

**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
<b>MAJOR CATEGORY 2005</b>													
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%
<b>MAJOR CATEGORY 2004</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>													
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>													
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>													
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

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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
<b>TOTAL CATEGORIES</b>	<b>5,273</b>	<b>5,137</b>	<b>3,466</b>	<b>3,725</b>	<b>3,284</b>	<b>2,874</b>	<b>3,152</b>	<b>4,800</b>	<b>4,892</b>	<b>6,112</b>	<b>7,019</b>	<b>8,254</b>	<b>42,715</b>	<b>3,699</b>
* 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
	<b>843</b>

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
<b>Total Calls for October 2005</b>	<b>6111</b>

## 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