

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

MONTHLY REPORT TO THE COMMUNITY

JANUARY 2003



TOP REFERRALS FOR JANUARY 2003
REPORT PERIOD: 1/01/03 TO 1/31/03

COJ, Community Svcs - Mental Health and Welfare	1137
Emergency Assistance / Catholic Charities	673
JFCS - Emergency Financial Assistance	294
Limited Financial Assistance / Downtown	246
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	123
Vulnerable Population Program - Emmett Reed Center / NEFCAA	116
Arlington Community Services	113
Emergency Shelter / I. M. Sulzbacher Center	100
New Life Inn / The City Rescue Mission, Inc.	77
Red Shield Lodge / Salvation Army Northeast Florida	72
Second Harvest Crisis Relief / Salvation Army	69
Financial Assistance Program / UCOM	65
Public Housing Applications Office / Jax Housing Authority	59
Church of the Assumption/St. Vincent dePaul Society	55
Legal Aid - Downtown / Jacksonville Area Legal	53
Financial Services - Shands Jacksonville	52
Feed A Needy Neighbor - Jewish Family Services	47
Catholic Charities Bureau, Inc.	42
Faith-to-Grow / Crosscultural Outreach	41
Catholic Charities - St. Catherine's Church	39
LIHEAP Program - Emmett Reed Center/NEFCAA	39
LIHEAP Program - R. F. Kennedy Center/NEFCAA	39
Emergency Assistance / BEAM	37
Family Services - Clay / Salvation Army Northeast Florida	36
Traveler's Aid / Catholic Charities	34
Westside Christian Outreach	31
World Outreach / The Lord's Store	30
Florida Abuse Registry	29
Food Stamp Program / Southside	28
Outreach Center / The Inn Ministry, Inc.	28
Public Information / City of Jacksonville	27
Northeast Florida Area Agency on Aging, Inc.	26
Adult Residential Treatment/River Region Human Services, Inc.	24
Emergency Home Energy / Urban Jax	23
Florence N. Davis Transitional Housing	23
Florida KidCare / N.E. Florida Healthy Start Coalition	23
Adult Residential Services / Gateway Community Services, Inc.	22
Economic Opportunity Council	22
Emergency Home Repair / Jacksonville Housing Partnership, Inc.	22
St. Matthews Christian Community Health Clinic / We Care	22
Nia Terrace Transitional Housing / Community Connections	21
Non-Emergency Information / JSO	21
Child Care Resource and Referral / Children's Commission	20
Community Transportation System	20
Crisis Center / Barnabas Center	20
Evaluation and Referral Center / Ten Broeck Hospital of Jacksonville	20
The Help Center, Inc.	20

Top 20 Referrals

July 2002 through January 2003

TOP REFERRALS	Jul '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03
COJ, Community Svcs - Mental Health and Welfare	1725	1847	1547	1457	1113	1107	1137
Emergency Assistance / Catholic Charities	1108	1056	971	862	570	700	673
JFCS - Emergency Financial Assistance	301	262	173	184	233	271	294
Limited Financial Assistance / Downtown	149	208	237	287	278	256	246
Arlington Community Services	141	198	155	138	94	107	113
Vulnerable Population Program - Emmett Reed Center / NEFCAA	125	4	7	131	105	89	116
Emergency Shelter / I. M. Sulzbacher Center	124	117	113	102	91	72	100
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	113	5	6	168	108	139	123
New Life Inn / The City Rescue Mission, Inc.	94	111	97	81	82	60	77
Financial Assistance Program / UCOM	91	94	93	55	62	67	65
LIHEAP Program - R. F. Kennedy Center/NEFCAA	85	6	9	74	52	56	39
Faith-to-Grow / Crosscultural Outreach	84	104	77	62	57	52	41
Emergency Assistance / BEAM	78	66	68	45	22	43	37
Red Shield Lodge / Salvation Army Northeast Florida	75	84	93	100	70	65	72
LIHEAP Program - Emmett Reed Center/NEFCAA	73	15	5	70	46	59	39
Food Pantry/Catholic Charities	68	75	52	57	53	59	42
Catholic Charities - St. Catherine's Church	63	57	47	66	43	49	39
Second Harvest Crisis Relief / Salvation Army	60	92	83	96	76	75	69
Traveler's Aid / Catholic Charities	56	66	44	52	39	30	34
Legal Aid - Downtown / Jacksonville Area Legal	54	79	73	75	53	43	53

MAJOR CATEGORIES FOR JANUARY 2003

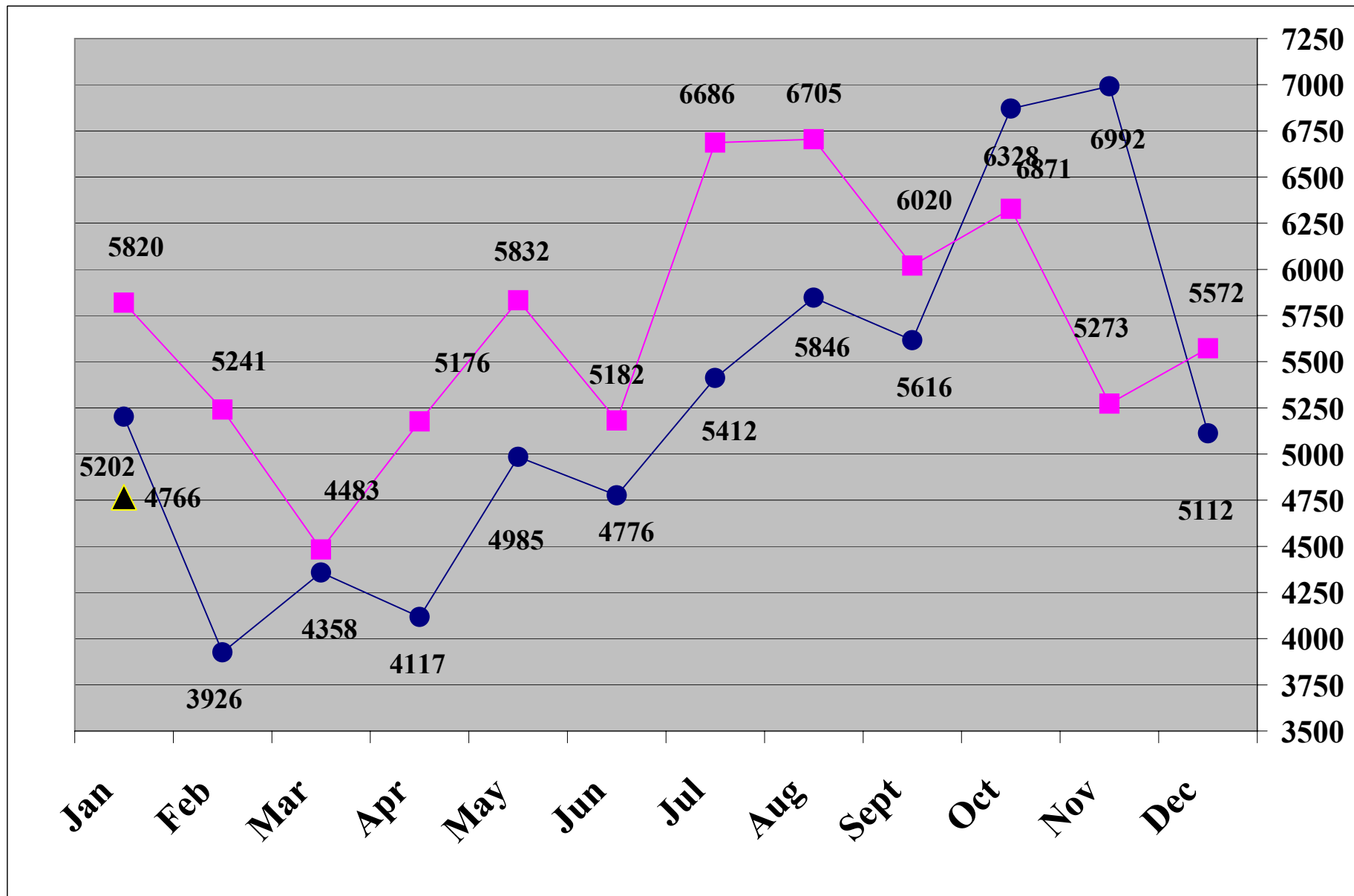
MAJOR CATEGORY	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Total '02-'03	Jan '02
ABUSE HOTLINE	56	45	61	59	70	91	61	72	79	43	35	55	727	92
ADM - ADOLESCENCE DRUG & MENTAL HEALTH	110	81	108	88	70	70	81	71	90	75	60	53	957	109
ADOPTION	1	1	0	3	4	3	2	0	4	1	1	2	22	3
CHRONIC CALLER	98	146	99	147	102	129	178	145	258	255	255	251	2,063	72
DAY CARE	26	33	28	46	35	45	41	38	35	20	18	22	387	33
DISABLED / ELDERLY / SPECIAL NEEDS	55	74	60	54	37	64	74	58	57	44	28	48	653	75
DISASTER	0	2	1	2	5	4	3	5	3	3	0	3	31	4
* EMOTIONAL CRISIS	94	98	96	108	85	116	86	112	133	88	89	63	1,168	102
FINANCIAL ASSISTANCE/SUPPORT	1,113	1,489	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	1,690	23,781	2,075
FOOD/SHELTER/ CLOTHING/FURNITURE	366	427	450	525	534	674	747	639	730	739	552	545	6,928	547
HEALTH/MEDICATION	224	237	240	234	220	326	302	271	308	218	177	229	2,986	267
HOUSING INFORMATION	9	13	19	21	22	22	28	23	27	24	19	26	253	19
MENTAL HEALTH	139	151	147	146	128	156	142	140	128	82	78	115	1,552	151
SPECIAL NEEDS-CHILDREN	2	2	1	0	0	2	0	1	3	0	0	0	11	5
SUBSTANCE ABUSE	82	87	65	48	60	59	61	67	63	37	34	55	718	69
SUICIDE HOTLINE	26	28	31	32	20	31	25	23	24	23	37	22	322	24
SUPPORT GROUP/EDUCATION/ VOLUNTEER	45	41	57	63	61	61	103	94	78	81	40	56	780	57
OTHER	1,077	124	133	167	106	122	186	184	211	172	168	153	2,803	454
TOTAL CATEGORIES	3,523	3,079	3,548	3,762	3,552	4,493	4,887	4,222	4,506	3,646	3,536	3,388	46,142	4,158

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

2-1-1 Operations Performance Measurements

2-1-1 Operations Category	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03
Hang-up Abandonments	3270	764	979	1243	923	1111	1043	881	983	948	1184	601
Abandonment Rates	37%	14%	16%	17%	15%	14%	13%	13%	13%	15%	17%	18%
Information / No Referrals	1102	1298	1427	1639	1601	2035	1494	1229	1430	1309	1305	1329
Call Wait Time	1.06	0.55	1.03	1.01	1.04	1.08	1.5	0.54	0.38	0.58	1.17	1.1
Percentage of Calls in Queue	35%	41%	47%	50%	46%	43%	43%	42%	31%	32%	38%	32%

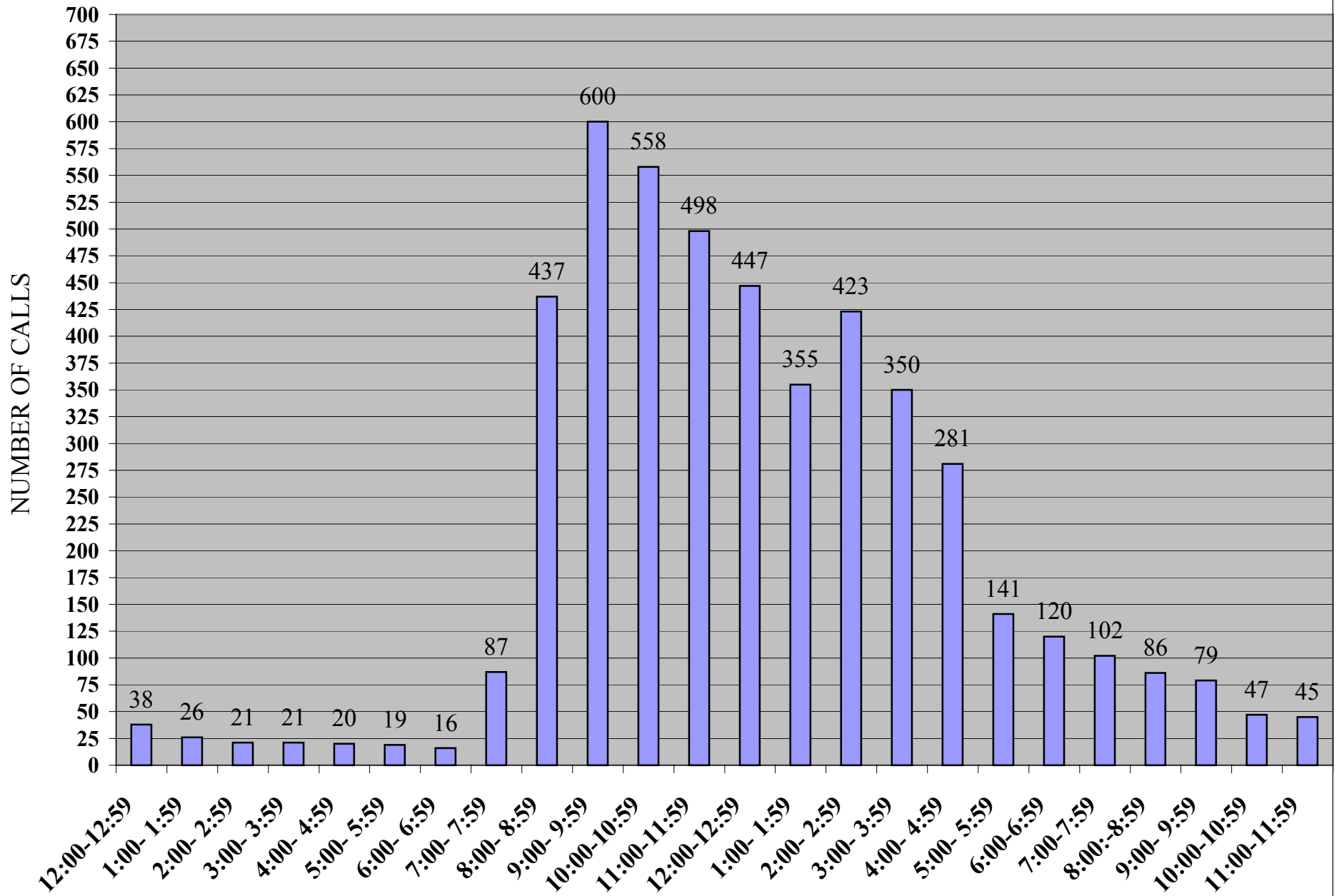
CALLS ANSWERED BY MONTH - VOLUME COMPARISON



Information Source: Enhanced Service Center Software

- △ TOTAL FOR 2003 - 4766
- TOTAL FOR 2002 - 68318
- TOTAL FOR 2001 - 63213

NUMBER OF CALLS PER HOUR FOR JANUARY 2003



Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason				
Child Care	Waiting List				
	#305788	on list for 13 months			
	Waiting List			<i>Subtotal:</i>	1
			Child Care	Total:	1
Clothing	No program available				
	#305082	No notes entered			
	No program available			<i>Subtotal:</i>	1
			Clothing	Total:	1
Dental	No program available				
	#305443	free false teeth			
	#307138	Payment for dentures.			
	No program available			<i>Subtotal:</i>	2
			Dental	Total:	2
Drug/Support/Education Gr	Client refused referral				
	#307091	No notes entered			
	Client refused referral			<i>Subtotal:</i>	1
			Drug/Support/Education Gr	Total:	1
Food - Pantry	No Weekend/After Hours/Holiday Serv				
	#306662	No notes entered			
	No Weekend/After Hours/Holiday Serv			<i>Subtotal:</i>	1
	No program available				
	#305174	needed food delivered.			
	No program available			<i>Subtotal:</i>	1
			Food - Pantry	Total:	2
Food - Stamps	Client previously used service				
	#305189	not worth it.			
	Client previously used service			<i>Subtotal:</i>	1
	Client refused referral				
	#305036	just not interested.			
	#305517	not interested.			
	#305527	just doesn't want them.			
	#305818	not enough to warrant the trouble			
	#305841	just not interested.			
	#305850	just not interested.			
	#306126	just not interested.			
	#306231	not interested.			
	#306287	can afford food herself.			
	#306358	didn't want to get into syst.			
	#306465	not interested.			
	#306777	just not interested.			
	#306800	doesn't usually need help w/food.			
	#306955	other people need it more.			
	#306991	just not interested.			
	#307025	not worth it-only \$10.			

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason			
	#307502	no part of it.		
	#308835	No notes entered		
	#308884	not interested.		
		Client refused referral	<i>Subtotal:</i>	19
		Food - Stamps	Total:	20
<hr/>				
Furniture / Household Goo				
		Agency out of funds/Goods		
	#305138	No notes entered		
		Agency out of funds/Goods	<i>Subtotal:</i>	1
No program available				
	#304167	Appliances.		
		No program available	<i>Subtotal:</i>	1
		Furniture / Household Goo	Total:	2
<hr/>				
Health Insurance				
		Client refused referral		
	#305735	will be employed soon		
	#306497	Does not like Shands. Has appl. for Florida KidCare		
	#307502	No notes entered		
	#308835	No notes entered		
		Client refused referral	<i>Subtotal:</i>	4
		Health Insurance	Total:	4
<hr/>				
Medical Bills				
		No program available		
	#303708	old medical bills		
	#308678	past due medical bill		
		No program available	<i>Subtotal:</i>	2
		Medical Bills	Total:	2
<hr/>				
Medication				
		Did not meet agency requirements		
	#306846	No notes entered		
		Did not meet agency requirements	<i>Subtotal:</i>	1
		Medication	Total:	1
<hr/>				
Mortgage Payment/Foreclos				
		Did not meet agency requirements		
	#307661	No notes entered		
		Did not meet agency requirements	<i>Subtotal:</i>	1
		Mortgage Payment/Foreclos	Total:	1
<hr/>				
Other				
		No program available		
	#303474	No notes entered		
	#303531	No notes entered		
	#303609	Electric genarator.		
	#304337	gas for car.		
	#304451	Heaters.		
	#304629	requesting cash		
	#304805	Car repairs.		
	#304809	Gas voucher.		
	#304824	Fan.		
	#304860	Books for school.		

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason			
	#304886	barber/beautician license		
	#305115	Truck payment.		
	#305131	Hair license.		
	#305203	Heating and air conditioning repair.		
	#305437	gas for car.		
	#305547	auto payt, speeding ticket & Visa		
	#305597	credit card pay off.		
	#305600	new heater or repair existing one		
	#305753	needs hosp bed delivered.		
	#305855	ambulance bill.		
	#306033	car payment.		
	#306133	greyhound locker fees.		
	#306149	needs ac/heat unit repaired.		
	#306286	needed cash.		
	#306527	car payment.		
	#306542	needs spaceheater.		
	#306754	No notes entered		
	#307027	driver license fee		
	#307286	Repairing heater and/or fire wood.		
	#307447	Repair heater.		
	#307756	needed a heater.		
	#307759	fees for condo association dues		
	#307775	Mobile home setup fees		
	#307802	needed heater.		
	#308074	Gas for travel.		
	#308439	phone bill.		
	#308439	car payment.		
	#308481	septic tank expenses		
	#308484	Car payment.		
	#308680	Donated heaters.		
	#308702	car repairs		
	#308871	hotel bill		
		No program available	<i>Subtotal:</i>	42
		Other	Total:	42

Rent Deposit				
	Appointment line busy			
	#304823	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	1
	Client previously used service			
	#304038	No notes entered		
		Client previously used service	<i>Subtotal:</i>	1
		Rent Deposit	Total:	2

Rent/Mortgage Payment				
	Agency out of funds/Goods			
	#306361	No notes entered		
	#307509	No notes entered		
		Agency out of funds/Goods	<i>Subtotal:</i>	2
	Appointment line busy			
	#303620	No notes entered		
	#303637	No notes entered		
	#303788	No notes entered		
	#304046	No notes entered		
	#304106	No notes entered		

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason		
	#304182	No notes entered	
	#304828	No notes entered	
	#304881	No notes entered	
	#304888	No notes entered	
	#304957	No notes entered	
	#305137	No notes entered	
	#307253	No notes entered	
	#307420	No notes entered	
	#307446	No notes entered	
	#307450	No notes entered	
	#307682	No notes entered	
	#307746	No notes entered	
	#308092	No notes entered	
	#308644	No notes entered	
	Appointment line busy		<i>Subtotal:</i> 19
Client ineligible			
	#307537	needs rent paid by tomorrow.	
	Client ineligible		<i>Subtotal:</i> 1
Client previously used service			
	#304534	No notes entered	
	#308293	No notes entered	
	Client previously used service		<i>Subtotal:</i> 2
Client refused referral			
	#307322	No notes entered	
	Client refused referral		<i>Subtotal:</i> 1
Did not meet agency requirements			
	#306506	No notes entered	
	#308161	No notes entered	
	Did not meet agency requirements		<i>Subtotal:</i> 2
No program available			
	#305152	HUD debt.	
	#306783	hosp bill.	
	No program available		<i>Subtotal:</i> 2
	Rent/Mortgage Payment		Total: 29

Shelter - Homeless

Client refused referral			
	#304593	No notes entered	
	#305144	No notes entered	
	#307203	No notes entered	
	#307756	No notes entered	
	#307802	No notes entered	
	#308327	No notes entered	
	Client refused referral		<i>Subtotal:</i> 6
Did not meet agency requirements			
	#306262	wheelchair bound.	
	Did not meet agency requirements		<i>Subtotal:</i> 1
No program available			
	#306892	Beaches.	
	#307905	No notes entered	
	No program available		<i>Subtotal:</i> 2
No transportation available			
	#306268	No notes entered	
	No transportation available		<i>Subtotal:</i> 1
Shelters Full			

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason			
	#303639	No notes entered		
	#304788	No notes entered		
		Shelters Full	<i>Subtotal:</i>	2
		Shelter - Homeless	Total:	12
<hr/>				
Subsidized Housing / HUD				
Waiting List				
	#305809	No notes entered		
		Waiting List	<i>Subtotal:</i>	1
		Subsidized Housing / HUD	Total:	1
<hr/>				
Transportation				
Client previously used service				
	#308255	No notes entered		
		Client previously used service	<i>Subtotal:</i>	1
Client refused referral				
	#304628	No notes entered		
		Client refused referral	<i>Subtotal:</i>	1
Did not meet agency requirements				
	#305616	free transporation to appts.		
		Did not meet agency requirements	<i>Subtotal:</i>	1
No program available				
	#303972	No notes entered		
	#304680	plane ticket		
	#304948	free local transportation		
	#305640	needs to get to shelter.		
	#307428	round-trip ticket to visit relatives.		
		No program available	<i>Subtotal:</i>	5
No transportation available				
	#306814	free local transportation.		
	#307475	free transportation for errands		
	#308180	No notes entered		
	#308500	No notes entered		
		No transportation available	<i>Subtotal:</i>	4
		Transportation	Total:	12
<hr/>				
Utility Deposit				
Appointment line busy				
	#304579	No notes entered		
	#305100	No notes entered		
	#305523	No notes entered		
	#306999	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	4
Did not meet agency requirements				
	#305392	income guideline		
		Did not meet agency requirements	<i>Subtotal:</i>	1
		Utility Deposit	Total:	5
<hr/>				
Utility, Electric				
Agency out of funds/Goods				
	#304257	No notes entered		
	#306546	No notes entered		
		Agency out of funds/Goods	<i>Subtotal:</i>	2
Appointment line busy				
	#303557	No notes entered		

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason		
	#303620	No notes entered	
	#303765	No notes entered	
	#303772	No notes entered	
	#303787	No notes entered	
	#304156	No notes entered	
	#304340	No notes entered	
	#304414	No notes entered	
	#304591	No notes entered	
	#304698	No notes entered	
	#305100	No notes entered	
	#305529	No notes entered	
	#306962	No notes entered	
	#307012	No notes entered	
	#307120	No notes entered	
	#307663	No notes entered	
	#307723	No notes entered	
	#308120	No notes entered	
	#308303	No notes entered	
	#308665	No notes entered	
	#308955	No notes entered	
	Appointment line busy		<i>Subtotal:</i> 21
Client previously used service			
	#308698	No notes entered	
	Client previously used service		<i>Subtotal:</i> 1
Client refused referral			
	#304140	No notes entered	
	#305874	needs help now	
	#306204	too much hassel.	
	Client refused referral		<i>Subtotal:</i> 3
Did not meet agency requirements			
	#304387	needs bill paid today.	
	#305181	needs util paid today.	
	#305812	no past due	
	#306430	bill not past due.	
	Did not meet agency requirements		<i>Subtotal:</i> 4
No program available			
	#304315	old util bill.	
	#305588	old util bill.	
	#305810	old util bill.	
	#306013	old util bill.	
	#307040	Closed electric account.	
	#308903	\$5000 elect bill for a business.	
	No program available		<i>Subtotal:</i> 6
	Utility, Electric		Total: 37
Utility, Telephone			
No program available			
	#304929	No notes entered	
	#306048	No notes entered	
	#306851	No notes entered	
	No program available		<i>Subtotal:</i> 3
	Utility, Telephone		Total: 3
Utility, Water			
Appointment line busy			

Unmet Needs Report

For period from 01/01/2003 To 01/31/2003

Call # / Reason

Need	Reason			
	#304314	No notes entered		
	#308037	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	2
		Utility, Water	Total:	2
Utility/Heating Fuel				
		Appointment line busy		
	#308049	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	1
		Utility/Heating Fuel	Total:	1
			Grand Total:	183

