

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

MONTHLY REPORT TO THE COMMUNITY

MARCH 2003



TOP REFERRALS FOR MARCH 2003
REPORT PERIOD: 3/01/03 TO 3/31/03

COJ, Community Svcs - Mental Health and Welfare	1076
Emergency Assistance / Catholic Charities	777
Limited Financial Assistance / Downtown	304
JFCS - Emergency Financial Assistance	221
Arlington Community Services	75
Financial Services - Shands Jacksonville	74
Emergency Shelter / I. M. Sulzbacher Center	64
Public Housing Applications Office / Jax Housing Authority	62
Second Harvest Crisis Relief / Salvation Army	61
Faith-to-Grow / Crosscultural Outreach	60
Church of the Assumption/St. Vincent dePaul Society	57
Financial Assistance Program / UCOM	57
Legal Aid - Downtown / Jacksonville Area Legal	56
Red Shield Lodge / Salvation Army Northeast Florida	55
New Life Inn / The City Rescue Mission, Inc.	51
Florida Abuse Registry	47
Catholic Charities Bureau, Inc.	45
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	40
Emergency Home Energy / Urban Jax	38
Westside Christian Outreach	37
Vulnerable Population Program - Emmett Reed Center / NEFCAA	31
Child Care Resource and Referral / Children's Commission	30
Florence N. Davis Transitional Housing	29
Outreach Center / The Inn Ministry, Inc.	29
Feed A Needy Neighbor - Jewish Family Services	28
St. Matthews Christian Community Health Clinic / We Care	27
World Outreach / The Lord's Store	26
The Help Center, Inc.	25
Adult Residential Services / Gateway Community Services, Inc.	24
Emergency Assistance / BEAM	23
Adult Residential Treatment/River Region Human Services, Inc.	22
Florida KidCare / N.E. Florida Healthy Start Coalition	22
Traveler's Aid / Catholic Charities	22
Child Support Enforcement - Duval / State of Florida	21
Food Stamp Program / Westside	21
Public Information / City of Jacksonville	21
Abuse Shelter / Hubbard House	20
Child Protective Investigation - Duval / DCF	20
Northeast Florida Area Agency on Aging, Inc./ Elder Helpline	20
Emergency Food Pantry / The Sanctuary of NE FL	19
Emergency-Crisis Stabilization Services / Mental Health Center	19
Family and Individual Counseling Service - Jax / FCS	19
Non-Emergency Information / JSO	18
Social Security Administration / Southside	18
Catholic Charities - St. Catherine's Church	17
Emergency Pregnancy Service	17
Food Stamp Program / Southside	17
Women's Help Center	16

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

Top 20 Referrals September 2002 through March 2003

TOP REFERRALS	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03
COJ, Community Svcs - Mental Health and Welfare	1547	1457	1113	1107	1137	849	1076
Emergency Assistance / Catholic Charities	971	862	570	700	673	468	777
JFCS - Emergency Financial Assistance	173	184	233	271	294	235	221
Limited Financial Assistance / Downtown	237	287	278	256	246	243	304
Arlington Community Services	155	138	94	107	113	64	75
Vulnerable Population Program - Emmett Reed Center / NEFCAA	7	131	105	89	116	74	31
Emergency Shelter / I. M. Sulzbacher Center	113	102	91	72	100	57	64
Vulnerable Population Program - R. F. Kennedy Center / NEFCAA	6	168	108	139	123	108	40
New Life Inn / The City Rescue Mission, Inc.	97	81	82	60	77	43	51
Financial Assistance Program / UCOM	93	55	62	67	65	39	74
LIHEAP Program - R. F. Kennedy Center/NEFCAA	9	74	52	56	39	21	12
Faith-to-Grow / Crosscultural Outreach	77	62	57	52	41	26	60
Emergency Assistance / BEAM	68	45	22	43	37	23	23
Red Shield Lodge / Salvation Army Northeast Florida	93	100	70	65	72	44	55
LIHEAP Program - Emmett Reed Center/NEFCAA	5	70	46	59	39	14	12
Food Pantry/Catholic Charities	52	57	53	59	42	13	45
Catholic Charities - St. Catherine's Church	47	66	43	49	39	23	17
Second Harvest Crisis Relief / Salvation Army	83	96	76	75	69	27	61
Traveler's Aid / Catholic Charities	44	52	39	30	34	34	22
Legal Aid - Downtown / Jacksonville Area Legal	73	75	53	43	53	39	56

MAJOR CATEGORIES FOR MARCH 2003

MAJOR CATEGORY	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Total '02-'03	Mar '02
ABUSE HOTLINE	61	59	70	91	61	72	79	43	35	55	48	82	756	45
ADM - ADOLESCENCE DRUG & MENTAL HEALTH											68	83	151	
ADM - ADULT DRUG & MENTAL HEALTH	108	88	70	70	81	71	90	75	60	53	23	41	830	81
ADOPTION	0	3	4	3	2	0	4	1	1	2	2	4	26	1
CHRONIC CALLER	99	147	102	129	178	145	258	255	255	251	257	224	2,300	146
DAY CARE	28	46	35	45	41	38	35	20	18	22	22	29	379	33
DISABLED / ELDERLY / SPECIAL NEEDS	60	54	37	64	74	58	57	44	28	48	38	55	617	74
DISASTER	1	2	5	4	3	5	3	3	0	3	3	0	32	2
* EMOTIONAL CRISIS	96	108	85	116	86	112	133	88	89	63	71	88	1,135	98
FINANCIAL ASSISTANCE/SUPPORT	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	1,690	1,267	1,520	23,966	1,489
FOOD/SHELTER/ CLOTHING/FURNITURE	450	525	534	674	747	639	730	739	552	545	392	555	7,082	427
HEALTH/MEDICATION	240	234	220	326	302	271	308	218	177	229	223	272	3,020	237
HOUSING INFORMATION	19	21	22	22	28	23	27	24	19	26	17	13	261	13
MENTAL HEALTH	147	146	128	156	142	140	128	82	78	115	91	106	1,459	151
SPECIAL NEEDS-CHILDREN	1	0	0	2	0	1	3	0	0	0	1	0	8	2
SUBSTANCE ABUSE	65	48	60	59	61	67	63	37	34	55	41	54	644	87
SUICIDE HOTLINE	31	32	20	31	25	23	24	23	37	22	16	30	314	28
SUPPORT GROUP/EDUCATION/ VOLUNTEER	57	63	61	61	103	94	78	81	40	56	65	93	852	41
OTHER	133	167	106	122	186	184	211	172	168	153	172	225	1,999	124
TOTAL CATEGORIES	3,548	3,762	3,552	4,493	4,887	4,222	4,506	3,646	3,536	3,388	2,817	3,474	45,831	3,079

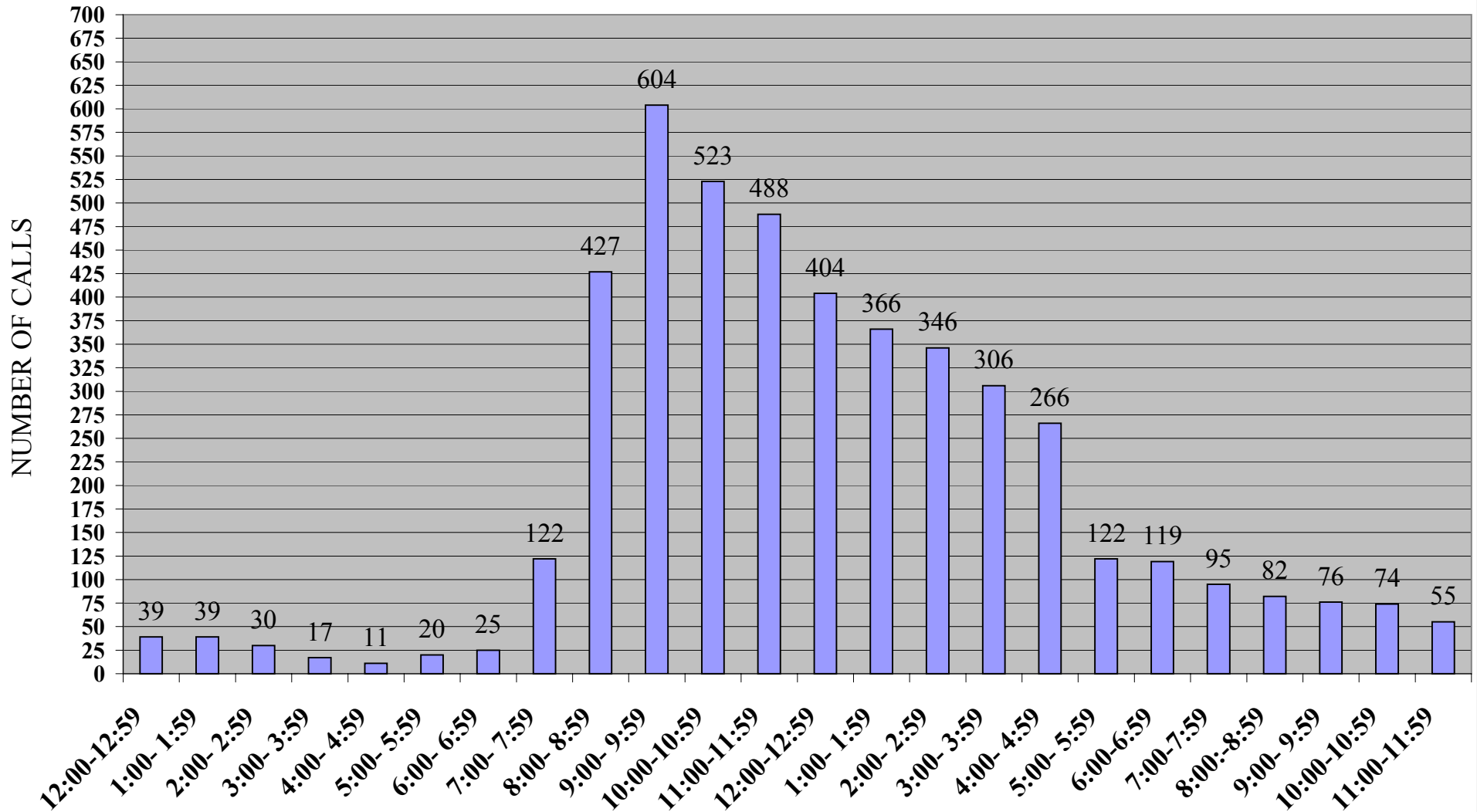
* Emotional Crisis calls can be in more than one category.

2-1-1 Operations Performance Measurements

2-1-1 Operations Category	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Total '02-'03	Mar '02
Hang-up Abandonments	979	1243	923	1111	1043	881	983	948	1184	1039	380	766	11480	764
Abandonment Rates	16%	17%	15%	14%	13%	13%	13%	15%	17%	18%	9%	13%	- - -	14%
Information / No Referrals	1427	1639	1601	2035	1494	1229	1430	1309	1305	1329	823	1007	16628	1298
Call Wait Time	1.03	1.01	1.04	1.08	1.5	0.54	0.38	0.58	1.17	1.1	0.41	0.53	- - -	0.55
Percentage of Calls in Queue	47%	50%	46%	43%	43%	42%	31%	32%	38%	32%	52%	32%	- - -	41%

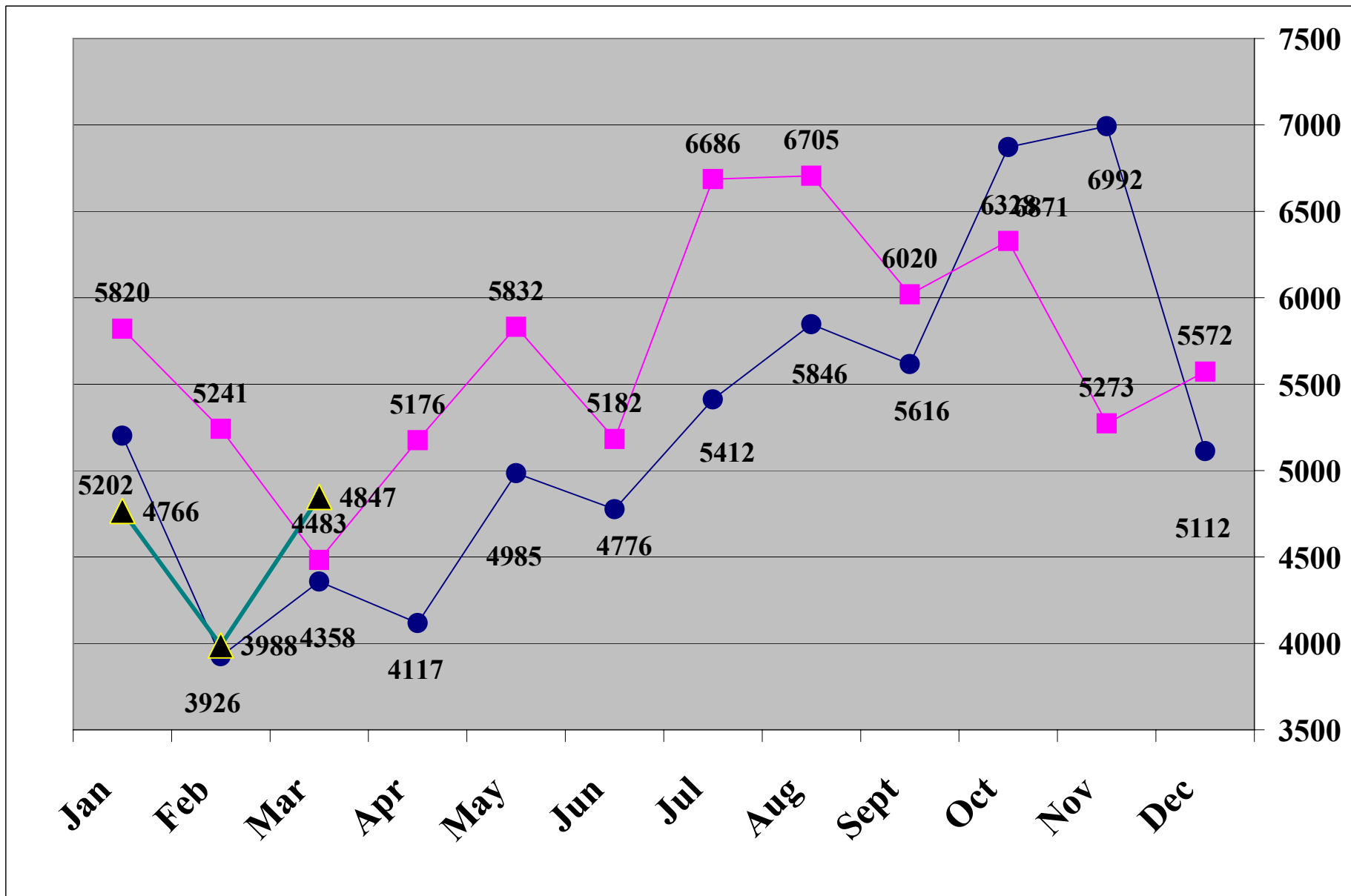
* Database numbers are low due to database not calculating numbers correctly.

NUMBER OF CALLS PER HOUR FOR MARCH 2003



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CALLS ANSWERED BY MONTH - VOLUME COMPARISON



Information Source: Enhanced Service Center Software

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- △ TOTAL FOR 2003 - 13601
- TOTAL FOR 2002 - 68318
- TOTAL FOR 2001 - 63213

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason			
Burial Assistance/Funeral	Did not meet agency requirements			
	#316008 burial in another state			
	Did not meet agency requirements	<i>Subtotal:</i>	1	
No program available				
	#317188 No notes entered			
	No program available	<i>Subtotal:</i>	1	
	Burial Assistance/Funeral	Total:	2	
Child Care	No program available			
	#313958 specific special needs day care			
	No program available	<i>Subtotal:</i>	1	
	Child Care	Total:	1	
Dental	Client ineligible			
	#319011 No notes entered			
	Client ineligible	<i>Subtotal:</i>	1	
Client refused referral				
	#315758 No notes entered			
	Client refused referral	<i>Subtotal:</i>	1	
No Weekend/After Hours/Holiday Serv				
	#314983 No notes entered			
	No Weekend/After Hours/Holiday Serv	<i>Subtotal:</i>	1	
	Dental	Total:	3	
Drug/Support/Education Gr	Client previously used service			
	#314358 No notes entered			
	Client previously used service	<i>Subtotal:</i>	1	
	Drug/Support/Education Gr	Total:	1	
Food - Pantry	Client refused referral			
	#315742 No notes entered			
	Client refused referral	<i>Subtotal:</i>	1	
No Weekend/After Hours/Holiday Serv				
	#316258 No notes entered			
	#316274 Sat. pm call			
	#318709 No notes entered			
	No Weekend/After Hours/Holiday Serv	<i>Subtotal:</i>	3	
	Food - Pantry	Total:	4	
Food - Stamps	Client ineligible			
	#317871 Paper work not turned in.			
	#317877 Over the guidelines \$37.00			
	#318566 Caller didn't know the reason.			
	Client ineligible	<i>Subtotal:</i>	3	
Client refused referral				
	#314382 not interested.			
	#315849 just not interested.			
	#315851 not interested.			
	#315947 not interested.			

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason			
	#316477	not interested.		
	#316674	not interested.		
	#316778	doesn't want them.		
	#317109	\$13 is not worth the hassel		
	#317153	does not want them.		
	#317236	just didn't want them.		
	#317690	\$7.00 a month not worth it.		
	#317740	Don't want to be in the system.		
	#317882	not worth the hassle.		
	#318011	doesn't want them.		
	#318022	doesn't need them.		
	#318171	no transportation		
	#318415	Doesn't want them.		
	#318494	always gets the run around		
	#318495	too much hassel		
	#318500	just not interested.		
	#318567	will be going back to work soon.		
	#318828	No notes entered		
	Client refused referral		Subtotal:	22
Did not meet agency requirements				
	#317753	income guidelines		
	#317838	income guidelines		
	#317844	lack of documentation		
	#317867	income guidelines		
	#317972	income guidelines		
	#318146	income guidelines		
	#318267	income guidelines		
	#318270	stable address		
	#318898	Income guidelines.		
	#318942	Income guidelines.		
	#318963	income guidelines		
	Did not meet agency requirements		Subtotal:	11
	Food - Stamps		Total:	36
Furniture / Household Goo				
No program available				
	#318815	needed washer / dryer.		
	No program available		Subtotal:	1
	Furniture / Household Goo		Total:	1
Health Insurance				
Client refused referral				
	#316477	No notes entered		
	#317443	No notes entered		
	#318349	No notes entered		
	#318352	we can afford food.		
	#318494	Shands made thing too hard		
	#318495	Requirements are ridiclous		
	Client refused referral		Subtotal:	6
Did not meet agency requirements				
	#317844	lack of documentation		
	Did not meet agency requirements		Subtotal:	1
No program available				
	#315478	Share of cost.		
	No program available		Subtotal:	1

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason			
		Health Insurance	Total:	8
Hearing Impairment/Deafne	No program available			
	#315289 free hearing aids			
	No program available	<i>Subtotal:</i>	1	
	Hearing Impairment/Deafne	Total:	1	
Medical Services	Did not meet agency requirements			
	#318409 stable address and other documentation			
	Did not meet agency requirements	<i>Subtotal:</i>	1	
	Medical Services	Total:	1	
Medication	Agency out of funds/Goods			
	#318236 No notes entered			
	Agency out of funds/Goods	<i>Subtotal:</i>	1	
Client ineligible	#317796 needs medicine today. agencies finished for the day.			
	Client ineligible	<i>Subtotal:</i>	1	
No program available	#316596 No notes entered			
	No program available	<i>Subtotal:</i>	1	
	Medication	Total:	3	
Money Mgt./Budget Counsel	Client refused referral			
	#317126 No notes entered			
	Client refused referral	<i>Subtotal:</i>	1	
	Money Mgt./Budget Counsel	Total:	1	
Mortgage Payment/Foreclos	Appointment line busy			
	#317879 No notes entered			
	Appointment line busy	<i>Subtotal:</i>	1	
	Mortgage Payment/Foreclos	Total:	1	
Other	Client refused referral			
	#314271 caller was referred to the police dept. missing person unit			
	Client refused referral	<i>Subtotal:</i>	1	
No program available	#313947 Car repairs.			
	#314131 needs furniture moved.			
	#314154 needs car repaired.			
	#314185 Gas for car.			
	#314217 needed funds for life ins., and homeowners ins.			
	#314952 Moving van.			
	#315115 needs a new hot water heater			
	#315297 Paymt of \$1900 for dental surgery			
	#315406 No notes entered			
	#315475 Car payment.			
	#316192 funds to clean septic tank			

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason			
	#316541	needs money for heart surgery.		
	#316596	Cobra insurance payment		
	#316754	Car repossessed.		
	#316909	needed gas for car.		
	#316936	current day care expenses		
	#317047	needed gas for car.		
	#317110	Expense of U-Haul for moving.		
	#317128	Assistance moving in and out of a mobile home.		
	#317400	needs money to help pay for lodging while wife in rehab.		
	#317424	Bail money		
	#317489	Needed someone to get a cat out of a tree on the weekend.		
	#317580	No notes entered		
	#317651	Move his trailer to a new location.		
	#317739	car ins. and credit cards.		
	#317753	auto gas		
	#317916	needs gas for car to go to NY.		
	#318011	needs car payment.		
	#318348	Car payment and credit cards.		
	#318856	Gas money.		
	#318857	Land payment.		
	#318905	needed help w/cable bill.		
	#318949	No notes entered		
	#318976	Short term disability.		
	#319007	needed old trailer hauled away.		
		No program available	<i>Subtotal:</i>	35
Waiting List				
	#317648	Boys ranch placement.		
		Waiting List	<i>Subtotal:</i>	1
		Other	Total:	37
<hr/>				
Physical Handicap				
Waiting List				
	#318606	Loan closet.		
		Waiting List	<i>Subtotal:</i>	1
		Physical Handicap	Total:	1
<hr/>				
Rent Deposit				
Appointment line busy				
	#317877	No notes entered		
		Appointment line busy	<i>Subtotal:</i>	1
Did not meet agency requirements				
	#317972	documentation		
		Did not meet agency requirements	<i>Subtotal:</i>	1
		Rent Deposit	Total:	2
<hr/>				
Rent/Mortgage Payment				
Agency out of funds/Goods				
	#318355	No notes entered		
		Agency out of funds/Goods	<i>Subtotal:</i>	1
Appointment line busy				
	#314779	No notes entered		
	#315113	No notes entered		
	#315182	No notes entered		

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason	Call # / Reason		
	#315185	No notes entered		
	#316018	No notes entered		
	#317112	No notes entered		
	#317898	No notes entered		
	#318329	No notes entered		
	#318513	No notes entered		
	#318834	No notes entered		
	#318896	No notes entered		
	#318982	No notes entered		
	Appointment line busy		Subtotal:	12
Client ineligible				
	#316810	needed rent paid today.		
	#317739	needed rent paid for next month.		
	Client ineligible		Subtotal:	2
Client previously used service				
	#318276	No notes entered		
	Client previously used service		Subtotal:	1
Did not meet agency requirements				
	#315199	No notes entered		
	#317322	needed rent paid for next month.		
	#318154	income guidelines		
	Did not meet agency requirements		Subtotal:	3
No program available				
	#314362	Old HUD debt.		
	#316478	Moving to another city.		
	#317872	Needs rent for next month.		
	#318312	Hotel room.		
	#318396	Eviction removed.		
	No program available		Subtotal:	5
Other				
	#317878	Has been trying all agencies.		
	Other		Subtotal:	1
		Rent/Mortgage Payment	Total:	25

Shelter - Homeless

Client refused referral

#313791 No notes entered
 #314393 No notes entered
 #315477 No notes entered
 #315954 No notes entered
 #316155 No notes entered
 #316722 No notes entered

Client refused referral

Subtotal: 6

No program available

#315780 No notes entered
 #316752 looking for homeless shelter in Nassau CTY

No program available

Subtotal: 2

Shelters Full

#315713 No notes entered
 #317430 No notes entered
 #317486 No notes entered
 #317567 long term programs full
 #317596 No notes entered

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason				
	#317790	No notes entered			
	#319017	No notes entered			
		Shelters Full		<i>Subtotal:</i>	7
			Shelter - Homeless	Total:	15
<hr/>					
Subsidized Housing / HUD					
		Waiting List			
	#318345	No notes entered			
	#318961	No notes entered			
		Waiting List		<i>Subtotal:</i>	2
			Subsidized Housing / HUD	Total:	2
<hr/>					
Transitional Housing					
		Waiting List			
	#317478	No notes entered			
		Waiting List		<i>Subtotal:</i>	1
			Transitional Housing	Total:	1
<hr/>					
Transportation					
		Client refused referral			
	#317916	No notes entered			
		Client refused referral		<i>Subtotal:</i>	1
		Did not meet agency requirements			
	#314149	remainder of bus ticket			
	#315707	balance of funds			
	#316725	No notes entered			
	#318184	Paper work for Community Transportation.			
		Did not meet agency requirements		<i>Subtotal:</i>	4
		No program available			
	#313750	No notes entered			
	#314542	wants to visit his home in Ohio.			
	#315179	needs help paying for Comm Trans. @			
	#316721	needs help with car payment \$3350			
	#317790	free transportation to shelter			
	#318051	free airfare to CA			
		No program available		<i>Subtotal:</i>	6
		No transportation available			
	#314898	No notes entered			
		No transportation available		<i>Subtotal:</i>	1
			Transportation	Total:	12
<hr/>					
Utility Deposit					
		Appointment line busy			
	#317228	No notes entered			
		Appointment line busy		<i>Subtotal:</i>	1
			Utility Deposit	Total:	1
<hr/>					
Utility, Electric					
		Agency out of funds/Goods			
	#317713	No notes entered			
		Agency out of funds/Goods		<i>Subtotal:</i>	1
		Appointment line busy			
	#314538	No notes entered			
	#315151	No notes entered			
	#315394	No notes entered			

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason		
	#315444	No notes entered	
	#315612	No notes entered	
	#315768	No notes entered	
	#315829	No notes entered	
	#316104	No notes entered	
	#316563	No notes entered	
	#316565	No notes entered	
	#317124	No notes entered	
	#317154	No notes entered	
	#317191	No notes entered	
	#317363	No notes entered	
	#317677	No notes entered	
	#317698	No notes entered	
	#317700	No notes entered	
	#317893	No notes entered	
	#317894	No notes entered	
	#318525	No notes entered	
	#318542	No notes entered	
	#318578	No notes entered	
	#318822	No notes entered	
	#318869	No notes entered	
	#318882	No notes entered	
	#318884	No notes entered	
	#318891	No notes entered	
	#318963	No notes entered	
	Appointment line busy		<i>Subtotal:</i> 28
Client ineligible			
	#313834	needs util bill paid today.	
	#314079	not a 2 month bill.	
	#315274	Income tax	
	#315928	not a 2 month bill.	
	#317739	bill paid up to date.	
	Client ineligible		<i>Subtotal:</i> 5
Client previously used service			
	#313846	No notes entered	
	#315716	No notes entered	
	#317708	No notes entered	
	Client previously used service		<i>Subtotal:</i> 3
Client refused referral			
	#314129	No notes entered	
	#316012	bill must be paid today	
	#318192	No notes entered	
	#318386	must pay today	
	Client refused referral		<i>Subtotal:</i> 4
Did not meet agency requirements			
	#314058	not past due	
	#315099	not past due	
	Did not meet agency requirements		<i>Subtotal:</i> 2
No program available			
	#316766	Name on bill died, stop payment on check.	
	#316980	Old electric bill.	
	#317399	needs util bill paid today.	
	#318979	old light bill.	
	No program available		<i>Subtotal:</i> 4

Unmet Needs Report

For period from 03/01/2003 To 03/31/2003

Call # / Reason

Need	Reason			
		Utility, Electric	Total:	47
Utility, Gas				
	Appointment line busy			
	#314449 No notes entered			
	Appointment line busy	<i>Subtotal:</i>	1	
	Client ineligible			
	#317781 not a 2 month bill.			
	Client ineligible	<i>Subtotal:</i>	1	
		Utility, Gas	Total:	2
Utility, Telephone				
	No program available			
	#314597 No notes entered			
	#317165 No notes entered			
	#317799 No notes entered			
	#318905 No notes entered			
	No program available	<i>Subtotal:</i>	4	
		Utility, Telephone	Total:	4
Utility, Water				
	Client refused referral			
	#318386 must pay today			
	Client refused referral	<i>Subtotal:</i>	1	
		Utility, Water	Total:	1
			Grand Total:	213

**MARCH 2003
FOLLOW-UP CALLS**

Total Number of Calls With Contact Names and Telephone Numbers		901
Total Number of Follow-up Calls attempted		521
Percentage of Follow-up Calls identified out of Total Call Volume		11%
Total Number of Referrals Called Three Times Without An Answer		190
Total Number of Referral Calls That Received Assistance From An Agency		103
Percentage of Referral Calls That Received Assistance From An Agency		31%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		228
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		69%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY		107
Out of Funds	30	
Unable to Reach, Line Busy	72	
Application Being Processed/Waiting	5	
CALLER		121
Caller Ineligible		
Income Too High	6	
Previously Used Service	4	
Did not Meet Agency Requirements	17	
Caller Did Not Contact Agency		
Made Other Arrangements	89	
Did Not Call for Services	2	
Caller Rejected Assistance	1	
Transportation Problem	1	
Caller Could Not Remember Why Agency Could Not Provide Assistance	0	
Caller Missed Scheduled Appointment	1	
Alternative Referral Made During Follow-up	(12)	
Holiday Assistance Program Closed	0	
Waiting	0	
Caller Still Needs Services	(49)	
TOTAL		228

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