

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

Nov-05														
<b>MAJOR CATEGORY 2005</b>	<b>Jan '05</b>	<b>Feb '05</b>	<b>Mar '05</b>	<b>Apr '05</b>	<b>May '05</b>	<b>June '05</b>	<b>July '05</b>	<b>Aug '05</b>	<b>Sept '05</b>	<b>Oct '05</b>	<b>Nov '05</b>	<b>Dec '05</b>	<b>Total '05</b>	
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		62,007	
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		20,536	
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451	444	671	1,610	1,477		9,881	
HOUSING	23	34	23	21	29	57	75	128	363	614	514		1,881	
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		0:41	
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		3:18	
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550	903	809	626	524		583	
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%	12%	10%	9%	8%		9%	
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%	0%	-22%	1%	-4%		-5%	
<b>MAJOR CATEGORY 2004</b>	<b>Jan '04</b>	<b>Feb '04</b>	<b>Mar '04</b>	<b>Apr '04</b>	<b>May '04</b>	<b>June '04</b>	<b>July '04</b>	<b>Aug '04</b>	<b>Sept '04</b>	<b>Oct '04</b>	<b>Nov '04</b>	<b>Dec '04</b>	<b>Total '04</b>	
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%	
<b>MAJOR CATEGORY 2003</b>	<b>Jan '03</b>	<b>Feb '03</b>	<b>Mar '03</b>	<b>*Apr '03</b>	<b>*May '03</b>	<b>*June '03</b>	<b>July '03</b>	<b>Aug '03</b>	<b>Sept '03</b>	<b>Oct '03</b>	<b>Nov '03</b>	<b>Dec '03</b>	<b>Total '03</b>	
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%	
<b>MAJOR CATEGORY 2002</b>	<b>Jan '02</b>	<b>Feb '02</b>	<b>Mar '02</b>	<b>Apr '02</b>	<b>May '02</b>	<b>June '02</b>	<b>July '02</b>	<b>Aug '02</b>	<b>Sept '02</b>	<b>Oct '02</b>	<b>Nov '02</b>	<b>Dec '02</b>	<b>Total '02</b>	
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	
<b>MAJOR CATEGORY 2001</b>	<b>Jan '01</b>	<b>Feb '01</b>	<b>Mar '01</b>	<b>Apr '01</b>	<b>May '01</b>	<b>June '01</b>	<b>July '01</b>	<b>Aug '01</b>	<b>Sept '01</b>	<b>Oct '01</b>	<b>Nov '01</b>	<b>Dec '01</b>	<b>Total '01</b>	
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 NOVEMBER 2005

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Catholic Charities Bureau, Inc. / Emergency Assistance	2579
COJ / Mental Health & Welfare Emergency Assistance	2458
NEFCAA / LIHEAP Program / R. F. Kennedy Center	662
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	563
NEFCAA / LIHEAP Program / Emmett Reed Center	448
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	428
The Salvation Army NE FL Area Command / Duval County	210
Arlington Community Services	117
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	96
Faith-to-Grow / Cross-cultural Outreach	76
The City Rescue Mission	74
Economic Opportunity council	72
Regency Church of God / Food Pantry	71
United Community Outreach Ministry (UCOM) / Financial Assistance Program	66
World Outreach /The Lord's Store	65
DCF / Florida / Emergency Financial Housing Assistance Program	61
St. Vincent DePaul Society / Church of the Assumption	59
Children's Christmas Party Jacksonville	59
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	58
Welfare Federation / St. Johns County / Emergency Assistance Program	56
Westside Christian Outreach	52
Salvation Army of Clay County / Emergency Welfare Assistance	50
Jacksonville Housing Authority / Housing Assistance Division	50
Catholic Charities / St. Johns County / Emergency Assistance	49
First Coast Women's Services	49
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS	41
The Inn Ministry, Inc. / Outreach Center	39
Salvation Army of St. Johns County / Emergency Assistance	39
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	39
Emergency Pregnancy Service of Jacksonville, Inc.	37
North Jacksonville Women's Resource Center	35
Beaches Emergency Assistance Ministry (BEAM)	35
DCF / Duval County-Southside Service Center / TANF.Food Stamps/Medicaid	35
St. Johns County Social Services	31
Community Connections of Jacksonville, Inc. / Florence Davis Center	30
A New Beginning	27



**UNMET NEEDS (641)  
NOVEMBER 2005**

Agency out of funds/goods	32
Appointment line busy	373
Client previously used service	4
Client refused referral	28
Did not meet agency requirements	33
No program available	54
Holiday Programs Full	83
No weekend weekend/after hours/holiday service	3
Shelter Full	20
Waiting list	11
	641

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	32
Appointment line busy	Utility Bill Assistance	284
Appointment line busy	Utility Deposit Assistance	6
Appointment line busy	Rental Deposit Assistance	18
Appointment line busy	Rent/Mortgage Assistance	65
Client previously used service	Rent/Mortgage Assistance	1
Client previously used service	Utility Bill Assistance	3
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Burial Services	1
Client Refused Referral	Clothing	2
Client Refused Referral	Food Pantries	4
Client Refused Referral	TANF	1
Client Refused Referral	Parenting Skills Development	1
Client Refused Referral	Housing Authorities	2
Client Refused Referral	Lawyer Referral Services	1
Client Refused Referral	Health Care	1
Client Refused Referral	Utility Bill Payment Assistance	6
Client Refused Referral	Residential Substance Abuse Treatment	1
Client Refused Referral	Rent/Mortgage Assistance	1
Did not meet agency requirements	Rent/Mortgage Assistance	8
Did not meet agency requirements	Rent Deposit Assistance	1
Did not meet agency requirements	Utility Bill Assistance	16
Did not meet agency requirements	Utility Deposit Assistance	1
Did not meet agency requirements	Subsidized Housing	2
Did not meet agency requirements	Prescription Payment Assistance	2
Did not meet agency requirements	Home Rehabilitation/Repair	1
Did not meet agency requirements	Discount Bus Passes	2
No program available	Automobile Repairs	2
No program available	Automobile Insurance	2
No program available	Automobile Payment Assistance	7
No program available	Air Fare	1
No program available	Hotels/Motels	1
No program available	Automobile / Van Adaptations	1
No program available	School Clothing	1
No program available	Appliances / Heaters	2
No program available	Medical Bill Payment Assistance	4
No program available	Telephone Bill Assistance	13
No program available	Undesignated Temporary Financial Aid	20
Holiday Programs	Holiday Programs Full	83
No weekend/after hours/holiday Service	Discount Bus Passes	3
Waiting list	Subsidized Child Care	2
Waiting list	Housing Authorities	9
Shelters Full	Homeless People	20

**NOVEMBER 2005  
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		586
Percentage of Follow-up Calls identified out of Total Call Volume (5590)		10%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		152
		26%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		298
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		51%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		136
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		23%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		124
Out of Funds		
Unable to Reach, Line Busy	122	
Application Being Processed/Waiting	2	
<b>CALLER =</b>		12
<b>Caller Ineligible</b>		
Income Too High		
Previously Used Service	2	
Did not Meet Agency Requirements	4	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements		
Did Not Call for Services	1	
Caller Rejected Assistance		
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment	2	
Alternative Referral Made During Follow-up (00)		
Holiday Assistance Program Closed		
Waiting	3	
Caller Still Needs Services (136)		
<b>TOTAL</b>		136

## Call Profile By County for November 2005

Baker County	80
Bradford	5
Clay	555
Columbia	359
Duval	3595
Hamilton	52
Marion	267
Nassau	52
Putnam	24
Suwannee	60
St. Johns	514
Other Florida Counties	2
Other States	15
Unknown	10
<b>Total Calls for November 2005</b>	<b>5590</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	362
Northside	32208	347
Westside	32205	302
Springfield	32206	284
Arlington	32277	261
Arlington	32211	213
San Marco	32207	186
Southside	32216	173
Westside	32244	158
Northside	32218	156