

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

| MAJOR CATEGORY 2011 - 2012 | July '11 | Aug. '11 | Sept. '11 | Oct. '11 | Nov. '11 | Dec. '11 | Jan. '12 | Feb. '12 | Mar '12 | Apr '12 | May '12 | June '12 | Total '11-12 |
|---|----------|----------|-----------|----------|----------|----------|----------|----------|---------|---------|---------|----------|--------------|
| MONTHLY CALL VOLUME | 14,295 | 16,395 | 13,975 | 13,525 | | | | | | | | | 58,190 |
| FINANCIAL ASSISTANCE (# of Calls) | 3,969 | 5,115 | 4,394 | 4,230 | | | | | | | | | 17,708 |
| Financial Assistance RENT (Referrals) | 2,043 | 2,138 | 1,676 | 1,516 | | | | | | | | | 7,373 |
| Financial Assistance MORTGAGE (Referrals) | 163 | 209 | 148 | 144 | | | | | | | | | 664 |
| Financial Assistance UTILITIES (Referrals) | 4,794 | 6,497 | 5,860 | 5,564 | | | | | | | | | 22,715 |
| Financial Assistance DEPOSITS - Rent (Referrals) | 235 | 195 | 149 | 158 | | | | | | | | | 737 |
| Financial Assistance DEPOSITS - Utilities (Referrals) | 516 | 561 | 480 | 478 | | | | | | | | | 2,035 |
| FOOD/SHELTER/CLOTHING (# of Calls) | 411 | 516 | 440 | 428 | | | | | | | | | 1,795 |
| Food (Referrals) | 527 | 736 | 643 | 516 | | | | | | | | | 2,422 |
| Shelter (Referrals) | 271 | 260 | 190 | 283 | | | | | | | | | 1,004 |
| Clothing (Referrals) | 116 | 171 | 146 | 100 | | | | | | | | | 533 |
| Domestic Violence Shelter (Referrals) | 2 | 10 | 6 | 6 | | | | | | | | | 24 |
| HOUSING - PERMANENT (Referrals) | 37 | 27 | 20 | 51 | | | | | | | | | 135 |
| Average Speed Answered (Goal - 70 seconds) | 1:33 | 2:17 | 2:18 | 2:06 | | | | | | | | | 2:03 |
| Length of Calls (Goal - 4 minutes) | 2:59 | 3:02 | 3:32 | 3:30 | | | | | | | | | 3:15 |
| Hang-Up / Abandonments (Actual # and Average) | 2,788 | 3,182 | 2,483 | 1,770 | | | | | | | | | 10,223 |
| Abandonment Rate - Goal (14 percent) | 19% | 19% | 18% | 13% | | | | | | | | | 17% |
| Call Vol. Increase/Decrease (from previous year) | 15% | 14% | 10% | 7% | | | | | | | | | 12% |

| 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 |
| Call Vol. Increase/Decrease (from previous year) | 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 |
| Call Vol. Increase/Decrease (from previous year) | 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 |
| Call Vol. Increase/Decrease (from previous year) | -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 |
| Call Vol. Increase/Decrease (from previous year) | 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 |

UW 2-1-1 Advisory Committee / Monthly Call Volume, Financial Assistance Calls and Food, Shelter, Clothing calls

| 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) | 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 | 8,852 | 106,221 |
| FOOD/SHELTER/CLOTHING (# of Calls) | 571 | 603 | 616 | 578 | 549 | 468 | 409 | 362 | 353 | 352 | 396 | 478 | 5,735 |
| FOOD/SHELTER/CLOTHING (Referrals) | 3,068 | 2,485 | 1,941 | 2,146 | 1,867 | 1,349 | 938 | 815 | 869 | 766 | 888 | 1,157 | 18,289 |
| HOUSING (Referrals) | 78 | 73 | 74 | 79 | 68 | 58 | 91 | 46 | 62 | 62 | 59 | 50 | 800 |
| Average Speed Answered (Goal - 70 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 - 70 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% | 21% | 17% | 15% | 19% | 16% | 17% | 12% | 14% |
| 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 - 70 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 | 13,164 |
| Abandonment Rate - Goal (14 percent) | 14% | 12% | 13% | 13% | 15% | 17% | 22% | 10% | 10% | 17% | 12% | 9% | 14% |
| 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 - 70 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 | 9,054 |
| Abandonment Rate - Goal (15 percent) | 14% | 8% | 13% | 13% | 12% | 16% | 18% | 9% | 7% | 8% | 8% | 8% | 11% |
| 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 | 6,242 |
| Abandonment Rate - Goal (16 percent) | 8% | 12% | 10% | 9% | 8% | 6% | 9% | 6% | 6% | 5% | 5% | 7% | 8% |
| 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 | 9,251 |
| Abandonment Rate - Goal (17 percent) | 16% | 15% | 12% | 14% | 14% | 13% | 14% | 10% | 9% | 7% | 6% | 7% | 11% |
| 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 # and Average) | 970 | 1,116 | 906 | 1,207 | 1,270 | 1,480 | 2,245 | 880 | 739 | 960 | 738 | 782 | 13,293 |
| Abandonment Rate - Goal (20 percent) | 17% | 18% | 14% | 21% | 21% | 23% | 26% | 15% | 13% | 15% | 12% | 12% | 17% |

| 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 October 2011

| | |
|--|------|
| COJ / Behavioral & Human Services / Emergency Assistance Program | 2991 |
| Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance | 1889 |
| NFCAA / LIHEAP Program / R. F. Kennedy Center | 1868 |
| Arlington Community Services | 371 |
| elderSource / Elder Helpline | 168 |
| Catholic Charities Bureau, Inc. / Duval County | 149 |
| The Sulzbacher Center / Homeless Shelter | 76 |
| St. Vincent DePaul Society / Church of the Assumption | 72 |
| Christ Church of Peace / Food Pantry | 70 |
| Faith-to-Grow / Cross-Cultural Outreach | 66 |
| Jewish Family & Community Services, Inc. / Emergency Food Pantry | 59 |
| The Salvation Army NEFL Area Command / Social Services (Holiday Program) | 57 |
| Trinity Rescue Mission / Women & Children's Center | 54 |
| Catholic Charities Bureau, Inc. / Food Pantry JAX | 52 |
| NFCAA / LIHEAP Program / St. Johns County | 52 |
| Jewish Family & Community Services, Inc. | 51 |
| Beaches Emergency Assisatance Ministry (BEAM) | 50 |
| Westside Christian Outreach | 48 |
| Children's Christmas Party Jacksonville | 47 |
| DCF / Florida / Emergency Financial Assistance for Housing Program | 44 |
| The Salvation Army Northeast Florida Area Command / Food Pantry | 41 |
| Society of St. Vincent de Paul/St. Catherine's Conference/Financial Assistance/Clay County | 39 |
| World Outreach / The Lord's Store | 36 |
| Catholic Charities / St Johns County / Emergency Assistance | 31 |
| United Community Outreach Ministry / Food Pantry | 31 |
| We Care Jacksonville, Inc. / Healing Hands Medical Clinic | 31 |
| Welfare Federation / St. Johns County / Community Charitable Assistance Program | 31 |
| The Salvation Army Northeast Florida Area Command / Red Shield Lodge | 30 |
| NFCAA / Clay County | 27 |
| Duval County Health Dept. / Central Health Pharmacy | 27 |
| COJ / Community Services Division / Public Information | 26 |
| COJ / Community Services Division / HIV /AIDS Program | 25 |
| Downtown Ecumenical Services Council, Inc. / Emergency Clothing Services | 25 |
| Senior Life Foundation, Inc | 24 |

Follow-up Calls October 2011

| | | |
|---|-----|------------|
| Total Number of Follow-up Calls attempted | | 1298 |
| Percentage of Follow-up Calls identified out of Total Call Volume (13,525) | | 10% |
| Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1 | | 487 |
| Percentage of Satisfied callers identified out of Total Contacts (506) | | 96% |
| Total Number of Referrals Called Three Times Without an Answer | | 792 |
| Percentage of Referrals Called Three Times Without An Answer | | 61% |
| Total Number of Referral Calls That Received Assistance From An Agency | | 192 |
| Percentage of Referral Calls That Received Assistance From An Agency | | 38% |
| Total Number of Referral Calls That Did Not Receive Assistance From An Agency | | 314 |
| Percentage of Referral Calls That Did Not Receive Assistance From An Agency | | 62% |
| | | |
| <u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u> | | |
| AGENCY = | | 232 |
| Out of Funds | 6 | |
| Unable to Reach, Line Busy | 226 | |
| Application Being Processed/Waiting | | |
| | | |
| CALLER = | | 82 |
| Caller Ineligible | | |
| Client Ineligible | 46 | |
| Income Too High | | |
| Previously Used Service | 1 | |
| Did not Meet Agency Requirements | 10 | |
| Caller Did Not Contact Agency | | |
| Made Other Arrangements | 3 | |
| Did Not Call for Services | | |
| Other | | |
| Caller Rejected Assistance | | |
| All Shelters / Services Full | 14 | |
| No Free Transportation | | |
| Caller Missed Scheduled Appointment | 2 | |
| No Program Available | | |
| Holiday Assistance Program Closed | | |
| Waiting | | |
| Caller Doesn't Remember | 6 | |
| TOTAL | 314 | 314 |

Call Profile By County for October 2011

| | |
|---------------------------------|--------------|
| Duval | 9908 |
| Clay | 716 |
| St. Johns | 707 |
| Nassau | 176 |
| Other Florida Counties | 94 |
| Columbia | 131 |
| Other States | 28 |
| Baker County | 64 |
| Suwannee | 102 |
| Putnam | 66 |
| Hamilton | 57 |
| Caller declined to give | 1476 |
| Total Calls for OCT 2011 | 13525 |

Top 10 Zip Codes - Duval County

| | | |
|----------------------|-------|------|
| Westside | 32209 | 1147 |
| Northside | 32210 | 878 |
| Springfield | 32208 | 710 |
| Downtown (Northside) | 32244 | 709 |
| Westside | 32206 | 631 |
| Arlington | 32211 | 552 |
| Riverside | 32218 | 513 |
| Southside | 32207 | 354 |
| San Marco | 32254 | 385 |
| Beaches | 32233 | 370 |