

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

	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
MAJOR CATEGORY 2006 - 2007													
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	0:36	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%	9%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	-1%	-2%
MAJOR CATEGORY 2005 - 2006													
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%

TOP REFERRALS FOR JUNE 2007

COJ / Mental Health & Welfare Emergency Assistance	1719
Catholic Charities Bureau, Inc. / Emergency Assistance	1349
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	689
DCF / Florida / Emergency Financial Housing Assistance Program	288
NEFCAA / LIHEAP Program / R. F. Kennedy Center	278
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	252
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	208
Arlington Community Services	171
Catholic Charities Bureau, Inc. / Food Pantry JAX	97
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	85
United Community Outreach Ministry (UCOM) / Financial Assistance Program	72
Jewish Family & Community Services, Inc. / Emergency Food Pantry	58
Beaches Emergency Assistance Ministry (BEAM)	52
Faith-to-Grow / Cross-cultural Outreach	48
I.M. Sulzbacher Center for the Homeless, Inc/ Homeless shelter	48
St. Vincent DePaul Society / Church of the Assumption	48
NEFCAA / Family Program / R.F. Kennedy Center	45
The Salvation Army NE FL Area Command / Red Shield Lodge	43
Westside Christian Outreach	41
World Outreaach, Inc. / The Lord's Store	40
Catholic Charities / St. Johns County / Emergency Assistance	36
Welfare Federation / St. Johns County / Emergency Assistance Program	33
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	32
Salvation Army of Clay County / Emergency Services	31
St. Johns County Social Services	30
Urban Jacksonville, Inc. / Community Care for the Elderly	29
Trinity Rescue Mission / Women & Children's Center	27
Emergency Pregnancy Services, Inc.	23
North Jacksonville Women's Resource Center	23
Salvation Army of St. John's County / Emergency Assistance	23
NEFCAA / Family Program /Emmett Reed Center	22
First Coast Women's Services	19
COJ / Community Services Division / Public Information Line	18
Gateway Community Services, Inc./ Adult Residential Services	18
Suwannee River Economic Council, Inc./Emergency Assistance/Columbia County	18
Early Learning Coalition of Duval County	16

UNMET NEEDS (583)

JUNE 2007

Agency out of funds/goods	40
Appointment line busy	442
Client previously used service	6
Client refused referral	18
Did not meet agency requirements	16
No program available	20
Seasonal Program / Out of Season	0
No weekend weekend/after hours/holiday service	3
Shelter Full	21
Waiting list	17
	583

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	14
Agency out of funds/goods	Food Pantries	2
Agency out of funds/goods	Utility Bill Assistance	10
Agency out of funds/goods	Rental Deposit Assistance	6
Agency out of funds/goods	Furniture	8
Appointment line busy	Utility Bill Assistance	218
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	28
Appointment line busy	Rent/Mortgage Assistance	191
Client previously used service	Rent / Mortgage Payment Assistance	2
Client previously used service	Rental Deposit Assistance	3
Client previously used service	Utility Bill Assistance	1
Client Refused Referral	Homeless Shelters	2
Client Refused Referral	Food Pantries	1
Client Refused Referral	Burial Services	2
Client Refused Referral	Utilities Payment Assistance	7
Client Refused Referral	Camp	1
Client Refused Referral	Children's/Adolescent Residential Treatment	1
Client Refused Referral	Food Stamps	1
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	3
Did not meet agency requirements	Utility Bill Assistance	11
Did not meet agency requirements	Domestic Violence Support Groups	1
Did not meet agency requirements	Therapeutic Group Homes	1
No program available	Free Long Distance Transportation	4
No program available	Selective Mutism	1
No program available	Free Tree Removal	1
No program available	Automobile Insurance	1
No program available	Household Goods Storage	1
No program available	Multiple Birth Parents	1

No program available	Bus Fare / Gas Money	1
No program available	Medical Bill Payment Assistance	7
No program available	Undesignated Temporary Financial Aid	3
No weekend/after hours/holiday Service	Food Pantries	1
No weekend/after hours/holiday Service	Medical Transportation	1
No weekend/after hours/holiday Service	Government Help Lines	1
Waiting list	Subsidized Child Care	5
Waiting list	Transitional Housing	3
Waiting list	Housing Authorities	9
Shelters Full	Homeless Shelter	21

**JUNE 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		599
Percentage of Follow-up Calls identified out of Total Call Volume (6068)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		570
Percentage of Satisfied callers identified out of Total Contacts (271)		100%
Total Number of Referrals Called Three Times Without An Answer		328
Percentage of Referrals Called Three Times Without An Answer		55%
Total Number of Referral Calls That Received Assistance From An Agency		176
Percentage of Referral Calls That Received Assistance From An Agency		29%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		94
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		16%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		82
Out of Funds	15	
Unable to Reach, Line Busy	66	
Application Being Processed/Waiting	1	
CALLER =		11
Caller Ineligible		
Income Too High	0	
Previously Used Service	4	
Did not Meet Agency Requirements	7	
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		94

Call Profile By County for JUNE 2007

Baker County	24
Bradford	5
Clay	499
Columbia	73
Duval	4595
Hamilton	34
Marion	11
Nassau	85
Putnam	70
Suwannee	69
St. Johns	490
Other Florida Counties	91
Other States	15
Unknown	7
Total Calls for June 2007	6068

Top 10 Zip Codes - Duval County

Northwest Jax	32209	337
Westside	32210	216
Northside	32208	194
Springfield	32206	192
Westside	32244	176
Downtown	32205	148
Northside	32218	127
Arlington	32211	109
Southside	32216	89
Arlington	32277	83