

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

| MAJOR CATEGORY 2009 - 2010                                 | July '09 | Aug. '09 | Sept. '09 | Oct. '09 | Nov. '09 | Dec. '09 | Jan. '10 | Feb. '10 | Mar '10 | Apr '10 | May '10 | June '10 | Total '09-'10 |
|--|----------|----------|-----------|----------|----------|----------|----------|----------|---------|---------|---------|----------|---------------|
| MONTHLY CALL VOLUME  | 10,560   | 10,768   | 10,724    | 10,519   | 10,255   | 9,523    | 9,384    | 9,122    | 10,131  | 10,861  |         |          | 101,847       |
| FINANCIAL ASSISTANCE/SUPPORT (# of Calls)                  | 3,459    | 3,729    | 3,716     | 3,581    | 3,453    | 2,945    | 2,721    | 2,762    | 3,339   | 3,772   |         |          | 33,477        |
| FINANCIAL ASSISTANCE/SUPPORT (Referrals)                   | 15,617   | 15,100   | 10,741    | 9,056    | 9,219    | 5,389    | 4,854    | 5,810    | 6,710   | 7,192   |         |          | 89,688        |
| FOOD/SHELTER/CLOTHING (# of Calls)                         | 571      | 603      | 616       | 578      | 549      | 468      | 409      | 362      | 353     | 352     |         |          | 4,861         |
| FOOD/SHELTER/CLOTHING (Referrals)                          | 3,068    | 2,485    | 1,941     | 2,146    | 1,867    | 1,349    | 938      | 815      | 869     | 766     |         |          | 16,244        |
| HOUSING (Referrals)  | 78       | 73       | 74        | 79       | 68       | 58       | 91       | 46       | 62      | 62      |         |          | 691           |
| Average Speed Answered (Goal - 60 seconds)                 | 1:36     | 2:29     | 1:31      | 1:12     | 1:42     | 2:28     | 1:32     | 1:04     | 1:09    | 1:41    |         |          | 1:38          |
| Length of Calls (Goal - 4 minutes)                         | 3:08     | 3:12     | 2:38      | 2:32     | 2:36     | 2:44     | 2:43     | 2:41     | 2:34    | 2:41    |         |          | 2:44          |
| Hang-Up / Abandonments (Actual # and Average)              | 1,936    | 2,612    | 1,760     | 1,725    | 2,024    | 1,904    | 1,505    | 1,171    | 1,048   | 1,444   |         |          | 17,129        |
| Abandonment Rate - Goal (14 percent)                       | 18%      | 24%      | 16%       | 16%      | 19%      | 20%      | 16%      | 12%      | 10%     | 13%     |         |          | 17%           |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | 70%      | 30%      | 39%       | 14%      | 9%       | 4%       | 8%       | 27%      | 21%     | 23%     |         |          | 25%           |

| MAJOR CATEGORY 2008 - 2009                                 | July '08 | Aug. '08 | Sept. '08 | Oct. '08 | Nov. '08 | Dec. '08 | Jan. '09 | Feb. '09 | Mar '09 | Apr '09 | May '09 | June '09 | Total '08-09 |
|--|----------|----------|-----------|----------|----------|----------|----------|----------|---------|---------|---------|----------|--------------|
| MONTHLY CALL VOLUME  | 6,223    | 8,302    | 7,706     | 9,203    | 9,408    | 9,178    | 8,723    | 7,198    | 8,398   | 8,859   | 7,829   | 8,123    | 99,150       |
| FINANCIAL ASSISTANCE/SUPPORT (# of Calls)                  | 1,805    | 1,995    | 1,644     | 2,342    | 1,477    | 1,890    | 2,292    | 1,677    | 2,396   | 2,742   | 2,237   | 2,922    | 25,419       |
| FINANCIAL ASSISTANCE/SUPPORT (Referrals)                   | 10,516   | 9,822    | 7,241     | 11,210   | 7,889    | 8,306    | 8,626    | 7,448    | 11,185  | 12,833  | 10,321  | 12,008   | 117,405      |
| FOOD/SHELTER/CLOTHING (# of Calls)                         | 458      | 584      | 557       | 529      | 493      | 442      | 384      | 316      | 397     | 432     | 438     | 459      | 5,489        |
| FOOD/SHELTER/CLOTHING (Referrals)                          | 1,796    | 1,910    | 1,839     | 1,536    | 1,287    | 1,367    | 1,801    | 1,397    | 2,273   | 2,166   | 2,006   | 2,328    | 21,706       |
| HOUSING (Referrals)  | 81       | 62       | 80        | 55       | 55       | 42       | 39       | 37       | 46      | 57      | 64      | 77       | 695          |
| Average Speed Answered (Goal - 60 seconds)                 | 0:08     | 0:27     | 0:33      | 1:14     | 1:23     | 1:55     | 2:07     | 1:08     | 1:31    | 1:15    | 1:27    | 1:00     | 1:10         |
| Length of Calls (Goal - 4 minutes)                         | 3:02     | 2:48     | 2:56      | 2:36     | 2:28     | 2:45     | 3:09     | 3:12     | 3:29    | 3:14    | 3:14    | 3:06     | 2:59         |
| Hang-Up / Abandonments (Actual # and Average)              | 210      | 584      | 498       | 1,513    | 1,550    | 1,996    | 1,491    | 1,112    | 1,600   | 1,433   | 1,389   | 1,044    | 14,420       |
| Abandonment Rate - Goal (14 percent)                       | 3%       | 7%       | 6%        | 16%      | 16%      | 22%      | 17%      | 15%      | 19%     | 16%     | 17%     | 12%      | 15%          |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | -6%      | 10%      | 10%       | 17%      | 42%      | 52%      | 41%      | 15%      | 37%     | 13%     | 17%     | 30%      | 23%          |

| MAJOR CATEGORY 2007 - 2008                                 | July '07 | Aug. '07 | Sept. '07 | Oct. '07 | Nov. '07 | Dec. '07 | Jan. '08 | Feb. '08 | Mar '08 | Apr '08 | May '08 | June '08 | Total '07-08 |
|--|----------|----------|-----------|----------|----------|----------|----------|----------|---------|---------|---------|----------|--------------|
| MONTHLY CALL VOLUME  | 6,665    | 7,572    | 6,963     | 7,844    | 6,603    | 6,003    | 6,180    | 6,257    | 6,138   | 7,815   | 6,693   | 6,355    | 81,088       |
| FINANCIAL ASSISTANCE/SUPPORT (# of Calls)                  | 1,850    | 2,039    | 1,246     | 1,439    | 1,996    | 1,837    | 1,042    | 854      | 1,245   | 1,254   | 1,112   | 1,297    | 17,211       |
| FINANCIAL ASSISTANCE/SUPPORT (Referrals)                   | 3,768    | 4,997    | 3,185     | 2,859    | 5,868    | 2,755    | 4,084    | 4,711    | 6,736   | 7,617   | 6,180   | 7,457    | 60,217       |
| FOOD/SHELTER/CLOTHING/FURNITURE                            | 368      | 391      | 250       | 451      | 1,089    | 1,256    | 943      | 1,047    | 1,148   | 1,195   | 941     | 991      | 10,070       |
| HOUSING  | 42       | 38       | 24        | 53       | 26       | 20       | 54       | 55       | 56      | 55      | 36      | 47       | 506          |
| Average Speed Answered (Goal - 60 seconds)                 | 1:11     | 0:58     | 1:05      | 1:09     | 1:16     | 1:12     | 1:39     | 0:43     | 0:53    | 0:48    | 0:34    | 0:20     | 0:59         |
| Length of Calls (Goal - 4 minutes)                         | 2:56     | 2:47     | 2:18      | 2:40     | 2:40     | 2:25     | 2:29     | 2:49     | 3:03    | 3:01    | 2:47    | 2:38     | 2:42         |
| Hang-Up / Abandonments (Actual # and Average)              | 1,166    | 1,043    | 1,048     | 1,237    | 1,219    | 1,073    | 1,756    | 746      | 688     | 1,607   | 951     | 630      | 1,097        |
| Abandonment Rate - Goal (14 percent)                       | 17%      | 14%      | 15%       | 16%      | 18%      | 18%      | 28%      | 12%      | 11%     | 21%     | 14%     | 10%      | 16%          |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | 27%      | 17%      | 16%       | 17%      | 14%      | 13%      | 23%      | 41%      | 7%      | 32%     | 16%     | 5%       | 19%          |

| MAJOR CATEGORY 2006 - 2007                                 | July '06 | Aug. '06 | Sept. '06 | Oct. '06 | Nov. '06 | Dec. '06 | Jan. '07 | Feb. '07 | Mar '07 | Apr '07 | May '07 | June '07 | Total '06-07 |
|--|----------|----------|-----------|----------|----------|----------|----------|----------|---------|---------|---------|----------|--------------|
| MONTHLY CALL VOLUME  | 5,247    | 6,488    | 6,012     | 6,677    | 5,814    | 5,299    | 5,020    | 4,427    | 5,717   | 5,923   | 5,756   | 6,068    | 68,448       |
| FINANCIAL ASSISTANCE/SUPPORT (# of Calls)                  | 1,903    | 1,769    | 1,653     | 1,752    | 2,471    | 1,404    | 1,219    | 873      | 1,173   | 1,378   | 1,274   | 1,271    | 18,140       |
| FINANCIAL ASSISTANCE/SUPPORT (Referrals)                   | 5,740    | 5,277    | 4,929     | 5,287    | 4,912    | 3,561    | 3,017    | 2,639    | 2,962   | 3,465   | 3,192   | 3,198    | 48,179       |
| FOOD/SHELTER/CLOTHING/FURNITURE                            | 808      | 791      | 723       | 1,316    | 632      | 355      | 290      | 181      | 219     | 278     | 330     | 279      | 6,202        |
| HOUSING  | 80       | 77       | 68        | 79       | 64       | 37       | 34       | 42       | 27      | 37      | 40      | 33       | 618          |
| Average Speed Answered (Goal - 60 seconds)                 | 1:02     | 0:55     | 0:56      | 0:49     | 0:46     | 1:08     | 1:25     | 0:38     | 0:39    | 0:47    | 0:39    | 0:43     | 0:52         |
| Length of Calls (Goal - 4 mins., 5 seconds)                | 2:43     | 3:14     | 3:31      | 3:04     | 2:59     | 2:54     | 3:08     | 2:56     | 3:06    | 3:04    | 2:54    | 2:53     | 3:02         |
| Hang-Up / Abandonments (Actual # and Average)              | 872      | 621      | 952       | 1,009    | 788      | 1,037    | 1,126    | 458      | 499     | 598     | 519     | 575      | 755          |
| Abandonment Rate - Goal (15 percent)                       | 17%      | 10%      | 16%       | 15%      | 14%      | 20%      | 22%      | 10%      | 9%      | 10%     | 9%      | 9%       | 13%          |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | -14%     | 0%       | -14%      | 10%      | 5%       | -20%     | -10%     | 1%       | 15%     | 9%      | -5%     | 0%       | -2%          |

| MAJOR CATEGORY 2005 - 2006                                 | July '05 | Aug. '05 | Sept. '05 | Oct. '05 | Nov. '05 | Dec. '05 | Jan. '06 | Feb. '06 | Mar '06 | Apr. '06 | May '06 | June '06 | Total '05-06 |
|--|----------|----------|-----------|----------|----------|----------|----------|----------|---------|----------|---------|----------|--------------|
| MONTHLY CALL VOLUME  | 6,118    | 6,483    | 7,019     | 6,111    | 5,590    | 6,916    | 5,624    | 4,388    | 4,971   | 5,591    | 6,111   | 6,128    | 71,050       |
| FINANCIAL ASSISTANCE/SUPPORT                               | 1,551    | 2,056    | 1,842     | 3,189    | 3,111    | 3,769    | 2,626    | 3,233    | 4,019   | 5,419    | 5,793   | 5,689    | 42,297       |
| FOOD/SHELTER/CLOTHING/FURNITURE                            | 451      | 444      | 671       | 1,610    | 1,477    | 1,691    | 802      | 405      | 1,296   | 813      | 727     | 676      | 11,063       |
| HOUSING  | 75       | 128      | 363       | 614      | 514      | 432      | 91       | 43       | 92      | 32       | 29      | 47       | 2,460        |
| Average Speed Answered (Goal - 1 min., 10 seconds)         | 0:42     | 0:52     | 0:45      | 0:44     | 0:47     | 0:31     | 0:53     | 0:17     | 0:21    | 0:18     | 0:21    | 0:39     | 0:35         |
| Length of Calls (Goal - 4 mins., 5 seconds)                | 3:24     | 3:04     | 3:13      | 3:11     | 3:33     | 2:49     | 2:54     | 2:31     | 2:43    | 2:40     | 2:35    | 2:38     | 2:56         |
| Hang-Up / Abandonments (Actual # and Average)              | 550      | 903      | 809       | 626      | 524      | 512      | 510      | 282      | 371     | 306      | 350     | 499      | 520          |
| Abandonment Rate - Goal (16 percent)                       | 9%       | 14%      | 12%       | 10%      | 9%       | 7%       | 9%       | 6%       | 7%      | 5%       | 6%      | 8%       | 9%           |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | 2%       | 0%       | -22%      | 1%       | -4%      | 23%      | 0%       | 2%       | 2%      | 19%      | 11%     | 9%       | 4%           |

| 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)                       | 18%      | 18%      | 14%       | 16%      | 16%      | 14%      | 16%     | 11%      | 10%     | 7%       | 6%      | 7%       | 13%          |
| 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)       | 14%      | 16%      | 14%       | 26%      | 27%      | 29%      | 35%      | 17%      | 15%     | 18%     | 15%     | 14%      | 20%          |

| 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 April 2010

|  |      |
|--|------|
| COJ / Behavioral & Human Services / Emergency Assistance Program                                 | 3019 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance                        | 2397 |
| Arlington Community Services   | 399  |
| elderSource / Elder Helpline   | 172  |
| Community Connections of Jacksonville, Inc. / HPRP - DUVAL                                       | 156  |
| Duval County Health Department (All locations)   | 120  |
| The Sulzbacher Center / Homeless Shelter   | 108  |
| NEFCAA / LIHEAP Program / R. F. Kennedy Center   | 106  |
| Urban Jacksonville, Inc. / Community Care for the Elderly  | 99   |
| Catholic Charities Bureau, Inc. / Emergency Assistance   | 81   |
| Jewish Family & Community Services, Inc. / Emergency Financial Assistance                        | 80   |
| Catholic Charities Bureau, Inc. / Food Pantry JAX  | 77   |
| Faith-to-Grow / Cross-Cultural Outreach  | 70   |
| Family Foundations   | 59   |
| St. Vincent DePaul Society / Church of the Assumption  | 57   |
| We Care Jacksonville, Inc. / Medical Clinics   | 56   |
| St. Johns County Social Services   | 54   |
| Welfare Federation / St. Johns Co. / Emergency Assistance Program                                | 53   |
| Trinity Rescue Mission / Women & Children's Center   | 53   |
| Westside Christian Outreach  | 50   |
| Jewish Family & Community Services, Inc. / Emergency Food Pantry                                 | 49   |
| The Salvation Army of Clay County / Emergency Services   | 49   |
| Gateway Community Services, Inc.   | 46   |
| Suwannee River Economic Council, Inc. / Emergency Assistance                                     | 43   |
| DCF / TANF-Food Stamps-Medicaid (All locations)  | 41   |
| NFCAA / Homelessness Prevention and Rapid Re-Housing Program                                     | 40   |
| Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County | 40   |
| Beaches Emergency Assisatance Ministry (BEAM)  | 39   |
| Catholic Charities, Inc. / Lake City   | 39   |
| Jacksonville Housing Authority   | 39   |
| The City Rescue Mission, Inc. / LifeBuilders - Short Term MEN                                    | 39   |
| Jacksonville Area Legal Aid, Inc. / JALA   | 38   |
| The Salvation Army NEFL Area Command / Social Services   | 36   |
| NEFCAA / Clay County   | 35   |
| Early Learning Coalition Of Duval County   | 31   |



## Follow-up Calls for April 2010

|   |              |            |
|---|--------------|------------|
| Total Number of Follow-up Calls attempted   |              | 988        |
| Percentage of Follow-up Calls identified out of Total Call Volume ( 10,861 )              |              | 9%         |
| <b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b> |              | 419        |
| Percentage of Satisfied callers identified out of Total Contacts ( 425 )                  |              | 99%        |
| <b>Total Number of Referrals Called Three Times Without an Answer</b>                     |              | 563        |
| Percentage of Referrals Called Three Times Without An Answer                              |              | 57%        |
| <b>Total Number of Referral Calls That Received Assistance From An Agency</b>             |              | 219        |
| Percentage of Referral Calls That Received Assistance From An Agency                      |              | 52%        |
| <b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>      |              | 206        |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency               |              | 48%        |
|   |              |            |
| <b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>                                   |              |            |
| <b>AGENCY =</b>   |              | 115        |
| Out of Funds  |              | 5          |
| Unable to Reach, Line Busy  |              | 104        |
| Application Being Processed/Waiting   |              | 6          |
|   |              |            |
| <b>CALLER =</b>   |              | 91         |
| <b>Caller Ineligible</b>  |              |            |
| Client Ineligible   |              | 18         |
| Income Too High   |              |            |
| Previously Used Service   |              | 20         |
| Did not Meet Agency Requirements  |              | 16         |
| <b>Caller Did Not Contact Agency</b>  |              |            |
| Made Other Arrangements   |              |            |
| Did Not Call for Services   |              |            |
| <b>Other</b>  |              |            |
| Caller Rejected Assistance  |              | 9          |
| All Shelters / Services Full  |              | 27         |
| No Free Transportation  |              | 1          |
| Caller Missed Scheduled Appointment   |              |            |
| No Program Available  |              | 0          |
| Holiday Assistance Program Closed   |              |            |
| Waiting   |              |            |
| Caller Still Needs Services   |              |            |
|   | <b>TOTAL</b> | <b>206</b> |

### Call Profile By County for April 2010

|                                 |              |
|---------------------------------|--------------|
| Duval                           | 8775         |
| Caller declined to give         | 33           |
| Other Florida Counties          | 78           |
| Clay                            | 705          |
| St. Johns                       | 681          |
| Nassau                          | 147          |
| Columbia                        | 113          |
| Putnam                          | 89           |
| Suwannee                        | 73           |
| Other States                    | 16           |
| Baker County                    | 96           |
| Hamilton                        | 55           |
| <b>Total Calls for APR 2010</b> | <b>10861</b> |

### Top 10 Zip Codes - Duval County

|               |       |     |
|---------------|-------|-----|
| Arlington     | 32209 | 950 |
| Northside     | 32210 | 693 |
| Springfield   | 32208 | 632 |
| Northside     | 32206 | 548 |
| Westside      | 32211 | 438 |
| San Marco     | 32218 | 416 |
| Arlington     | 32244 | 405 |
| Northwest Jax | 32205 | 345 |
| Westside      | 32207 | 286 |
| Downtown      | 32246 | 267 |