

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

September '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				50,560
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019	5,419	5,793	5,689	5,740	5,277	4,929				42,725
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729	813	727	676	808	791	723				6,474
HOUSING	91	43	56	32	29	47	80	77	68				523
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21	:18	:21	:39	1:02	0:55	0:56				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				2:49
Hang-Up / Abandonments (Actual # and Average)	510	282	371	306	350	499	872	621	952				529
Abandonment Rate - Goal (17 percent)	9%	6%	6%	5%	5%	7%	14%	8%	13%				8%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%	19%	11%	9%	-14%	0%	-14%				2%
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 SEPTEMBER 2006

COJ / Mental Health & Welfare Emergency Assistance	3172
Catholic Charities Bureau, Inc. / Emergency Assistance	3055
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1790
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	604
Arlington Community Services	453
DCF / Florida / Emergency Financial Housing Assistance Program	373
United Community Outreach Ministry (UCOM) / Financial Assistance Program	289
NEFCAA / LIHEAP Program / R. F. Kennedy Center	276
NEFCAA / LIHEAP Program / Emmett Reed Center	208
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	146
Catholic Charities Bureau, Inc. / Food Pantry	140
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	131
Faith-to-Grow / Cross-cultural Outreach	109
Regency Church of God / Food Pantry	89
I.M. Sulzbacher Center for the Homeless, Inc. / Homeless Shelter	87
Welfare Federation / St. Johns County / Emergency Assistance Program	86
Salvation Army of Clay County / Emergency Welfare Assistance	84
St. Vincent DePaul Society / Church of the Assumption	79
Salvation Army of St. Johns County / Emergency Assistance	76
Catholic Charities / St. Johns County / Emergency Assistance	74
The Salvation Army NE FL Area Command / Red Shield Lodge	71
Beaches Emergency Assistance Ministry (BEAM)	59
World Outreach /The Lord's Store	57
Westside Christian Outreach	55
The City Rescue Mission / New Life Inn	53
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Svcs	50
Suwannee River Economic Council, Inc. / Columbia/Suwannee/Hamilton	46
St Johns County Social Services	41
NEFCAA / LIHEAP Program / St. Johns County	39
North Jacksonville Women's Resource Center	35
First Coast Women's Services	28
The Christian Service Center of Columbia	27
Catholic Charities / Putnam County / Emergency Assistance	27
Emergency Pregnancy Services, Inc.	26
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	22
Mandarin Food Bank and Clothing Closet	19

UNMET NEEDS
SEPTEMBER 2006 (497)

Agency out of funds/goods	14
Appointment line busy	287
Client previously used service	18
Client refused referral	7
Did not meet agency requirements	38
No program available	103
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	0
Shelter Full	20
Waiting list	10
(Total)	497

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	14
Appointment line busy	Utility Bill Payment Assistance	186
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	11
Appointment line busy	Rent/Mortgage Assistance	88
Client previously used service	Utility Bill Payment Assistance	12
Client previously used service	Rent/Mortgage Assistance	6
Client Refused Referral	Prescription Expense Assistance	1
Client Refused Referral	Mental Health Care and Counseling	1
Client Refused Referral	Adult Residential Treatment Facilities	1
Client Refused Referral	Burial Expense Assistance	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Homeless Shelter	2
Did not meet agency requirements	Rental Deposit Assistance	2
Did not meet agency requirements	Child Care Provider Referrals	3
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Discount Bus Passes	4
Did not meet agency requirements	General Legal Aid	1
Did not meet agency requirements	Utility Bill Payment Assistance	9
Did not meet agency requirements	Homeless Shelter	2
Did not meet agency requirements	Housing Authorities	7
Did not meet agency requirements	Local Transportation (Free)	3
Did not meet agency requirements	Rent/Mortgage Assistance	6
No program available	Automobile Payment Assistance	5
No program available	Automotive Repairs	3
No program available	Burial Expense Assistance	1
No program available	Bus Fare / Gas Money	9
No program available	Dentures	1
No program available	Fans/Air Conditioners	4
No program available	Automobile Insurance Payment	3
No program available	Long Distance Transportation (Free)	1
No program available	Medical Bill Payment Assistance	7

No program available	Moving Expense Assistance	1
No program available	Prescription Expense Assistance	4
No program available	Dental Care (Free)	4
No program available	Telephone Bill Payment Assistance	22
No program available	Undesignated Temporary Financial Aid	38
Waiting list	Child Care Provider Referrals	3
Waiting list	Subsidized Housing	7
Shelters Full	Homeless People	20

**SEPTEMBER 2006
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		598
Percentage of Follow-up Calls identified out of Total Call Volume (6012)		10%
Total Number of caller's that were satisfied with Information/Referrals from 2-1-1		352
Percentage of satisfied callers identified out of Total Contacts (353)		100%
Total Number of Referrals Called Three Times Without An Answer		245
Percentage of Referrals Called Three Times Without An Answer		41%
Total Number of Referral Calls That Received Assistance From An Agency		197
Percentage of Referral Calls That Received Assistance From An Agency		33%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		156
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		26%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		151
Out of Funds		
Unable to Reach, Line Busy	151	
Application Being Processed/Waiting		
CALLER =		5
Caller Ineligible		
Income Too High		
Previously Used Service	2	
Did not Meet Agency Requirements	3	
Caller Did Not Contact Agency		
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 (00)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (156)		
TOTAL		156

Call Profile By County for September 2006

Baker County	67
Bradford	8
Clay	654
Columbia	87
Duval	4071
Hamilton	54
Marion	92
Nassau	99
Putnam	31
Suwannee	79
St. Johns	642
Other Florida Counties	104
Other States	13
Unknown	11
Total Calls for September 2006	6012

Top 10 Zip Codes - Duval County

Northwest Jax	32209	566
Northside	32208	523
Westside	32210	391
Northside	32218	256
Westside	32244	232
Springfield	32206	228
Westside	32205	226
Southside	32257	178
Westside	32254	166
Arlington	32211	162