

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

MAJOR CATEGORY 2010 - 2011	July '10	Aug. '10	Sept. '10	Oct. '10	Nov. '10	Dec. '10	Jan. '11	Feb. '11	Mar '11	Apr '11	May '11	June '11	Total '10-11
MONTHLY CALL VOLUME	12,448	14,413	12,740	12,605	11,541	10,893	13,795	11,155	13,061	13,474	14,534	14,126	154,785
FINANCIAL ASSISTANCE (# of Calls)	5,081	3,297	4,313	4,079	3,297	3,557	4,640	3,098	3,318	3,326	3,647	3,882	45,535
Financial Assistance RENT (Referrals)	2,698	2,468	1,851	1,543	1,505	1,441	1,403	773	1,223	1,226	1,956	2,493	20,580
Financial Assistance MORTGAGE (Referrals)	271	238	196	105	136	133	139	65	68	84	120	110	1,665
Financial Assistance UTILITIES (Referrals)	6,201	6,649	5,303	4,820	3,625	3,362	3,165	3,905	4,026	3,269	2,823	3,769	50,917
Financial Assistance DEPOSITS - Rent (Referrals)	288	351	209	130	103	95	108	88	143	210	193	283	2,201
Financial Assistance DEPOSITS - Utilities (Referrals)	390	343	272	328	282	225	213	179	300	281	313	456	3,582
FOOD/SHELTER/CLOTHING (# of Calls)	532	417	441	503	470	466	374	380	452	446	447	458	5,386
FOOD (Referrals)	419	728	495	594	667	551	467	398	487	265	595	605	6,271
SHELTER (Referrals)	320	394	257	219	296	322	205	199	300	193	298	305	3,308
CLOTHING (Referrals)	125	183	135	171	150	136	99	64	95	43	118	150	1,469
Domestic Violence Shelter (Referrals)	14	13	10	12	13	11	10	7	7	9	9	12	127
HOUSING - PERMANENT (Referrals)	54	41	39	43	32	56	45	70	64	64	51	44	603
Average Speed Answered (Goal - 70 seconds)	0:44	1:07	1:22	1:10	1:14	0:57	2:20	0:55	0:49	1:30	1:58	1:46	1:19
Length of Calls (Goal - 4 minutes)	3:17	3:05	2:56	2:46	2:39	2:38	3:10	3:07	2:46	2:51	2:39	2:53	2:53
Hang-Up / Abandonments (Actual # and Average)	1,008	1,686	1,544	1,178	1,084	839	2,291	922	893	1,535	1,575	2,156	16,711
Abandonment Rate - Goal (14 percent)	8%	11%	12%	9%	9%	8%	16%	8%	7%	11%	11%	15%	10%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	19%	35%	20%	21%	14%	15%	48%	24%	31%	26%	29%	36%	27%

MAJOR CATEGORY 2009 - 2010	July '09	Aug. '09	Sept. '09	Oct. '09	Nov. '09	Dec. '09	Jan. '10	Feb. '10	Mar '10	Apr '10	May '10	June '10	Total '09-'10
MONTHLY CALL VOLUME	10,560	10,768	10,724	10,519	10,255	9,523	9,384	9,122	10,131	10,861	9,336	10,486	121,669
FINANCIAL ASSISTANCE/SUPPORT (# of Calls)	3,459	3,729	3,716	3,581	3,453	2,945	2,721	2,762	3,339	3,772	3,495	3,901	40,873
FINANCIAL ASSISTANCE/SUPPORT (Referrals)	15,617	15,100	10,741	9,056	9,219	5,389	4,854	5,810	6,710	7,192	7,681	8,156	105,525
FOOD/SHELTER/CLOTHING (# of Calls)	571	603	616	578	549	468	409	362	353	352	396	366	5,623
FOOD/SHELTER/CLOTHING (Referrals)	3,068	2,485	1,941	2,146	1,867	1,349	938	815	869	766	888	949	18,081
HOUSING (Referrals)	78	73	74	79	68	58	91	46	62	62	59	62	812
Average Speed Answered (Goal - 60 seconds)	1:36	2:29	1:31	1:12	1:42	2:28	1:32	1:04	1:09	1:41	1:01	1:02	1:32
Length of Calls (Goal - 4 minutes)	3:08	3:12	2:38	2:32	2:36	2:44	2:43	2:41	2:34	2:41	3:09	3:22	2:50
Hang-Up / Abandonments (Actual # and Average)	1,936	2,612	1,760	1,725	2,024	1,904	1,505	1,171	1,048	1,444	961	1,300	19,390
Abandonment Rate - Goal (14 percent)	18%	24%	16%	16%	19%	20%	16%	12%	10%	13%	10%	12%	16%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%	30%	39%	14%	9%	4%	8%	27%	21%	23%	19%	29%	24%

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	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%

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	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 June 2011

COJ / Behavioral & Human Services / Emergency Assistance Program	2845
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1778
NFCAA / LIHEAP Program / R. F. Kennedy Center	1184
Arlington Community Services	298
NFCAA / Homelessness Prevention and Rapid Re-Housing Program (COJ HPRP)	199
elderSource / Elder Helpline	168
Beaches Emergency Assisatance Ministry (BEAM)	117
Catholic Charities Bureau, Inc. / Food Pantry JAX	108
Catholic Charities Bureau, Inc. / Duval County	102
Jewish Family & Community Services, Inc. / Emergency Food Pantry	95
Christ Church of Peace / Food Pantry	82
The Salvation Army Northeast Florida Area Command / Food Pantry	78
Faith-to-Grow / Cross-Cultural Outreach	75
DCF / Florida / Emergency Financial Assistance for Housing Program	73
The Sulzbacher Center / Homeless Shelter	73
St. Vincent DePaul Society / Church of the Assumption	71
Trinity Rescue Mission / Women & Children's Center	50
Senior Life Foundation(12815)	44
Westside Christian Outreach	39
River Point Behavioral Health	38
Family Foundations	37
Welfare Federation / St. Johns County / Community Charitable Assistance Program	37
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay Co	33
NFCAA / LIHEAP Program / St. Johns County	32
Urban Jacksonville, Inc. / Community care for the Elderly	31
Shands Jacksonville / City Contract Program	31
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	30
The City Rescue Mission, Inc. / LifeBuilders - Men	30
COJ / Community Services Division / HIV/AIDS Program	29
Downtown Ecumenical Services Council, Inc. / Emergency Clothing Services	29
North Jacksonville Women's Resource Center	28
World Outreach / The Lord's Store	28
Catholic Charities / St. Johns County / Emergency Assistance	28
We Care Jacksonville, Inc. / Healing Hands Medical Clinic	27

Follow-up Calls June 2011

Total Number of Follow-up Calls attempted		1396
Percentage of Follow-up Calls identified out of Total Call Volume (14,126)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		629
Percentage of Satisfied callers identified out of Total Contacts (670)		94%
Total Number of Referrals Called Three Times Without an Answer		726
Percentage of Referrals Called Three Times Without An Answer		52%
Total Number of Referral Calls That Received Assistance From An Agency		275
Percentage of Referral Calls That Received Assistance From An Agency		41%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		395
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		59%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		347
Out of Funds	2	
Unable to Reach, Line Busy	342	
Application Being Processed/Waiting	3	
CALLER =		48
Caller Ineligible		
Client Ineligible	4	
Income Too High		
Previously Used Service	6	
Did not Meet Agency Requirements	19	
Caller Did Not Contact Agency		
Made Other Arrangements		
Did Not Call for Services	4	
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full	11	
No Free Transportation	1	
Caller Missed Scheduled Appointment		
No Program Available		
Holiday Assistance Program Closed	1	
Waiting		
Caller Still Needs Services		
TOTAL		395

Call Profile By County for June 2011

Duval	11030
Clay	703
St. Johns	670
Nassau	98
Other Florida Counties	114
Columbia	130
Other States	31
Baker County	78
Suwannee	71
Putnam	68
Hamilton	53
Caller declined to give	1080
Total Calls for JUN 2011	14126

Top 10 Zip Codes - Duval County

Westside	32209	1502
Springfield	32208	939
Northside	32210	825
Westside	32206	729
Downtown (Northside)	32244	683
Riverside	32218	588
Arlington	32211	542
Northside	32205	525
Arlington	32077	438
San Marco	32254	408