

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

Jul-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	4,294	4,878	4,712	5,482	5,649	6,118						36,804
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483	1,551						10,338
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451						5,679
HOUSING	23	34	23	21	29	57	75						262
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27	0:29	0:42						0:38
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28	3:10	3:24						3:20
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550						507
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%						9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%						-4%

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 JULY 2005

COJ / Mental Health & Welfare Emergency Assistance	2032
Catholic Charities Bureau, Inc. / Emergency Assistance	1976
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	877
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	509
NEFCAA / LIHEAP Program / R. F. Kennedy Center	517
NEFCAA / LIHEAP Program / Emmett Reed Center	288
Arlington Community Services	145
The Salvation Army NE FL Area Command / Duval County	140
Faith-to-Grow / Cross-cultural Outreach	79
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	78
United Community Outreach Ministry (UCOM) / Financial Assistance Program	75
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS	68
World Outreach /The Lord's Store	63
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	62
Westside Christian Outreach	57
Salvation Army of Clay County / Emergency Welfare Assistance	56
Beaches Emergency Assistance Ministry (BEAM)	50
Economic Opportunity Council	48
Community Connections of Jacksonville, Inc. / Florence Davis Center	46
St. Vincent DePaul Society / Church of the Assumption	43
River Region Human Services, Inc. / Residential Substance Abuse Treatment	40
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	37
Lutheran Social Services of Northeast Florida, Inc.	34
Dentist Care of Jacksonville, Inc.	33
The Medicine Program / Rx	31
The Inn Ministry, Inc. / Outreach Center	30
The City Rescue Mission, Inc. / New Life Inn	29
Emergency Pregnancy Service of Jacksonville, Inc.	27
Jacksonville Children's Commission / Child Care Resource & Referral Services	27
DCF / Florida / Emergency Financial Assistance for Housing Program	26
Jacksonville Housing Authority / Public Housing	24
Catholic Charities / St. Johns County / Emergency Assistance	24
A New Beginning	20
Salvation Army of St. Johns County / Emergency Assistance	20
Regency Church of God / Food Pantry	19
Welfare Federation / St. Johns County / Emergency Assistance Program	19

MAJOR CATEGORIES FOR JULY 2005

MAJOR CATEGORY	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	May'05	June'05	July'05	Total '04-'05	July'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	15	3	16	14	12	14	8	7	12	16	11	2	130	3
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	198	152	140	146	172	110	440	189	158	135	153	92	2,085	210
ADOPTION	1	1	3	2	1	17	1	3	0	1	9	0	39	2
CHRONIC CALLER	163	126	98	149	146	152	112	152	106	111	136	111	1,562	130
DAY CARE	23	18	21	26	19	15	22	26	24	35	42	36	307	21
DISABLED & ELDERLY	36	23	11	31	12	13	23	29	33	42	56	18	327	32
DISASTER (Hurricane)	1,639	762	3	0	0	0	0	0	0	0	0	0	2,404	0
EMOTIONAL CRISIS *	92	53	44	79	86	61	55	12	48	62	88	62	742	542
FINANCIAL ASSISTANCE / SUPPORT	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	2,483	1,551	23,010	2,618
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	7	3	10	0
FOOD / SHELTER / CLOTHING / FURNITURE	2,051	1,831	1,077	1,363	1,347	744	876	892	783	916	1,017	451	13,348	620
HEALTH/MEDICATION	186	188	130	162	144	136	88	121	123	120	364	133	1,895	157
HOUSING INFORMATION	62	58	73	116	93	23	34	23	21	29	57	75	664	147
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	5	11	9	16	11	9	6	7	8	11	15	9	117	9
SUPPORT GROUP / EDUCATION / VOLUNTEER	32	19	30	42	32	66	34	30	35	34	56	52	462	38
OTHER	182	261	188	205	276	138	113	122	142	104	302	1,218	3,251	168
INFORMATION / NO REFERRAL												1,077	1,077	0
Prosperity Campaign / Income Tax	0	7	13	0	143	771	712	448	231	3	4	2	2,334	67
TOTAL CATEGORIES	6,658	6,804	3,699	5,273	5,137	3,466	3,725	3,284	2,874	3,152	4,800	4,892	53,764	4,764

* 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 (746)
JULY 2005

Agency out of funds/goods	9
Appointment line busy	438
Client ineligible	17
Client previously used service	40
Client refused referral	26
Did not meet agency requirements	32
No program available	135
No weekend weekend/after hours/holiday service	9
Shelter Full	20
Waiting list	20
	746

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	9
Appointment line busy	Utility Bill Assistance	203
Appointment line busy	Utility Deposit Assistance	56
Appointment line busy	Rental Deposit Assistance	28
Appointment line busy	Prescription Expense Assistance	1
Appointment line busy	Rent/Mortgage Assistance	150
Client ineligible	Medical Transportation	2
Client ineligible	Rent/Mortgage Assistance	14
Client ineligible	Juvenile Boot Camps	1
Client previously used service	Rent/Mortgage Assistance	11
Client previously used service	Rent Deposit Assistance	6
Client previously used service	Utility Bill Assistance	23
Client Refused Referral	Homeless Shelters	6
Client Refused Referral	Dental Care	1
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Food Pantries	3
Client Refused Referral	Discount Bus Passes	1
Client Refused Referral	Utility Bill Payment Assistance	9
Client Refused Referral	Public Housing	1
Client Refused Referral	Rent Deposit Assistance	1
Client Refused Referral	Rent/Mortgage Assistance	2
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Rent/Mortgage Assistance	15
Did not meet agency requirements	Utility Bill Assistance	11
Did not meet agency requirements	Prescription Expense Assistance	2
Did not meet agency requirements	Burial Expense	2
Did not meet agency requirements	Health Care	1
No program available	Automobile Payment Assistance	3
No program available	Automobile Repairs	4
No program available	Automobile Insurance	2
No program available	Christmas Gifts	3
No program available	Bus Fare/Gas Money	4
No program available	Free Air Transportation	4
No program available	Fans/Air Conditioners	7
No program available	Medical Bill Assistance	5
No program available	Moving Expense	1
No program available	Plumbing Repairs	2
No program available	Property Tax Payment Assistance	1
No program available	School Clothing	21
No program available	Appliances	3
No program available	Free Transportation - Local	2
No program available	Telephone Bill Assistance	26
No program available	Undesignated Temporary Financial Aid	47
No weekend/after hours/holiday Service	Dental Care	1
No weekend/after hours/holiday Service	Diapers	2
No weekend/after hours/holiday Service	Utility Bill Payment Assistance	1
No weekend/after hours/holiday Service	Utility Deposit Assistance	1
No weekend/after hours/holiday Service	Rent/Mortgage Assistance	1
No weekend/after hours/holiday Service	Food Pantries	3
Waiting list	Subsidized Child Care	11
Waiting list	Drug Detoxification	1
Waiting list	Housing Authorities	8
Shelters Full	Homeless People	20

Call Profile By County for July 2005

Baker County	89
Bradford	17
Clay	432
Columbia	74
Duval	4265
Hamilton	53
Marion	282
Nassau	102
Putnam	63
Suwannee	56
St. Johns	580
Other Florida Counties	75
Other States	7
Unknown	23
Total Calls for July 2005	6118

Top 10 Zip Codes - Duval County

Northwest Jax	32209	292
Westside	32210	246
Springfield	32206	181
Westside	32244	174
Northside	32208	151
Northside	32218	115
Arlington	32211	114
San Marco	32207	110
Westside	32205	109
Arlington	32277	96