

# UNITED WAY



**24-HOUR INFORMATION & CRISIS LINE**

(formerly First Call for Help)

## MONTHLY REPORT TO THE COMMUNITY

*SEPTEMBER 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



City of Jacksonville (COJ) / Mental Health & Welfare Emergency Assistance	728
Catholic Charities Bureau, Inc.	675
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	340
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	203
I.M. Sulzbacher Center for the Homeless, Inc. / Emergency Shelter	47
Arlington Community Services	33
The Salvation Army Northeast Florida / Red Shield Lodge	33
Jewish Family & Community Services, Inc.	32
St. Vincent's De Paul Society / St. Catherine's Church - Clay Co. /Financial Assistance Program	30
United Community Outreach Ministry (UCOM) / Financial Assistance Program	29
The City Rescue Mission, Inc. / New Life Inn	27
Economic Opportunity Council	27
The Salvation Army Northeast Florida Area Comand / Salvation Army Food Pantry	26
Faith-to-Grow / Crosscultural Outreach	26
The Inn Ministry, Inc.	23
Department of Children & Families (DCF) / Emergency Assistance for Housing Program	20
Catholic Charities Bureau, Inc. / Food Pantry	19
The Salvation Army of Northeast Florida / Family Services - Clay Co.	17
The Sanctuary of Northeast Florida, Inc.	17
The Medicine Program	16
World Outreach / The Lord's Store	16
Feed A Needy Neighbor Program / Emergency Food Pantry	15
Jacksonville Area Legal Aid, Inc.	15
NEFCAA / Community and Family Services - St. Johns Co.	14
Church of the Assumption / St. Vincent DePaul Society	14
Westside Christian Outreach	14
Gateway Community Services, Inc. / Detoxification Unit	13
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	13
NEFCAA / LIHEAP Program - R. F. Kennedy Center	13
Catholic Charities / Emergency Assistance - St. Johns Co.	12
North Jacksonville Women's Resource Center	11
Emergency Pregnancy Service of Jacksonville / EPS of Jacksonville	11
Jacksonville Sherriff's Office (SJO) / Non-Emergency Information	11
The Salvation Army of St. Johns County / Emergency Assistance	10
Welfare Federation / St. Johns / Emergency Assistance Program	10
Barnabas Center / Crisis Center	9
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	9
Urban Jacksonville / Emergency Home Energy Assistance for the Elderly	9
Hubbard House, Inc. / Emergency Shelter	9
Florida Abuse Hotline	8
Family and Individual Counseling Service - Jax	7
Jacksonville Children's Commission / Child Care Resource and Referral	6
Jacksonville Housing Authority / Public Housing Applications	6
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	6
Department of Children & Families (DCF) / Food Stamp Program - Westside	6
NEFCAA / Family Program - Nassau Co.	5
First Coast Women's Services / Hope Program	3
SHANDS Jacksonville / First Care	3
Catholic Charities Bureau, Inc. / Traveler's Aid	
City of Jacksonville (COJ) / Public Information	
Dignity-U-War Foundation, Inc.	
Emergency Financial Assistance for Housing Program	
First Coast Women's Services / Hope Program	
Housing Partnership of Jax / Emergency Home Repair	
Jacksonville Housing Authority / Housing Management Division	
Jacksonville Transportation Authoity / JTA Connection	
Lutheran Social Services of Northeast Flouda / Second Harvest Food Bank	
Northeast Florida Healthy Start Coalition / Florida KidCare	
Salvation Army of Northeast Florida / Family Services - Duval Co.	
St. Johns Welfare Federation	
Trinity Rescue Mission / Emergency Services	
UCOM / Financial Assistance Program	
Child Care Resource and Referral / Children's Commission	
Department of Children & Families (DCF) / Food Stamp Program - Southside	
Family Self Sufficiency Program - Emmett Reed Cent	
Family Self Sufficiency Program - R. F. Kennedy Center	
Jewish Family & Community Services, Inc.	
Legal Aid - Orange Park / Jacksonville Area Legal Aid	
LIHEAP Program - Emmett Reed Center / NEFCAA	
New Life Inn/City Rescue Mission	
United Community Outreach Ministry (UCOM) / Food Service	

Top 20 Referrals  
January, February, March, April, May, June, July, August, September 2003

TOP REFERRALS	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	**July '03	**Aug '03	**Sept '03
City of Jacksonville (COJ) / Mental Health and Welfare Emergency Assistance	113 7	849	1076	684	739	523	1188	1141	728
Catholic Charities Bureau, Inc.	673	468	777	508	709	443	1168	1072	675
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	294	235	221	120	146	18	275	360	340
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	246	243	304	143	128	130	236	271	203
Arlington Community Services	113	64	75	48	80	58	76	70	33
***NEFCAA / Vulnerable Population Program - Emmett Reed Center	116	74	31	15	2	2	0	0	0
I. M. Sulzbacher Center for the Homeless, Inc. / Emergency Shelter	100	57	64	2	17	7	47	67	47
***NEFCAA / Vulnerable Population Program - R. F. Kennedy Center	123	108	40	23	12	8	0	0	0
The City Rescue Mission, Inc. / New Life Inn	77	43	51	19	20	26	34	37	27
United Community Outreach Ministry (UCOM) / Financial Assistance Program	65	39	74	13	13	5	22	52	29
***NEFCAA / LIHEAP Program - R. F. Kennedy Center	39	21	12	33	87	139	185	8	13
Faith-to-Grow / Crosscultural Outreach	41	26	60	17	45	48	76	45	26
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	37	23	23	9	26	6	15	11	9
The Salvation Army Northeast Florida / Red Shield Lodge	72	44	55	13	10	26	30	50	33
***NEFCAA / LIHEAP Program - Emmett Reed Center	39	14	12	17	50	80	114	3	3
Catholic Charities Bureau, Inc. / Food Pantry	42	13	45	34	27	19	46	40	19
St. Vincent's De Paul Society / St. Catherine's Church - Clay Co. / Financial Assistance Program	39	23	17	21	19	16	31	14	30
The Savation Army Northeast Florida / Salvation Army Food Pantry	69	27	61	39	25	21	48	30	26
Catholic Charities Bureau, Inc. / Traveler's Aid	34	34	22	18	1	7	2	8	5
Jacksonville Areal Legal Aid / Legal Aid - Downtown	53	39	56	21	11	0	7	12	15

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

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

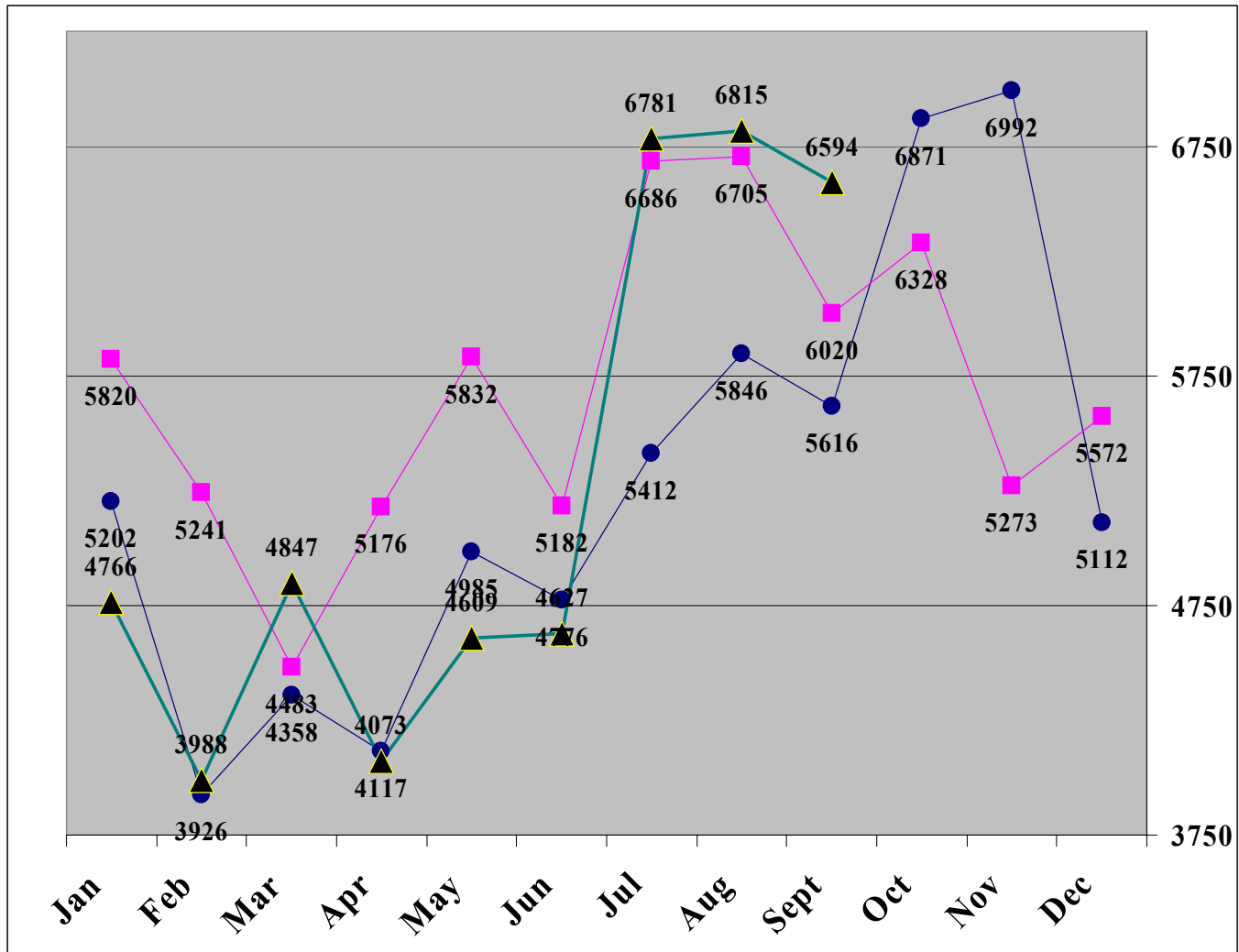
MAJOR CATEGORY	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Total '02-'03	Sept '02
ABUSE REGISGTRY - CHILD/ADULT ABUSE	79	43	35	55	48	82	21	21	6	13	17	27	447	72
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	281	194	172	223	223	284	208	196	76	131	145	147	2,280	278
ADOPTION	4	1	1	2	2	4	0	2	3	6	2	0	27	0
CHRONIC CALLER	258	255	255	251	257	224	159	46	59	127	84	70	2,045	145
DAY CARE	35	20	18	22	22	29	19	40	21	28	32	25	311	38
DISABLED & ELDERLY	60	44	28	48	39	55	23	12	7	29	24	16	385	59
DISASTER	3	3	0	3	3	0	1	0	1	1	3	2	20	5
EMOTIONAL CRISIS *	133	88	89	63	71	88	100	25	60	67	116	174	1,074	112
FINANCIAL ASSISTANCE / SUPPORT	2,275	1,741	1,945	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	22,102	2,279
FLORIDA KIDCARE / SOBRA							0	4	9	4	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	730	739	552	545	392	555	431	206	452	660	716	690	6,668	639
HEALTH/MEDICATION	308	218	177	229	223	272	133	105	54	111	171	139	2,140	271
HOUSING INFORMATION	27	24	19	26	17	13	31	49	25	27	51	53	362	23
SPECIAL NEEDS CHILDREN							0	0	0	0	0	0	0	
SUICIDE HOTLINE	24	23	37	22	16	30	5	2	15	12	5	12	203	23
SUPPORT GROUP / EDUCATION / VOLUNTEER	78	81	40	56	65	93	38	36	10	27	36	47	607	94
OTHER	211	172	168	153	172	225	123	115	10	68	97	98	1,612	184
<b>TOTAL CATEGORIES</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>3,808</b>	<b>40,300</b>	<b>4,222</b>

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

#### 2-1-1 Operations Performance Measurements

2-1-1 Operations Category	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Total '02-'03	Sept '02
Hang-up Abandonments	983	948	1184	1039	380	766	907	448	394	970	1116	906	10041	881
Abandonment Rates	13%	15%	17%	18%	9%	13%	18%	9%	8%	17%	18%	14%	---	13%
Information / No Referrals	1430	1309	1305	1329	823	1007	557	317	160	34	661	776	9708	1229
Average Speed Answered	:38	:58	1:17	1:10	:41	:53	1:07	:26	:30	1:27	1:38	1:11	---	:54

Information Source: Service Point 3.0 and Avaya Call Management Supervisor (CMS) Software



Information Source: Avaya Call Management Supervisor (CMS) Software

- △ TOTAL FOR 2003 - 47100
- TOTAL FOR 2002 - 68318
- TOTAL FOR 2001 - 63213

CALL VOLUME COMPARISON

	2001	2002	2003	2004	Oct	6871	6328	Jul	5412	6686
Dec	5112	5572			Sept	5616	6020	Jun	4776	5182
Nov	6992	5273			Aug	5846	6705	May	4985	5832
Oct	6871	6328			Jul	5412	6686	Apr	4117	5176
Sept	5616	6020	6594		Jun	4776	5182	Mar	4358	5334
Aug	5846	6705	6815		May	4985	5832	Feb	3926	5214
Jul	5412	6686	6781		Apr	4117	5176	Jan	5202	5820
Jun	4776	5182	4627		Mar	4358	4483	Dec	4548	5112
May	4985	5832	4609		Feb	3926	5241	Nov	4950	6992
Apr	4117	5176	4073		Jan	5202	5820	Oct	5265	6871
Mar	4358	4483	4847		Dec	4548	5112	Sep	5288	5616
Feb	3926	5241	3988		Nov	4950	6992	Aug	5483	5846
Jan	5202	5820	4766			53736	63222	Jul	4555	5412
	63213	68318	47100						57453	68407

Aug	5846	6705			Sept	5616	6020	Nov	6992	5273
Jul	5412	6686			Aug	5846	6705	Oct	6871	6328
Jun	4776	5182			Jul	5412	6686	Sept	5616	6020
May	4985	5832			Jun	4776	5182	Aug	5846	6705
Apr	4117	5176			May	4985	5832	Jul	5412	6686
Mar	4358	4483			Apr	4117	5176	Jun	4776	5182
Feb	3926	5214			Mar	4358	4483	May	4985	5832
Jan	5202	5820			Feb	3926	5214	Apr	4117	5176
Dec	4548	5112			Jan	5202	5820	Mar	4358	4483
Nov	4950	6992			Dec	4548	5112	Feb	3926	5214
Oct	5265	6871			Nov	4950	6992	Jan	5202	5820
Sep	5288	5616			Oct	5265	6871	Dec	4548	5112
Aug	5483	5846				47539	57368		55657	62558
	58310	68830								

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 (47)  
SEPTEMBER 2003**

<b>Agency out of funds/goods</b>	<b>2</b>
<b>Appointment line busy</b>	<b>6</b>
<b>Client ineligible</b>	<b>2</b>
<b>Client refused referral</b>	<b>6</b>
<b>Did not meet agency requirements</b>	<b>2</b>
<b>No program available</b>	<b>25</b>
<b>No weekend/after hours/holiday service</b>	<b>1</b>
<b>Shelter Full</b>	<b>3</b>

<b>DateUpdated</b>	<b>NeedDescription</b>	<b>ReasonUnmet</b>
9/25/2003	Electric Bill Assistance	Agency out of funds/goods
9/12/2003	Rent Assistance	Agency out of funds/goods
9/26/2003	Electric Bill Assistance	Appointment line busy
9/29/2003	Electric Bill Assistance	Appointment line busy
9/29/2003	Electric Bill Assistance	Appointment line busy
9/23/2003	Rent Assistance	Appointment line busy
9/29/2003	Rent Assistance	Appointment line busy
9/25/2003	Rental Deposit Assistance	Appointment line busy
9/26/2003	Insulin	Client ineligible
9/26/2003	Insulin	Client ineligible
9/26/2003	Disabled Transportation	Client refused referral
9/7/2003	Emergency Shelter	Client refused referral
9/13/2003	Emergency Shelter	Client refused referral
9/18/2003	Emergency Shelter	Client refused referral
9/28/2003	Emergency Shelter	Client refused referral
9/23/2003	Health Insurance	Client refused referral
9/30/2003	Health Insurance	Did not meet agency requirements
9/27/2003	Information Services	Did not meet agency requirements
9/26/2003	Air Fare	No program available
9/5/2003	Automobile Repair/Service Complaints	No program available
9/23/2003	Dental Bill Assistance	No program available
9/4/2003	Dental Problems	No program available
9/27/2003	Electric Bill Assistance	No program available
9/28/2003	Electric Bill Assistance	No program available
9/12/2003	Emergency Medical Care	No program available
9/30/2003	Emergency Medical Transportation	No program available
9/22/2003	Holiday Adoption Programs	No program available
9/11/2003	Information Services	No program available
9/12/2003	Information Services	No program available
9/8/2003	Local Transportation	No program available
9/18/2003	Medical Bill Assistance	No program available
9/23/2003	Plastic/Reconstructive Surgery	No program available
9/26/2003	Post-Traumatic Stress Disorder	No program available
9/8/2003	Prescription Drugs	No program available
9/9/2003	Telephone Bill Assistance	No program available
9/19/2003	Telephone Bill Assistance	No program available
9/29/2003	Telephone Bill Assistance	No program available
9/30/2003	Telephone Bill Assistance	No program available
9/18/2003	Temporary Financial Aid	No program available
9/19/2003	Temporary Financial Aid	No program available
9/25/2003	Temporary Financial Aid	No program available
9/29/2003	Temporary Financial Aid	No program available
9/29/2003	Wheelchair Users	No program available
9/21/2003	Holiday Adoption Programs	No weekend/after hours/holiday service
9/16/2003	Homeless Shelter	Shelters full
9/19/2003	Homeless Shelter	Shelters full
9/2/2003	Information Services	Shelters full

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume		8%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		221
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		76
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		27%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		203
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		73%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY</b>		150
Out of Funds	9	
Unable to Reach, Line Busy	141	
Application Being Processed/Waiting		
<b>CALLER</b>		53
<b>Caller Ineligible</b>		
Income Too High	6	
Previously Used Service	18	
Did not Meet Agency Requirements	14	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	8	
Did Not Call for Services	3	
Caller Rejected Assistance	1	
Transportation Problem		
Caller Could Not Remember Why Agency Could Not Provide Assistance	1	
Caller Missed Scheduled Appointment	2	
Alternative Referral Made During Follow-up ( )		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services ( )		
<b>TOTAL</b>		203

Information Source: Avaya Call Management Supervisor (CMS) Software