

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											21,328
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	3,459	3,729											7,188
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	15,617	15,100											30,717
FOOD/SHELTER/CLOTHING (# of Calls)	571	603											1,174
FOOD/SHELTER/CLOTHING (Referrals)	3,068	2,485											5,553
HOUSING (Referrals)	78	73											151
Average Speed Answered (Goal - 60 seconds)	1:36	2:29											
Length of Calls (Goal - 4 minutes)	3:08	3:12											
Hang-Up / Abandonments (Actual # and Average)	1,936	2,612											4,548
Abandonment Rate - Goal (14 percent)	18%	24%											42%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%	30%											100%

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	0:00
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	11:59
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%	168%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-6%	10%	10%	17%	42%	52%	41%	15%	37%	13%	17%	30%	278%

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	
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	8:33
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	13,164
Abandonment Rate - Goal (14 percent)	17%	14%	15%	16%	18%	18%	28%	12%	11%	21%	14%	10%	195%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	27%	17%	16%	17%	14%	13%	23%	41%	7%	32%	16%	5%	228%

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	0:00
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	12:26
Hang-Up / Abandonments (Actual # and Average)	872	621	952	1,009	788	1,037	1,126	458	499	598	519	575	9,054
Abandonment Rate - Goal (15 percent)	17%	10%	16%	15%	14%	20%	22%	10%	9%	10%	9%	9%	160%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-14%	0%	-14%	10%	5%	-20%	-10%	1%	15%	9%	-5%	0%	-23%

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	
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	11:15
Hang-Up / Abandonments (Actual # and Average)	550	903	809	626	524	512	510	282	371	306	350	499	6,242
Abandonment Rate - Goal (16 percent)	9%	14%	12%	10%	9%	7%	9%	6%	7%	5%	6%	8%	104%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	2%	0%	-22%	1%	-4%	23%	0%	2%	2%	19%	11%	9%	43%

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	0:00
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	15:58
Hang-Up / Abandonments (Actual # and Average)	1,102	1,172	1,250	962	964	803	913	482	478	351	353	421	9,251
Abandonment Rate - Goal (17 percent)	18%	18%	14%	16%	16%	14%	16%	11%	10%	7%	6%	7%	155%
Call Vol. Increase/Decrease (from previous year) - Goal 3%	-12%	-4%	37%	29%	27%	10%	-12%	-14%	-3%	-10%	8%	2%	58%

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	
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	1:27
Hang-Up / Abandonments (Actual Number)	970	1,116	906	1,207	1,270	1,480	2,245	880	739	960	738	782	13,293
Abandonment Rate - Goal (20 percent)	14%	16%	14%	26%	27%	29%	35%	17%	15%	18%	15%	14%	241%

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	0:00
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	14:16

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	0:00
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	4:19

TOP REFERRALS for August 2009

COJ / Behavioral & Human Services / Emergency Assistance Program	5075
Catholic Charities Bureau, Inc. / Emergency Assistance	3757
NEFCAA / LIHEAP Program / R. F. Kennedy Center	1927
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1432
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	828
Arlington Community Services	702
DCF / Florida / Emergency Financial Housing Assistance Program	420
Catholic Charities Bureau, Inc. / Food Pantry JAX	197
Westside Christian Outreach	175
Salvation Army of Clay County / Emergency Services	161
Barnabas Center, Inc. / Hilliard	159
Duval County Health Department (All locations)	155
NEFCAA / Family Program / R.F.Kennedy Center	155
elderSource / Elder Helpline	154
Faith-to-Grow / Cross-Cultural Outreach	153
St. Vincent DePaul Society / Church of the Assumption	146
Jewish Family & Community Services, Inc. / Emergency Food Pantry	142
United Community Outreach Ministry (UCOM) / Financial Assistance Program	138
NEFCAA / LIHEAAP / Education / Emmett Reed Center	128
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	123
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	115
The Salvation Army NEFL Area Command / Red Shield Lodge	113
The Sulzbacher Center / Homeless Shelter	108
NEFCAA / Clay County	106
DCF / TANF-Food Stamps-Medicaid (All locations)	106
Welfare Federation / St. Johns Co. / Emergency Assistance Program	102
World Outreach	97
Catholic Charities, Inc. / Lake City	97
Beaches Emergency Assisatance Ministry (BEAM)	95
Catholic Charities / St. Johns County / Emergency Assistance	86
Trinity Rescue Mission / Women & Children's Center	86
Suwannee River Economic Council, Inc. / Emergency Assistance	76
Urban Jacksonville, Inc. / Community Care for the Elderly	74
Family Foundations	73
First Coast Women' s Services	72

Follow-up Calls for August 2009

Total Number of Follow-up Calls attempted		1064
Percentage of Follow-up Calls identified out of Total Call Volume (10,768)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		520
Percentage of Satisfied callers identified out of Total Contacts (565)		92%
Total Number of Referrals Called Three Times Without an Answer		499
Percentage of Referrals Called Three Times Without An Answer		47%
Total Number of Referral Calls That Received Assistance From An Agency		284
Percentage of Referral Calls That Received Assistance From An Agency		50%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		281
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		50%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		205
Out of Funds	12	
Unable to Reach, Line Busy	193	
Application Being Processed/Waiting	0	
CALLER =		33
Caller Ineligible		
Client Ineligible	12	
Income Too High	0	
Previously Used Service	10	
Did not Meet Agency Requirements	10	
Caller Did Not Contact Agency		
Made Other Arrangements	1	
Did Not Call for Services	0	
Other		
Caller Rejected Assistance	21	
All Shelters / Services Full	2	
Caller Could Not Remember Why Agency Could Not Provide Assistance	0	
Caller Missed Scheduled Appointment	1	
No Program Available	17	
Holiday Assistance Program Closed	2	
Waiting	0	
Caller Still Needs Services	0	
TOTAL		281

Call Profile By County for AUGUST 2009

Duval	8234
Caller declined to give	33
Other Florida Counties	293
Clay	808
St. Johns	695
Nassau	193
Columbia	133
Putnam	131
Suwannee	87
Other States	11
Baker County	79
Hamilton	71
Total Calls for AUG 2009	10768

Top 10 Zip Codes - Duval County

Northwest Jax	32209	882
Westside	32210	804
Northside	32208	631
Westside	32244	608
Northside	32218	605
Springfield	32206	559
Arlington	32211	555
Southside	32246	520
Downtown	32205	467
San Marco	32207	446