

# UNITED WAY



**24-HOUR INFORMATION & CRISIS LINE**

(formerly First Call for Help)

## MONTHLY REPORT TO THE COMMUNITY

*AUGUST 2003*

United Way 2-1-1 data is tracked on a monthly basis by Service Point and AVAYA CMS Software.



United Way of Northeast Florida  
United Way of St. Johns County  
United Way of Suwannee Valley



Duval County Department of Health



Top 20 Referrals

January, February, March, April, May, June, July, and August 2003

TOP REFERRALS	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	**July '03	**Aug '03
City of Jacksonville (COJ) / Mental Health and Welfare Emergency Assistance	1137	849	1076	684	739	523	1188	1141
Catholic Charities Bureau, Inc.	673	468	777	508	709	443	1168	1072
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	294	235	221	120	146	18	275	360
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	246	243	304	143	128	130	236	271
Arlington Community Services	113	64	75	48	80	58	76	70
***NEFCAA / Vulnerable Population Program - Emmett Reed Center	116	74	31	15	2	2	0	0
I. M. Sulzbacher Center for the Homeless, Inc. / Emergency Shelter	100	57	64	2	17	7	47	67
***NEFCAA / Vulnerable Population Program - R. F. Kennedy Center	123	108	40	23	12	8	0	0
The City Rescue Mission, Inc. / New Life Inn	77	43	51	19	20	26	34	37
United Community Outreach Ministry (UCOM) / Financial Assistance Program	65	39	74	13	13	5	22	52
***NEFCAA / LIHEAP Program - R. F. Kennedy Center	39	21	12	33	87	139	185	8
Faith-to-Grow / Crosscultural Outreach	41	26	60	17	45	48	76	45
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	37	23	23	9	26	6	15	11
The Salvation Army Northeast Florida / Red Shield Lodge	72	44	55	13	10	26	30	50
***NEFCAA / LIHEAP Program - Emmett Reed Center	39	14	12	17	50	80	114	3
Catholic Charities Bureau, Inc. / Food Pantry	42	13	45	34	27	19	46	40
St. Vincent's De Paul Society / St. Catherine's Church - Clay Co. / Financial Assistance Program	39	23	17	21	19	16	31	14
The Savation Army Northeast Florida / Salvation Army Food Pantry	69	27	61	39	25	21	48	30
Catholic Charities Bureau, Inc. / Traveler's Aid	34	34	22	18	1	7	2	8
Jacksonville Areal Legal Aid / Legal Aid - Downtown	53	39	56	21	11	0	7	12

\*\* July and August 2003 - NEFCAA / Vulnerable Population Program(s) referral count are in the NEFCAA / LIHEAP Program(s) referral count.

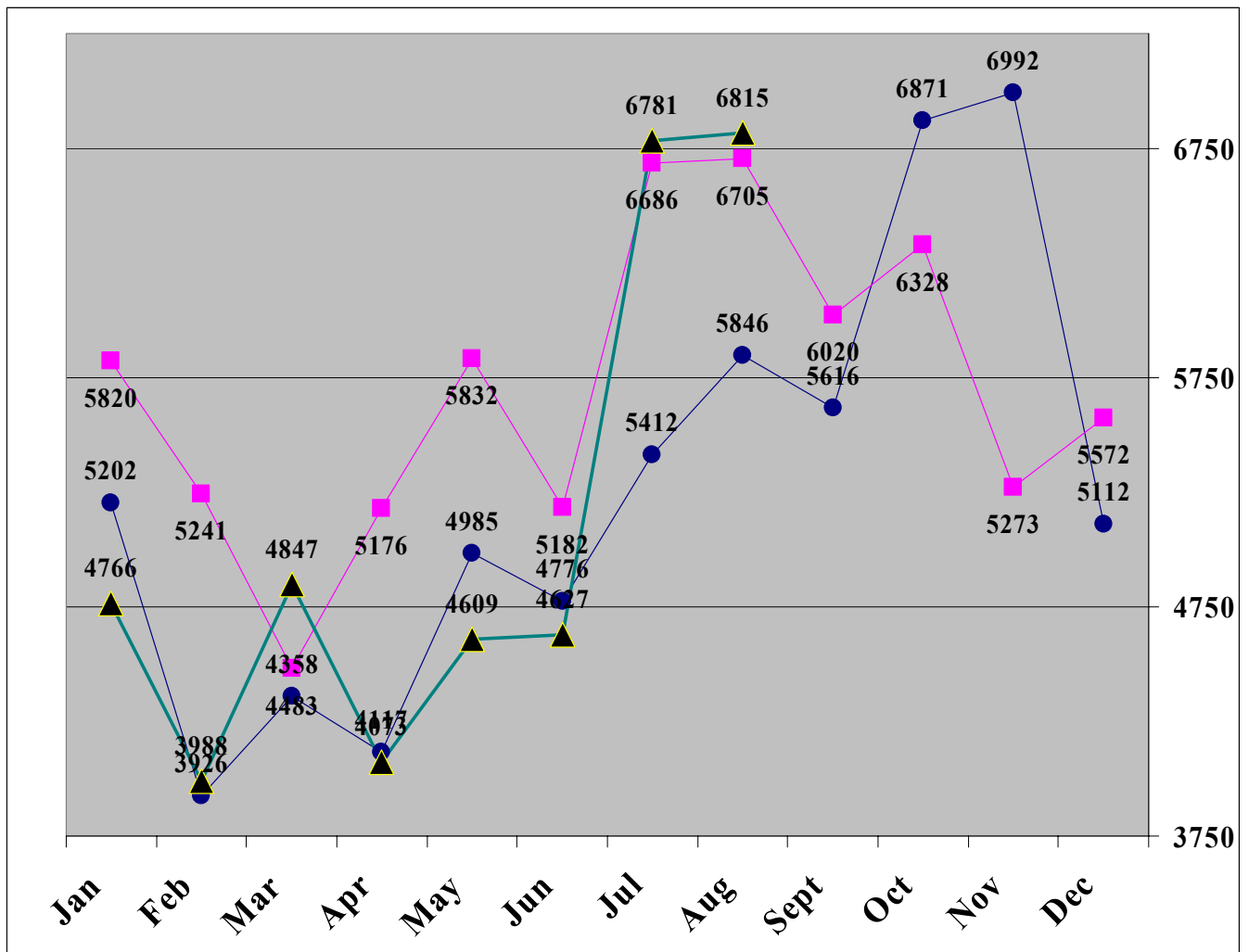
\*\*\* NEFCAA - August 2003 - NEFCAA - Agency temporarily closed, funds not available until October 2003.

MAJOR CATEGORY	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Total '02-'03	Aug '02
ABUSE REGISGTRY - CHILD/ADULT ABUSE	72	79	43	35	55	48	82	21	21	6	13	17	492	61
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	278	281	194	172	223	223	284	208	196	76	131	145	2,411	284
ADOPTION	0	4	1	1	2	2	4	0	2	3	6	2	27	2
CHRONIC CALLER	145	258	255	255	251	257	224	159	46	59	127	84	2,120	178
DAY CARE	38	35	20	18	22	22	29	19	40	21	28	32	324	41
DISABLED & ELDERLY	59	60	44	28	48	39	55	23	12	7	29	24	428	74
DISASTER	5	3	3	0	3	3	0	1	0	1	1	3	23	3
EMOTIONAL CRISIS *	112	133	88	89	63	71	88	100	25	60	67	116	1,012	86
FINANCIAL ASSISTANCE / SUPPORT	2,279	2,275	1,741	1,945	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	22,073	2,767
FLORIDA KIDCARE / SOBRA								0	4	9	4	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	639	730	739	552	545	392	555	431	206	452	660	716	6,617	747
HEALTH/MEDICATION	271	308	218	177	229	223	272	133	105	54	111	171	2,272	302
HOUSING INFORMATION	23	27	24	19	26	17	13	31	49	25	27	51	332	28
SPECIAL NEEDS CHILDREN								0	0	0	0	0	0	
SUICIDE HOTLINE	23	24	23	37	22	16	30	5	2	15	12	5	214	25
SUPPORT GROUP / EDUCATION / VOLUNTEER	94	78	81	40	56	65	93	38	36	10	27	36	654	103
OTHER	184	211	172	168	153	172	225	123	115	10	68	97	1,698	186
<b>TOTAL CATEGORIES</b>	<b>4,222</b>	<b>4,506</b>	<b>3,646</b>	<b>3,536</b>	<b>3,388</b>	<b>2,817</b>	<b>3,474</b>	<b>2,809</b>	<b>1,686</b>	<b>2,280</b>	<b>3,967</b>	<b>4,383</b>	<b>40,714</b>	<b>4,887</b>

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

### 2-1-1 Operations Performance Measurements

2-1-1 Operations Category	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Total '02-'03	Aug '02
Hang-up Abandonments	881	983	948	1184	1039	380	766	907	448	394	970	1116	10016	1043
Abandonment Rates	13%	13%	15%	17%	18%	9%	13%	18%	9%	8%	17%	18%	---	13%
Information / No Referrals	1229	1430	1309	1305	1329	823	1007	557	317	160	34	661	10161	1494
Average Speed Answered	:54	:38	:58	1:17	1:10	:41	:53	1:07	:26	:30	1:27	1:38	---	1:50



Information Source: Avaya Call Management Supervisor (CMS) Software



**TOTAL FOR 2003 - 40506**



**TOTAL FOR 2002 - 68318**



**TOTAL FOR 2001 - 63213**

**CALL VOLUME COMPARISON**

	2001	2002	2003	2004	Jul	5412	6686
Dec	5112	5572			Jun	4776	5182
Nov	6992	5273			May	4985	5832
Oct	6871	6328			Apr	4117	5176
Sept	5616	6020			Mar	4358	5334
Aug	5846	6705	6815		Feb	3926	5214
Jul	5412	6686	6781		Jan	5202	5820
Jun	4776	5182	4627		Dec	4548	5112
May	4985	5832	4609		Nov	4950	6992
Apr	4117	5176	4073		Oct	5265	6871
Mar	4358	4483	4847		Sept	5288	5616
Feb	3926	5241	3988		Aug	5483	5846
Jan	5202	5820	4766		Jul	4555	5412
	63213	68318	40506			57453	68407
Oct	6871	6328					
Sept	5616	6020					
Aug	5846	6705			Aug	5846	6705
Jul	5412	6686			Jul	5412	6686
Jun	4776	5182			Jun	4776	5182
May	4985	5832			May	4985	5832
Apr	4117	5176			Apr	4117	5176
Mar	4358	4483			Mar	4358	4483
Feb	3926	5241			Feb	3926	5214
Jan	5202	5820			Jan	5202	5820
Dec	4548	5112			Dec	4548	5112
Nov	4950	6992			Nov	4950	6992
	53736	63222			Oct	5265	6871
					Sept	5288	5616
					Aug	5483	5846
						58310	68830

**Unmet Needs (122)  
AUGUST 2003**

<b>Agency out of funds/goods</b>	<b>5</b>
<b>Appointment line busy</b>	<b>31</b>
<b>Client ineligible</b>	<b>4</b>
<b>Client previously used service</b>	<b>2</b>
<b>Client refused referral</b>	<b>4</b>
<b>Did not meet agency requirements</b>	<b>12</b>
<b>No free transportation available</b>	<b>3</b>
<b>No program available</b>	<b>49</b>
<b>No weekend/after hours/holiday service</b>	<b>1</b>
<b>Shelter Full</b>	<b>8</b>
<b>Waiting list</b>	<b>3</b>

<b>DateUpdated</b>	<b>NeedDescription</b>	<b>ReasonUnmet</b>
8/14/2003	Electric Bill Assistance	Agency out of funds/goods
8/26/2003	Furniture	Agency out of funds/goods
8/5/2003	Prescription Expense Assistance	Agency out of funds/goods
8/5/2003	Rental Deposit Assistance	Agency out of funds/goods
8/7/2003	Rental Deposit Assistance	Agency out of funds/goods
8/4/2003	Electric Bill Assistance	Appointment line busy
8/4/2003	Electric Bill Assistance	Appointment line busy
8/5/2003	Electric Bill Assistance	Appointment line busy
8/5/2003	Electric Bill Assistance	Appointment line busy
8/5/2003	Electric Bill Assistance	Appointment line busy
8/11/2003	Electric Bill Assistance	Appointment line busy
8/12/2003	Electric Bill Assistance	Appointment line busy
8/12/2003	Electric Bill Assistance	Appointment line busy
8/18/2003	Electric Bill Assistance	Appointment line busy
8/20/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/21/2003	Electric Bill Assistance	Appointment line busy
8/23/2003	Electric Bill Assistance	Appointment line busy
8/11/2003	Information Services	Appointment line busy
8/4/2003	Mortgage Assistance	Appointment line busy
8/21/2003	Mortgage Assistance	Appointment line busy
8/5/2003	Rent Assistance	Appointment line busy
8/11/2003	Rent Assistance	Appointment line busy
8/11/2003	Rent Assistance	Appointment line busy
8/12/2003	Rent Assistance	Appointment line busy
8/12/2003	Rent Assistance	Appointment line busy
8/12/2003	Rent Assistance	Appointment line busy
8/20/2003	Rent Assistance	Appointment line busy
8/21/2003	Rent Assistance	Appointment line busy
8/21/2003	Rent Assistance	Appointment line busy
8/21/2003	Rent Assistance	Appointment line busy
8/29/2003	Rent Assistance	Appointment line busy
8/7/2003	Rental Deposit Assistance	Appointment line busy
8/22/2003	Electric Bill Assistance	Client ineligible
8/11/2003	Rent Assistance	Client ineligible
8/19/2003	Rent Assistance	Client ineligible
8/7/2003	Rental Deposit Assistance	Client ineligible
8/24/2003	Gas Bill Assistance	Client previously used service
8/10/2003	Information Services	Client previously used service
8/4/2003	Adult Residential Treatment Facilities	Client refused referral
8/22/2003	Emergency Shelter	Client refused referral
8/23/2003	Homeless Shelter	Client refused referral
8/8/2003	Long-Distance Transportation	Client refused referral
8/18/2003	Electric Bill Assistance	Did not meet agency requirements
8/18/2003	Electric Bill Assistance	Did not meet agency requirements
8/23/2003	Electric Bill Assistance	Did not meet agency requirements
8/23/2003	Electric Bill Assistance	Did not meet agency requirements
8/25/2003	Electric Bill Assistance	Did not meet agency requirements
8/26/2003	Electric Bill Assistance	Did not meet agency requirements
8/26/2003	Gas Bill Assistance	Did not meet agency requirements
8/26/2003	Home Health Care	Did not meet agency requirements
8/4/2003	Housing	Did not meet agency requirements
8/4/2003	Mental Health Care and Counseling	Did not meet agency requirements
8/23/2003	Rent Assistance	Did not meet agency requirements
8/26/2003	Rent Assistance	Did not meet agency requirements
8/10/2003	Information Services	No free transportation available
8/12/2003	Long-Distance Transportation	No free transportation available
8/4/2003	Undesignated Temporary Financial Aid	No free transportation available
8/8/2003	Appliances	No program available
8/29/2003	Appliances	No program available

8/14/2003	Boarding Schools	No program available
8/14/2003	Bus Fare/Gas Money	No program available
8/26/2003	Car Payment Assistance	No program available
8/1/2003	Child Care Subsidies	No program available
8/14/2003	Child Care Subsidies	No program available
8/28/2003	Dentures	No program available
8/7/2003	Electric Bill Assistance	No program available
8/19/2003	Electric Bill Assistance	No program available
8/19/2003	Electric Bill Assistance	No program available
8/23/2003	Electric Bill Assistance	No program available
8/20/2003	Emergency Shelter	No program available
8/22/2003	Emergency Shelter	No program available
8/22/2003	Emergency Shelter	No program available
8/5/2003	Free Instructional Materials	No program available
8/15/2003	Furniture	No program available
8/22/2003	Health Care	No program available
8/11/2003	Homeless Individuals	No program available
8/17/2003	Homeless Shelter	No program available
8/5/2003	Housing	No program available
8/26/2003	Local Transportation	No program available
8/26/2003	Major Appliance Repairs	No program available
8/5/2003	Medical Bill Assistance	No program available
8/11/2003	Medical Bill Assistance	No program available
8/19/2003	Medical Bill Assistance	No program available
8/1/2003	School Clothing	No program available
8/4/2003	Telephone Bill Assistance	No program available
8/4/2003	Telephone Bill Assistance	No program available
8/4/2003	Telephone Bill Assistance	No program available
8/21/2003	Telephone Bill Assistance	No program available
8/23/2003	Telephone Bill Assistance	No program available
8/26/2003	Telephone Bill Assistance	No program available
8/27/2003	Telephone Bill Assistance	No program available
8/27/2003	Telephone Bill Assistance	No program available
8/28/2003	Telephone Bill Assistance	No program available
8/25/2003	Travelers' Assistance	No program available
8/4/2003	Undesignated Temporary Financial Aid	No program available
8/6/2003	Undesignated Temporary Financial Aid	No program available
8/7/2003	Undesignated Temporary Financial Aid	No program available
8/7/2003	Undesignated Temporary Financial Aid	No program available
8/8/2003	Undesignated Temporary Financial Aid	No program available
8/13/2003	Undesignated Temporary Financial Aid	No program available
8/18/2003	Undesignated Temporary Financial Aid	No program available
8/20/2003	Undesignated Temporary Financial Aid	No program available
8/21/2003	Undesignated Temporary Financial Aid	No program available
8/22/2003	Undesignated Temporary Financial Aid	No program available
8/26/2003	Undesignated Temporary Financial Aid	No program available
8/29/2003	Undesignated Temporary Financial Aid	No program available
8/15/2003	Senior Housing Information and Referral	No weekend/after hours/holiday service
8/8/2003	Emergency Shelter	Shelters full
8/18/2003	Emergency Shelter	Shelters full
8/23/2003	Homeless Families	Shelters full
8/23/2003	Homeless Families	Shelters full
8/23/2003	Homeless Families	Shelters full
8/12/2003	Homeless Individuals	Shelters full
8/23/2003	Homeless Individuals	Shelters full
8/11/2003	Information Services	Shelters full
8/12/2003	Child Care Resource and Referral	Waiting list
8/20/2003	HUD Management Companies	Waiting list
8/19/2003	Youth	Waiting list

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume		7%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		<b>205</b>
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		<b>82</b>
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		<b>28%</b>
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		<b>211</b>
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		<b>72%</b>
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY</b>		<b>113</b>
Out of Funds	11	
Unable to Reach, Line Busy	102	
Application Being Processed/Waiting		
<b>CALLER</b>		<b>98</b>
<b>Caller Ineligible</b>		
Income Too High	9	
Previously Used Service	36	
Did not Meet Agency Requirements	21	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	27	
Did Not Call for Services	5	
Caller Rejected Assistance		
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance		
Caller Missed Scheduled Appointment		
Alternative Referral Made During Follow-up (2)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ( )		
<b>TOTAL</b>		<b>211</b>

Information Source: Avaya Call Management Supervisor (CMS) Software and Service Point