

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

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		62,380
FINANCIAL ASSISTANCE/SUPPORT	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173	1,378	1,274		31,025
FOOD/SHELTER/CLOTHING/FURNITURE	808	791	723	1,316	632	355	290	181	219	278	330		5,923
HOUSING	80	77	68	79	64	37	34	42	27	37	40		585
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	0:36		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		3:03
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598	519		771
Abandonment Rate - Goal (15 percent)	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%	8%		11%
Call Vol. Increase/Decrease (from previous year) - Goal 10%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%		-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%

TOP REFERRALS FOR MAY 2007

COJ / Mental Health & Welfare Emergency Assistance	1966
Catholic Charities Bureau, Inc. / Emergency Assistance	1569
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	742
DCF / Florida / Emergency Financial Housing Assistance Program	388
NEFCAA / LIHEAP Program / R. F. Kennedy Center	364
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	246
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	176
Arlington Community Services	153
Catholic Charities Bureau, Inc. / Food Pantry JAX	132
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	106
Jewish Family & Community Services, Inc. / Emergency Food Pantry	99
United Community Outreach Ministry (UCOM) / Financial Assistance Program	73
Salvation Army of Clay County / Emergency Services	71
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	67
DCF / District IV / Call Center	61
Faith-to-Grow / Cross-cultural Outreach	58
St. Vincent DePaul Society / Church of the Assumption	56
I.M. Sulzbacher Center for the Homeless, Inc/ Homeless shelter	53
Trinity Rescue Mission / Women & Children's Center	45
Westside Christian Outreach	45
World Outreaach, Inc. / The Lord's Store	43
Beaches Emergency Assistance Ministry (BEAM)	41
The Salvation Army NE FL Area Command / Red Shield Lodge	38
Catholic Charities / St. Johns County / Emergency Assistance	36
COJ / Community Services Division / Public Information Line	35
NEFCAA / Family Program / R.F. Kennedy Center	35
Urban Jacksonville, Inc. / Community Care for the Elderly	32
St. Johns County Social Services	31
Salvation Army of St. John's County / Emergency Assistance	27
Welfare Federation / St. Johns County / Emergency Assistance Program	26
Jewish Family & Community Services, Inc./Indiv., Couples & Family Therapy	25
Partnership for Prescription Assistance	25
daniel Memorial, Inc	21
Catholic Charities Bureau, Inc./ Traveler's Aid JAX	19
NEFCAA / Family Program /Emmett Reed Center	19
Gateway Community Services, Inc./ Adult Residential Services	18

UNMET NEEDS (601)

MAY 2007

Agency out of funds/goods	40
Appointment line busy	416
Client previously used service	4
Client refused referral	20
Did not meet agency requirements	12
No program available	39
Seasonal Program / Out of Season	2
No weekend weekend/after hours/holiday service	4
Shelter Full	38
Waiting list	26

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Rent/Mortgage Payment Assistance	8
Agency out of funds/goods	Food Pantries	6
Agency out of funds/goods	Utility Bill Assistance	11
Agency out of funds/goods	Rental Deposit Assistance	2
Agency out of funds/goods	Furniture	13
Appointment line busy	Utility Bill Assistance	236
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	27
Appointment line busy	Rent/Mortgage Assistance	148
Client previously used service	Child Care Provider Assistance	1
Client previously used service	Home Repairs	1
Client previously used service	Utility Bill Assistance	2
Client Refused Referral	Homeless Shelters	6
Client Refused Referral	Food Pantries	1
Client Refused Referral	Transitional Housing/Shelter	1
Client Refused Referral	Utilities Payment Assistance	9
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Rent/Mortgage Deposit Assistance	1
Did not meet agency requirements	Rent/Mortgage Payment Assistance	3
Did not meet agency requirements	Utility Bill Assistance	6
Did not meet agency requirements	Dental Care	2
Did not meet agency requirements	Recovery Homes/Halfway Houses	1
No program available	Free Long Distance Transportation	6
No program available	Automobile Payment Assistance	2
No program available	Cable Bill Payment Assistance	3
No program available	Free Summer Camp	1
No program available	Cambodian Community	3
No program available	Moving Expense Assistance	1
No program available	Free Appliances	4
No program available	Bus Fare / Gas Money	2
No program available	Medical Bill Payment Assistance	3
No program available	Telephone Bill Payment Assistance	2

No program available	Undesignated Temporary Financial Aid	12
No weekend/after hours/holiday Service	Government Help Lines	4
Waiting list	Subsidized Child Care	9
Waiting list	Transitional Housing	2
Waiting list	Home Repairs	2
Waiting list	Housing Authorities	13
Shelters Full	Homeless Shelter	38

**MAY 2007
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		549
Percentage of Follow-up Calls identified out of Total Call Volume (5756)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		248
Percentage of Satisfied callers identified out of Total Contacts (248)		100%
Total Number of Referrals Called Three Times Without An Answer		301
Percentage of Referrals Called Three Times Without An Answer		55%
Total Number of Referral Calls That Received Assistance From An Agency		154
Percentage of Referral Calls That Received Assistance From An Agency		28%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		94
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		17%
<i>REASONS CALLER DID NOT RECEIVE ASSISTANCE</i>		
AGENCY =		79
Out of Funds	22	
Unable to Reach, Line Busy	53	
Application Being Processed/Waiting	4	
CALLER =		15
Caller Ineligible		
Income Too High		
Previously Used Service	6	
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements	2	
Did Not Call for Services	1	
Caller Rejected Assistance	2	
Transportation Problem		
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	1	
Caller Still Needs Services ()		
TOTAL		94

Call Profile By County for May 2007

Baker County	35
Bradford	1
Clay	463
Columbia	77
Duval	4201
Hamilton	45
Marion	11
Nassau	89
Putnam	54
Suwannee	61
St. Johns	582
Other Florida Counties	115
Other States	16
Unknown	6
Total Calls for May 2007	5756

Top 10 Zip Codes - Duval County

Westside	32210	280
Northwest Jax	32209	258
Westside	32244	249
Springfield	32206	230
Northside	32208	219
Northside	32218	150
Downtown	32205	147
San Marco	32207	139
Westside	32254	137
Arlington	32211	116

