

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

MONTHLY REPORT TO THE COMMUNITY

OCTOBER 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

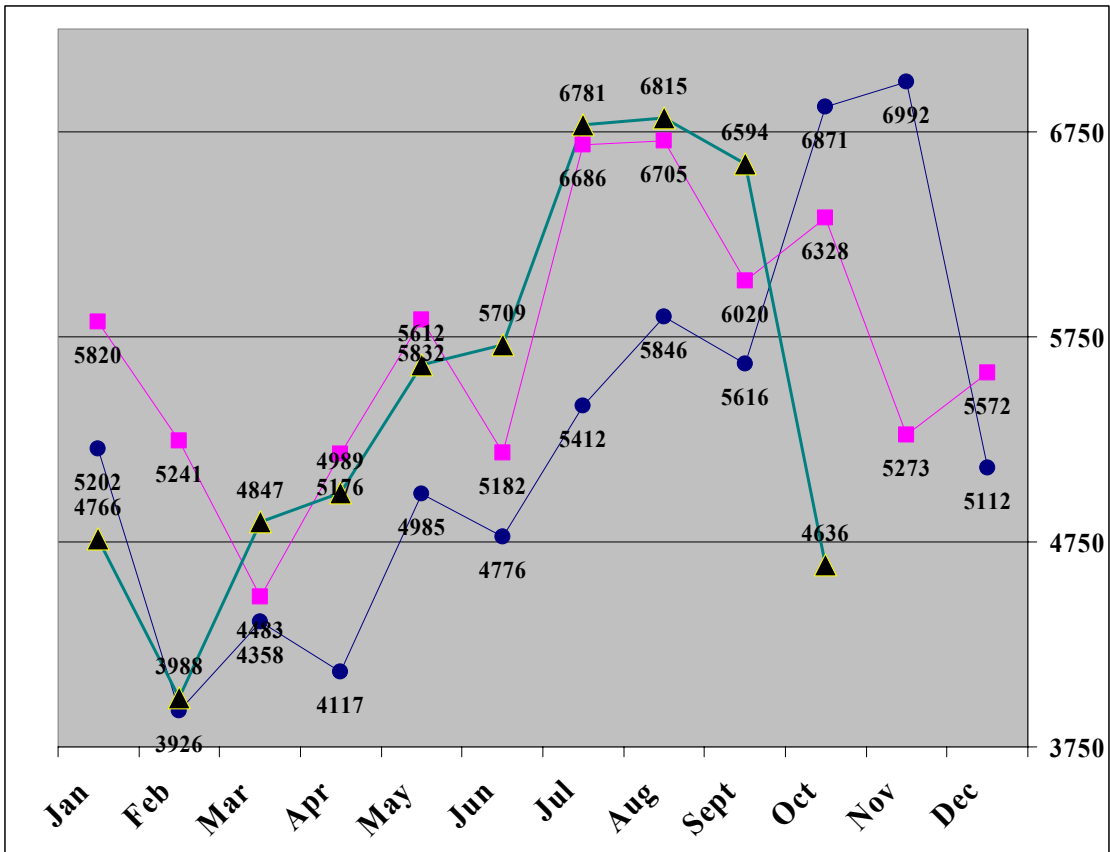


Duval County Department of Health



MAJOR CATEGORY	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Total '02-'03	Oct '02
ABUSE REGISGTRY - CHILD/ADULT ABUSE	43	35	55	48	82	21	21	6	13	17	27	30	398	79
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	194	172	223	223	284	208	196	76	131	145	147	149	2,148	281
ADOPTION	1	1	2	2	4	0	2	3	6	2	0	0	23	4
CHRONIC CALLER	255	255	251	257	224	159	46	59	127	84	70	10	1,797	258
DAY CARE	20	18	22	22	29	19	40	21	28	32	25	26	302	35
DISABLED & ELDERLY	44	28	48	39	55	23	12	7	29	24	16	25	350	60
DISASTER	3	0	3	3	0	1	0	1	1	3	2	0	17	3
EMOTIONAL CRISIS *	88	89	63	71	88	100	25	60	67	116	174	168	1,109	133
FINANCIAL ASSISTANCE / SUPPORT	1,741	1,945	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	21,538	2,275
FLORIDA KIDCARE / SOBRA						0	4	9	4	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	739	552	545	392	555	431	206	452	660	716	690	496	6,434	730
HEALTH/MEDICATION	218	177	229	223	272	133	105	54	111	171	139	182	2,014	308
HOUSING INFORMATION	24	19	26	17	13	31	49	25	27	51	53	47	382	27
SPECIAL NEEDS CHILDREN						0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	23	37	22	16	30	5	2	15	12	5	12	16	195	24
SUPPORT GROUP / EDUCATION / VOLUNTEER	81	40	56	65	93	38	36	10	27	36	47	49	578	78
OTHER	172	168	153	172	225	123	115	10	68	97	98	90	1,491	211
TOTAL CATEGORIES	3,646	3,536	3,388	2,817	3,474	2,809	1,686	2,280	3,967	4,383	3,808	2,999	38,793	4,506

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



Information Source: Avaya Call Management Supervisor (CMS) Software

CALL VOLUME COMPARISON



TOTAL FOR 2003 - 54737



TOTAL FOR 2002 - 68318



TOTAL FOR 2001 - 63213

	2001	2002	2003	2003	Jul	5412	6686
Dec	5112	5572			Jun	4776	5182
Nov	6992	5273			May	4985	5832
Oct	6871	6328	4636		Apr	4117	5176
Sept	5616	6020	6594		Mar	4358	5334
Aug	5846	6705	6815		Feb	3926	5214
Jul	5412	6686	6781		Jan	5202	5820
Jun	4776	5182	5709		Dec	4548	5112
May	4985	5832	5612		Nov	4950	6992
Apr	4117	5176	4989		Oct	5265	6871
Mar	4358	4483	4847		Sep	5288	5616
Feb	3926	5241	3988		Aug	5483	5846
Jan	5202	5820	4766	4766	Jul	4555	5412
	63213	68318	54737			57453	68407

					Aug	5846	6705
Oct	6871	6328			Jul	5412	6686
Sept	5616	6020			Jun	4776	5182
Aug	5846	6705			May	4985	5832
Jul	5412	6686			Apr	4117	5176
Jun	4776	5182			Mar	4358	4483
May	4985	5832			Feb	3926	5214
Apr	4117	5176			Jan	5202	5820
Mar	4358	4483			Dec	4548	5112
Feb	3926	5241			Nov	4950	6992
Jan	5202	5820			Oct	5265	6871
Dec	4548	5112			Sep	5288	5616
Nov	4950	6992			Aug	5483	5846
	53736	63222				58310	68830

Sept	5616	6020	Nov	6992	5273
Aug	5846	6705	Oct	6871	6328
Jul	5412	6686	Sept	5616	6020
Jun	4776	5182	Aug	5846	6705
May	4985	5832	Jul	5412	6686
Apr	4117	5176	Jun	4776	5182
Mar	4358	4483	May	4985	5832
Feb	3926	5214	Apr	4117	5176
Jan	5202	5820	Mar	4358	4483
Dec	4548	5112	Feb	3926	5214
Nov	4950	6992	Jan	5202	5820
Oct	5265	6871	Dec	4548	5112
	47539	57368		55657	62558

Dec	5112	5572
Nov	6992	5273
Oct	6871	6328
Sept	5616	6020
Aug	5846	6705
Jul	5412	6686
Jun	4776	5182
May	4985	5832
Apr	4117	5176
Mar	4358	4483
Feb	3926	5214
Jan	5202	5820
	63213	68291

**Unmet Needs (177)
OCTOBER 2003**

Agency out of funds/goods	23
Appointment line busy	90
Client ineligible	7
Client previously used service	3
Client refused referral	8
Did not meet agency requirements	5
Holiday assistance program full	1
No program available	29
Shelter Full	2
Waiting list	9

DateUpdated	NeedDescription	ReasonUnmet
10/21/2003	Electric Bill Assistance	Agency out of funds/goods
10/22/2003	Electric Bill Assistance	Agency out of funds/goods
10/23/2003	Electric Bill Assistance	Agency out of funds/goods
10/23/2003	Electric Bill Assistance	Agency out of funds/goods
10/27/2003	Electric Bill Assistance	Agency out of funds/goods
10/27/2003	Electric Bill Assistance	Agency out of funds/goods
10/11/2003	Electric Bill Assistance	Agency out of funds/goods
10/14/2003	Electric Bill Assistance	Agency out of funds/goods
10/15/2003	Electric Bill Assistance	Agency out of funds/goods
10/16/2003	Electric Bill Assistance	Agency out of funds/goods
10/20/2003	Electric Bill Assistance	Agency out of funds/goods
10/20/2003	Electric Bill Assistance	Agency out of funds/goods
10/15/2003	Furniture	Agency out of funds/goods
10/30/2003	Mortgage Assistance	Agency out of funds/goods
10/22/2003	Rent Assistance	Agency out of funds/goods
10/22/2003	Rent Assistance	Agency out of funds/goods
10/6/2003	Rent Assistance	Agency out of funds/goods
10/14/2003	Rent Assistance	Agency out of funds/goods
10/15/2003	Rent Assistance	Agency out of funds/goods
10/21/2003	Rental Deposit Assistance	Agency out of funds/goods
10/22/2003	Rental Deposit Assistance	Agency out of funds/goods
10/30/2003	Thanksgiving Assistance	Agency out of funds/goods
10/22/2003	Water Bill Assistance	Agency out of funds/goods
10/21/2003	Electric Bill Assistance	Appointment line busy
10/21/2003	Electric Bill Assistance	Appointment line busy
10/22/2003	Electric Bill Assistance	Appointment line busy
10/20/2003	Electric Bill Assistance	Appointment line busy
10/20/2003	Electric Bill Assistance	Appointment line busy
10/20/2003	Electric Bill Assistance	Appointment line busy
10/15/2003	Electric Bill Assistance	Appointment line busy
10/15/2003	Electric Bill Assistance	Appointment line busy
10/16/2003	Electric Bill Assistance	Appointment line busy
10/15/2003	Electric Bill Assistance	Appointment line busy
10/14/2003	Electric Bill Assistance	Appointment line busy
10/13/2003	Electric Bill Assistance	Appointment line busy
10/13/2003	Electric Bill Assistance	Appointment line busy
10/13/2003	Electric Bill Assistance	Appointment line busy
10/30/2003	Electric Bill Assistance	Appointment line busy
10/7/2003	Electric Bill Assistance	Appointment line busy
10/8/2003	Electric Bill Assistance	Appointment line busy
10/8/2003	Electric Bill Assistance	Appointment line busy
10/8/2003	Electric Bill Assistance	Appointment line busy
10/8/2003	Electric Bill Assistance	Appointment line busy
10/9/2003	Electric Bill Assistance	Appointment line busy
10/2/2003	Electric Bill Assistance	Appointment line busy
10/2/2003	Electric Bill Assistance	Appointment line busy
10/2/2003	Electric Bill Assistance	Appointment line busy
10/6/2003	Electric Bill Assistance	Appointment line busy
10/6/2003	Electric Bill Assistance	Appointment line busy
10/6/2003	Electric Bill Assistance	Appointment line busy
10/6/2003	Electric Bill Assistance	Appointment line busy
10/30/2003	Electric Bill Assistance	Appointment line busy
10/23/2003	Electric Bill Assistance	Appointment line busy
10/29/2003	Electric Bill Assistance	Appointment line busy
10/29/2003	Electric Bill Assistance	Appointment line busy
10/29/2003	Electric Bill Assistance	Appointment line busy
10/30/2003	Electric Bill Assistance	Appointment line busy
10/30/2003	Electric Bill Assistance	Appointment line busy
10/27/2003	Electric Bill Assistance	Appointment line busy
10/27/2003	Electric Bill Assistance	Appointment line busy
10/28/2003	Electric Bill Assistance	Appointment line busy
10/28/2003	Electric Bill Assistance	Appointment line busy
10/28/2003	Electric Bill Assistance	Appointment line busy
10/27/2003	Electric Bill Assistance	Appointment line busy
10/27/2003	Electric Bill Assistance	Appointment line busy
10/27/2003	Electric Bill Assistance	Appointment line busy
10/23/2003	Electric Bill Assistance	Appointment line busy
10/23/2003	Electric Bill Assistance	Appointment line busy

10/23/2003	Electric Bill Assistance	Appointment line busy
10/22/2003	Electric Bill Assistance	Appointment line busy
10/22/2003	Electric Bill Assistance	Appointment line busy
10/22/2003	Electric Bill Assistance	Appointment line busy
10/1/2003	Electric Bill Assistance	Appointment line busy
10/28/2003	Health Care	Appointment line busy
10/13/2003	Information Services	Appointment line busy
10/3/2003	Information Services	Appointment line busy
10/13/2003	Mortgage Assistance	Appointment line busy
10/14/2003	Mortgage Assistance	Appointment line busy
10/28/2003	Mortgage Assistance	Appointment line busy
10/22/2003	Mortgage Assistance	Appointment line busy
10/20/2003	Rent Assistance	Appointment line busy
10/19/2003	Rent Assistance	Appointment line busy
10/20/2003	Rent Assistance	Appointment line busy
10/16/2003	Rent Assistance	Appointment line busy
10/17/2003	Rent Assistance	Appointment line busy
10/15/2003	Rent Assistance	Appointment line busy
10/11/2003	Rent Assistance	Appointment line busy
10/13/2003	Rent Assistance	Appointment line busy
10/13/2003	Rent Assistance	Appointment line busy
10/13/2003	Rent Assistance	Appointment line busy
10/14/2003	Rent Assistance	Appointment line busy
10/6/2003	Rent Assistance	Appointment line busy
10/7/2003	Rent Assistance	Appointment line busy
10/7/2003	Rent Assistance	Appointment line busy
10/2/2003	Rent Assistance	Appointment line busy
10/2/2003	Rent Assistance	Appointment line busy
10/4/2003	Rent Assistance	Appointment line busy
10/6/2003	Rent Assistance	Appointment line busy
10/6/2003	Rent Assistance	Appointment line busy
10/2/2003	Rent Assistance	Appointment line busy
10/28/2003	Rent Assistance	Appointment line busy
10/27/2003	Rent Assistance	Appointment line busy
10/27/2003	Rent Assistance	Appointment line busy
10/28/2003	Rent Assistance	Appointment line busy
10/28/2003	Rent Assistance	Appointment line busy
10/28/2003	Rent Assistance	Appointment line busy
10/28/2003	Rent Assistance	Appointment line busy
10/27/2003	Rent Assistance	Appointment line busy
10/27/2003	Rent Assistance	Appointment line busy
10/9/2003	Rental Deposit Assistance	Appointment line busy
10/11/2003	Rental Deposit Assistance	Appointment line busy
10/7/2003	Rental Deposit Assistance	Appointment line busy
10/27/2003	Rental Deposit Assistance	Appointment line busy
10/29/2003	Water Bill Assistance	Appointment line busy
10/9/2003	Adult In-Home Respite Care	Client ineligible
10/28/2003	Child Care Resource and Referral	Client ineligible
10/23/2003	Electric Bill Assistance	Client ineligible
10/9/2003	Home Delivered Meals	Client ineligible
10/30/2003	Information Services	Client ineligible
10/16/2003	Prescription Expense Assistance	Client ineligible
10/31/2003	Rent Assistance	Client ineligible
10/6/2003	Electric Bill Assistance	Client previously used service
10/21/2003	Electric Bill Assistance	Client previously used service
10/15/2003	Rental Deposit Assistance	Client previously used service
10/30/2003	Electric Bill Assistance	Client refused referral
10/6/2003	Emergency Shelter	Client refused referral
10/9/2003	Emergency Shelter	Client refused referral
10/7/2003	Health Insurance	Client refused referral
10/25/2003	Homeless Families	Client refused referral
10/25/2003	Homeless Individuals	Client refused referral
10/14/2003	Rental Deposit Assistance	Client refused referral
10/27/2003	Rental Deposit Assistance	Client refused referral
10/22/2003	Electric Bill Assistance	Did not meet agency requirements
10/21/2003	Electric Bill Assistance	Did not meet agency requirements
10/20/2003	Gas Bill Assistance	Did not meet agency requirements
10/22/2003	Rent Assistance	Did not meet agency requirements
10/28/2003	Rental Deposit Assistance	Did not meet agency requirements
10/22/2003	Holiday Assistance	Holiday assistance program full
10/15/2003	Appliances	No program available
10/15/2003	Appliances	No program available
10/5/2003	Bus Fare/Gas Money	No program available
10/5/2003	Bus Fare/Gas Money	No program available
10/29/2003	Child Care Resource and Referral	No program available
10/25/2003	Dentures	No program available
10/28/2003	Health Care	No program available
10/28/2003	Health Care	No program available
10/14/2003	Heaters	No program available
10/9/2003	Information Services	No program available
10/17/2003	Information Services	No program available
10/15/2003	Local Transportation	No program available

10/15/2003	Medical Bill Assistance	No program available
10/9/2003	Medical/Surgical Home Nursing	No program available
10/22/2003	Rent Assistance	No program available
10/26/2003	Schizoid Personalities	No program available
10/6/2003	Student Financial Aid	No program available
10/21/2003	Telephone Bill Assistance	No program available
10/15/2003	Telephone Bill Assistance	No program available
10/21/2003	Telephone Bill Assistance	No program available
10/29/2003	Trisomy 18	No program available
10/21/2003	Undesignated Temporary Financial Aid	No program available
10/22/2003	Undesignated Temporary Financial Aid	No program available
10/23/2003	Undesignated Temporary Financial Aid	No program available
10/28/2003	Undesignated Temporary Financial Aid	No program available
10/27/2003	Undesignated Temporary Financial Aid	No program available
10/15/2003	Undesignated Temporary Financial Aid	No program available
10/14/2003	Undesignated Temporary Financial Aid	No program available
10/7/2003	Undesignated Temporary Financial Aid	No program available
10/1/2003	Homeless Individuals	Shelters full
10/11/2003	Spousal Abuse Counseling	Shelters full
10/6/2003	Child Care	Waiting list
10/28/2003	Child Care Resource and Referral	Waiting list
10/21/2003	Child Care Resource and Referral	Waiting list
10/15/2003	Housing Payment Assistance	Waiting list
10/22/2003	HUD Management Companies	Waiting list
10/22/2003	Low-Cost Rental Housing	Waiting list
10/18/2003	Public Housing	Waiting list
10/23/2003	Subsidized Rental Housing	Waiting list
10/23/2003	Subsidized Rental Housing	Waiting list

