

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

<b>MAJOR CATEGORY 2009 - 2010</b>	<b>July '09</b>	<b>Aug. '09</b>	<b>Sept. '09</b>	<b>Oct. '09</b>	<b>Nov. '09</b>	<b>Dec. '09</b>	<b>Jan. '10</b>	<b>Feb. '10</b>	<b>Mar '10</b>	<b>Apr '10</b>	<b>May '10</b>	<b>June '10</b>	<b>Total '09-'10</b>
MONTHLY CALL VOLUME	10,560	10,768	10,724	10,519	10,255	9,523							62,349
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	3,459	3,729	3,716	3,581	3,453	2,945							20,883
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	15,617	15,100	10,741	9,056	9,219	5,389							65,122
FOOD/SHELTER/CLOTHING (# of Calls)	571	603	616	578	549	468							3,385
FOOD/SHELTER/CLOTHING (Referrals)	3,068	2,485	1,941	2,146	1,867	1,349							12,856
HOUSING (Referrals)	78	73	74	79	68	58							430
Average Speed Answered (Goal - 60 seconds)	1:36	2:29	1:31	1:12	1:42	2:28							1:49
Length of Calls (Goal - 4 minutes)	3:08	3:12	2:38	2:32	2:36	2:44							2:48
Hang-Up / Abandonments (Actual # and Average)	1,936	2,612	1,760	1,725	2,024	1,904							11,961
Abandonment Rate - Goal (14 percent)	18%	24%	16%	16%	19%	20%							19%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%	30%	39%	14%	9%	4%							28%

<b>MAJOR CATEGORY 2008 - 2009</b>	<b>July '08</b>	<b>Aug. '08</b>	<b>Sept. '08</b>	<b>Oct. '08</b>	<b>Nov. '08</b>	<b>Dec. '08</b>	<b>Jan. '09</b>	<b>Feb. '09</b>	<b>Mar '09</b>	<b>Apr '09</b>	<b>May '09</b>	<b>June '09</b>	<b>Total '08-09</b>
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%

<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>
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 December 2009

COJ / Behavioral & Human Services / Emergency Assistance Program	2227
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1496
NEFCAA / LIHEAP Program / R. F. Kennedy Center	998
Arlington Community Services	339
Catholic Charities Bureau, Inc. / Emergency Assistance	149
Community Connections of Jacksonville, Inc. / HPRP - DUVAL	140
Duval County Health Department (All locations)	87
elderSource / Elder Helpline	87
Westside Christian Outreach	85
The Sulzbacher Center / Homeless Shelter	79
DCF / Florida / Emergency Financial Housing Assistance Program	77
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	77
Welfare Federation / St. Johns Co. / Emergency Assistance Program	74
Catholic Charities Bureau, Inc. / Food Pantry JAX	72
Faith-to-Grow / Cross-Cultural Outreach	70
The Salvation Army NEFL Area Command / Social Services / Toys for Tots	69
Salvation Army of Clay County / Emergency Services	68
NEFCAA / Clay County	64
St. Vincent DePaul Society / Church of the Assumption	63
The Salvation Army NEFL Area Command / Red Shield Lodge	60
Beaches Emergency Assisatance Ministry (BEAM)	59
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	59
Catholic Charities, Inc. / Lake City	58
DCF / TANF-Food Stamps-Medicaid (All locations)	56
Jewish Family & Community Services, Inc. / Emergency Food Pantry	55
Trinity Rescue Mission / Women & Children's Center	52
Barnabas Center, Inc. / Fernandina Beach	49
World Outreach	49
NEFCAA / LIHEAP Program / St. Johns County	47
The City Rescue Mission, Inc / LIFEBUILDERS	47
Suwannee River Economic Council, Inc. / Emergency Assistance	46
The Salvation Army of St Johns County / Emergency Assistance	46
Urban Jacksonville, Inc. / Community Care for the Elderly	43
Family Foundations	42
NEFCAA / Nassau County	39

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## Follow-up Calls for December 2009

Total Number of Follow-up Calls attempted		803
Percentage of Follow-up Calls identified out of Total Call Volume ( 9523 )		8%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		371
Percentage of Satisfied callers identified out of Total Contacts (386 )		96%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		417
Percentage of Referrals Called Three Times Without An Answer		52%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		162
Percentage of Referral Calls That Received Assistance From An Agency		42%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		224
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		58%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY = 131</b>		<b>131</b>
Out of Funds	4	
Unable to Reach, Line Busy	127	
Application Being Processed/Waiting		
<b>CALLER = 93</b>		<b>93</b>
<b>Caller Ineligible</b>		
Client Ineligible	16	
Income Too High	2	
Previously Used Service	17	
Did not Meet Agency Requirements	7	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	2	
Did Not Call for Services		
<b>Other</b>		
Caller Rejected Assistance	22	
All Shelters / Services Full	2	
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment	1	
No Program Available	17	
Holiday Assistance Program Closed	4	
Waiting	3	
Caller Still Needs Services		
	<b>TOTAL</b>	<b>224</b>

## Call Profile By County for December 2009

Duval	6579
Caller declined to give	38
Other Florida Counties	212
Clay	740
St. Johns	669
Nassau	565
Columbia	170
Putnam	158
Suwannee	132
Other States	13
Baker County	130
Hamilton	117
Total Calls for DEC 2009	9523

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	586
Westside	32210	519
Springfield	32206	352
Northside	32208	344
Westside	32244	330
Northside	32218	310
Arlington	32211	293
Arlington	32246	244
Nothwest Jax	32254	226
San Marco	32207	217