

## 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	8,723						58,743
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	1,805	1,995	1,644	2,342	1,477	1,890	2,292						13,445
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	10,516	9,822	7,241	11,210	7,889	8,306	8,626						63,610
FOOD/SHELTER/CLOTHING (# of Calls)	458	584	557	529	493	442	384						3,447
FOOD/SHELTER/CLOTHING (Referrals)	1,796	1,910	1,839	1,536	1,287	1,367	1,801						11,536
HOUSING (Referrals)	81	62	80	55	55	42	39						414
Average Speed Answered (Goal - 60 seconds)	0:08	0:27	0:33	1:14	1:23	1:55	2:07						1:06
Length of Calls (Goal - 4 minutes)	3:02	2:48	2:56	2:36	2:28	2:45	3:09						2:49
Hang-Up / Abandonments (Actual # and Average)	210	584	498	1,513	1,550	1,996	1,491						7,842
Abandonment Rate - Goal (14 percent)	3%	7%	6%	16%	16%	22%	17%						13%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	-6%	10%	10%	17%	42%	52%	41%						24%

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	<b>0:57</b>
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	<b>3:11</b>

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	<b>67,583</b>
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	<b>23,636</b>
FOOD/SHELTER/CLOTHING/FURNITURE	662	646	566	733	695	571	547	366	427	450	525	534	<b>6,722</b>
HOUSING	21	40	17	33	16	18	19	9	13	19	21	22	<b>248</b>
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	<b>0:57</b>
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	<b>2:21</b>

## TOP REFERRALS for January 2009

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COJ / Behavioral & Human Services / Emergency Assistance Program	2934
Catholic Charities Bureau, Inc. / Emergency Assistance	2452
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1628
NEFCAA / LIHEAP Program / R. F. Kennedy Center	728
Arlington Community Services	344
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	305
elderSource / Elder Helpline	176
Catholic Charities Bureau, Inc. / Food Pantry JAX	171
Westside Christian Outreach	156
United Community Outreach Ministry (UCOM) / Financial Assistance Program	154
Jewish Family & Community Services, Inc. / Emergency Food Pantry	149
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	142
DCF / Florida / Emergency Financial Housing Assistance Program	113
COJ / Community Services Div. / Winter Crisis Line for Seniors	112
NEFCAA / LIHEAP Program / Education / Emmett Reed Center	111
Urban Jacksonville, Inc. / Community Care for the Elderly	103
Faith-to-Grow / Cross-Cultural Outreach	97
St. Vincent DePaul Society / Church of the Assumption	96
Catholic Charities / St. Johns County / Emergency Assistance	88
The Salvation Army NEFL Area Command / Red Shield Lodge	77
Beaches Emergency Assisatance Ministry (BEAM)	71
The Sulzbacher Center / Homeless Shelter	69
St. Johns County Social Services	65
NEFCAA / Family Program / R.F.Kennedy Center	62
Welfare Federation / St. Johns Co. / Emergency Assistance Program	61
Barnabas Center, Inc. / Hilliard	58
Partnership for Prescription Assistance	58
Trinity Rescue Mission / Women & Children's Center	58
Jacksonville Housing Authority	57
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	56
Family Foundations	55
North Jacksonville Women's Resource Center	53
Jacksonville Area Legal Aid	49
City Rescue Mission, Inc. / Lifebuilders - Short Term MEN	43
Salvation Army of Clay County / Emergency Services	41

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## MAJOR CATEGORIES FOR January 2009

MAJOR CATEGORY	Feb'08	Mar'08	Apr'08	May'08	Jun'08	Jul'08	Aug'08	Set'08	Oct'08	Nov'08	Dec'08	Jan'09	Total '07-'08	Jan'08
ABUSE REGISTRY - CHILD/ADULT ABUSE	8	3	2	4	3	8	7	9	10	8	5	6	73	6
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	109	112	84	103	62	77	59	76	90	75	93	143	1,083	82
ADOPTION	0	0	0	0	0	0	0	1	0	0	0	0	1	0
CHRONIC CALLER	37	45	34	38	44	42	37	46	52	56	39	60	530	33
DAY CARE	4	5	12	9	11	9	13	15	11	7	6	9	111	3
DISABLED & ELDERLY	157	156	60	119	108	132	171	164	181	122	118	181	1,669	21
DISASTER (Hurricane)	0	1	0	1	1	0	94	56	2	0	0	0	155	0
EMOTIONAL CRISIS *	93	84	77	81	66	121	102	109	131	88	119	69	1,140	96
FINANCIAL ASSISTANCE / SUPPORT	854	1,245	1,254	1,112	1,297	1,805	1,995	1,644	2,342	1,477	1,890	2,292	19,207	1,042
COJ INFORMATION / CITY LINK												67	67	0
FOOD / SHELTER / CLOTHING / FURNITURE	1,047	1,148	1,195	941	991	458	584	557	529	493	442	384	8,769	943
HEALTH/MEDICATION	109	130	118	75	85	83	86	97	96	83	116	149	1,227	101
HOUSING INFORMATION	55	56	55	36	47	81	62	80	55	55	42	39	663	54
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	19	31	36	41	54	27	49	56	76	60	39	74	562	18
SUPPORT GROUP / EDUCATION / VOLUNTEER	60	48	84	53	70	77	64	74	40	49	52	75	746	63
OTHER (includes Unmet Needs)	999	1,114	1,171	992	1,031	1,445	2,002	1,346	1,796	1,357	1,293	1,280	15,826	1,495
INFORMATION / NO REFERRAL	1,162	1,290	1,492	1,195	1,520	1,845	1,897	1,617	2,121	1,490	1,277	1,164	18,070	1,219
Prosperity Campaign / Income Tax	1,328	668	405	38	36	29	13	41	22	20	51	723	3,372	719
<b>TOTAL CATEGORIES</b>	<b>6,041</b>	<b>6,136</b>	<b>6,077</b>	<b>4,838</b>	<b>5,426</b>	<b>6,239</b>	<b>7,235</b>	<b>5,988</b>	<b>7,554</b>	<b>5,440</b>	<b>5,582</b>	<b>6,715</b>	<b>73,271</b>	<b>5,895</b>
* Emotional Crisis calls can be in more than one category.														
Information Sources: Service Point 3.0 and Avaya Call Management Supervisor (CMS) Software														

**January 2009  
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		857
Percentage of Follow-up Calls identified out of Total Call Volume (8723)		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		424
Percentage of Satisfied callers identified out of Total Contacts (437)		97%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		420
Percentage of Referrals Called Three Times Without An Answer		49%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		184
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>		253
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 =</b>		246
Out of Funds	2	
Unable to Reach, Line Busy	244	
Application Being Processed/Waiting		
<b>CALLER =</b>		7
<b>Caller Ineligible</b>		
Income Too High	1	
Previously Used Service	2	
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		
Transportation Problem	2	
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
Alternative Referral Made During Follow-up	2	
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services		
<b>TOTAL</b>		253

## Call Profile By County for January 2009

Duval	6331
Caller declined to give	251
Other Florida Counties	187
Clay	736
St. Johns	652
Nassau	137
Columbia	110
Putnam	101
Suwannee	77
Other States	16
Baker County	69
Hamilton	56
Total Calls for Jan 2009	8723

## Top 10 Zip Codes - Duval County

Downtown	32205	230
Springfield	32206	309
San Marco	32207	234
Northside	32208	369
Northwest Jax	32209	621
Westside	32210	383
Arlington	32211	288
Northside	32218	283
Westside	32244	257
Downtown	32254	172