

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

Mar-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										14,843
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223										3,621
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892										2,512
HOUSING	23	34	23										80
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35										0:47
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45										3:13
Hang-Up / Abandonments (Actual # and Average)	913	482	478										624
Abandonment Rate - Goal (17 percent)	14%	10%	9%										11%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%										-10%

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
<i>* Adjusted financial assistance (April, May, June)</i>	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
<i>* Adjusted food, shelter, clothing, furniture (April, May, June)</i>	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
<i>* Adjusted housing (June)</i>	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 MARCH 2005

COJ / Mental Health & Welfare Emergency Assistance	1940
Catholic Charities Bureau, Inc. / Emergency Assistance	1823
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	835
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	416
Faith-to-Grow / Cross-cultural Outreach	123
NEFCAA / LIHEAP Program / R. F. Kennedy Center	138
Arlington Community Services	112
NEFCAA / LIHEAP Program / Emmett Reed Center	87
St. Vincent DePaul Society / Church of the Assumption	74
Westside Christian Outreach	58
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	56
Dentist Care of Jacksonville, Inc.	56
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	43
St. Vincent's Health System / HealthLink	42
River Region Human Services, Inc. / Substance Abuse Treatment	42
United Community Outreach Ministry (UCOM) / Financial Assistance Program	40
Urban Jacksonville, Inc / Emergency Home Energy Assistance for the Elderly (EHEAP)	37
The Inn Ministry	35
The City Rescue Mission, Inc. - New Life Inn	35
World Outreach /The Lord's Store	33
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	33
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M.. Sulzbacher Dental Clinic / Dental Services	32
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS Care	31
Salvation Army of Clay County / Emergency Welfare Assistance	30
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	28
Beaches Emergency Assistance Ministry (BEAM)	28
Lutheran Social Services of Northeast Florida, Inc / Representative Payee Program	28
Emergency Pregnancy Service of Jacksonville, Inc.	27
Economic Opportunity Council	27
St. Vincent dePaul Society / St. Catherine's Church/Clay County/Financial Assistance	23
Jacksonville Area Legal Aid, Inc. / Main Office . Legal Representation	23
Welfare Federation / St. Johns County / Emergency Assistance Program	22
Community Connections of Jacksonville, Inc. / Florence Davis Center	22
Vision is Priceless Council, Inc. / Cared Vision Program	21
Gateway Community Services, Inc.	19
Catholic Charities / St. Johns County / Emergency Assistance	19

MAJOR CATEGORIES FOR MARCH 2005

MAJOR CATEGORY	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Total '04-'05	Mar'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	38	15	28	3	15	3	16	14	12	14	8	7	173	18
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	241	328	369	210	198	152	140	146	172	110	440	189	2,695	149
ADOPTION	6	0	5	2	1	1	3	2	1	17	1	3	42	4
CHRONIC CALLER	282	241	170	130	163	126	98	149	146	152	112	152	1,921	165
DAY CARE	24	3	18	21	23	18	21	26	19	15	22	26	236	18
DISABLED & ELDERLY	42	17	34	32	36	23	11	31	12	13	23	29	303	17
DISASTER (Hurricane)	3	0	0	0	1,639	762	3	0	0	0	0	0	2,407	5
EMOTIONAL CRISIS *	58	186	82	542	92	53	44	79	86	61	55	12	1,350	80
FINANCIAL ASSISTANCE / SUPPORT	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	31,566	2,961
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	895	920	988	620	2,051	1,831	1,077	1,363	1,347	744	876	892	13,604	618
HEALTH/MEDICATION	158	232	435	157	186	188	130	162	144	136	88	121	2,137	138
HOUSING INFORMATION	100	120	214	147	62	58	73	116	93	23	27	23	1,056	79
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	26	19	21	9	5	11	9	16	11	9	6	7	149	18
SUPPORT GROUP / EDUCATION / VOLUNTEER	128	51	43	38	32	19	30	42	32	66	34	30	545	111
OTHER	67	112	299	168	182	261	188	205	276	138	113	122	2,131	49
Prosperity Campaign / Income Tax	0	0	134	67	0	7	13	0	143	771	712	448	2,295	51
TOTAL CATEGORIES	6,702	6,042	7,063	4,764	6,658	6,804	3,699	5,273	5,137	3,466	3,718	3,284	52,142	4,481

* 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 (912)
MARCH 2005**

Agency out of funds/goods	18
Appointment line busy	544
Client ineligible	11
Client previously used service	23
Client refused referral	57
Did not meet agency requirements	73
No program available	143
No weekend weekend/after hours/holiday service	14
Shelter Full	13
Waiting list	16
	912

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Assistance	5
Agency out of funds/goods	Rent/Mortgage Assistance	10
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Assistance	378
Appointment line busy	Utility Deposit Assistance	3
Appointment line busy	Rental Deposit Assistance	31
Appointment line busy	Rent/Mortgage Assistance	129
Appointment line busy	Prescription Expense Assistance	3
Client ineligible	Log Distance Transportation	1
Client ineligible	Disability related transportation	1
Client ineligible	Utility Bill Assistance	7
Client ineligible	Medical Equipment/Supplies	1
Client ineligible	Food Pantries	1
Client previously used service	Rent/Mortgage Assistance	5
Client previously used service	Utility Bill Assistance	15
Client previously used service	Rental Deposit Assistance	3
Client Refused Referral	Utility Bill Assistance	17
Client Refused Referral	Rental Deposit Assistance	2
Client Refused Referral	Rent/Mortgage Assistance	3
Client Refused Referral	Adolescent/youth Counseling	1
Client Refused Referral	Adult Residential Treatment Facilities	2
Client Refused Referral	Bereavement Counseling	1
Client Refused Referral	Mental Health Care and Counseling	3
Client Refused Referral	Child Care Resource and Referral	2
Client Refused Referral	Clothing Vouchers	2
Client Refused Referral	Dental Hygiene	1
Client Refused Referral	Health Care	2
Client Refused Referral	Local Transportation	1
Client Refused Referral	Food Pantries	2
Client Refused Referral	Homeless Shelters	16
Client Refused Referral	Prescription Expense Assistance	1
Did not meet agency requirements	At Risk Youth	1
Did not meet agency requirements	Rent/Mortgage Assistance	16
Did not meet agency requirements	Rent Deposit Assistance	5
Did not meet agency requirements	Utility Deposit Assistance	3
Did not meet agency requirements	Utility Bill Assistance	25
Did not meet agency requirements	Home Rehabilitation/Repair Services	1
Did not meet agency requirements	Burial Services	6
Did not meet agency requirements	Health Care	3
Did not meet agency requirements	Disability related transportation	1
Did not meet agency requirements	General Legal Aid	1
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Low Cost homes/Housing Units	1
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	Assisted Living Facilities	3
Did not meet agency requirements	Adult In Home Respite Care	1
Did not meet agency requirements	Homeless Shelters	4
No program available	Free Long Distance Transportation	4
No program available	Automobile Payment Assistance	3
No program available	Automobile Insurance Payt. Assistance	6
No program available	Medical Bill Payment Assistance	10
No program available	Residential Lift Equipment	1
No program available	Free Transportation	7
No program available	Dental Prosthodontics	1
No program available	Automobile/Van Adaptations	6
No program available	Child Care Transportation Programs	1
No program available	Tuition Assistance	2
No program available	Automobile Repairs	5
No program available	Tree Removal	1
No program available	Emergency Dental Care	1
No program available	Health Insurance Premium Assistance	4
No program available	Housing Search Assistance	4
No program available	Telephone Bill Assistance	10
No program available	Undesignated Temporary Financial Aid	78
No weekend/after hours/holiday Service	Mental Health Care and Counseling	1
No weekend/after hours/holiday Service	Long Distance Transportation	6
No weekend/after hours/holiday Service	Food Pantries	7
Waiting list	Subsidized Child Care	8
Waiting list	Furniture	4
Waiting list	Housing Authorities	4
Shelters Full	Homeless People	13

**MARCH 2005
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		631
Percentage of Follow-up Calls identified out of Total Call Volume (4878)		13%
Total Number of Referrals Called Three Times Without An Answer		148
		23%
Total Number of Referral Calls That Received Assistance From An Agency		301
Percentage of Referral Calls That Received Assistance From An Agency		48%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		182
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		29%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		167
Out of Funds	2	
Unable to Reach, Line Busy	161	
Application Being Processed/Waiting	4	
CALLER =		15
Caller Ineligible		
Income Too High	2	
Previously Used Service	4	
Did not Meet Agency Requirements	6	
Caller Did Not Contact Agency		
Made Other Arrangements	1	
Did Not Call for Services		
Caller Rejected Assistance	1	
Transportation Problem	1	
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
Alternative Referral Made During Follow-up (11)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (181)		
TOTAL		182

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for March 2005

Baker County		67
Bradford		14
Clay		451
Columbia		37
Duval		3528
Hamilton		42
Marion		107
Nassau		66
Putnam		23
Suwannee		33
St. Johns		421
Other Florida		52
Other States		18
Unknown		19
Total Calls for March 2005	4878	4878

Top 10 Zip Codes - Duval County

1	Northwest Jax	32209	480
2	Westside	32210	300
3	Springfield	32206	254
4	Northside	32208	248
5	Arlington	32211	220
6	Westside	32244	206
7	Westside	32205	176
8	Northside	32218	154
9	Westside	32254	139
10	Southside	32207	136