

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

| 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 | | | | | | | 50,020 |
| FINANCIAL ASSISTANCE/SUPPORT (# of Calls) | 1,805 | 1,995 | 1,644 | 2,342 | 1,477 | 1,890 | | | | | | | 11,153 |
| FINANCIAL ASSISTANCE/SUPPORT (Referrals) | 10,516 | 9,822 | 7,241 | 11,210 | 7,889 | 8,306 | | | | | | | 54,984 |
| FOOD/SHELTER/CLOTHING (# of Calls) | 458 | 584 | 557 | 529 | 493 | 442 | | | | | | | 3,063 |
| FOOD/SHELTER/CLOTHING (Referrals) | 1,796 | 1,910 | 1,839 | 1,536 | 1,287 | 1,367 | | | | | | | 9,735 |
| HOUSING (Referrals) | 81 | 62 | 80 | 55 | 55 | 42 | | | | | | | 375 |
| Average Speed Answered (Goal - 60 seconds) | 0:08 | 0:27 | 0:33 | 1:14 | 1:23 | 1:55 | | | | | | | 0:56 |
| Length of Calls (Goal - 4 minutes) | 3:02 | 2:48 | 2:56 | 2:36 | 2:28 | 2:45 | | | | | | | 2:45 |
| Hang-Up / Abandonments (Actual # and Average) | 210 | 584 | 498 | 1,513 | 1,550 | 1,996 | | | | | | | 6,351 |
| Abandonment Rate - Goal (14 percent) | 3% | 6% | 6% | 14% | 14% | 21% | | | | | | | 11% |
| Call Vol. Increase/Decrease (from previous year) - Goal 4% | -6% | 10% | 10% | 17% | 42% | 52% | | | | | | | 21% |

| 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) | 14% | 12% | 13% | 13% | 15% | 17% | 22% | 10% | 10% | 17% | 12% | 9% | 14% |
| 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) | 14% | 8% | 13% | 13% | 12% | 16% | 18% | 9% | 7% | 8% | 8% | 8% | 11% |
| 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) | 8% | 12% | 10% | 9% | 8% | 6% | 9% | 6% | 6% | 5% | 5% | 7% | 8% |
| 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) | 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 December 2008

| | |
|--|------|
| COJ / Behavioral & Human Services / Emergency Assistance Program | 3000 |
| Catholic Charities Bureau, Inc. / Emergency Assistance | 2488 |
| NEFCAA / LIHEAP Program / R. F. Kennedy Center | 1019 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance | 918 |
| Jewish Family & Community Services, Inc. / Emergency Financial Assistance | 367 |
| Arlington Community Services | 316 |
| United Community Outreach Ministry (UCOM) / Financial Assistance Program | 179 |
| Catholic Charities Bureau, Inc. / Food Pantry JAX | 163 |
| Jewish Family & Community Services, Inc. / Emergency Food Pantry | 146 |
| NEFCAA / LIHEAP Program / Education / Emmett Reed Center | 133 |
| The Salvation Army NEFL Area Command / Second Harvest Food Pantry | 125 |
| DCF / Florida / Emergency Financial Housing Assistance Program | 116 |
| elderSource / Elder Helpline | 88 |
| COJ Children's Christmas Party | 79 |
| Faith-to-Grow / Cross-Cultural Outreach | 77 |
| Salvation Army of Clay County / Emergency Services | 69 |
| Beaches Emergency Assisatance Ministry (BEAM) | 66 |
| The Salvation Army NEFL Area Command / Red Shield Lodge | 66 |
| St. Vincent DePaul Society / Church of the Assumption | 62 |
| NEFCAA / Family Program / R.F.Kennedy Center | 59 |
| The Sulzbacher Center / Homeless Shelter | 58 |
| Trinity Rescue Mission / Women & Children's Center | 56 |
| Urban Jacksonville, Inc. / Community Care for the Elderly | 46 |
| Westside Christian Outreach | 44 |
| Jacksonville Housing Authority | 42 |
| River Region Human Services, Inc. | 39 |
| St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance | 38 |
| World Outreach, Inc. / The Lord's Store | 34 |
| Salvation Army of St. Johns County / Emergency Assistance | 29 |
| Family Foundations | 27 |
| NEFCAA / Family Program / Emmett Reed Center | 25 |
| Partnership for Prescription Assistance | 24 |
| City Rescue Mission, Inc. / Lifebuilders - Short Term MEN | 23 |
| Gateway Community Services, Inc. | 23 |
| Welfare Federation / St. Johns Co. / Emergency Assistance Program | 21 |

**December 2008
FOLLOW-UP CALLS**

| | | |
|---|-----|-----|
| Total Number of Follow-up Calls attempted | | 900 |
| Percentage of Follow-up Calls identified out of Total Call Volume (9178) | | 10% |
| Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1 | | 364 |
| Percentage of Satisfied callers identified out of Total Contacts (387) | | 94% |
| Total Number of Referrals Called Three Times Without an Answer | | 513 |
| Percentage of Referrals Called Three Times Without An Answer | | 57% |
| Total Number of Referral Calls That Received Assistance From An Agency | | 151 |
| Percentage of Referral Calls That Received Assistance From An Agency | | 39% |
| Total Number of Referral Calls That Did Not Receive Assistance From An Agency | | 236 |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency | | 61% |
| | | |
| <u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u> | | |
| | | |
| AGENCY = | | 219 |
| Out of Funds | 3 | |
| Unable to Reach, Line Busy | 215 | |
| Application Being Processed/Waiting | 1 | |
| | | |
| CALLER = | | 17 |
| Caller Ineligible | | |
| Income Too High | | |
| Previously Used Service | 4 | |
| Did not Meet Agency Requirements | 2 | |
| Caller Did Not Contact Agency | | |
| Made Other Arrangements | | |
| Did Not Call for Services | | |
| Other | | |
| 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 | 11 | |
| Waiting | | |
| Caller Still Needs Services | | |
| | | |
| TOTAL | | 236 |

Call Profile By County for December 2008

| | |
|--------------------------|------|
| Duval | 6438 |
| Caller declined to give | 724 |
| Other Florida Counties | 164 |
| Clay | 710 |
| St. Johns | 639 |
| Nassau | 118 |
| Columbia | 93 |
| Putnam | 92 |
| Suwannee | 72 |
| Other States | 14 |
| Baker County | 62 |
| Hamilton | 52 |
| Total Calls for Dec 2008 | 9178 |

Top 10 Zip Codes - Duval County

| | | |
|---------------|-------|-----|
| Northwest Jax | 32209 | 613 |
| Westside | 32210 | 502 |
| Northside | 32208 | 413 |
| Springfield | 32206 | 377 |
| Arlington | 32211 | 361 |
| Northside | 32218 | 340 |
| Westside | 32244 | 331 |
| San Marco | 32207 | 307 |
| Downtown | 32205 | 280 |
| Downtown | 32254 | 271 |