

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

Sep-05

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				50,306
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056	1,842				14,236
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451	444	671				6,794
HOUSING	23	34	23	21	29	57	75	128	363				753
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				0:40
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				3:17
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550	903	809				584
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%	12%	10%				9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%	0%	-22%				-5%

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
<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	Jan '02	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Total '02
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	Jan '01	Feb '01	Mar '01	Apr '01	May '01	June '01	July '01	Aug '01	Sept '01	Oct '01	Nov '01	Dec '01	Total '01
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 SEPTEMBER 2005

COJ / Mental Health & Welfare Emergency Assistance	1338
Catholic Charities Bureau, Inc. / Emergency Assistance	1176
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	281
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	215
Dentist Care of Jacksonville, Inc. / I. M. Sulzbacher Dental Center	177
Duval County Health Department / Boulevard Comprehensive Care / HIV/AIDS	166
The Salvation Army NE FL Area Command / Duval County	164
American Red Cross Northeast Florida Chapter / Disaster	117
River Region Human Services, Inc. / Residential Substance Abuse Treatment	85
NEFCAA / LIHEAP Program / R. F. Kennedy Center	83
Dentist Care of Jacksonville, Inc.	82
Lutheran Social Services of Northeast Florida, Inc.	82
Arlington Community Services	66
FEMA	65
United Community Outreach Ministry (UCOM) / Financial Assistance Program	40
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	34
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	28
NEFCAA / LIHEAP Program / Emmett Reed Center	28
Faith-to-Grow / Cross-cultural Outreach	27
Economic Opportunity Council	25
Beaches Emergency Assistance Ministry (BEAM)	25
Jacksonville Housing Authority	23
World Outreach /The Lord's Store	21
Westside Christian Outreach	21
City of Jacksonville / Public Information	21
St. Vincent DePaul Society / Church of the Assumption	20
Regency Church of God / Food Pantry	19
Salvation Army of Clay County / Emergency Welfare Assistance	17
The City Rescue Mission, Inc. / New Life Inn	16
Trinity Rescue Mission Homeless Shelter for Men	16
Catholic Charities / St. Johns County / Emergency Assistance	15
DCF / Duval County - Gateway Service Center / TANF / Food Stamps / Medicaid	15
Family Counseling Services, Inc.	15
DCF / Florida / Emergency Financial Assistance for Housing Program	13
Emergency Pregnancy Service of Jacksonville, Inc.	13
Community Connections of Jacksonville, Inc. / Florence Davis Center	12

MAJOR CATEGORIES FOR SEPTEMBER 2005

MAJOR CATEGORY	Oct'04	Nov'04	Dec'04	Jan'05	Feb'05	Mar'05	Apr'05	May'05	June'05	July'05	Aug'05	Sept'05	Total '04-'05	Sep'04
ABUSE REGISGTRY - CHILD/ADULT ABUSE	16	14	12	14	8	7	12	16	11	2	3	0	115	3
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	140	146	172	110	440	189	158	135	153	92	88	23	1,846	152
ADOPTION	3	2	1	17	1	3	0	1	9	0	0	0	37	1
CHRONIC CALLER	98	149	146	152	112	152	106	111	136	111	174	134	1,581	126
DAY CARE	21	26	19	15	22	26	24	35	42	36	55	68	389	18
DISABLED & ELDERLY	11	31	12	13	23	29	33	42	56	18	34	18	320	23
DISASTER (Hurricane)	3	0	0	0	0	0	0	0	0	0	3	1,046	1,052	762
EMOTIONAL CRISIS *	44	79	86	61	55	12	48	62	88	62	52	186	835	53
FINANCIAL ASSISTANCE / SUPPORT	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056	1,842	21,644	3,291
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	7	3	0	0	10	0
FOOD / SHELTER / CLOTHING / FURNITURE	1,077	1,363	1,347	744	876	892	783	916	1,017	451	444	671	10,581	1,831
HEALTH/MEDICATION	130	162	144	136	88	121	123	120	364	133	249	166	1,936	188
HOUSING INFORMATION	73	116	93	23	34	23	21	29	57	75	128	363	1,035	58
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	9	16	11	9	6	7	8	11	15	9	13	6	120	11
SUPPORT GROUP / EDUCATION / VOLUNTEER	30	42	32	66	34	30	35	34	56	52	38	59	508	19
OTHER	188	205	276	138	113	122	142	104	302	1,218	1,220	1,292	5,320	261
INFORMATION / NO REFERRAL										1,077	1,549	1,144	1,077	
Prosperity Campaign / Income Tax	13	0	143	771	712	448	231	3	4	2	6	1	2,334	7
TOTAL CATEGORIES	3,699	5,273	5,137	3,466	3,725	3,284	2,874	3,152	4,800	4,892	6,112	7,019	46,414	6,804

* 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 (817)
SEPTEMBER 2005

Agency out of funds/goods	7
Appointment line busy	628
Client previously used service	8
Client refused referral	23
Did not meet agency requirements	22
No program available	80
No weekend weekend/after hours/holiday service	0
Shelter Full	35
Waiting list	14
	817

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Discount Bus Passes	4
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Assistance	479
Appointment line busy	Utility Deposit Assistance	3
Appointment line busy	Rental Deposit Assistance	20
Appointment line busy	Rent/Mortgage Assistance	126
Client previously used service	Rent/Mortgage Assistance	3
Client previously used service	Utility Deposit Assistance	1
Client previously used service	Utility Bill Assistance	4
Client Refused Referral	Homeless Shelters	9
Client Refused Referral	Burial Services	1
Client Refused Referral	Adolescent/Youth Counseling	1
Client Refused Referral	Food Pantries	5
Client Refused Referral	Discount Bus Passes	3
Client Refused Referral	Utility Bill Payment Assistance	3
Client Refused Referral	Rent/Mortgage Assistance	1
Did not meet agency requirements	Rent/Mortgage Assistance	4
Did not meet agency requirements	Rent Deposit Assistance	3
Did not meet agency requirements	Utility Bill Assistance	14
Did not meet agency requirements	Discount Bus Passes	1
No program available	Automobile Repairs	3
No program available	Automobile Insurance	2
No program available	Bus Fare/Gas Money	3
No program available	Free Air Fare	2
No program available	Medical Bill Assistance	5
No program available	Moving Expense	4
No program available	Dentures	3
No program available	Hotels/Motels	3
No program available	Holiday Assistance / Food & Gifts	4
No program available	Telephone Bill Assistance	7
No program available	Undesignated Temporary Financial Aid	44
No weekend/after hours/holiday Service	N/A	0
Waiting list	Subsidized Child Care	3
Waiting list	Housing Authorities	11
Shelters Full	Homeless People	35

Call Profile By County for September 2005

Baker County	93
Bradford	6
Clay	625
Columbia	59
Duval	5212
Hamilton	51
Marion	167
Nassau	76
Putnam	58
Suwannee	92
St. Johns	471
Other Florida Counties	9
Other States	67
Unknown	33
Total Calls for September 2005	7019

Top 10 Zip Codes - Duval County

Northwest Jax	32209	394
Southside	32216	288
Arlington	32277	264
Westside	32244	216
Arlington	32277	211
Northside	32218	173
Arlington	32211	167
Northside	32208	167
Westside	32205	153
Springfield	32206	134