services, Inc.	47
The Salvation Army NE FL Area Command / Red Shield Lodge	62
NEFCAA / Family Program / R.F. Kennedy Center	46
Catholic Charities / St. Johns County / Emergency Assistance	42
World Outreaach, Inc. / The Lord's Store	56
COJ / Community Services Division / Public Information Line	37
First Coast Women's Services	36
DCF / District IV / Call Center	35
I.M. Sulzbacher Center for the Homeless, Inc/ Homeless shelter	63
Trinity Rescue Mission / Women & Children's Center	34
North Jacksonville Women's Resource Center	33
Partnership for Prescription Assistance	31
Catholic Charities Cureau, Inc. / Lake City	30
St. Johns County Social Services	30
Welfare Federation / St. Johns County / Emergency Assistance Program	29
Women's Help Center	28
Salvation Army of St. John's County / Emergency Assistance	26

UNMET NEEDS (878)

JULY 2007

Agency out of funds/goods	50
Appointment line busy	670
Client previously used service	13
Client refused referral	25
Did not meet agency requirements	10
No program available	29
Seasonal Program / Out of Season	5
No weekend weekend/after hours/holiday service	5
Shelter Full	38
Waiting list	33
	878

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	13
Agency out of funds/goods	Utility Deposit Assistance	4
Agency out of funds/goods	Home Rehabilitation/Repair	1
Agency out of funds/goods	Utility Bill Assistance	24
Agency out of funds/goods	Rental Deposit Assistance	2
Agency out of funds/goods	Furniture	6
Appointment line busy	Utility Bill Assistance	362
Appointment line busy	Utility Deposit Assistance	15
Appointment line busy	Rental Deposit Assistance	45
Appointment line busy	Rent/Mortgage Assistance	248
Client previously used service	Rent / Mortgage Payment Assistance	4
Client previously used service	Food Pantries	2
Client previously used service	Clothing	1
Client previously used service	Utility Bill Assistance	6
Client Refused Referral	Homeless Shelters	10
Client Refused Referral	Food Pantries	2
Client Refused Referral	Discount Transit Passes	1
Client Refused Referral	Utilities Payment Assistance	3
Client Refused Referral	Rental Deposit Assistance	2
Client Refused Referral	Pregnancy Testing	1
Client Refused Referral	Utilities Payment Assistance	3
Client Refused Referral	Mental Health Care and Counseling	1
Client Refused Referral	Adult Residential Treatment Facilities	1
Client Refused Referral	Rent/Mortgage Payment Assistance	1
Did not meet agency requirements	Rent/Mortgage Payment Assistance	4
Did not meet agency requirements	Utility Bill Assistance	3
Did not meet agency requirements	General Legal Aid	2
Did not meet agency requirements	Dental Care	1
No program available	Free Long Distance Transportation	3
No program available	Hotels/Motels	3
No program available	Free Transportation to Food Pantry	2
No program available	Automobile Insurance	2

No program available	Telephone Bill Payment Assistance	3
No program available	Burial/Cremation Expense Assistance	1
No program available	Child Passenger Safety Seats	1
No program available	Automobile Payment Assistance	2
No program available	Bus Fare / Gas Money	3
No program available	Medical Bill Payment Assistance	2
No program available	Undesignated Temporary Financial Aid	7
No weekend/after hours/holiday Service	Utility Bill Assistance	1
No weekend/after hours/holiday Service	School Clothing	4
Seasonal Program / Out of season	Tax Preparation Assistance	2
Seasonal Program / Out of season	Holiday Toys	3
Waiting list	Subsidized Child Care	9
Waiting list	Mental Health Care and Counseling	3
Waiting list	Adult Residential Treatment Facilities	4
Waiting list	Housing Authorities	17
Shelters Full	Homeless Shelter	38

**JULY 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		652
Percentage of Follow-up Calls identified out of Total Call Volume (6665)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		648
Percentage of Satisfied callers identified out of Total Contacts (271)		99%
Total Number of Referrals Called Three Times Without An Answer		391
Percentage of Referrals Called Three Times Without An Answer		60%
Total Number of Referral Calls That Received Assistance From An Agency		183
Percentage of Referral Calls That Received Assistance From An Agency		28%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		78
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		12%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		69
Out of Funds	14	
Unable to Reach, Line Busy	54	
Application Being Processed/Waiting	1	
CALLER =		8
Caller Ineligible		
Income Too High	0	
Previously Used Service	6	
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		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ()		
TOTAL		78

Call Profile By County for JULY 2007

Baker County	63
Bradford	5
Clay	792
Columbia	76
Duval	4539
Hamilton	56
Marion	10
Nassau	93
Putnam	81
Suwannee	72
St. Johns	679
Other Florida Counties	99
Other States	16
Unknown	84
Total Calls for July 2007	6665

Top 10 Zip Codes - Duval County

Northwest Jax	32209	437
Westside	32210	313
Northside	32208	278
Springfield	32206	258
Westside	32244	245
Northside	32218	199
Downtown	32205	168
Arlington	32211	164
San Marco	32207	151
Southside	32216	89