

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										44,665
FINANCIAL ASSISTANCE (# of Calls)	3,969	5,115	4,394										13,478
Financial Assistance RENT (Referrals)	2,043	2,138	1,676										5,857
Financial Assistance MORTGAGE (Referrals)	163	209	148										520
Financial Assistance UTILITIES (Referrals)	4,794	6,497	5,860										17,151
Financial Assistance DEPOSITS - Rent (Referrals)	235	195	149										579
Financial Assistance DEPOSITS - Utilities (Referrals)	516	561	480										1,557
FOOD/SHELTER/CLOTHING (# of Calls)	411	516	440										1,367
Food (Referrals)	527	736	643										1,906
Shelter (Referrals)	271	260	190										721
Clothing (Referrals)	116	171	146										433
Domestic Violence Shelter (Referrals)	2	10	6										18
HOUSING - PERMANENT (Referrals)	37	27	20										84
Average Speed Answered (Goal - 70 seconds)	1:33	2:17	2:18										2:02
Length of Calls (Goal - 4 minutes)	2:59	3:02	3:32										3:11
Hang-Up / Abandonments (Actual # and Average)	2,788	3,182	2,483										8,453
Abandonment Rate - Goal (14 percent)	19%	19%	18%										19%
Call Vol. Increase/Decrease (from previous year)	15%	14%	10%										13%

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 September 2011

COJ / Behavioral & Human Services / Emergency Assistance Program	3241
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	2071
NFCAA / LIHEAP Program / R. F. Kennedy Center	1751
Arlington Community Services	322
elderSource / Elder Helpline	220
Catholic Charities Bureau, Inc. / Food Pantry JAX	130
Catholic Charities Bureau, Inc. / Duval County	128
Jewish Family & Community Services, Inc. / Emergency Food Pantry	104
The Salvation Army Northeast Florida Area Command / Food Pantry	90
Faith-to-Grow / Cross-Cultural Outreach	74
St. Vincent DePaul Society / Church of the Assumption	64
NFCAA / LIHEAP Program / St. Johns County	63
The Sulzbacher Center / Homeless Shelter	61
Beaches Emergency Assisatance Ministry (BEAM)	59
Christ Church of Peace / Food Pantry	53
DCF / Florida / Emergency Financial Assistance for Housing Program	51
Westside Christian Outreach	47
Trinity Rescue Mission / Women & Children's Center	40
NFCAA / Clay County	37
Catholic Charities / St Johns County / Emergency Assistance	35
COJ / Community Services Division / HIV /AIDS Program	33
Partnership for Prescription Assistance	32
Catholic Charities Bureau, Inc. / Traveler's Aid JAX	32
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	31
Navy-Marine Corps Relief Society / NAS Jacksonville	31
United Community Outreach Ministry / Food Pantry	31
Early Learning Coalition Of Duval County	28
DCF / TANF-Food Stamps-Medicaid / Duval Co / Southside Service Center	25
Urban Jacksonville, Inc. / Community care for the Elderly	25
We Care Jacksonville, Inc. / Healing Hands Medical Clinic	24
Suwannee River Economic Council, Inc / Emergency Assistance / Columbia County	23
Duval County Health Dept. / Central Health Pharmacy	23
Hogan Baptist Church / Clothes Closet	23
World Outreach / The Lord's Store	22

Follow-up Calls September 2011

Total Number of Follow-up Calls attempted		1342
Percentage of Follow-up Calls identified out of Total Call Volume (13,975)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		427
Percentage of Satisfied callers identified out of Total Contacts (469)		91%
Total Number of Referrals Called Three Times Without an Answer		873
Percentage of Referrals Called Three Times Without An Answer		65%
Total Number of Referral Calls That Received Assistance From An Agency		150
Percentage of Referral Calls That Received Assistance From An Agency		32%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		319
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		68%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		220
Out of Funds		16
Unable to Reach, Line Busy		204
Application Being Processed/Waiting		
CALLER =		99
Caller Ineligible		
Client Ineligible		2
Income Too High		5
Previously Used Service		
Did not Meet Agency Requirements		61
Caller Did Not Contact Agency		
Made Other Arrangements		
Did Not Call for Services		6
Other		
Caller Rejected Assistance		8
All Shelters / Services Full		3
No Free Transportation		
Caller Missed Scheduled Appointment		3
No Program Available		
Holiday Assistance Program Closed		
Waiting		
Caller Doesn't Remember		11
TOTAL		319

Call Profile By County for September 2011

Duval	10576
Clay	681
St. Johns	693
Nassau	178
Other Florida Counties	65
Columbia	152
Other States	37
Baker County	59
Suwannee	73
Putnam	79
Hamilton	75
Caller declined to give	1307
Total Calls for SEP 2011	13975

Top 10 Zip Codes - Duval County

Westside	32209	1181
Northside	32210	890
Springfield	32208	780
Downtown (Northside)	32244	738
Westside	32206	669
Riverside	32218	503
Arlington	32211	476
Beaches	32233	429
Southside	32207	386
Northside	32205	384