

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

November '06													
MAJOR CATEGORY 2006	Jan '06	Feb '06	Mar '06	Apr '06	May '06	June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Total '06
MONTHLY CALL VOLUME	5,624	4,388	4,971	5,591	6,111	6,128	5,247	6,488	6,012	6,677	5,814		63,051
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740	5,277	4,929	5,287	2,471		50,483
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808	791	723	1,316	632		8,422
HOUSING	91	43	56	32	29	47	80	77	68	79	64		666
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39	1:02	0:55	0:56	:49	:46		0:56
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43	2:40	2:35	2:38	2:43	3:14	3:31	3:04	2:59		2:52
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872	621	952	1,009	788		596
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%	8%	13%	13%	12%		9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%	0%	-14%	10%	5%		3%
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 November 2006

COJ / Mental Health & Welfare Emergency Assistance	2428
Catholic Charities Bureau, Inc. / Emergency Assistance	2373
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	787
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	422
NEFCAA / LIHEAP Program / R. F. Kennedy Center	406
NEFCAA / LIHEAP Program / Emmett Reed Center	368
Arlington Community Services	208
United Community Outreach Ministry (UCOM) / Financial Assistance Program	171
DCF / Florida / Emergency Financial Housing Assistance Program	131
Catholic Charities Bureau, Inc. / Food Pantry	125
Faith-to-Grow / Cross-cultural Outreach	125
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	102
St. Vincent DePaul Society / Church of the Assumption	94
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	93
Salvation Army of Clay County / Emergency Assistance	75
Children's Christmas Party Jacksonville	75
World Outreach /The Lord's Store	69
I.M. Sulzbacher Center for the Homeless, Inc. / Homeless Shelter	68
Westside Christian Outreach	68
Regency Church of God / Food Pantry	61
The Salvation Army NE FL Area Command / Red Shield Lodge	54
Beaches Emergency Assistance Ministry (BEAM)	52
NEFCAA/ Family Program/ Emmett Reed Center	50
NEFCAA/Family Program/ RF Kennedy Center	44
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	42
Catholic Charities / St. Johns County / Emergency Assistance	37
Catholic Charities / Putnam County / Emergency Assistance	36
Dignity U Wear	35
Salvation Army of St. Johns County / Emergency Assistance	34
elderSource/ Elder Helpline	32
Trinity Rescue Mission/ Women & Children's Center	31
St. Johns County Social Services	29
Mandarin Food Bank and Clothing Closet	27
Jacksonville Housing Authority	27
Welfare Federation / St. Johns County / Emergency Assistance Program	25
North Jacksonville Women's Resource Center	25

UNMET NEEDS
November 2006 (641)

Agency out of funds/goods	11
Appointment line busy	478
Client previously used service	4
Client refused referral	24
Did not meet agency requirements	32
No program available	33
Holiday Programs Full	12
No weekend weekend/after hours/holiday service	12
Shelter Full	21
Waiting list	14
(Total)	641

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	5
Agency out of funds/goods	Holiday Programs	6
Appointment line busy	Utility Bill Payment Assistance	338
Appointment line busy	Utility Deposit Assistance	7
Appointment line busy	Rental Deposit Assistance	22
Appointment line busy	Rent/Mortgage Assistance	111
Client previously used service	Utility Bill Payment Assistance	2
Client previously used service	Rent/Mortgage Assistance	2
Client Refused Referral	Housing Authorities	2
Client Refused Referral	Ex-Offender Reentry Programs	1
Client Refused Referral	Adult Residential Treatment Facilities	1
Client Refused Referral	Utility Bill Payment Assistance	7
Client Refused Referral	Local Transportation	1
Client Refused Referral	Parenting Skills Classes	1
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Food Pantries	4
Client Refused Referral	Homeless Shelter	6
Did not meet agency requirements	Discount Bus Passes	1
Did not meet agency requirements	Home Rehabilitation/Repair Services	2
Did not meet agency requirements	Meals	1
Did not meet agency requirements	Utility Bill Payment Assistance	17
Did not meet agency requirements	Rent/Mortgage Assistance	11
No program available	Holiday Gifts/Toys	2
No program available	Heaters	1
No program available	Private Schools Tuition	2
No program available	Bus Fare / Gas Money	2
No program available	Dentures	1
No program available	Medical Bill Payment Assistance	6
No program available	Moving Expense Assistance	3
No program available	Automotive Repairs	2
No program available	School Clothing	1
No program available	Telephone Bill Payment Assistance	3

No program available	Undesignated Temporary Financial Aid	10
No weekend/after hours/holiday service	Food Pantries	4
No weekend/after hours/holiday service	Discount Bus Passes	2
No weekend/after hours/holiday service	Utility Bill Payment Assistance	6
Holiday assistance program full	Thanksgiving Programs	12
Waiting list	Child Care Provider Referrals	4
Waiting list	Subsidized Housing	10
Shelters Full	Homeless People	21

**November 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		581
Percentage of Follow-up Calls identified out of Total Call Volume (5814)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		327
Percentage of satisfied callers identified out of Total Contacts (331)		99%
Total Number of Referrals Called Three Times Without An Answer		250
Percentage of Referrals Called Three Times Without An Answer		43%
Total Number of Referral Calls That Received Assistance From An Agency		170
Percentage of Referral Calls That Received Assistance From An Agency		29%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		161
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		28%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		149
Out of Funds		
Unable to Reach, Line Busy	149	
Application Being Processed/Waiting		
CALLER =		12
Caller Ineligible		
Income Too High	2	
Previously Used Service	6	
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements	1	
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		
Alternative Referral Made During Follow-up (00)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (160)		
TOTAL		161

Call Profile By County for November 2006

Baker County	56
Bradford	4
Clay	652
Columbia	84
Duval	3999
Hamilton	42
Marion	9
Nassau	102
Putnam	80
Suwannee	69
St. Johns	591
Other Florida Counties	93
Other States	21
Unknown	12
Total Calls for November 2006	5814

Top 10 Zip Codes - Duval County

Northwest Jax	32209	452
Westside	32210	310
Springfield	32206	257
Northside	32208	254
Arlington	32211	196
Westside	32205	187
Northside	32218	181
Westside	32244	170
Southside	32207	169
Westside	32254	146