

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

May-'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								25,037
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533								6,304
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916								4,211
HOUSING	23	34	23	21	29								130
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27								0:40
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28								3:21
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353								515
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%								9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%								-6%

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 MAY 2005

COJ / Mental Health & Welfare Emergency Assistance	1808
Catholic Charities Bureau, Inc. / Emergency Assistance	1570
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	769
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	595
NEFCAA / LIHEAP Program / R. F. Kennedy Center	312
NEFCAA / LIHEAP Program / Emmett Reed Center	233
Arlington Community Services	166
Faith-to-Grow / Cross-cultural Outreach	105
Catholic Charities Bureau, Inc. / Food Pantry	89
Jewish Family & Community Services, Inc. / Food Pantry	87
St. Vincent DePaul Society / Church of the Assumption	63
United Community Outreach Ministry (UCOM) / Financial Assistance Program	55
Westside Christian Outreach	54
I.M.. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelte	50
World Outreach /The Lord's Store	36
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	35
Community Connections of Jacksonville, Inc. / Florence Davis Center	32
DCF / Florida / Emergency Financial Assistance for Housing Program	30
Emergency Pregnancy Service of Jacksonville, Inc.	30
St. Vincent's Health System / HealthLink	29
Economic Opportunity Council	28
Salvation Army of Clay County / Emergency Welfare Assistance	27
NEFCAA / LIHEAP Program / St. Johns County	12
Scared Heart Catholic church / Parrish Outreach / Clay County	12
Northeast Florida Builders Association / Builders Care	12
City of Jacksonville / Public Information	11
A New Beginning	11
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	10
Barnabas Center, Inc. / Fernandina Beach	10
I. M. Sullzbacher Center for the Homeless, Inc. / Dental Services	10
Regency Church of God / Food Pantry	10
DCF / Duval County Westside Service Center / TANF/Food Stamp/ Medicaid Program	9
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	9
Welfare Federation / St. Johns County / Emergency Assistance Program	9
Women's Help Center	9
Daniel Memorial, Inc. / SIPP Program	9

MAJOR CATEGORIES FOR MAY 2005

MAJOR CATEGORY	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	May'05	Total '04-'05	May'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	28	3	15	3	16	14	12	14	8	7	12	16	148	15
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	369	210	198	152	140	146	172	110	440	189	158	135	2,419	328
ADOPTION	5	2	1	1	3	2	1	17	1	3	0	1	37	0
CHRONIC CALLER	170	130	163	126	98	149	146	152	112	152	106	111	1,615	241
DAY CARE	18	21	23	18	21	26	19	15	22	26	24	35	268	3
DISABLED & ELDERLY	34	32	36	23	11	31	12	13	23	29	33	42	319	17
DISASTER (Hurricane)	0	0	1,639	762	3	0	0	0	0	0	0	0	2,404	0
EMOTIONAL CRISIS *	82	542	92	53	44	79	86	61	55	12	48	62	1,216	186
FINANCIAL ASSISTANCE / SUPPORT	4,223	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	25,817	3,798
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	988	620	2,051	1,831	1,077	1,363	1,347	744	876	892	783	916	13,488	920
HEALTH/MEDICATION	435	157	186	188	130	162	144	136	88	121	123	120	1,990	232
HOUSING INFORMATION	214	147	62	58	73	116	93	23	34	23	21	29	893	120
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	21	9	5	11	9	16	11	9	6	7	8	11	123	19
SUPPORT GROUP / EDUCATION / VOLUNTEER	43	38	32	19	30	42	32	66	34	30	35	34	435	51
OTHER	299	168	182	261	188	205	276	138	113	122	142	104	2,198	112
Prosperity Campaign / Income Tax	134	67	0	7	13	0	143	771	712	448	231	3	2,529	0
TOTAL CATEGORIES	7,063	4,764	6,658	6,804	3,699	5,273	5,137	3,466	3,725	3,284	2,874	3,152	55,899	6,042

* 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 (362)
MAY 2005**

Agency out of funds/goods	6
Appointment line busy	235
Client ineligible	2
Client previously used service	14
Client refused referral	20
Did not meet agency requirements	25
No program available	38
No weekend weekend/after hours/holiday service	5
Shelter Full	9
Waiting list	8
	362

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	6
Appointment line busy	Utility Bill Assistance	132
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	20
Appointment line busy	Rent/Mortgage Assistance	81
Client ineligible	Medicaid/Medi-Cal	1
Client ineligible	Free Outpatient Health Care	1
Client previously used service	Rent/Mortgage Assistance	3
Client previously used service	Rental Deposit Assistance	2
Client previously used service	Utility Bill Assistance	9
Client Refused Referral	Utility Bill Assistance	8
Client Refused Referral	Utility Deposit Assistance	1
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Traveler's Aid	1
Client Refused Referral	Food Pantries	3
Client Refused Referral	Dental Hygiene	1
Client Refused Referral	Homeless Shelters	4
Did not meet agency requirements	Dental Care	2
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Utility Bill Assistance	10
Did not meet agency requirements	Utility Deposit Assistance	5
Did not meet agency requirements	Free Health Care	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	Bus Fare/Gas Money	4
No program available	Free Transportation	3
No program available	Dentures	2
No program available	Fan/Air Conditioners	3
No program available	Medical Bill Payment Assistance	2
No program available	Prescription Expense Assistance	1
No program available	Health Insurance Premium Assistance	1
No program available	Summer Youth Employment Programs	2
No program available	Summer School Programs	1
No program available	Free Tax Preparation Assistance	2
No program available	Telephone Bill Assistance	8
No program available	Undesignated Temporary Financial Aid	6
No weekend/after hours/holiday Service	Animal Rescue	1
No weekend/after hours/holiday Service	Formula/Baby food	2
No weekend/after hours/holiday Service	Traveler's Aid	1
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Subsidized Child Care	4
Waiting list	Drug Detoxification	1
Waiting list	Housing Authorities	3
Shelters Full	Homeless People	9

**MAY 2005
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		611
Percentage of Follow-up Calls identified out of Total Call Volume (5482)		11%
Total Number of Referrals Called Three Times Without An Answer		118
		19%
Total Number of Referral Calls That Received Assistance From An Agency		291
Percentage of Referral Calls That Received Assistance From An Agency		48%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		202
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		33%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		190
Out of Funds		
Unable to Reach, Line Busy	188	
Application Being Processed/Waiting	2	
CALLER =		12
Caller Ineligible		
Income Too High		
Previously Used Service	5	
Did not Meet Agency Requirements	4	
Caller Did Not Contact Agency		
Made Other Arrangements	3	
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 (12)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (202)		
TOTAL		202

Call Profile By County for May 2005

Baker County		56
Bradford		12
Clay		309
Columbia		47
Duval		4312
Hamilton		31
Marion		106
Nassau		62
Putnam		38
Suwannee		25
St. Johns		386
Other Florida		66
Other States		14
Unknown		18
Total Calls for May 2005	5482	5482

Top 10 Zip Codes - Duval County

Northwest Jax	32209	431
Westside	32210	274
Northside	32208	199
Westside	32244	187
Arlington	32211	179
Northside	32218	168
Springfield	32206	159
Westside	32205	145
Southside	32216	133
Westside	32254	119
Arlington	32277	100