

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

MAJOR CATEGORY 2014 - 2015	July '14	Aug '14	Sep '14	Oct '14	Nov '14	Dec '14	Jan '15	Feb '15	Mar '15	Apr '15	May '15	Jun '15	Total '14-15
MONTHLY CALL VOLUME	10,462	10,091	10,411	9,667	7,850	7,788	7,680						63,949
FINANCIAL ASSISTANCE (# of Calls)	3,672	3,679	3,908	3,756	2,814	2,974	3,017						23,820
Financial Assistance RENT (Referrals)	2,488	2,236	2,274	2,063	1,954	2,089	1,854						14,958
Financial Assistance MORTGAGE (Referrals)	71	70	56	70	76	58	68						469
Financial Assistance UTILITIES (Referrals)	4,449	4,668	4,620	4,410	3,566	3,173	3,177						28,063
Financial Assistance DEPOSITS - Rent (Referrals)	199	205	191	196	168	158	151						1,268
Financial Assistance DEPOSITS - Utilities (Referrals)	386	322	380	376	364	354	253						2,435
FOOD/SHELTER/CLOTHING (# of Calls)	462	474	409	511	500	424	395						3,175
Food (Referrals)	769	712	726	780	838	701	504						5,030
Shelter (Referrals)	280	368	390	341	251	257	250						2,137
Clothing (Referrals)	179	165	96	108	114	345	72						1,079
Domestic Violence Shelter (Referrals)	9	9	15	6	11	5	5						60
HOUSING - PERMANENT (Referrals)	52	48	21	30	54	31	34						270
Average Speed Answered (Goal - 70 seconds)	2:17	2:16	1:40	1:10	1:33	0:59	0:57						1:33
Length of Calls (Goal - 4 minutes)	3:18	3:33	3:34	3:25	4:03	3:56	5:14						3:51
Hang-Up / Abandonments (Actual # and Average)	1,464	1,508	1,845	1,156	872	779	824						8,448
Abandonment Rate - Goal (14 percent)	14%	15%	17%	12%	11%	10%	11%						13%
Call Vol. Increase/Decrease (from previous year)	-10%	-14%	-9%	-15%	-17%	-9%	-23%						-14%

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

MAJOR CATEGORY 2013 - 2014	July '13	Aug. '13	Sept. '13	Oct. '13	Nov. '13	Dec. '13	Jan. '14	Feb. '14	Mar '14	Apr '14	May '14	June '14	Total '12-13
MONTHLY CALL VOLUME	11,640	11,775	11,482	11,473	9,537	8,631	10,069	8,208	8,351	9,063	8,003	9,204	117,436
FINANCIAL ASSISTANCE (# of Calls)	3,410	3,460	2,943	2,866	2,301	2,213	2,513	2,088	2,442	2,669	2,705	3,228	32,838
Financial Assistance RENT (Referrals)	1,840	1,684	1,539	1,482	1,277	1,268	1,270	903	1,018	1,506	1,859	2,129	17,775
Financial Assistance MORTGAGE (Referrals)	63	66	54	43	33	27	25	29	35	39	51	61	526
Financial Assistance UTILITIES (Referrals)	4,204	4,884	3,440	4,150	3,114	2,668	2,977	2,964	2,927	2,952	2,873	3,067	40,220
Financial Assistance DEPOSITS - Rent (Referrals)	190	160	141	146	111	99	87	62	113	132	139	221	1,601
Financial Assistance DEPOSITS - Utilities (Referrals)	414	435	374	445	353	347	283	214	257	232	249	279	3,882
FOOD/SHELTER/CLOTHING (# of Calls)	488	475	347	393	391	354	338	293	317	362	350	463	4,571
Food (Referrals)	527	551	489	493	641	510	440	346	443	457	556	580	6,033
Shelter (Referrals)	372	297	346	298	299	255	318	249	196	210	276	426	3,542
Clothing (Referrals)	121	147	71	129	110	88	38	46	82	61	90	82	1,065
Domestic Violence Shelter (Referrals)	6	17	9	9	11	12	10	6	2	3	5	13	103
HOUSING - PERMANENT (Referrals)	71	46	30	38	31	27	33	39	51	39	46	56	507
Average Speed Answered (Goal - 70 seconds)	1:41	1:37	2:57	1:34	2:49	3:06	1:37	1:11	1:21	1:17	1:11	1:32	1:49
Length of Calls (Goal - 4 minutes)	2:56	3:01	3:07	3:05	3:07	3:01	3:20	3:46	3:49	3:40	3:49	3:52	3:22
Hang-Up / Abandonments (Actual # and Average)	1,224	1,413	2,161	2,319	1,371	1,129	1,732	1,206	1,159	1,257	1,120	1,603	17,694
Abandonment Rate - Goal (14 percent)	10%	12%	19%	20%	14%	13%	17%	14%	13%	14%	14%	17%	15%
Call Vol. Increase/Decrease (from previous year)	8%	-11%	-4%	-12%	-10%	-3%	-12%	-6%	1%	-10%	-10%	-9%	-7%

MAJOR CATEGORY 2012 - 2013	July '12	Aug. '12	Sept. '12	Oct. '12	Nov. '12	Dec. '12	Jan. '13	Feb. '13	Mar '13	Apr '13	May '13	June '13	Total '12-13
MONTHLY CALL VOLUME	10,801	13,235	11,958	13,015	10,577	8,904	11,527	8,749	8,313	10,096	8,899	10,158	126,232
FINANCIAL ASSISTANCE (# of Calls)	3,328	4,240	3,286	3,901	2,866	2,172	2,534	1,580	1,819	2,235	2,368	2,431	32,760
Financial Assistance RENT (Referrals)	1,547	1,325	1,188	1,503	1,303	949	1,122	713	736	1,230	1,311	1,407	14,334
Financial Assistance MORTGAGE (Referrals)	91	70	55	74	57	30	74	25	41	42	40	42	641
Financial Assistance UTILITIES (Referrals)	4,005	4,436	3,829	4,499	3,457	2,474	2,711	1,801	1,527	1,958	2,274	2,478	35,449
Financial Assistance DEPOSITS - Rent (Referrals)	120	135	101	169	98	87	71	90	68	103	136	125	1,303
Financial Assistance DEPOSITS - Utilities (Referrals)	380	346	350	472	464	283	321	258	217	252	415	396	4,154
FOOD/SHELTER/CLOTHING (# of Calls)	300	442	318	456	312	279	295	251	367	398	363	424	4,205
Food (Referrals)	527	592	386	543	423	311	346	244	293	420	386	449	4,920
Shelter (Referrals)	219	281	270	339	212	189	89	217	208	266	308	299	2,897
Clothing (Referrals)	163	196	73	177	120	106	106	70	77	81	79	119	1,367
Domestic Violence Shelter (Referrals)	8	9	7	13	7	1	9	6	9	0	2	5	76
HOUSING - PERMANENT (Referrals)	36	47	43	44	35	29	58	43	58	47	37	37	514
Average Speed Answered (Goal - 70 seconds)	1:37	3:04	3:04	2:34	3:07	2:41	2:52	1:45	1:24	1:23	1:15	1:27	2:11
Length of Calls (Goal - 4 minutes)	3:14	3:05	3:00	3:07	3:10	2:57	3:08	3:07	3:12	2:52	3:00	2:53	3:03
Hang-Up / Abandonments (Actual # and Average)	853	1,225	993	1,924	1,774	1,375	2,171	1,346	776	928	760	772	14,897
Abandonment Rate - Goal (14 percent)	8%	9%	8%	14%	16%	15%	18%	15%	9%	9%	8%	8%	11%
Call Vol. Increase/Decrease (from previous year)	-24%	-19%	-14%	-3%	-8%	-17%	4%	5%	-9%	-23%	-31%	-12%	-13%

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	11,850	10,826	11,041	8,384	9,131	13,093	12,892	11,608	147,015
FINANCIAL ASSISTANCE (# of Calls)	3,969	5,115	4,394	4,230	3,386	2,923	2,739	1,909	2,226	2,760	2,827	3,402	39,880
Financial Assistance RENT (Referrals)	2,043	2,138	1,676	1,516	1,478	1,189	1,228	760	948	1,477	1,393	1,851	17,697
Financial Assistance MORTGAGE (Referrals)	163	209	148	144	146	91	109	52	71	73	86	71	1,363
Financial Assistance UTILITIES (Referrals)	4,794	6,497	5,860	5,564	3,699	2,854	2,888	1,771	1,711	2,578	2,654	3,681	44,551
Financial Assistance DEPOSITS - Rent (Referrals)	235	195	149	158	141	119	98	80	95	141	109	140	1,660
Financial Assistance DEPOSITS - Utilities (Referrals)	516	561	480	478	490	364	359	330	230	304	393	394	4,899
FOOD/SHELTER/CLOTHING (# of Calls)	411	516	440	428	442	435	405	319	399	403	389	327	4,914
Food (Referrals)	527	736	643	516	597	492	495	277	364	417	445	508	6,017
Shelter (Referrals)	271	260	190	283	305	225	198	165	184	242	220	220	2,763
Clothing (Referrals)	116	171	146	100	137	133	111	71	95	136	106	134	1,456
Domestic Violence Shelter (Referrals)	2	10	6	6	10	7	4	11	7	4	1	4	72
HOUSING - PERMANENT (Referrals)	37	27	20	51	44	15	30	47	49	54	62	50	486
Average Speed Answered (Goal - 70 seconds)	1:33	2:17	2:18	2:06	3:07	2:09	1:50	1:11	1:23	1:57	3:22	3:18	2:12
Length of Calls (Goal - 4 minutes)	2:59	3:02	3:32	3:30	3:32	3:13	3:12	3:17	3:16	3:10	3:23	3:06	3:16
Hang-Up / Abandonments (Actual # and Average)	2,788	3,182	2,483	1,770	1,856	1,184	1,161	590	835	1,593	1,547	1,437	20,426
Abandonment Rate - Goal (14 percent)	19%	19%	18%	13%	15%	11%	10%	7%	9%	12%	12%	12%	13%
Call Vol. Increase/Decrease (from previous year)	15%	14%	10%	7%	3%	0%	-19%	-24%	-32%	-3%	-11%	-18%	-5%

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
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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 January 2015

COJ / Behavioral & Human Services / Emergency Assistance Program	2221
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	1166
NFCAA / LIHEAP Program / R.F. Kennedy Center	1086
Arlington Community Services	235
elderSource	209
Faith-to-Grow / Cross-Cultural Outreach	86
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	72
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	72
Beaches Emergency Assisatance Ministry (BEAM)/ Emergency Financial Assistance	63
The Sulzbacher Center / Emergency Homeless Shelter	59
Community Connections of Jacksonville / N Florida Rapid RE-Housing Program	52
Downtown Ecumenical Services Council, Inc. / Food Pantry	50
Bridge the Gap, Inc.	47
Senior Life Foundation, Inc	46
NFCAA / Clay County	42
Evangel Temple - Main Campus / Food Pantry	35
St Johns County Social Services	35
Community Health Outreach / Food Pantry	34
Community Connections of Jacksonville / Clay County ESG Program	34
Health Planning Council of Northeast Florida	33
Partnership for Prescription Assistance	33
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	32
The Salvation Army Northeast Florida Area Command / Food Pantry	31
The Potter's House / Food Pantry	30
Catholic Charities / St Johns County / Emergency Assistance	30
Catholic Charities Bureau, Inc / Food Pantry	29
Trinity Rescue Mission / Women & Children's Center	29
Family Promise of Jacksonville, Inc.	27
Trinity Evangelical Lutheran Church, Inc. / Food Pantry	26
Trinity Rescue Mission, Inc.	26
Jewish Family and Community Services, Inc. / Emergency Food Pantry / Feed a Needy Neighbor Program	25
Affordable Care Act Information	24
COJ / Social Services Division / Winter Crisis Program	24

Follow-up Calls January 2015

Total Number of Follow-up Calls attempted		738
Percentage of Follow-up Calls identified out of Total Call Volume (7680)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		222
Percentage of Satisfied callers identified out of Total Contacts (236)		94%
Total Number of Referrals Called Three Times Without an Answer		502
Percentage of Referrals Called Three Times Without An Answer		68%
Total Number of Referral Calls That Received Assistance From An Agency		101
Percentage of Referral Calls That Received Assistance From An Agency		43%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		135
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		57%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		91
Out of Funds		
Unable to Reach, Line Busy	89	
Application Being Processed/Waiting	2	
CALLER =		44
Caller Ineligible		
Client Ineligible	2	
Income Too High	0	
Previously Used Service	5	
Did not Meet Agency Requirements	7	
Caller Did Not Contact Agency		
Made Other Arrangements	11	
Did Not Call for Services	0	
Other		
Caller Rejected Assistance	5	
All Shelters / Services Full	0	
No Free Transportation	1	
Caller Missed Scheduled Appointment	3	
No Program Available / Service Does Not Exist	5	
Holiday Assistance Program Closed	0	
Unable to Contact Client	1	
Caller Doesn't Remember	4	
TOTAL	135	135

Call Profile By County for Jan 2015

Duval	5469
Clay	468
St. Johns	443
Nassau	109
Columbia	72
Putnam	78
Suwannee	37
Hamilton	22
Baker	34
<i>Other Florida Counties</i>	58
<i>Other States</i>	40
<i>Caller declined to give</i>	26
<i>Abandoned calls, hang-ups</i>	824
Total Calls for JAN 2015	7680

Top 10 Zip Codes - Duval County

Northside	32209	620
Westside	32210	532
Springfield	32206	377
Downtown	32208	356
Northside	32211	349
Arlington	32218	323
Westside	32244	296
Arlington	32277	229
Riverside	32205	210
Downtown	32202	187