

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

MONTHLY REPORT TO THE COMMUNITY

FEBRUARY 2003



TOP REFERRALS FOR FEBRUARY 2003
REPORT PERIOD: 2/01/03 TO 2/28/03

COJ, Community Svcs - Mental Health and Welfare	849
Emergency Assistance / Catholic Charities	468
Limited Financial Assistance / Downtown	243
JFCS - Emergency Financial Assistance	235
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	108
Vulnerable Population Program - Emmett Reed Center / NEFCAA	74
Arlington Community Services	64
Emergency Shelter / I. M. Sulzbacher Center	57
Red Shield Lodge / Salvation Army Northeast Florida	44
New Life Inn / The City Rescue Mission, Inc.	43
Public Housing Applications Office / Jax Housing Authority	43
Financial Assistance Program / UCOM	39
Financial Services - Shands Jacksonville	39
Legal Aid - Downtown / Jacksonville Area Legal	39
Emergency Home Energy / Urban Jax	37
Church of the Assumption/St. Vincent dePaul Society	34
Traveler's Aid / Catholic Charities	34
Food Stamp Program / Southside	29
Second Harvest Crisis Relief / Salvation Army	27
Faith-to-Grow / Crosscultural Outreach	26
Public Information / City of Jacksonville	25
Economic Opportunity Council	24
Adult Residential Services / Gateway Community Services, Inc.	23
Catholic Charities - St. Catherine's Church	23
Emergency Assistance / BEAM	23
Florida Abuse Registry	23
St. Matthews Christian Community Health Clinic / We Care	23
Child Care Resource and Referral / Children's Commission	22
Feed A Needy Neighbor - Jewish Family Services	21
LIHEAP Program - R. F. Kennedy Center/NEFCAA	21
Westside Christian Outreach	21
World Outreach / The Lord's Store	21
Emergency Services / MHRC	20
Northeast Florida Area Agency on Aging, Inc./ Elder Helpline	20
Outreach Center / The Inn Ministry, Inc.	20
The Help Center, Inc.	20
Family and Individual Counseling Service - Jax / FCS	19
Non-Emergency Information / JSO	19
Adult Residential Services / Gateway Community Services, Inc.	18
Florence N. Davis Transitional Housing	18
Food Service / UCOM	17
Food Stamp Program / Westside	16
Consumer Credit Counseling Service - Jax	15
Housing and Emergency Repair / Jacksonville Urban League	15
Child Support Enforcement - Duval / State of Florida	14
Emergency Home Repair / Jacksonville Housing Partnership, Inc.	14
Evaluation and Referral Center / Ten Broeck Hospital of Jacksonville	14

* Database numbers are low due to database not calculating numbers correctly.

Top 20 Referrals August 2002 through February 2003

TOP REFERRALS	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03
COJ, Community Svcs - Mental Health and Welfare	1847	1547	1457	1113	1107	1137	849
Emergency Assistance / Catholic Charities	1056	971	862	570	700	673	468
JFCS - Emergency Financial Assistance	262	173	184	233	271	294	235
Limited Financial Assistance / Downtown	208	237	287	278	256	246	243
Arlington Community Services	198	155	138	94	107	113	64
Vulnerable Population Program - Emmett Reed Center / NEFCAA	4	7	131	105	89	116	74
Emergency Shelter / I. M. Sulzbacher Center	117	113	102	91	72	100	57
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	5	6	168	108	139	123	108
New Life Inn / The City Rescue Mission, Inc.	111	97	81	82	60	77	43
Financial Assistance Program / UCOM	94	93	55	62	67	65	39
LIHEAP Program - R. F. Kennedy Center/NEFCAA	6	9	74	52	56	39	21
Faith-to-Grow / Crosscultural Outreach	104	77	62	57	52	41	26
Emergency Assistance / BEAM	66	68	45	22	43	37	23
Red Shield Lodge / Salvation Army Northeast Florida	84	93	100	70	65	72	44
LIHEAP Program - Emmett Reed Center/NEFCAA	15	5	70	46	59	39	14
Food Pantry/Catholic Charities	75	52	57	53	59	42	13
Catholic Charities - St. Catherine's Church	57	47	66	43	49	39	23
Second Harvest Crisis Relief / Salvation Army	92	83	96	76	75	69	27
Traveler's Aid / Catholic Charities	66	44	52	39	30	34	34
Legal Aid - Downtown / Jacksonville Area Legal	79	73	75	53	43	53	39

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MAJOR CATEGORIES FOR FEBRUARY 2003

MAJOR CATEGORY	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Total '02-'03	Feb '02
ABUSE HOTLINE	45	61	59	70	91	61	72	79	43	35	55	48	719	56
ADM - ADOLESCENCE DRUG & MENTAL HEALTH												68	68	
ADM - ADULT DRUG & MENTAL HEALTH	81	108	88	70	70	81	71	90	75	60	53	23	870	110
ADOPTION	1	0	3	4	3	2	0	4	1	1	2	2	23	1
CHRONIC CALLER	146	99	147	102	129	178	145	258	255	255	251	257	2,222	98
DAY CARE	33	28	46	35	45	41	38	35	20	18	22	22	383	26
DISABLED / ELDERLY / SPECIAL NEEDS	74	60	54	37	64	74	58	57	44	28	48	38	636	55
DISASTER	2	1	2	5	4	3	5	3	3	0	3	3	34	0
* EMOTIONAL CRISIS	98	96	108	85	116	86	112	133	88	89	63	71	1,145	94
FINANCIAL ASSISTANCE/SUPPORT	1,489	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	23,935	1,113
FOOD/SHELTER/ CLOTHING/FURNITURE	427	450	525	534	674	747	639	730	739	552	545	392	6,954	366
HEALTH/MEDICATION	237	240	234	220	326	302	271	308	218	177	229	223	2,985	224
HOUSING INFORMATION	13	19	21	22	22	28	23	27	24	19	26	17	261	9
MENTAL HEALTH	151	147	146	128	156	142	140	128	82	78	115	91	1,504	139
SPECIAL NEEDS-CHILDREN	2	1	0	0	2	0	1	3	0	0	0	1	10	2
SUBSTANCE ABUSE	87	65	48	60	59	61	67	63	37	34	55	41	677	82
SUICIDE HOTLINE	28	31	32	20	31	25	23	24	23	37	22	16	312	26
SUPPORT GROUP/EDUCATION/ VOLUNTEER	41	57	63	61	61	103	94	78	81	40	56	65	800	45
OTHER	124	133	167	106	122	186	184	211	172	168	153	172	1,898	1,077
TOTAL CATEGORIES	3,079	3,548	3,762	3,552	4,493	4,887	4,222	4,506	3,646	3,536	3,388	2,817	45,436	3,523

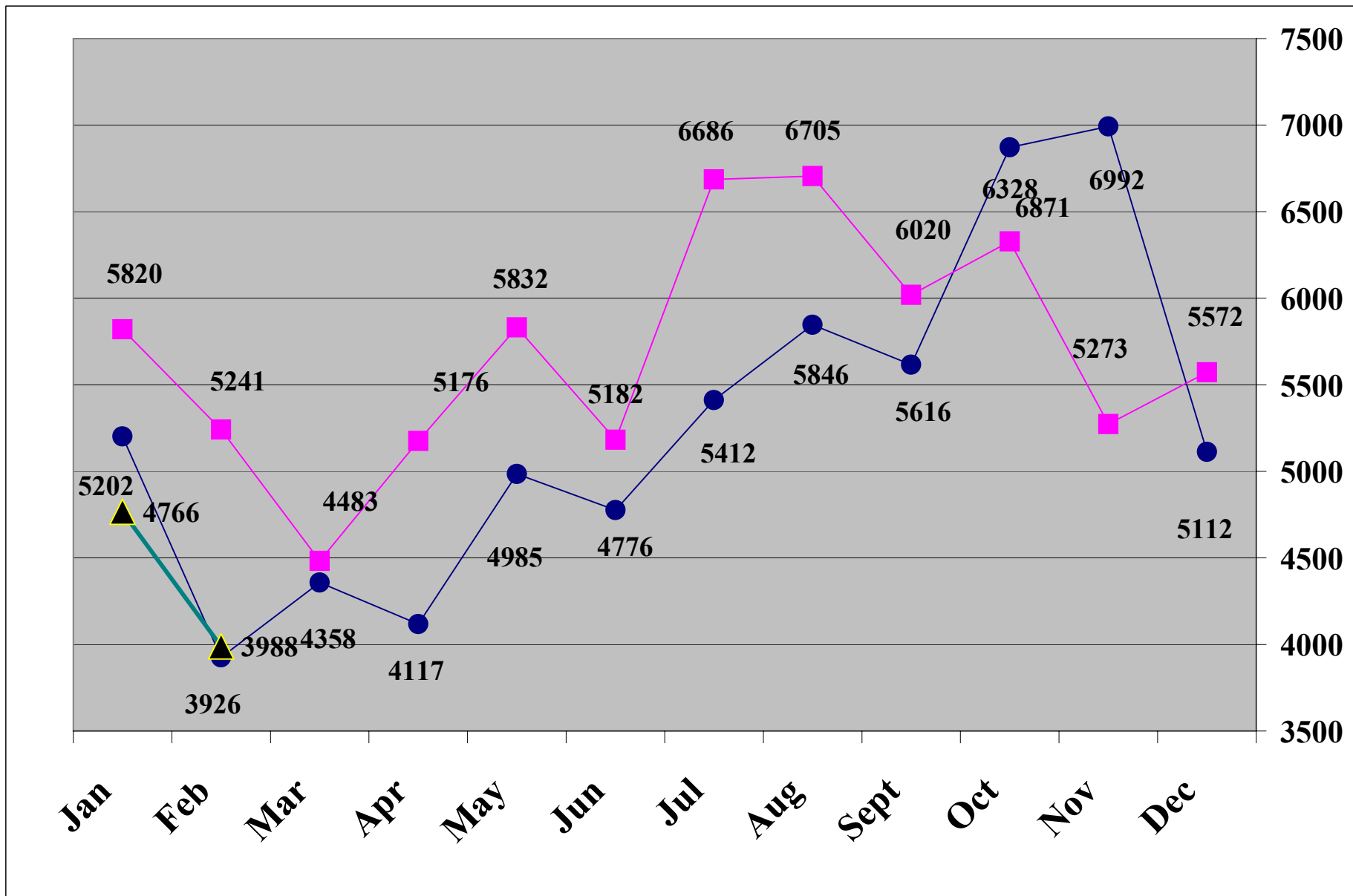
* Emotional Crisis calls can be in more than one category.

2-1-1 Operations Performance Measurements

2-1-1 Operations Category	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Total '02-'03	Feb '02
Hang-up Abandonments	764	979	1243	923	1111	1043	881	983	948	1184	1039	380	11478	3270
Abandonment Rates	14%	16%	17%	15%	14%	13%	13%	13%	15%	17%	18%	9%	---	37%
Information / No Referrals	1298	1427	1639	1601	2035	1494	1229	1430	1309	1305	1329	823	16919	1102
Call Wait Time	0.55	1.03	1.01	1.04	1.08	1.5	0.54	0.38	0.58	1.17	1.1	0.41	---	1.06
Percentage of Calls in Queue	41%	47%	50%	46%	43%	43%	42%	31%	32%	38%	32%	52%	---	35%

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CALLS ANSWERED BY MONTH - VOLUME COMPARISON

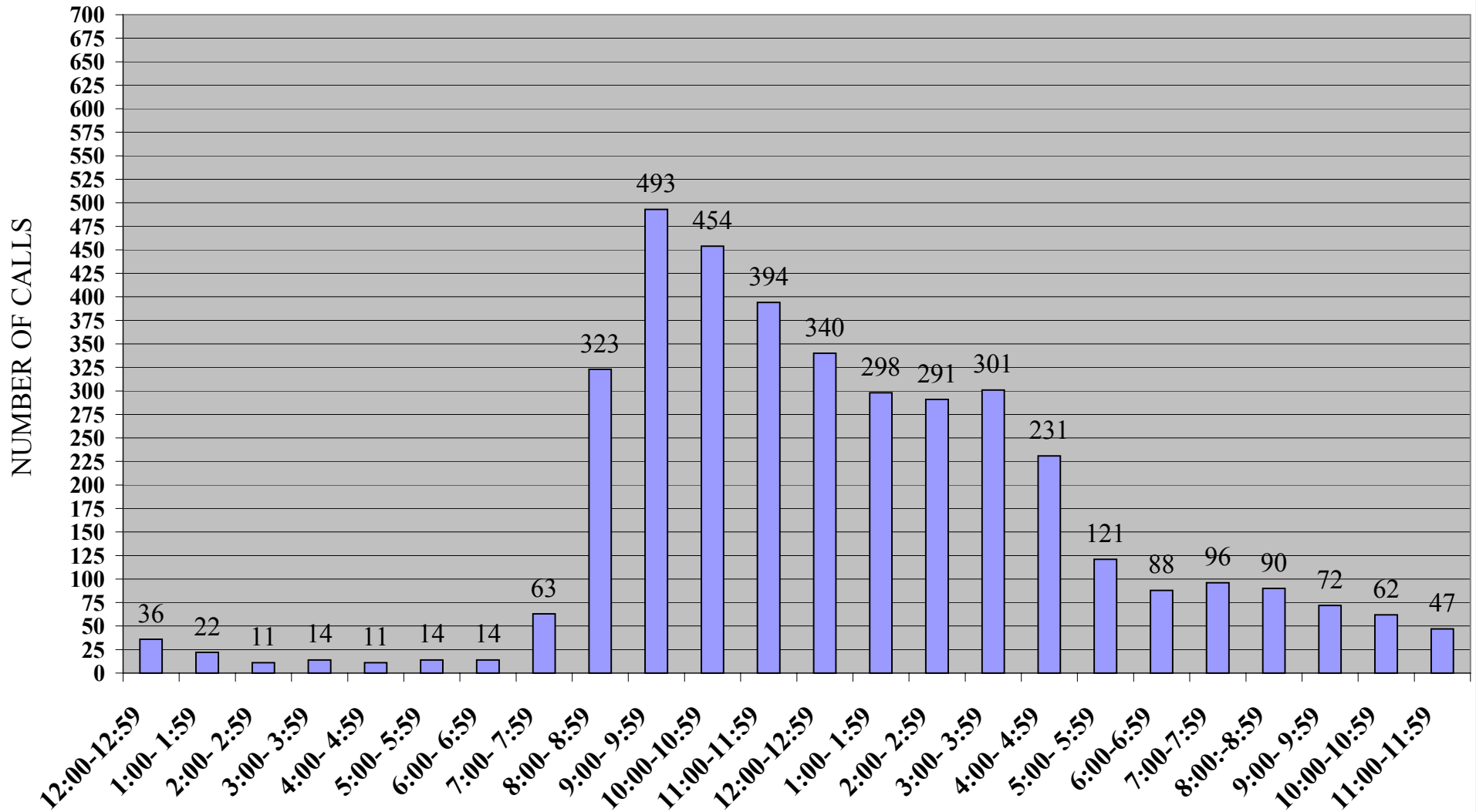


Information Source: Enhanced Service Center Software

Database numbers are low due to database not calculating numbers correctly.

- △ TOTAL FOR 2003 - 8754
- TOTAL FOR 2002 - 68318
- TOTAL FOR 2001 - 63213

NUMBER OF CALLS PER HOUR FOR FEBRUARY 2003



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Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

Need	Reason				
Child Care	Did not meet agency requirements				
	#310842 No notes entered				
	Did not meet agency requirements			<i>Subtotal:</i>	1
	Child Care			Total:	1
Clothing	No Weekend/After Hours/Holiday Serv				
	#312473 No notes entered				
	No Weekend/After Hours/Holiday Serv			<i>Subtotal:</i>	1
	Clothing			Total:	1
Dental	No program available				
	#309390 needed dentures.				
	#309406 needed dentures.				
	#311800 No notes entered				
	#311920 No notes entered				
	#311923 needs dentures.				
	#312888 No notes entered				
	No program available			<i>Subtotal:</i>	6
	Dental			Total:	6
Family Support	Client refused referral				
	#312809 has a court date next month				
	Client refused referral			<i>Subtotal:</i>	1
	Family Support			Total:	1
Family Therapy	No program available				
	#312733 wanted a lock down facility.				
	No program available			<i>Subtotal:</i>	1
	Family Therapy			Total:	1
Food - Stamps	Client refused referral				
	#309776 small amt of food stamps not worth the hassel.				
	#310481 just not interested.				
	#310558 not interested in getting them.				
	#310718 doesn't want them				
	#311062 not worth it.				
	#311662 just not interested.				
	#311762 not interested.				
	#311818 not interested.				
	#312167 just not interested.				
	#312225 Just not worth it.				
	#312276 no transportation.				
	#312560 doesn't want the help.				
	#312561 just not interested.				
	#312836 just not interested.				
	#313280 just not interested.				
	#313509 not interested.				
	#313579 not interested.				
	#313583 just not interested.				

Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

Need	Reason			
	Client refused referral		<i>Subtotal:</i>	18
		Food - Stamps	Total:	18
<hr/>				
Furniture / Household Goo	No program available			
	#312590 Washer and Dyer			
	No program available		<i>Subtotal:</i>	1
		Furniture / Household Goo	Total:	1
<hr/>				
Health Insurance	Client ineligible			
	#310320 not eligible for medicaid.			
	#311105 chose not to disclose why ineligible			
	Client ineligible		<i>Subtotal:</i>	2
Client refused referral				
	#311856 No notes entered			
	#312560 No notes entered			
	Client refused referral		<i>Subtotal:</i>	2
Did not meet agency requirements				
	#310221 Applied for Medicaid but was told that the only way they could cover her would be if she got pregnant.			
	Did not meet agency requirements		<i>Subtotal:</i>	1
No program available				
	#309174 Deductible.			
	No program available		<i>Subtotal:</i>	1
		Health Insurance	Total:	6
<hr/>				
Home Hlth-Multiple Svcs-R	Did not meet agency requirements			
	#313528 No notes entered			
	Did not meet agency requirements		<i>Subtotal:</i>	1
		Home Hlth-Multiple Svcs-R	Total:	1
<hr/>				
Home Repair	No program available			
	#309615 Air conditioner repair.			
	No program available		<i>Subtotal:</i>	1
		Home Repair	Total:	1
<hr/>				
Medical Care/Treatment/Th	Client refused referral			
	#312313 No notes entered			
	Client refused referral		<i>Subtotal:</i>	1
		Medical Care/Treatment/Th	Total:	1
<hr/>				
Medical Equipment/Supplie	No program available			
	#310320 free hearing aid for child.			
	No program available		<i>Subtotal:</i>	1
		Medical Equipment/Supplie	Total:	1
<hr/>				
Medication	Appointment line busy			
	#312621 No notes entered			
	Appointment line busy		<i>Subtotal:</i>	1

Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

Need	Reason			
No Weekend/After Hours/Holiday Serv	#311274	No notes entered		
		No Weekend/After Hours/Holiday Serv	<i>Subtotal:</i>	1
No program available	#309821	No notes entered		
	#310664	help with Rx has called CW		
	#313544	No notes entered		
		No program available	<i>Subtotal:</i>	3
		Medication	Total:	5
Mortgage Payment/Foreclos				
Appointment line busy	#309568	No notes entered		
	#309582	No notes entered		
	#309985	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	3
Client previously used service	#309759	No notes entered		
		Client previously used service	<i>Subtotal:</i>	1
		Mortgage Payment/Foreclos	Total:	4
Other				
No program available	#309269	auto insurance		
	#309382	free car.		
	#309538	Wheelchair battery charged		
	#309614	tattoo removed.		
	#309629	Fee for CPR course for child care.		
	#309682	auto insurance		
	#309764	Property taxes		
	#309802	car insurance.		
	#309845	disability insurance premium.		
	#309856	Payment to medicare.		
	#309976	real estate school fees.		
	#310240	Free local transportation		
	#310462	gas for auto		
	#310512	gas for car.		
	#310525	needs mold cleaned inside trailer.		
	#310562	Car payt, insurance, gas money, etc.		
	#310653	CNA school fees.		
	#311099	gas for a car.		
	#311606	Old HUD debt.		
	#311617	inheritance taxes.		
	#311908	auto repair		
	#312087	Fees for adult day care.		
	#312227	Heating and Air Conditioner repaired.		
	#312245	Homeowners insurance premium		
	#312247	Moving a house to another location.		
	#312279	u-haul charges.		
	#313137	First month premium on her house.		
	#313470	truck repair.		
	#313503	car ins. premium.		
	#313505	needs long dist. paid.		
	#313532	car repairs		
		No program available	<i>Subtotal:</i>	31

Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

<i>Need</i>	<i>Reason</i>			
		Other	Total:	31
Rent Deposit				
	Appointment line busy			
	#309396 No notes entered			
	#309811 No notes entered			
	#312715 No notes entered			
	Appointment line busy	<i>Subtotal:</i>	3	
	Did not meet agency requirements			
	#310357 no proof of residence			
	#310866 non-resident			
	Did not meet agency requirements	<i>Subtotal:</i>	2	
		Rent Deposit	Total:	5
Rent/Mortgage Payment				
	Agency out of funds/Goods			
	#309392 No notes entered			
	Agency out of funds/Goods	<i>Subtotal:</i>	1	
	Appointment line busy			
	#309558 No notes entered			
	#309562 No notes entered			
	#309878 No notes entered			
	#310737 No notes entered			
	#311767 No notes entered			
	#311795 No notes entered			
	#311812 No notes entered			
	#312001 No notes entered			
	#312564 No notes entered			
	#312591 No notes entered			
	#312597 No notes entered			
	#313467 No notes entered			
	#313493 No notes entered			
	#313546 No notes entered			
	Appointment line busy	<i>Subtotal:</i>	14	
	Client previously used service			
	#310326 No notes entered			
	#312027 has used avail. programs			
	#312081 No notes entered			
	Client previously used service	<i>Subtotal:</i>	3	
	Did not meet agency requirements			
	#312164 Not due			
	Did not meet agency requirements	<i>Subtotal:</i>	1	
		Rent/Mortgage Payment	Total:	19
SUPPORT / EDUCATION GRPS/				
	Client refused referral			
	#311712 No notes entered			
	Client refused referral	<i>Subtotal:</i>	1	
		SUPPORT / EDUCATION GRPS/	Total:	1
Shelter - Homeless				
	Client refused referral			
	#311903 No notes entered			
	#312327 No notes entered			
	#312693 No notes entered			

Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

Need	Reason	Call # / Reason			
	#312764	No notes entered			
		Client refused referral		<i>Subtotal:</i>	4
Shelters Full					
	#309030	No notes entered			
	#309595	No notes entered			
	#310424	No notes entered			
	#311430	No notes entered			
		Shelters Full		<i>Subtotal:</i>	4
			Shelter - Homeless	Total:	8
<hr/>					
Subsidized Housing / HUD					
		Client refused referral			
	#310085	No notes entered			
		Client refused referral		<i>Subtotal:</i>	1
			Subsidized Housing / HUD	Total:	1
<hr/>					
Transportation					
		Client ineligible			
	#311787	No notes entered			
		Client ineligible		<i>Subtotal:</i>	1
		Client refused referral			
	#311650	No notes entered			
	#312682	No notes entered			
	#313284	No notes entered			
		Client refused referral		<i>Subtotal:</i>	3
No Weekend/After Hours/Holiday Serv					
	#313575	No notes entered			
		No Weekend/After Hours/Holiday Serv		<i>Subtotal:</i>	1
No program available					
	#309934	Free transp. to St. Johns.			
	#310165	No notes entered			
	#311289	Free transportation to bus station			
		No program available		<i>Subtotal:</i>	3
No transportation available					
	#312816	free transportation			
		No transportation available		<i>Subtotal:</i>	1
Non-ER Long Distance Travel					
	#311275	No notes entered			
		Non-ER Long Distance Travel		<i>Subtotal:</i>	1
			Transportation	Total:	10
<hr/>					
Utility Deposit					
		Appointment line busy			
	#311647	No notes entered			
		Appointment line busy		<i>Subtotal:</i>	1
		Client previously used service			
	#311107	No notes entered			
		Client previously used service		<i>Subtotal:</i>	1
			Utility Deposit	Total:	2
<hr/>					
Utility, Electric					
		Agency out of funds/Goods			
	#310307	No notes entered			
	#310553	No notes entered			
		Agency out of funds/Goods		<i>Subtotal:</i>	2

Unmet Needs Report

For period from 02/01/2003 To 02/28/2003

Call # / Reason

Need	Reason			
	Appointment line busy			
	#309148	No notes entered		
	#309572	No notes entered		
	#309632	No notes entered		
	#312010	No notes entered		
	#312011	No notes entered		
	#312014	No notes entered		
	#312015	No notes entered		
	#312019	No notes entered		
	#312618	No notes entered		
	#313252	No notes entered		
	#313471	No notes entered		
	Appointment line busy		<i>Subtotal:</i>	11
	Client ineligible			
	#310489	not a double bill.		
	#310697	not a 2 month bill.		
	#310891	not a 2 month bill.		
	#312186	light bill not a 2 month bill.		
	Client ineligible		<i>Subtotal:</i>	4
	Client previously used service			
	#312669	No notes entered		
	Client previously used service		<i>Subtotal:</i>	1
	Client refused referral			
	#309648	No notes entered		
	#310748	bill must be paid today		
	Client refused referral		<i>Subtotal:</i>	2
	Did not meet agency requirements			
	#310674	not a 2 month bill.		
	#312745	No notes entered		
	Did not meet agency requirements		<i>Subtotal:</i>	2
	No program available			
	#309472	bill must be paid today		
	No program available		<i>Subtotal:</i>	1
			Total:	23
	Utility, Electric			
	Utility, Gas			
	Appointment line busy			
	#311794	No notes entered		
	#311988	No notes entered		
	Appointment line busy		<i>Subtotal:</i>	2
			Total:	2
	Utility, Gas			
	Utility, Telephone			
	No program available			
	#309269	No notes entered		
	#309475	No notes entered		
	#309682	No notes entered		
	#309752	No notes entered		
	#310255	No notes entered		
	#313288	No notes entered		
	#313505	long distance charges		
	No program available		<i>Subtotal:</i>	7
			Total:	7
	Utility, Telephone			

