

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

June '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							32,813
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689							26,779
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676							4,152
HOUSING	91	43	56	32	29	47							298
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39							0:53
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35	2:38							2:40
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499							386
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%							6%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%							7%
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 JUNE 2006

COJ / Mental Health & Welfare Emergency Assistance	1737
Catholic Charities Bureau, Inc. / Emergency Assistance	1666
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	679
NEFCAA / LIHEAP Program / R. F. Kennedy Center	444
NEFCAA / LIHEAP Program / Emmett Reed Center	260
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	259
Arlington Community Services	210
Catholic Charities Bureau, Inc. / Food Pantry	73
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	74
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	101
DCF / Florida / Emergency Financial Housing Assistance Program	27
Emergency Pregnancy Services, Inc.	17
Regency Church of God / Food Pantry	65
Faith-to-Grow / Cross-cultural Outreach	45
St. Vincent DePaul Society / Church of the Assumption	53
Salvation Army of Clay County / Emergency Welfare Assistance	59
Westside Christian Outreach	26
United Community Outreach Ministry (UCOM) / Financial Assistance Program	72
Beaches Emergency Assistance Ministry (BEAM)	34
Catholic Charities / St. Johns County / Emergency Assistance	26
Welfare Federation / St. Johns County / Emergency Assistance Program	32
Suwannee River Economic Council, Inc. / Emergency Assistance / Columbia County	26
The Salvation Army NE FL Area Command / Red Shield Lodge	53
World Outreach /The Lord's Store	30
COJ / Community Services Division / Public Information	26
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	53
Salvation Army of St. Johns County / Emergency Assistance	30
NEFCAA / LIHEAP Program / St. Johns County	16
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	37
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	63
Family Counseling Service, Inc.	18
St. Johns County Social Services	16
The Christian Service Center of Columbia County, Inc.	17
Catholic Charities Bureau, Inc. / Family and Addictions Counseling	15
Catholic Charities Bureau, Inc. / Traveler's Aid	16
Jacksonville Area Legal Aid, Inc. / JALA	15

UNMET NEEDS (673)

JUNE 2006

Agency out of funds/goods	12
Appointment line busy	486
Client previously used service	12
Client refused referral	19
Did not meet agency requirements	21
No program available	61
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	3
Shelter Full	28
Waiting list	31
	673

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Bus Fare/Gas Money	1
Agency out of funds/goods	Ramp Construction	2
Agency out of funds/goods	Furniture	9
Appointment line busy	Utility Bill Payment Assistance	307
Appointment line busy	Rental Deposit Assistance	29
Appointment line busy	Rent/Mortgage Assistance	150
Client previously used service	Food Pantries	3
Client previously used service	Utility Deposit Assistance	8
Client previously used service	Rent/Mortgage Assistance	1
Client Refused Referral	Long Distance Transportation	1
Client Refused Referral	Outpatient Mental Health Care	1
Client Refused Referral	Public Housing	1
Client Refused Referral	Utility Bill Payment Assistance	4
Client Refused Referral	Food Pantries	2
Client Refused Referral	Rent/Mortgage Assistance	3
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Homeless Shelter	6
Did not meet agency requirements	Rent/Mortgage Assistance	7
Did not meet agency requirements	Utility Deposit	1
Did not meet agency requirements	Utility Bill Assistance	7
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Home Rehabilitation / Reair	2
Did not meet agency requirements	Dental Care (No cost)	2
Did not meet agency requirements	Medical Transportation	1
No program available	Appliances	1
No program available	Automobile Repairs	2
No program available	Automobile Payment Assistance	3
No program available	Scholarships	1
No program available	Long Distance Transportation (free)	3
No program available	Hotels/Motels	2
No program available	Household Goods	2
No program available	Shoes	1

No program available	Dental Bill Payment Assistance	1
No program available	Moving Assistance / Expense	7
No program available	Baby Sitting Instruction	2
No program available	Bus Fare/Gas Money	6
No program available	Medical Bill Payment Assistance	4
No program available	Prescription Expenses	2
No program available	Telephone Bill Assistance	10
No program available	Undesignated Temporary Financial Aid	14
No weekend/after hours/holiday Service	Discounted Bus Passes	2
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Subsidized Child Care	15
Waiting list	Subsidized Housing	16
Shelters Full	Homeless People	28

**JUNE 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		609
Percentage of Follow-up Calls identified out of Total Call Volume (6128)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		403
Percentage of satisfied callers identified out of Total Contacts (407)		0.9902
Total Number of Referrals Called Three Times Without An Answer		202
		33%
Total Number of Referral Calls That Received Assistance From An Agency		238
Percentage of Referral Calls That Received Assistance From An Agency		39%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		169
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		28%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		166
Out of Funds		
Unable to Reach, Line Busy	166	
Application Being Processed/Waiting		
CALLER =		3
Caller Ineligible		
Income Too High	1	
Previously Used Service	2	
Did not Meet Agency Requirements		
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 (169)		
TOTAL		169

Call Profile By County for June 2006

Baker County	61
Bradford	5
Clay	547
Columbia	86
Duval	4435
Hamilton	56
Marion	82
Nassau	80
Putnam	21
Suwannee	69
St. Johns	570
Other Florida Counties	41
Other States	27
Unknown	48
Total Calls for June 2006	6128

Top 10 Zip Codes - Duval County

Northwest Jax	32209	633
Springfield	32206	502
Northside	32208	433
Westside	32205	321
Westside	32244	206
Westside	32210	204
Arlington	32211	192
Northside	32218	166
San Marco	32207	129
Westside	32254	122