

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

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		111,183
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		36,972
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		97,369
FOOD/SHELTER/CLOTHING (# of Calls)	571	603	616	578	549	468	409	362	353	352	396		5,257
FOOD/SHELTER/CLOTHING (Referrals)	3,068	2,485	1,941	2,146	1,867	1,349	938	815	869	766	888		17,132
HOUSING (Referrals)	78	73	74	79	68	58	91	46	62	62	59		750
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		1:35
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		2:47
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		18,090
Abandonment Rate - Goal (14 percent)	18%	24%	16%	16%	19%	20%	16%	12%	10%	13%	10%		16%
Call Vol. Increase/Decrease (from previous year) - Goal 4%	70%	30%	39%	14%	9%	4%	8%	27%	21%	23%	19%		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 May 2010

COJ / Behavioral & Human Services / Emergency Assistance Program	2682
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1827
NEFCAA / LIHEAP Program / R. F. Kennedy Center	1314
Arlington Community Services	358
Community Connections of Jacksonville, Inc. / HPRP - DUVAL	156
NFCAA / Homelessness Prevention and Rapid Re-Housing Program	150
Catholic Charities Bureau, Inc. / Emergency Assistance	107
Catholic Charities Bureau, Inc. / Food Pantry JAX	101
elderSource / Elder Helpline	93
Duval County Health Department (All locations)	92
Faith-to-Grow / Cross-Cultural Outreach	90
St. Vincent DePaul Society / Church of the Assumption	72
Westside Christian Outreach	72
Trinity Rescue Mission / Women & Children's Center	63
The Sulzbacher Center / Homeless Shelter	61
Urban Jacksonville, Inc. / Community Care for the Elderly	56
The Salvation Army of Clay County / Emergency Services	55
Jewish Family & Community Services, Inc. / Emergency Food Pantry	54
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	49
Beaches Emergency Assisatance Ministry (BEAM)	48
Family Foundations	47
Gateway Community Services, Inc.	43
DCF / TANF-Food Stamps-Medicaid (All locations)	42
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	41
The Salvation Army NEFL Area Command / Food Pantry	41
The Salvation Army NEFL Area Command / Social Services	41
The Salvation Army / Red Shield Lodge	38
Jacksonville Housing Authority	37
NEFCAA / LIHEAP Program / St. Johns County	35
Emergency Pregnancy Services, Inc.	34
Jacksonville Area Legal Aid, Inc. / JALA	34
NEFCAA / Clay County	33
The City Rescue Mission, Inc. / LifeBuilders - Short Term MEN	33
World Outreach, Inc. / The Lord's Store	33
Welfare Federation / St. Johns Co. / Emergency Assistance Program	31

Follow-up Calls for May 2010

Total Number of Follow-up Calls attempted		896
Percentage of Follow-up Calls identified out of Total Call Volume (9336)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		359
Percentage of Satisfied callers identified out of Total Contacts (367)		98%
Total Number of Referrals Called Three Times Without an Answer		529
Percentage of Referrals Called Three Times Without An Answer		59%
Total Number of Referral Calls That Received Assistance From An Agency		162
Percentage of Referral Calls That Received Assistance From An Agency		44%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		205
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		56%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		177
Out of Funds	3	
Unable to Reach, Line Busy	171	
Application Being Processed/Waiting	3	
CALLER =		28
Caller Ineligible		
Client Ineligible	5	
Income Too High		
Previously Used Service	3	
Did not Meet Agency Requirements	11	
Caller Did Not Contact Agency		
Made Other Arrangements	2	
Did Not Call for Services		
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full		
No Free Transportation	1	
Caller Missed Scheduled Appointment		
No Program Available	4	
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services		
TOTAL		205

Call Profile By County for May 2010

Duval	7078
Caller declined to give	60
Other Florida Counties	74
Clay	751
St. Johns	648
Nassau	155
Columbia	141
Putnam	123
Suwannee	115
Other States	15
Baker County	124
Hamilton	52
Total Calls for MAY 2010	9336

Top 10 Zip Codes - Duval County

Arlington	32209	855
Northside	32210	610
Northside	32206	554
Springfield	32208	448
Westside	32211	443
Arlington	32244	386
San Marco	32218	370
Westside	32207	324
Northwest Jax	32205	254
Downtown	32254	221