

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

| Oct '05 | 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 |
|---|---------|---------|---------|---------|---------|----------|----------|---------|----------|---------|---------|---------|-----------|
| MAJOR CATEGORY 2005 | | | | | | | | | | | | | |
| MONTHLY CALL VOLUME | 5,671 | 4,294 | 4,878 | 4,712 | 5,482 | 5,649 | 6,118 | 6,483 | 7,019 | 6,111 | | | 56,417 |
| FINANCIAL ASSISTANCE/SUPPORT | 1,197 | 1,201 | 1,223 | 1,150 | 1,533 | 2,483 | 1,551 | 2,056 | 1,842 | 3,189 | | | 17,425 |
| FOOD/SHELTER/CLOTHING/FURNITURE | 744 | 876 | 892 | 783 | 916 | 1,017 | 451 | 444 | 671 | 1,610 | | | 8,404 |
| HOUSING | 23 | 34 | 23 | 21 | 29 | 57 | 75 | 128 | 363 | 614 | | | 1,367 |
| 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 | | | 0:41 |
| 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 | | | 3:16 |
| Hang-Up / Abandonments (Actual # and Average) | 913 | 482 | 478 | 351 | 353 | 421 | 550 | 903 | 809 | 626 | | | 589 |
| Abandonment Rate - Goal (17 percent) | 14% | 10% | 9% | 7% | 6% | 7% | 8% | 12% | 10% | 9% | | | 9% |
| Call Vol. Increase/Decrease (from previous year) - Goal 20% | -12% | -14% | -3% | -10% | 8% | 2% | 2% | 0% | -22% | 1% | | | -5% |
| MAJOR CATEGORY 2004 | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | |
| 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 OCTOBER 2005

| | |
|---|------|
| Catholic Charities Bureau, Inc. / Emergency Assistance | 2706 |
| COJ / Mental Health & Welfare Emergency Assistance | 2664 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance | 503 |
| NEFCAA / LIHEAP Program / R. F. Kennedy Center | 385 |
| NEFCAA / LIHEAP Program / Emmett Reed Center | 299 |
| Jewish Family & Community Services, Inc. / Emergency Financial Assistance | 194 |
| Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center | 189 |
| The Salvation Army NE FL Area Command / Duval County | 167 |
| Arlington Community Services | 158 |
| Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS | 112 |
| Lutheran Social Services of Northeast Florida, Inc. | 81 |
| I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter | 73 |
| United Community Outreach Ministry (UCOM) / Financial Assistance Program | 64 |
| River Region Human Services, Inc. / Residential Substance Abuse Treatment | 59 |
| Economic Opportunity Council | 58 |
| Dentist Care of Jacksonville, Inc. | 55 |
| The City Rescue Mission | 55 |
| Salvation Army of Clay County / Emergency Welfare Assistance | 52 |
| DCF / Florida / Emergency Financial Housing Assistance Program | 46 |
| Faith-to-Grow / Cross-cultural Outreach | 46 |
| Welfare Federation / St. Johns County / Emergency Assistance Program | 42 |
| Westside Christian Outreach | 42 |
| St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance | 40 |
| World Outreach /The Lord's Store | 40 |
| Catholic Charities / St. Johns County / Emergency Assistance | 37 |
| NEFCAA / Northeast Florida Community Action Agency, Inc. | 36 |
| A New Beginning | 31 |
| America Red Cross Northeast Florida Chapter Disaster Services | 30 |
| Northeast Florida Healthy Start Coalition / Florida MomCare | 30 |
| Beaches Emergency Assistance Ministry (BEAM) | 30 |
| The Inn Ministry, Inc. / Outreach Center | 28 |
| Salvation Army of St. Johns County / Emergency Assistance | 28 |
| Family Counseling Services, Inc. | 27 |
| First Coast Women's Services | 26 |
| DCF / Duval County-Gateway Service Center / TANF. Food Stamps/Medicaid | 25 |
| Community Connections of Jacksonville, Inc. / Florence Davis Center | 24 |

MAJOR CATEGORIES FOR OCTOBER 2005

| MAJOR CATEGORY | Nov'04 | Dec'04 | Jan'05 | Feb'05 | Mar'05 | Apr'05 | May'05 | June'05 | July'05 | Aug'05 | Sept'05 | Oct'05 | Total '04-'05 | Oct'04 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|
| ABUSE REGISTRY - CHILD/ADULT ABUSE | 14 | 12 | 14 | 8 | 7 | 12 | 16 | 11 | 2 | 3 | 0 | 0 | 99 | 16 |
| ADM - MENTAL HEALTH & SUBSTANCE ABUSE | 146 | 172 | 110 | 440 | 189 | 158 | 135 | 153 | 92 | 88 | 23 | 22 | 1,728 | 140 |
| ADOPTION | 2 | 1 | 17 | 1 | 3 | 0 | 1 | 9 | 0 | 0 | 0 | 0 | 34 | 3 |
| CHRONIC CALLER | 149 | 146 | 152 | 112 | 152 | 106 | 111 | 136 | 111 | 174 | 134 | 201 | 1,684 | 98 |
| DAY CARE | 26 | 19 | 15 | 22 | 26 | 24 | 35 | 42 | 36 | 55 | 68 | 58 | 426 | 21 |
| DISABLED & ELDERLY | 31 | 12 | 13 | 23 | 29 | 33 | 42 | 56 | 18 | 34 | 18 | 9 | 318 | 11 |
| DISASTER (Hurricane) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1,046 | 289 | 1,338 | 3 |
| EMOTIONAL CRISIS * | 79 | 86 | 61 | 55 | 12 | 48 | 62 | 88 | 62 | 52 | 186 | 44 | 835 | 44 |
| FINANCIAL ASSISTANCE / SUPPORT | 2,922 | 2,643 | 1,197 | 1,201 | 1,223 | 1,150 | 1,533 | 2,483 | 1,551 | 2,056 | 1,842 | 3,189 | 22,990 | 1,843 |
| FLORIDA KIDCARE / SOBRA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 3 | 0 | 0 | 0 | 10 | 0 |
| FOOD / SHELTER / CLOTHING / FURNITURE | 1,363 | 1,347 | 744 | 876 | 892 | 783 | 916 | 1,017 | 451 | 444 | 671 | 1,610 | 11,114 | 1,077 |
| HEALTH/MEDICATION | 162 | 144 | 136 | 88 | 121 | 123 | 120 | 364 | 133 | 249 | 166 | 262 | 2,068 | 130 |
| HOUSING INFORMATION | 116 | 93 | 23 | 34 | 23 | 21 | 29 | 57 | 75 | 128 | 363 | 614 | 1,576 | 73 |
| SPECIAL NEEDS CHILDREN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SUICIDE HOTLINE | 16 | 11 | 9 | 6 | 7 | 8 | 11 | 15 | 9 | 13 | 6 | 11 | 122 | 9 |
| SUPPORT GROUP / EDUCATION / VOLUNTEER | 42 | 32 | 66 | 34 | 30 | 35 | 34 | 56 | 52 | 38 | 59 | 31 | 509 | 30 |
| OTHER | 205 | 276 | 138 | 113 | 122 | 142 | 104 | 302 | 1,218 | 1,220 | 1,292 | 512 | 5,644 | 188 |
| INFORMATION / NO REFERRAL | | | | | | | | | 1,077 | 1,549 | 1,144 | 1,401 | 1,077 | |
| Prosperity Campaign / Income Tax | 0 | 143 | 771 | 712 | 448 | 231 | 3 | 4 | 2 | 6 | 1 | 1 | 2,322 | 13 |
| TOTAL CATEGORIES | 5,273 | 5,137 | 3,466 | 3,725 | 3,284 | 2,874 | 3,152 | 4,800 | 4,892 | 6,112 | 7,019 | 8,254 | 42,715 | 3,699 |
| * 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 (843)
OCTOBER 2005**

| | |
|--|------------|
| Agency out of funds/goods | 35 |
| Appointment line busy | 499 |
| Client previously used service | 10 |
| Client refused referral | 38 |
| Did not meet agency requirements | 39 |
| No program available | 102 |
| Holiday Programs Full | 31 |
| No weekend weekend/after hours/holiday service | 14 |
| Shelter Full | 34 |
| Waiting list | 41 |
| | 843 |

| Reason Unmet | Need Description | Number of Needs |
|--|--------------------------------------|-----------------|
| Agency out of funds/goods | Furniture | 35 |
| Appointment line busy | Utility Bill Assistance | 374 |
| Appointment line busy | Utility Deposit Assistance | 16 |
| Appointment line busy | Rental Deposit Assistance | 17 |
| Appointment line busy | Rent/Mortgage Assistance | 92 |
| Client previously used service | Rent/Mortgage Assistance | 5 |
| Client previously used service | Rental Deposit Assistance | 2 |
| Client previously used service | Utility Deposit Assistance | 1 |
| Client previously used service | Utility Bill Assistance | 2 |
| Client Refused Referral | Homeless Shelters | 10 |
| Client Refused Referral | Burial Services | 3 |
| Client Refused Referral | Mental Health Care and Counseling | 3 |
| Client Refused Referral | Food Pantries | 6 |
| Client Refused Referral | Housing Authorities | 2 |
| Client Refused Referral | Discount Bus Passes | 1 |
| Client Refused Referral | Utility Deposit Assistance | 3 |
| Client Refused Referral | Utility Bill Payment Assistance | 6 |
| Client Refused Referral | Rental Deposit Assistance | 2 |
| Client Refused Referral | Rent/Mortgage Assistance | 2 |
| Did not meet agency requirements | Rent/Mortgage Assistance | 3 |
| Did not meet agency requirements | Rent Deposit Assistance | 7 |
| Did not meet agency requirements | Utility Bill Assistance | 10 |
| Did not meet agency requirements | Utility Deposit Assistance | 3 |
| Did not meet agency requirements | Free Medical Care | 3 |
| Did not meet agency requirements | Dental Care | 1 |
| Did not meet agency requirements | Subsidized Housing | 4 |
| Did not meet agency requirements | Prescription Payment Assistance | 2 |
| Did not meet agency requirements | Child Care | 2 |
| Did not meet agency requirements | Home Rehabilitation/Repair | 1 |
| Did not meet agency requirements | Discount Bus Passes | 3 |
| No program available | Automobile Repairs | 1 |
| No program available | Automobile Insurance | 2 |
| No program available | Automobile Payment Assistance | 4 |
| No program available | Bus Fare/Gas Money | 3 |
| No program available | Heaters | 2 |
| No program available | Medical Bill Assistance | 4 |
| No program available | Moving Expense | 1 |
| No program available | Health Insurance Premiums | 1 |
| No program available | Telephone Bill Assistance | 12 |
| No program available | Undesignated Temporary Financial Aid | 72 |
| Holiday Programs | Holiday Programs Full | 31 |
| No weekend/after hours/holiday Service | Diapers | 1 |
| No weekend/after hours/holiday Service | Shoes | 1 |
| No weekend/after hours/holiday Service | Food Pantries | 12 |
| Waiting list | Subsidized Child Care | 9 |
| Waiting list | Housing Authorities | 32 |
| Shelters Full | Homeless People | 34 |

Call Profile By County for October 2005

| | |
|-------------------------------------|-------------|
| Baker County | 67 |
| Bradford | 9 |
| Clay | 405 |
| Columbia | 60 |
| Duval | 4651 |
| Hamilton | 43 |
| Marion | 190 |
| Nassau | 36 |
| Putnam | 21 |
| Suwannee | 58 |
| St. Johns | 543 |
| Other Florida Counties | 8 |
| Other States | 9 |
| Unknown | 11 |
| Total Calls for October 2005 | 6111 |

Top 10 Zip Codes - Duval County

| | | |
|---------------|-------|-----|
| Northwest Jax | 32209 | 302 |
| Arlington | 32277 | 269 |
| Arlington | 32211 | 233 |
| Springfield | 32206 | 231 |
| Westside | 32244 | 163 |
| Northside | 32218 | 160 |
| Northside | 32208 | 158 |
| San Marco | 32207 | 136 |
| Westside | 32205 | 131 |
| Southside | 32216 | 102 |