

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

May '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								26,685
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793								21,090
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727								3,476
HOUSING	91	43	56	32	29								251
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21								0:53
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35								2:40
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350								364
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%								6%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%								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 MAY 2006

COJ / Mental Health & Welfare Emergency Assistance	1772
Catholic Charities Bureau, Inc. / Emergency Assistance	1693
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	968
NEFCAA / LIHEAP Program / R. F. Kennedy Center	348
NEFCAA / LIHEAP Program / Emmett Reed Center	232
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	182
Arlington Community Services	149
Catholic Charities Bureau, Inc. / Food Pantry	116
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	98
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	88
DCF / Florida / Emergency Financial Housing Assistance Program	88
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	88
Regency Church of God / Food Pantry	60
Faith-to-Grow / Cross-cultural Outreach	51
St. Vincent DePaul Society / Church of the Assumption	42
Salvation Army of Clay County / Emergency Welfare Assistance	41
Westside Christian Outreach	38
United Community Outreach Ministry (UCOM) / Financial Assistance Program	36
Beaches Emergency Assistance Ministry (BEAM)	36
Catholic Charities / St. Johns County / Emergency Assistance	32
Welfare Federation / St. Johns County / Emergency Assistance Program	32
Economic Opportunity Council	31
The Salvation Army NE FL Area Command / Red Shield Lodge	28
World Outreach /The Lord's Store	26
COJ / Community Services Division / Public Information	25
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	25
Salvation Army of St. Johns County / Emergency Assistance	25
The City Rescue Mission, Inc. / New Life Inn	24
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	23
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	38
DCF / District IV / Call Center	23
Catholic Charities / Putnam County / Emergency Assistance	23
A New Beginning	22
Catholic Charities Bureau, Inc. / Family and Addictions Counseling	20
Women's Help Center	20
The City Rescue Mission, Inc. / Thrift Store	19
Emergency Pregnancy Services, Inc.	18

UNMET NEEDS (492)

MAY 2006

Agency out of funds/goods	5
Appointment line busy	349
Client previously used service	4
Client refused referral	19
Did not meet agency requirements	19
No program available	69
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	2
Shelter Full	16
Waiting list	9
	492

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	5
Appointment line busy	Utility Bill Assistance	196
Appointment line busy	Rental Deposit Assistance	27
Appointment line busy	Rent/Mortgage Assistance	126
Client previously used service	Utility Bill Payment Assistance	2
Client previously used service	Rent/Mortgage Assistance	2
Client Refused Referral	Adult Residential Treatment Facility	1
Client Refused Referral	Burial Expenses	1
Client Refused Referral	Prescription Expense	1
Client Refused Referral	Utility Bill Payment Assistance	3
Client Refused Referral	Food Pantries	2
Client Refused Referral	Clothing	1
Client Refused Referral	Health Care	1
Client Refused Referral	Adult Sexual Assault Counseling	1
Client Refused Referral	Rent/Mortgage Assistance	2
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Homeless Shelter	5
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Rental Deposit Assistance	1
Did not meet agency requirements	Public Housing	1
Did not meet agency requirements	Utility Bill Assistance	9
Did not meet agency requirements	Outpatient Health Facilities	1
Did not meet agency requirements	Dental Care (No cost)	1
Did not meet agency requirements	Adult Residential Treatment Facilities	1
No program available	Automobile Insurance	1
No program available	Automobile Repairs	1
No program available	Automobile Payment Assistance	5
No program available	College Registration/Enrollment	1
No program available	Long Distance Transportation (free)	4
No program available	Hotels/Motels	5
No program available	Refrigerators	1
No program available	Moving Assistance	1

No program available	Fans/Air Conditioners	5
No program available	Bus Fare/Gas Money	1
No program available	Medical Bill Payment Assistance	1
No program available	Prescription Expenses	1
No program available	Telephone Bill Assistance	6
No program available	Undesignated Temporary Financial Aid	36
No weekend/after hours/holiday Service	Discounted Bus Passes	1
No weekend/after hours/holiday Service	Food Pantries	1
Waiting list	Subsidized Child Care	5
Waiting list	Subsidized Housing	4
Shelters Full	Homeless People	16

**MAY 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		616
Percentage of Follow-up Calls identified out of Total Call Volume (5591)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		426
Percentage of satisfied callers identified out of Total Contacts (431)		0.9884
Total Number of Referrals Called Three Times Without An Answer		185
		30%
Total Number of Referral Calls That Received Assistance From An Agency		231
Percentage of Referral Calls That Received Assistance From An Agency		38%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		200
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		32%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		192
Out of Funds	1	
Unable to Reach, Line Busy	188	
Application Being Processed/Waiting	3	
CALLER =		39
Caller Ineligible		
Income Too High	6	
Previously Used Service	4	
Did not Meet Agency Requirements	16	
Caller Did Not Contact Agency		
Made Other Arrangements	7	
Did Not Call for Services		
Caller Rejected Assistance		
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance	1	
Caller Missed Scheduled Appointment	2	
Alternative Referral Made During Follow-up (00)		
Holiday Assistance Program Closed		
Waiting	3	
Caller Still Needs Services (224)		
TOTAL		231

Call Profile By County for May 2006

Baker County	52
Bradford	5
Clay	553
Columbia	73
Duval	4476
Hamilton	57
Marion	108
Nassau	84
Putnam	23
Suwannee	63
St. Johns	457
Other Florida Counties	75
Other States	9
Unknown	76
Total Calls for May 2006	6111

Top 10 Zip Codes - Duval County

Northwest Jax	32209	467
Westside	32210	292
Northside	32208	260
Westside	32205	210
Westside	32244	209
Springfield	32206	207
Arlington	32211	186
Northside	32218	173
San Marco	32207	144
Westside	32254	135