

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				50,701
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173				28,373
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219				5,315
HOUSING	80	77	68	79	64	37	34	42	27				508
Average Speed Answered (Goal - 60 seconds)	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38	0:39				0:55
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				3:03
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499				818
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%				12%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%				-3%
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%

TOP REFERRALS FOR MARCH 2007

COJ / Mental Health & Welfare Emergency Assistance	1892
Catholic Charities Bureau, Inc. / Emergency Assistance	1649
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	709
NEFCAA / LIHEAP Program / R. F. Kennedy Center	305
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	268
DCF / Florida / Emergency Financial Housing Assistance Program	261
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	234
Faith-to-Grow / Cross-cultural Outreach	87
Catholic Charities Bureau, Inc. / Food Pantry JAX	82
Arlington Community Services	81
St. Vincent DePaul Society / Church of the Assumption	76
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	67
United Community Outreach Ministry (UCOM) / Financial Assistance Program	66
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	64
Jewish Family & Community Services, Inc. / Emergency Food Pantry	55
The Salvation Army NE FL Area Command / Red Shield Lodge	47
Urban Jacksonville, Inc. / Community Care for the Elderly	46
Westside Christian Outreach	40
NEFCAA / Family Program / R.F. Kennedy Center	37
Partnership for Prescription Assistance	37
World Outreaach, Inc. / The Lord's Store	36
Beaches Emergency Assistance Ministry (BEAM)	32
Catholic Charities / St. Johns County / Emergency Assistance	28
DCF/ District IV / Call Center	28
Salvation Army of Clay County / Emergency Services	28
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	28
St. Johns County Social Services	26
Jacksonville Housing Authority	25
Trinity Rescue Mission / Women & Children's Center	25
COJ / Community Services Division / Public Information	24
Duval County Health Dept./ Central Health Pharmacy	24
First Coast Women's Services	24
Welfare Federation / St. Johns County / Emergency Assistance Program	24
Catholic Charities Bureau, Inc. / Traveler's Aid JAX	23
Trinity Rescue Mission / Men's Center	23
elderSource / Elder Helpline	22

UNMET NEEDS (425)

MARCH 2007

Agency out of funds/goods	14
Appointment line busy	291
Client previously used service	24
All Services Full	2
Client refused referral	13
Did not meet agency requirements	12
No program available	28
Seasonal Program / Out of Season	0
No weekend weekend/after hours/holiday service	1
Shelter Full	30
Waiting list	10

425

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	6
Agency out of funds/goods	Utility Bill Assistance	4
Agency out of funds/goods	Rental Deposit Assistance	1
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Assistance	172
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	22
Appointment line busy	Rent/Mortgage Assistance	95
Client previously used service	Rent/Mortgage Assistance	5
Client previously used service	General Legal Aid	8
Client previously used service	Child Care Subsidy	1
Client previously used service	Utility Bill Assistance	10
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Personal Finances and Budget Counseling	1
Client Refused Referral	Furniture	1
Client Refused Referral	Basic Needs	1
Client Refused Referral	Individual Counseling	1
Client Refused Referral	Rent/Mortgage Deposit Assistance	2
Did not meet agency requirements	Homeless Shelter	1
Did not meet agency requirements	Utility Bill Assistance	2
Did not meet agency requirements	Dental/Health Insurance	1
Did not meet agency requirements	Mental Health Care and Counseling	4
Did not meet agency requirements	Subsidized Housing	2
Did not meet agency requirements	Subsidized Child Care	1
Did not meet agency requirements	General Legal Aid	1
No program available	Hotel/Motel Payment Assistance	1
No program available	Automobile Payment Assistance	5
No program available	Alliances	2
No program available	Residential Lift Equipment	1
No program available	Bus Fare/Gas Money	3
No program available	Medical Bill Payment Assistance	7

No program available	Water Connection / Repair	1
No program available	Undesignated Temporary Financial Aid	8
No weekend/after hours/holiday Service	Long Distance Transportation	1
Waiting list	Subsidized Child Care	3
Waiting list	Adult Residential Treatment Facilities	1
Waiting list	Home Repairs	1
Waiting list	Housing Authorities	5
Shelters Full	Homeless Shelter	30

Call Profile By County for March 2007

Baker County	10
Bradford	2
Clay	507
Columbia	84
Duval	4279
Hamilton	45
Marion	7
Nassau	97
Putnam	18
Suwannee	59
St. Johns	489
Other Florida Counties	87
Other States	12
Unknown	21
Total Calls for March 2007	5717

Top 10 Zip Codes - Duval County

Northwest Jax	32209	477
Westside	32210	297
Northside	32208	246
Springfield	32206	238
Westside	32244	191
Northside	32218	163
Arlington	32211	155
San Marco	32207	155
Westside	32254	143
Downtown	32202	120

