

**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												10,560
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	3,459												3,459
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	15,617												15,617
FOOD/SHELTER/CLOTHING (# of Calls)	571												571
FOOD/SHELTER/CLOTHING (Referrals)	3,068												3,068
HOUSING (Referrals)	78												78
Average Speed Answered (Goal - 60 seconds)	1:36												1:36
Length of Calls (Goal - 4 minutes)	3:08												3:08
Hang-Up / Abandonments (Actual # and Average)	1,936												1,936
Abandonment Rate - Goal (14 percent)	18%												18%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%												70%

<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 July 2009

COJ / Behavioral & Human Services / Emergency Assistance Program	5750
Catholic Charities Bureau, Inc. / Emergency Assistance	4199
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	2298
NEFCAA / LIHEAP Program / R. F. Kennedy Center	1870
Arlington Community Services	760
DCF / Florida / Emergency Financial Housing Assistance Program	641
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	463
Catholic Charities Bureau, Inc. / Food Pantry JAX	261
United Community Outreach Ministry (UCOM) / Financial Assistance Program	239
Faith-to-Grow / Cross-Cultural Outreach	217
elderSource / Elder Helpline	201
St. Vincent DePaul Society / Church of the Assumption	200
Westside Christian Outreach	197
Jewish Family & Community Services, Inc. / Emergency Food Pantry	196
NEFCAA / LIHEAAP / Education / Emmett Reed Center	190
Duval County Health Department (All locations)	190
NEFCAA / Family Program / R.F.Kennedy Center	159
Salvation Army of Clay County / Emergency Services	150
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	146
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	123
Barnabas Center, Inc. / Hilliard	118
World Outreach	114
NEFCAA / Clay County	103
The Salvation Army NEFL Area Command / Red Shield Lodge	101
Beaches Emergency Assisatance Ministry (BEAM)	100
Welfare Federation / St. Johns Co. / Emergency Assistance Program	98
Catholic Charities / St. Johns County / Emergency Assistance	96
First Coast Women' s Services	91
The Sulzbacher Center / Homeless Shelter	90
North Jacksonville Women's Resource Center	87
COJ / Community Services Div. / Public Information	82
Urban Jacksonville, Inc. / Community Care for the Elderly	82
St. Johns County Social Services	73
Dentist Care of Jacksonville (All locations)	64

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## Follow-up Calls for July 2009

Total Number of Follow-up Calls attempted		1029
Percentage of Follow-up Calls identified out of Total Call Volume ( 10,560 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		404
Percentage of Satisfied callers identified out of Total Contacts (421 )		96%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		608
Percentage of Referrals Called Three Times Without An Answer		59%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		181
Percentage of Referral Calls That Received Assistance From An Agency		43%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		240
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		57%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>156</b>
Out of Funds	17	
Unable to Reach, Line Busy	135	
Application Being Processed/Waiting	4	
<b>CALLER =</b>		<b>84</b>
<b>Caller Ineligible</b>		
Client Ineligible	11	
Income Too High		
Previously Used Service	11	
Did not Meet Agency Requirements	17	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements		
Did Not Call for Services	5	
<b>Other</b>		
Caller Rejected Assistance	11	
All Shelters / Services Full		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
No Program Available	28	
Holiday Assistance Program Closed	1	
Waiting		
Caller Still Needs Services		
<b>TOTAL</b>		<b>240</b>

## Call Profile By County for JULY 2009

Duval	7927
Caller declined to give	45
Other Florida Counties	250
Clay	911
St. Johns	815
Nassau	158
Columbia	98
Putnam	107
Suwannee	98
Other States	16
Baker County	75
Hamilton	60
Total Calls for July 2009	10560

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	740
Westside	32210	613
Northside	32208	459
Northside	32218	409
Springfield	32206	397
Westside	32244	383
Arlington	32211	352
Downtown	32205	281
San Marco	32207	254
Southside	32246	244