

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

July '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	4,388	4,971	5,591	6,111	6,128	5,247						38,060
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740						32,519
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808						4,960
HOUSING	91	43	56	32	29	47	80						378
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39	1:02						0:57
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35	2:38	2:43						2:40
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872						456
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%						7%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%						4%
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	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

TOP REFERRALS FOR JULY 2006

COJ / Mental Health & Welfare Emergency Assistance	1859
Catholic Charities Bureau, Inc. / Emergency Assistance	1759
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	881
NEFCAA / LIHEAP Program / R. F. Kennedy Center	544
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	365
NEFCAA / LIHEAP Program / Emmett Reed Center	262
DCF / Florida / Emergency Financial Housing Assistance Program	248
Arlington Community Services	197
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	100
Catholic Charities Bureau, Inc. / Food Pantry	97
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	84
United Community Outreach Ministry (UCOM) / Financial Assistance Program	68
World Outreach /The Lord's Store	63
Regency Church of God / Food Pantry	60
Salvation Army of Clay County / Emergency Welfare Assistance	59
Faith-to-Grow / Cross-cultural Outreach	56
Westside Christian Outreach	43
Beaches Emergency Assistance Ministry (BEAM)	42
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	41
St. Vincent DePaul Society / Church of the Assumption	41
Welfare Federation / St. Johns County / Emergency Assistance Program	36
Catholic Charities / St. Johns County / Emergency Assistance	35
Salvation Army of St. Johns County / Emergency Assistance	32
The Salvation Army NE FL Area Command / Red Shield Lodge	30
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	29
Suwannee River Economic Council, Inc. / Emergency Assistance / Columbia County	24
Emergency Pregnancy Services, Inc.	24
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	23
The City Rescue Mission, Inc. / New Life Inn	22
The Christian Service Center of Columbia County, Inc.	22
COJ / Community Services Division / Public Information	22
First Coast Women's Services	21
Sacred Heart Catholic Church / Parrish Outreach / Clay County	20
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	19
North Jacksonville Women's Resource Center	18
Barnabas Center, Inc. / Fernandina Beach	18

UNMET NEEDS ()
JULY 2006 (717)

Agency out of funds/goods	6
Appointment line busy	518
Client previously used service	8
Client refused referral	18
Did not meet agency requirements	22
No program available	73
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	2
Shelter Full	32
Waiting list	38
	717

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Bus Fare/Gas Money	2
Agency out of funds/goods	Furniture	4
Appointment line busy	Utility Bill Payment Assistance	497
Appointment line busy	Utility Deposit Assistance	6
Appointment line busy	Rental Deposit Assistance	4
Appointment line busy	Rent/Mortgage Assistance	11
Client previously used service	Homeless Shelter	1
Client previously used service	Utility Deposit Assistance	6
Client previously used service	Rent/Mortgage Assistance	1
Client Refused Referral	Discount Bus Passes	1
Client Refused Referral	Mental Health Care and Counseling	1
Client Refused Referral	General Legal Aid	1
Client Refused Referral	Utility Bill Payment Assistance	3
Client Refused Referral	Prescription Expense Assistance	3
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Disability Related Transportation	1
Client Refused Referral	Homeless Shelter	7
Did not meet agency requirements	Rent/Mortgage Assistance	6
Did not meet agency requirements	Discount Bus Passes	5
Did not meet agency requirements	Utility Bill Assistance	6
Did not meet agency requirements	General Legal Aid	1
Did not meet agency requirements	Low Income/Subsidized Rental Housing	2
Did not meet agency requirements	Dental Care (No cost)	1
Did not meet agency requirements	Transportation	1
No program available	Appliances	3
No program available	Automobile Repairs	2
No program available	Automobile Payment Assistance	5
No program available	Automobile Insurance Payment Assistance	3
No program available	Long Distance Transportation (free)	2
No program available	Hotels/Motels	6
No program available	Utility Deposit Assistance	8
No program available	Rental Deposit Assistance	6

No program available	Dental Care	1
No program available	Cable Bill Payment Assistance	1
No program available	Free School Supplies	2
No program available	Furniture	1
No program available	Health Care	1
No program available	Mortgage Payment Assistance	1
No program available	School Clothing	1
No program available	Tools/Equipment	1
No program available	Tree Removal	2
No program available	Moving Assistance / Expense	1
No program available	Identification Cards	2
No program available	Bus Fare/Gas Money	6
No program available	Medical Bill Payment Assistance	1
No program available	Prescription Expenses	1
No program available	Telephone Bill Assistance	7
No program available	Undesignated Temporary Financial Aid	9
No weekend/after hours/holiday Service	Discounted Bus Passes	1
No weekend/after hours/holiday Service	Utility Bill Assistance	1
Waiting list	Subsidized Child Care	11
Waiting list	Adult Residential Treatment Facilities	2
Waiting list	Subsidized Housing	25
Shelters Full	Homeless People	32

**JULY 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		516
Percentage of Follow-up Calls identified out of Total Call Volume (5247)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		328
Percentage of satisfied callers identified out of Total Contacts (328)		100%
Total Number of Referrals Called Three Times Without An Answer		188
Percentage of Referrals Called Three Times Without An Answer		36%
Total Number of Referral Calls That Received Assistance From An Agency		226
Percentage of Referral Calls That Received Assistance From An Agency		44%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		102
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		20%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		89
Out of Funds		
Unable to Reach, Line Busy	89	
Application Being Processed/Waiting		
CALLER =		13
Caller Ineligible		
Income Too High	3	
Previously Used Service	3	
Did not Meet Agency Requirements	7	
Caller Did Not Contact Agency		
Made Other Arrangements		
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 (102)		
TOTAL		102

Call Profile By County for July 2006

Baker County	15
Bradford	4
Clay	439
Columbia	64
Duval	3780
Hamilton	52
Marion	173
Nassau	88
Putnam	68
Suwannee	75
St. Johns	371
Other Florida Counties	76
Other States	17
Unknown	25
Total Calls for July 2006	5247

Top 10 Zip Codes - Duval County

Northwest Jax	32209	447
Westside	32210	341
Westside	32244	264
Springfield	32206	240
Northside	32208	209
Westside	32205	190
Arlington	32211	190
Northside	32218	185
San Marco	32207	160
Southside	32216	133