

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

October '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			57,237
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740	5,277	4,929	5,287			48,012
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808	791	723	1,316			7,790
HOUSING	91	43	56	32	29	47	80	77	68	79			602
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39	1:02	0:55	0:56	:49			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			2:51
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872	621	952	1,009			577
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%	8%	13%	13%			9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%	0%	-14%	10%			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 OCTOBER 2006

COJ / Mental Health & Welfare Emergency Assistance	3376
Catholic Charities Bureau, Inc. / Emergency Assistance	3135
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1175
NEFCAA / LIHEAP Program / R. F. Kennedy Center	537
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	529
NEFCAA / LIHEAP Program / Emmett Reed Center	449
DCF / Florida / Emergency Financial Housing Assistance Program	352
Arlington Community Services	325
United Community Outreach Ministry (UCOM) / Financial Assistance Program	252
Catholic Charities Bureau, Inc. / Food Pantry	186
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	164
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	151
Faith-to-Grow / Cross-cultural Outreach	131
Regency Church of God / Food Pantry	104
St. Vincent DePaul Society / Church of the Assumption	101
NEFCAA/Family Program/ RF Kennedy Center	92
I.M. Sulzbacher Center for the Homeless, Inc. / Homeless Shelter	89
Welfare Federation / St. Johns County / Emergency Assistance Program	79
The Salvation Army NE FL Area Command / Red Shield Lodge	78
Salvation Army of Clay County / Emergency Welfare Assistance	76
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	71
Catholic Charities / St. Johns County / Emergency Assistance	70
Beaches Emergency Assistance Ministry (BEAM)	67
NEFCAA/ Family Program/ Emmett Reed Center	66
Salvation Army of St. Johns County / Emergency Assistance	60
World Outreach /The Lord's Store	57
Westside Christian Outreach	48
Emergency Pregnancy Services, Inc.	48
St Johns County Social Services	46
NEFCAA / LIHEAP Program / St. Johns County	35
City Rescue Mission/LifeBuilders Short Term - Men	35
North Jacksonville Women's Resource Center	34
Mandarin Food Bank and Clothing Closet	32
Salvation Army NEFL Area Command/ Family Services	32
Catholic Charities / Putnam County / Emergency Assistance	30
Suwannee River Economic Council, Inc. / Columbia/Suwannee/Hamilton	27



**UNMET NEEDS**  
**OCTOBER 2006 (744)**

Agency out of funds/goods	11
Appointment line busy	561
Client previously used service	11
Client refused referral	19
Did not meet agency requirements	33
No program available	64
Holiday Programs Full	2
No weekend weekend/after hours/holiday service	2
Shelter Full	24
Waiting list	17
<b>(Total)</b>	<b>744</b>

<b>Reason Unmet</b>	<b>Need Description</b>	<b>Number of Needs</b>
Agency out of funds/goods	Furniture	11
Appointment line busy	Utility Bill Payment Assistance	395
Appointment line busy	Utility Deposit Assistance	5
Appointment line busy	Rental Deposit Assistance	38
Appointment line busy	Rent/Mortgage Assistance	123
Client previously used service	Utility Bill Payment Assistance	6
Client previously used service	Rent/Mortgage Assistance	5
Client Refused Referral	Housing Authorities	5
Client Refused Referral	Mental Health Care and Counseling	2
Client Refused Referral	Adult Residential Treatment Facilities	1
Client Refused Referral	Utility Bill Payment Assistance	2
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Food Pantries	5
Client Refused Referral	Homeless Shelter	3
Did not meet agency requirements	Adult Residential Treatment Facilities	1
Did not meet agency requirements	Electricity Connection/Repair	1
Did not meet agency requirements	Ex-Offender Employment Programs	1
Did not meet agency requirements	Home Rehabilitation/Repair Services	2
Did not meet agency requirements	General Legal Aid	1
Did not meet agency requirements	Food Pantries	1
Did not meet agency requirements	Utility Bill Payment Assistance	19
Did not meet agency requirements	Homeless Shelter	1
Did not meet agency requirements	Housing Authorities	1
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Rent/Mortgage Assistance	4
No program available	Holiday Gifts/Toys	5
No program available	Heaters	1
No program available	Appliances	1
No program available	Bus Fare / Gas Money	1
No program available	Dentures	1
No program available	Automobile Insurance Payment	3
No program available	Medical Bill Payment Assistance	9

No program available	Moving Expense Assistance	1
No program available	Automobile Payment Assistance	3
No program available	School Clothing	1
No program available	Telephone Bill Payment Assistance	29
No program available	Undesignated Temporary Financial Aid	9
No weekend/after hours/holiday service	Food Pantries	2
Holiday assistance program full	Thanksgiving Programs	2
Waiting list	Child Care Provider Referrals	7
Waiting list	Subsidized Housing	10
Shelters Full	Homeless People	24



## Call Profile By County for October 2006

Baker County	61
Bradford	6
Clay	556
Columbia	81
Duval	4930
Hamilton	58
Marion	78
Nassau	108
Putnam	83
Suwannee	70
St. Johns	517
Other Florida Counties	108
Other States	13
Unknown	8
<b>Total Calls for October 2006</b>	<b>6677</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	593
Westside	32210	379
Northside	32208	324
Springfield	32206	284
Arlington	32211	253
Westside	32244	246
Southside	32207	220
Westside	32205	208
Northside	32218	195
Westside	32254	161