

**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	9,384	9,122					80,855
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	3,459	3,729	3,716	3,581	3,453	2,945	2,721	2,762					26,366
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	15,617	15,100	10,741	9,056	9,219	5,389	4,854	5,810					75,786
FOOD/SHELTER/CLOTHING (# of Calls)	571	603	616	578	549	468	409	362					4,156
FOOD/SHELTER/CLOTHING (Referrals)	3,068	2,485	1,941	2,146	1,867	1,349	938	815					14,609
HOUSING (Referrals)	78	73	74	79	68	58	91	46					567
Average Speed Answered (Goal - 60 seconds)	1:36	2:29	1:31	1:12	1:42	2:28	1:32	1:04					1:41
Length of Calls (Goal - 4 minutes)	3:08	3:12	2:38	2:32	2:36	2:44	2:43	2:41					2:46
Hang-Up / Abandonments (Actual # and Average)	1,936	2,612	1,760	1,725	2,024	1,904	1,505	1,171					14,637
Abandonment Rate - Goal (14 percent)	18%	24%	16%	16%	19%	20%	16%	12%					18%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%	30%	39%	14%	9%	4%	8%	27%					25%

<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 February 2010

COJ / Behavioral & Human Services / Emergency Assistance Program	1965
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1215
NEFCAA / LIHEAP Program / R. F. Kennedy Center	1043
COJ / Community Services Division / Winter Crisis Line for Seniors	292
Arlington Community Services	290
elderSource / Elder Helpline	276
Urban Jacksonville, Inc. / Community Care for the Elderly	135
Catholic Charities Bureau, Inc. / Emergency Assistance	111
Duval County Health Department (All locations)	75
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	71
Faith-to-Grow / Cross-Cultural Outreach	65
Welfare Federation / St. Johns Co. / Emergency Assistance Program	61
Family Foundations	53
Catholic Charities Bureau, Inc. / Food Pantry JAX	51
Community Connections of Jacksonville, Inc. / HPRP - DUVAL	45
Westside Christian Outreach	45
NEFCAA / Clay County	44
NEFCAA / LIHEAP Program / St. Johns County	43
The Sulzbacher Center / Homeless Shelter	43
DCF / TANF-Food Stamps-Medicaid (All locations)	42
Beaches Emergency Assisatance Ministry (BEAM)	40
The Salvation Army of Clay County / Emergency Services	37
Trinity Rescue Mission / Women & Children's Center	37
Gateway Community Services, Inc.	36
Jewish Family & Community Services, Inc. / Emergency Food Pantry	35
St. Vincent DePaul Society / Church of the Assumption	34
River Region Human Services, Inc.	33
The Salvation Army of St Johns County / Emergency Assistance	33
Catholic Charities, Inc. / Lake City	29
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	29
We Care Jacksonville, Inc. / Healing Hands Medical Clinic	29
Northwest Behavioral Health Services / Mental Health Services	28
Barnabas Center, Inc. / Fernandina Beach	27
Jacksonville Area Legal Aid, Inc. / JALA	27
World Outreach	26



## Follow-up Calls for February 2010

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

## Call Profile By County for February 2010

Duval	7109
Caller declined to give	12
Other Florida Counties	55
Clay	743
St. Johns	666
Nassau	139
Columbia	95
Putnam	78
Suwannee	68
Other States	13
Baker County	88
Hamilton	56
Total Calls for FEB 2010	9122

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	742
Northside	32208	586
Westside	32210	525
Springfield	32206	433
Northside	32218	364
Arlington	32211	355
Westside	32244	329
San Marco	32207	299
Arlington	32246	271
Nothwest Jax	32254	252