

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

MAJOR CATEGORY 2007 - 2008	July '07	Aug. '07	Sept. '07	Oct. '07	Nov. '07	Dec. '07	Jan. '08	Feb. '08	Mar '08	Apr '08	May '08	June '08	Total '07-08
MONTHLY CALL VOLUME	6,665	7,572	6,963	7,844	6,603	6,003	6,180	6,257	6,138				60,225
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,850	2,039	1,246	1,439	1,996	1,837	1,042	854	1,245				13,548
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	3,768	4,997	3,185	2,859	5,868	2,755	4,084	4,711	6,736				38,963
FOOD/SHELTER/CLOTHING/FURNITURE	368	391	250	451	1,089	1,256	943	1,047	1,148				6,943
HOUSING	42	38	24	53	26	20	54	55	56				368
Average Speed Answered (Goal - 60 seconds)	1:11	0:58	1:05	1:09	1:16	1:12	1:39	0:43	:53				1:09
Length of Calls (Goal - 4 minutes)	2:56	2:47	2:18	2:40	2:40	2:25	2:29	2:49	3:03				2:40
Hang-Up / Abandonments (Actual # and Average)	1,166	1,043	1,048	1,237	1,219	1,073	1,756	746	688				1,108
Abandonment Rate - Goal (14 percent)	14%	12%	13%	13%	15%	17%	22%	10%	10%				14%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	27%	17%	16%	17%	14%	13%	23%	41%	7%				19%

MAJOR CATEGORY 2006 - 2007	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
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 (# of Calls)	1,903	1,769	1,653	1,752	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	18,140
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	5,740	5,277	4,929	5,287	4,912	3,561	3,017	2,639	2,962	3,465	3,192	3,198	48,179
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	0:39	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%	8%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	-2%

MAJOR CATEGORY 2005 - 2006	July '05	Aug. '05	Sept. '05	Oct. '05	Nov. '05	Dec. '05	Jan. '06	Feb. '06	Mar '06	Apr. '06	May '06	June '06	Total '05-06
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%

MAJOR CATEGORY 2004 - 2005	July '04	Aug. '04	Sept. '04	Oct. '04	Nov. '04	Dec. '04	Jan '05	Feb. '05	Mar '05	Apr. '05	May '05	June '05	Total '04-05
MONTHLY CALL VOLUME	5,973	6,533	9,049	6,026	5,871	5,605	5,671	4,294	4,878	4,712	5,482	5,649	69,743
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
FOOD/SHELTER/CLOTHING/FURNITURE	620	2,051	3,538	722	1,363	1,392	744	876	892	783	916	1,017	14,914
HOUSING	147	62	58	73	116	93	23	34	23	21	29	57	736
Average Speed Answered (Goal - 1 min., 15 seconds)	1:10	1:11	0:55	1:11	1:15	1:00	1:03	0:45	0:35	0:30	0:27	0:29	0:52
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:37	2:51	3:29	3:10	3:02	2:52	3:04	3:45	3:37	3:28	3:10	3:19
Hang-Up / Abandonments (Actual # and Average)	1,102	1,172	1,250	962	964	803	913	482	478	351	353	421	771
Abandonment Rate - Goal (17 percent)	16%	15%	12%	14%	14%	13%	14%	10%	9%	7%	6%	7%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 3%	-12%	-4%	37%	29%	27%	10%	-12%	-14%	-3%	-10%	8%	2%	5%

MAJOR CATEGORY 2003 - 2004	July '03	Aug. '03	Sept. '03	Oct. '03	Nov. '03	Dec. '03	Jan. '04	Feb. '04	Mar '04	Apr '04	May '04	June '04	Total '03-04
MONTHLY CALL VOLUME	6,781	6,815	6,594	4,636	4,639	5,078	6,481	5,033	5,061	5,277	5,071	5,522	66,988
FINANCIAL ASSISTANCE/SUPPORT	2,656	2,884	2,308	1,711	1,564	2,047	3,144	2,065	2,961	4,634	3,798	4,223	33,995
FOOD/SHELTER/CLOTHING/FURNITURE	660	716	690	496	348	453	651	497	618	895	920	988	7,932
HOUSING	27	51	53	47	24	30	46	62	79	100	120	214	853
Average Speed Answered (Goal - 60 seconds)	1:27	1:38	1:11	1:53	1:57	1:51	1:58	0:57	0:48	1:02	0:46	0:50	1:21
Length of Calls (Goal - 3 minutes)	4:09	4:46	4:11	4:31	4:06	4:25	3:53	3:20	3:29	4:15	4:11	4:11	4:07
Hang-Up / Abandonments (Actual Number)	970	1,116	906	1,207	1,270	1,480	2,245	880	739	960	738	782	1,108
Abandonment Rate - Goal (20 percent)	17%	18%	14%	21%	21%	23%	26%	15%	13%	15%	12%	12%	17%

MAJOR CATEGORY 2002 - 2003	July '02	Aug. '02	Sept. '02	Oct. '02	Nov. '02	Dec. '02	Jan. '03	Feb. '03	Mar '03	Apr. '03	May '03	June '03	Total '02-03
MONTHLY CALL VOLUME	6,686	6,705	6,020	6,328	5,273	5,572	4,766	3,988	4,847	4,989	5,612	5,709	66,495
FINANCIAL ASSISTANCE/SUPPORT	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	1,520	1,917	1,952	1,780	23,651
FOOD/SHELTER/CLOTHING/FURNITURE	674	747	639	730	739	552	545	392	555	510	545	501	7,129
HOUSING	22	28	23	27	24	19	26	17	13	31	49	25	304
Average Speed Answered	1:08	1:50	0:54	0:38	0:58	1:17	1:10	0:41	0:53	1:07	0:26	0:30	0:57
Length of Calls	3:26	2:44	2:55	3:38	2:52	2:43	2:45	2:52	3:01	3:36	3:49	3:55	3:11

MAJOR CATEGORY 2001 - 2002	July '01	Aug. '01	Sept. '01	Oct. '01	Nov. '01	Dec. '01	Jan. '02	Feb. '02	Mar. '02	Apr. '02	May '02	June '02	Total '01-02
MONTHLY CALL VOLUME	5,412	5,846	5,616	6,871	6,992	5,112	5,820	5,241	4,483	5,176	5,832	5,182	67,583
FINANCIAL ASSISTANCE/SUPPORT	1,883	2,267	2,113	2,536	2,289	1,907	2,075	1,113	1,489	1,952	2,019	1,993	23,636
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	6,722
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	248
Average Speed Answered	1:11	1:10	1:01	0:47	0:47	0:51	1:04	0:35	0:55	1:03	1:01	1:04	0:57
Length of Calls	2:29	2:35	2:28	2:03	1:42	2:20	2:24	1:43	3:02	2:45	2:06	2:42	2:21

TOP REFERRALS FOR MARCH 2008

COJ / Mental Health & Welfare Emergency Assistance	2349
Catholic Charities Bureau, Inc. / Emergency Assistance	1857
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1050
NEFCAA / LIHEAP Program / R. F. Kennedy Center	393
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	367
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	258
Arlington Community Services	226
United Community Outreach Ministry (UCOM) / Financial Assistance Program	135
Catholic Charities Bureau, Inc. / Food Pantry JAX	128
DCF / Florida / Emergency Financial Housing Assistance Program	127
St. Vincent DePaul Society / Church of the Assumption	115
Jewish Family & Community Services, Inc. / Emergency Food Pantry	107
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	107
elderSource / Elder Helpline	87
Salvation Army NEFL Area Command / Social Services	83
Faith-to-Grow / Cross-Cultural Outreach	77
NEFCAA / Family Program / R.F.Kennedy Center	53
NEFCAA / Family Program / Emmett Reed	49
The Salvation Army NEFL Area Command / Red Shield Lodge	48
Beaches Emergency Assisatance Ministry (BEAM)	47
Salvation Army of Clay County / Emergency Services	41
Catholic Charities / St. Johns County / Emergency Assistance	40
Sulzbacher Center	40
Urban Jacksonville, Inc. / Community Care for the Elderly	40
North Jax Women's Resource Center	39
Westside Christian Outreach	39
St. Johns County Social Services	37
Welfare Federation / St. Johns County / Emergency Assistance Program	32
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	29
First Coast Women's Services	28
World Outreaach, Inc. / The Lord's Store	26
Family Foundations	25
Salvation Army of St. John's County / Emergency Assistance	24

**March 2008
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		583
Percentage of Follow-up Calls identified out of Total Call Volume (6138)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		259
Percentage of Satisfied callers identified out of Total Contacts ()		99%
Total Number of Referrals Called Three Times Without an Answer		321
Percentage of Referrals Called Three Times Without An Answer		55%
Total Number of Referral Calls That Received Assistance From An Agency		173
Percentage of Referral Calls That Received Assistance From An Agency		66%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		89
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		34%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		80
Out of Funds	3	
Unable to Reach, Line Busy	77	
Application Being Processed/Waiting		
CALLER =		7
Caller Ineligible		
Income Too High	1	
Previously Used Service	4	
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements		
Did Not Call for Services		
Other		
Caller Rejected Assistance		
Transportation Problem	1	
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment	1	
Alternative Referral Made During Follow-up		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services		
TOTAL		89

Call Profile By County for MARCH 2008

Duval	4079
Other Florida Counties	981
Clay	360
St. Johns	302
Unknown	103
Columbia	70
Nassau	60
Suwannee	45
Baker County	42
Putnam	39
Hamilton	39
Other States	18
Total Calls for March 2008	6138

Top 10 Zip Codes - Duval County

Northwest Jax	32209	579
Westside	32210	351
Northside	32208	284
Springfield	32206	274
San Marco	32207	201
Arlington	32211	200
Northside	32218	196
Westside	32244	176
Downtown	32205	162
Downtown	32254	143