

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

<b>MAJOR CATEGORY 2007 - 2008</b>	<b>July '07</b>	<b>Aug. '07</b>	<b>Sept. '07</b>	<b>Oct. '07</b>	<b>Nov. '07</b>	<b>Dec. '07</b>	<b>Jan. '08</b>	<b>Feb. '08</b>	<b>Mar '08</b>	<b>Apr '08</b>	<b>May '08</b>	<b>June '08</b>	<b>Total '07-08</b>
<b>MONTHLY CALL VOLUME</b>	6,665	7,572	6,963										<b>21,200</b>
<b>FINANCIAL ASSISTANCE/SUPPORT</b>	1,850	2,039	1,246										<b>5,135</b>
<b>FOOD/SHELTER/CLOTHING/FURNITURE</b>	368	391	250										<b>1,009</b>
<b>HOUSING</b>	42	38	24										<b>104</b>
<b>Average Speed Answered (Goal - 60 seconds)</b>	1:11	0:58	1:05										<b>1:04</b>
<b>Length of Calls (Goal - 4 mins., 5 seconds)</b>	2:56	2:47	2:18										<b>2:40</b>
<b>Hang-Up / Abandonments (Actual # and Average)</b>	1,166	1,043	1,048										<b>1,086</b>
<b>Abandonment Rate - Goal (15 percent)</b>	14%	12%	13%										<b>13%</b>
<b>Call Vol. Increase/Decrease (from previous year) - Goal 10%</b>	27%	17%	16%										<b>20%</b>

<b>MAJOR CATEGORY 2006 - 2007</b>	<b>July '06</b>	<b>Aug. '06</b>	<b>Sept. '06</b>	<b>Oct. '06</b>	<b>Nov. '06</b>	<b>Dec. '06</b>	<b>Jan. '07</b>	<b>Feb. '07</b>	<b>Mar '07</b>	<b>Apr '07</b>	<b>May '07</b>	<b>June '07</b>	<b>Total '06-07</b>
<b>MONTHLY CALL VOLUME</b>	5,247	6,488	6,012	6,677	5,814	5,299	5,020	4,427	5,717	5,923	5,756	6,068	<b>68,448</b>
<b>FINANCIAL ASSISTANCE/SUPPORT</b>	5,740	5,277	4,929	5,287	2,471	1,404	1,219	873	1,173	1,378	1,274	1,271	<b>32,296</b>
<b>FOOD/SHELTER/CLOTHING/FURNITURE</b>	808	791	723	1,316	632	355	290	181	219	278	330	279	<b>6,202</b>
<b>HOUSING</b>	80	77	68	79	64	37	34	42	27	37	40	33	<b>618</b>
<b>Average Speed Answered (Goal - 60 seconds)</b>	1:02	0:55	0:56	0:49	0:46	1:08	1:25	0:38	0:39	0:47	0:39	0:43	<b>0:52</b>
<b>Length of Calls (Goal - 4 mins., 5 seconds)</b>	2:43	3:14	3:31	3:04	2:59	2:54	3:08	2:56	3:06	3:04	2:54	2:53	<b>3:02</b>
<b>Hang-Up / Abandonments (Actual # and Average)</b>	872	621	952	1,009	788	1,037	1,126	458	499	598	519	575	<b>755</b>
<b>Abandonment Rate - Goal (15 percent)</b>	14%	8%	13%	13%	12%	16%	18%	9%	7%	8%	8%	8%	<b>11%</b>
<b>Call Vol. Increase/Decrease (from previous year) - Goal 10%</b>	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	<b>-2%</b>

<b>MAJOR CATEGORY 2005 - 2006</b>	<b>July '05</b>	<b>Aug. '05</b>	<b>Sept. '05</b>	<b>Oct. '05</b>	<b>Nov. '05</b>	<b>Dec. '05</b>	<b>Jan. '06</b>	<b>Feb. '06</b>	<b>Mar '06</b>	<b>Apr. '06</b>	<b>May '06</b>	<b>June '06</b>	<b>Total '05-06</b>
<b>MONTHLY CALL VOLUME</b>	6,118	6,483	7,019	6,111	5,590	6,916	5,624	4,388	4,971	5,591	6,111	6,128	<b>71,050</b>
<b>FINANCIAL ASSISTANCE/SUPPORT</b>	1,551	2,056	1,842	3,189	3,111	3,769	2,626	3,233	4,019	5,419	5,793	5,689	<b>42,297</b>
<b>FOOD/SHELTER/CLOTHING/FURNITURE</b>	451	444	671	1,610	1,477	1,691	802	405	1,296	813	727	676	<b>11,063</b>
<b>HOUSING</b>	75	128	363	614	514	432	91	43	92	32	29	47	<b>2,460</b>
<b>Average Speed Answered (Goal - 1 min., 10 seconds)</b>	0:42	0:52	0:45	0:44	0:47	0:31	0:53	0:17	0:21	0:18	0:21	0:39	<b>0:35</b>
<b>Length of Calls (Goal - 4 mins., 5 seconds)</b>	3:24	3:04	3:13	3:11	3:33	2:49	2:54	2:31	2:43	2:40	2:35	2:38	<b>2:56</b>
<b>Hang-Up / Abandonments (Actual # and Average)</b>	550	903	809	626	524	512	510	282	371	306	350	499	<b>520</b>
<b>Abandonment Rate - Goal (16 percent)</b>	8%	12%	10%	9%	8%	6%	9%	6%	6%	5%	5%	7%	<b>8%</b>
<b>Call Vol. Increase/Decrease (from previous year) - Goal 4%</b>	2%	0%	-22%	1%	-4%	23%	0%	2%	2%	19%	11%	9%	<b>4%</b>

MAJOR CATEGORY 2004 - 2005	July '04	Aug. '04	Sept. '04	Oct. '04	Nov. '04	Dec. '04	Jan '05	Feb. '05	Mar '05	Apr. '05	May '05	June '05	Total '04-05
MONTHLY CALL VOLUME	5,973	6,533	9,049	6,026	5,871	5,605	5,671	4,294	4,878	4,712	5,482	5,649	69,743
FINANCIAL ASSISTANCE/SUPPORT	2,618	1,973	3,291	1,843	2,922	2,643	1,197	1,201	1,223	1,150	1,533	2,483	24,077
FOOD/SHELTER/CLOTHING/FURNITURE	620	2,051	3,538	722	1,363	1,392	744	876	892	783	916	1,017	14,914
HOUSING	147	62	58	73	116	93	23	34	23	21	29	57	736
Average Speed Answered (Goal - 1 min., 15 seconds)	1:10	1:11	0:55	1:11	1:15	1:00	1:03	0:45	0:35	0:30	0:27	0:29	0:52
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:37	2:51	3:29	3:10	3:02	2:52	3:04	3:45	3:37	3:28	3:10	3:19
Hang-Up / Abandonments (Actual # and Average)	1,102	1,172	1,250	962	964	803	913	482	478	351	353	421	771
Abandonment Rate - Goal (17 percent)	16%	15%	12%	14%	14%	13%	14%	10%	9%	7%	6%	7%	11%
Call Vol. Increase/Decrease (from previous year) - Goal 3%	-12%	-4%	37%	29%	27%	10%	-12%	-14%	-3%	-10%	8%	2%	5%

MAJOR CATEGORY 2003 - 2004	July '03	Aug. '03	Sept. '03	Oct. '03	Nov. '03	Dec. '03	Jan. '04	Feb. '04	Mar '04	Apr '04	May '04	June '04	Total '03-04
MONTHLY CALL VOLUME	6,781	6,815	6,594	4,636	4,639	5,078	6,481	5,033	5,061	5,277	5,071	5,522	66,988
FINANCIAL ASSISTANCE/SUPPORT	2,656	2,884	2,308	1,711	1,564	2,047	3,144	2,065	2,961	4,634	3,798	4,223	33,995
FOOD/SHELTER/CLOTHING/FURNITURE	660	716	690	496	348	453	651	497	618	895	920	988	7,932
HOUSING	27	51	53	47	24	30	46	62	79	100	120	214	853
Average Speed Answered (Goal - 60 seconds)	1:27	1:38	1:11	1:53	1:57	1:51	1:58	0:57	0:48	1:02	0:46	0:50	1:21
Length of Calls (Goal - 3 minutes)	4:09	4:46	4:11	4:31	4:06	4:25	3:53	3:20	3:29	4:15	4:11	4:11	4:07
Hang-Up / Abandonments (Actual Number)	970	1,116	906	1,207	1,270	1,480	2,245	880	739	960	738	782	1,108
Abandonment Rate - Goal (20 percent)	17%	18%	14%	21%	21%	23%	26%	15%	13%	15%	12%	12%	17%

MAJOR CATEGORY 2002 - 2003	July '02	Aug. '02	Sept. '02	Oct. '02	Nov. '02	Dec. '02	Jan. '03	Feb. '03	Mar '03	Apr. '03	May '03	June '03	Total '02-03
MONTHLY CALL VOLUME	6,686	6,705	6,020	6,328	5,273	5,572	4,766	3,988	4,847	4,989	5,612	5,709	66,495
FINANCIAL ASSISTANCE/SUPPORT	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	1,520	1,917	1,952	1,780	23,651
FOOD/SHELTER/CLOTHING/FURNITURE	674	747	639	730	739	552	545	392	555	510	545	501	7,129
HOUSING	22	28	23	27	24	19	26	17	13	31	49	25	304
Average Speed Answered	1:08	1:50	0:54	0:38	0:58	1:17	1:10	0:41	0:53	1:07	0:26	0:30	0:57
Length of Calls	3:26	2:44	2:55	3:38	2:52	2:43	2:45	2:52	3:01	3:36	3:49	3:55	3:11

MAJOR CATEGORY 2001 - 2002	July '01	Aug. '01	Sept. '01	Oct. '01	Nov. '01	Dec. '01	Jan. '02	Feb. '02	Mar. '02	Apr. '02	May '02	June '02	Total '01-02
MONTHLY CALL VOLUME	5,412	5,846	5,616	6,871	6,992	5,112	5,820	5,241	4,483	5,176	5,832	5,182	67,583
FINANCIAL ASSISTANCE/SUPPORT	1,883	2,267	2,113	2,536	2,289	1,907	2,075	1,113	1,489	1,952	2,019	1,993	23,636
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	6,722
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	248
Average Speed Answered	1:11	1:10	1:01	0:47	0:47	0:51	1:04	0:35	0:55	1:03	1:01	1:04	0:57
Length of Calls	2:29	2:35	2:28	2:03	1:42	2:20	2:24	1:43	3:02	2:45	2:06	2:42	2:21

## TOP REFERRALS FOR SEPTEMBER 2007

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COJ / Mental Health & Welfare Emergency Assistance	1466
Catholic Charities Bureau, Inc. / Emergency Assistance	1322
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	367
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	215
DCF / Florida / Emergency Financial Housing Assistance Program	175
NEFCAA / LIHEAP Program / R. F. Kennedy Center	130
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	106
Arlington Community Services	105
Catholic Charities Bureau, Inc. / Food Pantry JAX	84
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	76
Jewish Family & Community Services, Inc. / Emergency Food Pantry	67
United Community Outreach Ministry (UCOM) / Financial Assistance Program	64
The Salvation Army NE FL Area Command / Red Shield Lodge	49
I.M. Sulzbacher Center for the Homeless, Inc/ Homeless Shelter	47
Urban Jacksonville, Inc. / Community Care for the Elderly	40
Faith-to-Grow / Cross-cultural Outreach	37
St. Johns County Social Services	35
Westside Christian Outreach	35
Beaches Emergency Assistance Ministry (BEAM)	34
Salvation Army of Clay County / Emergency Services	34
St. Vincent DePaul Society / Church of the Assumption	34
Welfare Federation / St. Johns County / Emergency Assistance Program	32
COJ / Community Services Division / Public Information Line	31
Salvation Army of St. John's County / Emergency Assistance	30
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	30
World Outreaach, Inc. / The Lord's Store	29
Catholic Charities / St. Johns County / Emergency Assistance	25
Family Foundations	25
Catholic Charities Bureau, Inc. / Family & Addictions Counseling JAX	24
Trinity Rescue Mission / Women & Children's Center	23
Catholic Charities / Putnam County / Emergency Assistance	20
Emergency Pregnancy Services, Inc.	20
Catholic Charities Bureau / Lake City	19
DCF / District IV / Call Center	19
Jewish Family & Community Services, Inc. / Indv., Couples & Family Therapy	19
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	18



**UNMET NEEDS (757)**  
**SEPTEMBER 2007**

Agency out of funds/goods	61
Appointment line busy	562
Client previously used service	2
Client refused referral	16
Did not meet agency requirements	15
No program available	39
Seasonal Program / Out of Season	7
No weekend weekend/after hours/holiday service	0
Shelter Full	27
Waiting list	28
	<b>757</b>

<b>Reason Unmet</b>	<b>Need Description</b>	<b>Number of Needs</b>
Agency out of funds/goods	Rent/Mortgage Payment Assistance	12
Agency out of funds/goods	Utility Deposit Assistance	1
Agency out of funds/goods	Utility Bill Assistance	25
Agency out of funds/goods	Rental Deposit Assistance	5
Agency out of funds/goods	Furniture	18
Appointment line busy	Utility Bill Assistance	349
Appointment line busy	Utility Deposit Assistance	6
Appointment line busy	Rental Deposit Assistance	23
Appointment line busy	Rent/Mortgage Assistance	184
Client previously used service	Food Pantries	1
Client previously used service	Utility Deposit Assistance	1
Client Refused Referral	Homeless Shelters	3
Client Refused Referral	Food Pantries	3
Client Refused Referral	Basic Needs	3
Client Refused Referral	Utilities Payment Assistance	3
Client Refused Referral	Long Distance Transportation	1
Client Refused Referral	Mental Health Care and Counseling	3
Did not meet agency requirements	Rent/Mortgage Payment Assistance	2
Did not meet agency requirements	Utility Bill Assistance	3
Did not meet agency requirements	Transitional Shelter	4
Did not meet agency requirements	Counseling Services	3
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Substance Abuse Treatment	1
Did not meet agency requirements	WIC	1
No program available	Free Long Distance Transportation	5
No program available	Free Local Transportation	4
No program available	Cable Bill Payment Assistance	1
No program available	GED Test Sites	2
No program available	Veteran High School Diploma Programs	2
No program available	Free Identification Cards	1
No program available	Telephone Bill Payment Assistance	9
No program available	Occasional Emergency Food Assistance	2

No program available	Appliance/ Appliance Repair	3
No program available	Automobile Payment Assistance	1
No program available	Bus Fare / Gas Money	2
No program available	Medical Bill Payment Assistance	1
No program available	Undesignated Temporary Financial Aid	6
Seasonal Program / Out of season	Christmas Adoption	7
Waiting list	Subsidized Child Care	7
Waiting list	Transitional Housinig	4
Waiting list	Adult Residential Treatment Facilities	2
Waiting list	Housing Authorities	15
Shelters Full	Homeless Shelter	27

**SEPTEMBER 2007  
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		690
Percentage of Follow-up Calls identified out of Total Call Volume (6963)		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		311
Percentage of Satisfied callers identified out of Total Contacts (311 )		100%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		379
Percentage of Referrals Called Three Times Without An Answer		55%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		230
Percentage of Referral Calls That Received Assistance From An Agency		74%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		81
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		26%
<b><i>REASONS CALLER DID NOT RECEIVE ASSISTANCE</i></b>		
<b>AGENCY =</b>		77
Out of Funds	8	
Unable to Reach, Line Busy	69	
Application Being Processed/Waiting	0	
<b>CALLER =</b>		4
<b>Caller Ineligible</b>		
Income Too High		
Previously Used Service	2	
Did not Meet Agency Requirements	2	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements		
Did Not Call for Services		
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		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ( )		
<b>TOTAL</b>		81

## Call Profile By County for SEPTEMBER 2007

Baker County	12
Bradford	4
Clay	644
Columbia	46
Duval	5210
Hamilton	47
Marion	14
Nassau	87
Putnam	36
Suwannee	64
St. Johns	620
Other Florida Counties	130
Other States	16
Unknown	33
<b>Total Calls for Sept 2007</b>	<b>6963</b>

### Top 10 Zip Codes - Duval County

Northwest Jax	32209	451
Northside	32208	261
Springfield	32206	249
Westside	32244	235
Northside	32218	197
Arlington	32211	165
San Marco	32207	148
Southside	32216	126
Downtown	32205	116
Westside	32254	115