

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

Jun-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							30,686
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483							8,787
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017							5,228
HOUSING	23	34	23	21	29	57							187
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27	0:29							0:38
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28	3:10							3:19
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421							500
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%							9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%							-5%

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
* Adjusted call volume (April, May, June)	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
* Adjusted financial assistance (April, May, June)	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
* Adjusted food, shelter, clothing, furniture (April, May, June)	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
* Adjusted housing (June)	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 JUNE 2005

COJ / Mental Health & Welfare Emergency Assistance	1907
Catholic Charities Bureau, Inc. / Emergency Assistance	1856
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	806
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	495
NEFCAA / LIHEAP Program / R. F. Kennedy Center	477
NEFCAA / LIHEAP Program / Emmett Reed Center	283
Arlington Community Services	154
Faith-to-Grow / Cross-cultural Outreach	118
The Salvation Army NEFL Area Command / Duval County	93
St. Vincent DePaul Society / Church of the Assumption	66
United Community Outreach Ministry (UCOM) / Financial Assistance Program	56
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelte	55
Westside Christian Outreach	52
Community Connections of Jacksonville, Inc. / Florence Davis Center	38
World Outreach /The Lord's Store	38
DCF / Florida / Emergency Financial Assistance for Housing Program	35
Economic Opportunity Council	35
The City Rescue Mission, Inc. / New Life Inn	35
Beaches Emergency Assistance Ministry (BEAM)	33
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	31
Emergency Pregnancy Service of Jacksonville, Inc.	31
The Medicine Program / Rx	31
Catholic Charities / St. Johns County / Emergency Assistance	30
Family & Individual Counseling Services	29
Salvation Army of Clay County / Emergency Welfare Assistance	28
The Inn Ministry, Inc. / Outreach Center	26
Jacksonville Housing Authority / Public Housing	25
City of Jacksonville / Public Information	21
St. Johns County Social Services	21
Jacksonville Children's Commission / Child Care Resource & Referral Services	21
Salvation army of St. Johns County / Emergency Assistance	19
Welfare Federation / St. Johns County / Emergency Assistance Program	19
Northeast Florida Builders Association, Inc. / Builders Care	17
Regency Church of God / Food Pantry	17
Bridge The Gap, Inc.	16
Volunteers in Medicine Jacksonville	16

MAJOR CATEGORIES FOR JUNE 2005

MAJOR CATEGORY	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	May'05	June'05	Total '04-'05	June'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	3	15	3	16	14	12	14	8	7	12	16	11	131	28
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	210	198	152	140	146	172	110	440	189	158	135	153	2,203	369
ADOPTION	2	1	1	3	2	1	17	1	3	0	1	9	41	5
CHRONIC CALLER	130	163	126	98	149	146	152	112	152	106	111	136	1,581	170
DAY CARE	21	23	18	21	26	19	15	22	26	24	35	42	292	18
DISABLED & ELDERLY	32	36	23	11	31	12	13	23	29	33	42	56	341	34
DISASTER (Hurricane)	0	1,639	762	3	0	0	0	0	0	0	0	0	2,404	0
EMOTIONAL CRISIS *	542	92	53	44	79	86	61	55	12	48	62	88	1,222	82
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	4,223
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	7	7	0
FOOD / SHELTER / CLOTHING / FURNITURE	620	2,051	1,831	1,077	1,363	1,347	744	876	892	783	916	1,017	13,517	988
HEALTH/MEDICATION	157	186	188	130	162	144	136	88	121	123	120	364	1,919	435
HOUSING INFORMATION	147	62	58	73	116	93	23	34	23	21	29	57	736	214
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	9	5	11	9	16	11	9	6	7	8	11	15	117	21
SUPPORT GROUP / EDUCATION / VOLUNTEER	38	32	19	30	42	32	66	34	30	35	34	56	448	43
OTHER	168	182	261	188	205	276	138	113	122	142	104	302	2,201	299
Prosperity Campaign / Income Tax	67	0	7	13	0	143	771	712	448	231	3	4	2,399	134
TOTAL CATEGORIES	4,764	6,658	6,804	3,699	5,273	5,137	3,466	3,725	3,284	2,874	3,152	4,800	53,636	7,063

* 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 (533)
JUNE 2005

Agency out of funds/goods	3
Appointment line busy	330
Client ineligible	9
Client previously used service	9
Client refused referral	37
Did not meet agency requirements	43
No program available	79
No weekend weekend/after hours/holiday service	1
Shelter Full	9
Waiting list	13
	533

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Assistance	204
Appointment line busy	Utility Deposit Assistance	3
Appointment line busy	Rental Deposit Assistance	106
Appointment line busy	Rent/Mortgage Assistance	17
Client ineligible	Utility Bill Assistance	5
Client ineligible	Rent/Mortgage Assistance	1
Client ineligible	Discount Bus Passes	1
Client ineligible	Homemaker Assistanace	1
Client ineligible	Homeless Shelters	1
Client previously used service	Rent/Mortgage Assistance	4
Client previously used service	Rental Deposit Assistance	1
Client previously used service	Utility Bill Assistance	4
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Child Care Resource and Referral	1
Client Refused Referral	Dental Care	1
Client Refused Referral	Food Pantries	2
Client Refused Referral	Furniture	1
Client Refused Referral	Health Services	1
Client Refused Referral	Disabled Transportation	1
Client Refused Referral	Marriage Counseling	1
Client Refused Referral	Alcohol Dextoxification Facility	1
Client Refused Referral	Prescription Expense Assistance	2
Client Refused Referral	Public Housing	1
Client Refused Referral	Rent Deposit Assistance	3
Client Refused Referral	Rent/Mortgage Assistance	6
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Rent/Mortgage Assistance	6
Did not meet agency requirements	Rent Deposit Assistance	4
Did not meet agency requirements	Utility Bill Assistance	23
Did not meet agency requirements	Utility Deposit Assistance	2
Did not meet agency requirements	Assisted Living Facilities	2
Did not meet agency requirements	Food Pantries	2
Did not meet agency requirements	Volunteer Opportunities	1
Did not meet agency requirements	Burial Expense	1
Did not meet agency requirements	Homeless Shelters	1
No program available	Automobile Payment Assistance	2
No program available	Automobile Purchase Loans	1
No program available	Automobile Repairs	2
No program available	Automobile Insurance	1
No program available	Bus Fare/Gas Money	7
No program available	Free Air Transportation	2
No program available	Dental Bill Payment Assistance	1
No program available	Fan/Air Conditioners	4
No program available	Medical Bill Payment Assistance	4
No program available	Health Insurance Premium Assistance	5
No program available	Appliances	2
No program available	Building Renovation Funds	2
No program available	Emergency Generators	1
No program available	Motel Vouchers	2
No program available	Moving Assistance	2
No program available	School Clothing	3
No program available	Free Tax Preparation Assistance	3
No program available	Telephone Bill Assistance	10
No program available	Undesignated Temporary Financial Aid	25
No weekend/after hours/holiday Service	Traveler's Aid	1
Waiting list	Subsidized Child Care	8
Waiting list	Drug Detoxification	1
Waiting list	Housing Authorities	17
Shelters Full	Homeless People	5

Call Profile By County for June 2005

Baker County		47
Bradford		34
Clay		442
Columbia		54
Duval		4142
Hamilton		43
Marion		145
Nassau		143
Putnam		30
Suwannee		44
St. Johns		392
Other Florida		42
Other States		23
Unknown		68
Total Calls for June 2005	5649	5649

Top 10 Zip Codes - Duval County

Northwest Jax	32209	439
Westside	32210	351
Northside	32208	224
Westside	32244	223
Springfield	32206	195
Northside	32218	192
Arlington	32211	190
San Marco	32207	137
Westside	32205	136
Arlington	32277	122