

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

ANNUAL REPORT TO THE COMMUNITY

July 1, 2002 – June 30, 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



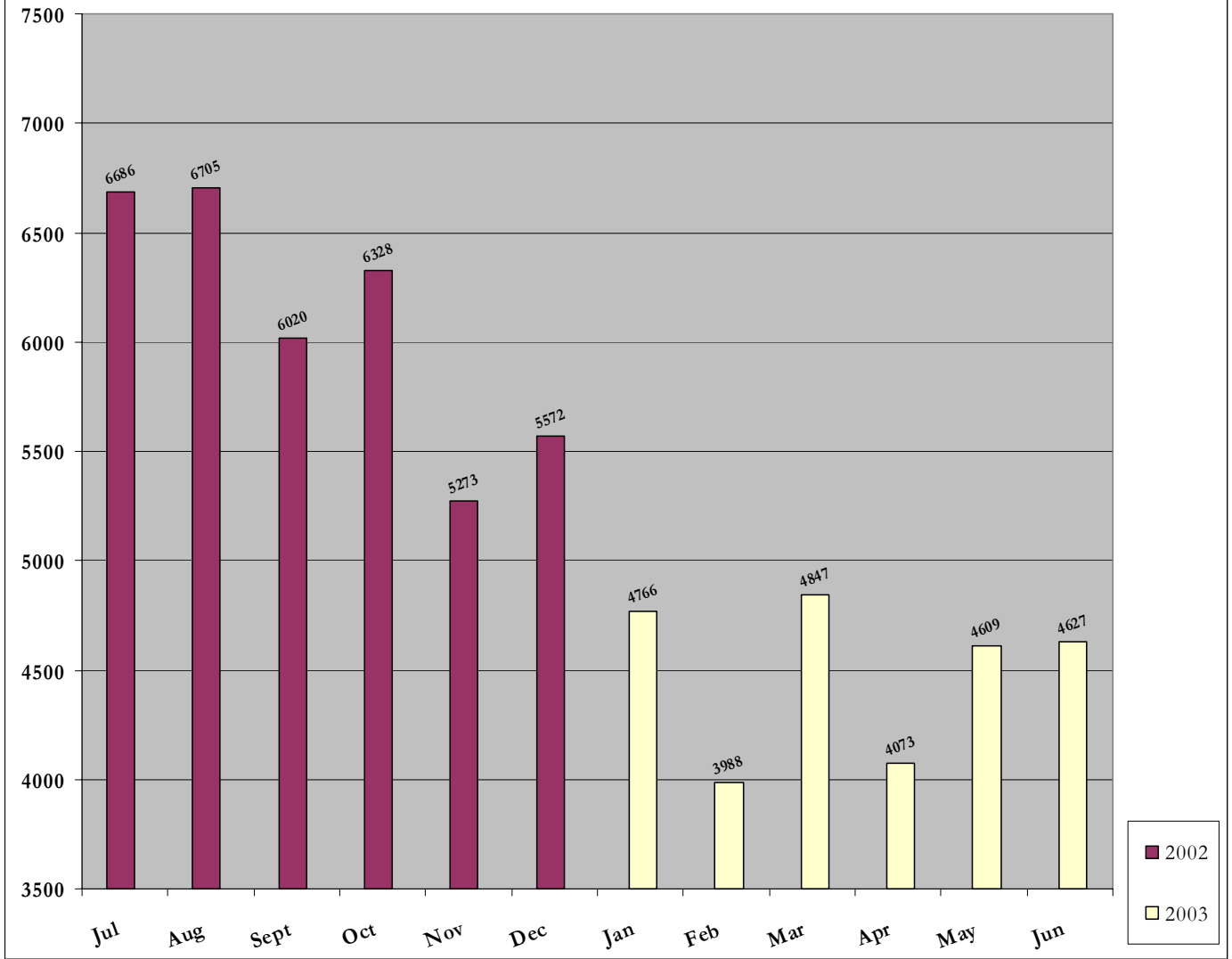
MAJOR CATEGORY	TOTAL	PERCENTAGE
ABUSE REGISGTRY - CHILD/ADULT ABUSE	592	1%
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	2,482	4%
ADOPTION	24	0%
CHRONIC CALLER	2,057	3%
DAY CARE	330	1%
DISABLED & ELDERLY	491	1%
DISASTER	25	0%
EMOTIONAL CRISIS *	923	2%
FINANCIAL ASSISTANCE / SUPPORT	21,934	36%
FLORIDA KIDCARE / SOBRA	13	0%
FOOD / SHELTER / CLOTHING / FURNITURE	6,630	11%
HEALTH/MEDICATION	2,481	4%
HOUSING INFORMATION	247	0%
SPECIAL NEEDS CHILDREN	0	0%
SUICIDE HOTLINE	248	0%
SUPPORT GROUP / EDUCATION / VOLUNTEER	716	1%
OTHER	1,677	3%
HANG-UP ABANDONMENTS	8335	14%
INFORMATION / NO REFERRAL	11961	20%
TOTAL CATEGORIES	61,166	100%

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

Information Source: IRIS/Service Point 3.0 and Enhance Service Center/Avaya Call Management Supervisor (CMS) Software

Call Volume Comparison

July 1, 2002 through June 30, 2003



FOLLOW-UP CALLS FROM JULY '02 THROUGH JULY '03

	Jul '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	Jun '03	TOTAL
Total Call Volume for Month	6686	6705	6020	6328	5273	5572	4766	3988	4847	4073	4609	4627	63494
Total Number of Follow-up Calls attempted	500	715	500	476	512	503	517	524	521	506	489	329	6092
Percentage of Follow-up Calls identified out of Total Call Volume	7%	11%	8%	8%	10%	9%	11%	13%	11%	12%	11%	7%	
Total Number of Referrals Called Three Times Without An Answer	319	551	359	302	276	220	243	176	190	203	339	250	3428
Total Number of Referral Calls That Received Assistance From An Agency	43	42	33	34	69	75	84	110	103	99	69	22	783
Percentage of Referral Calls That Received Assistance From An Agency	24%	26%	23%	20%	29%	27%	31%	32%	31%	33%	37%	28%	
Total Number of Referral Calls That Did Not Receive Assistance From An Agency	138	122	108	140	167	208	190	238	228	204	117	57	1917
Percentage of Referral Calls That Did Not Receive Assistance From An Agency	76%	74%	77%	80%	71%	73%	69%	68%	69%	67%	63%	72%	
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>													
<u>AGENCY</u>													
Out of Funds	19	6	11	12	10	23	12	16	30	19	11	2	171
Unable to Reach, Line Busy	64	51	49	69	60	86	71	94	72	79	47	7	749
Application Being Processed/Waiting	3	2	1	1	11	16	5	8	5	6	3	1	62
<u>CALLER</u>													
Caller Ineligible													
Income Too High	1	3	0	0	1	3	0	8	6	11	30	1	64
Previously Used Service	5	2	1	1	1	2	4	4	4	2	10	1	37
Did not Meet Agency Requirements	9	2	6	7	10	6	16	12	17	15	9	3	112
Caller Did Not Contact Agency													
Made Other Arrangements	31	51	40	50	67	64	76	88	89	64	7	41	668
Did Not Call for Services	1	0	0	0	3	0	2	4	2	5	0	0	17
Caller Rejected Assistance	1	2	0	0	0	0	0	0	1	0	0	0	4
Transportation Problem	3	0	0	0	2	2	2	1	1	0	0	1	12
Caller Could Not Remember Why Agency Could Not Provide Assistance	0	1	0	0	0	0	0	0	0	0	0	0	1
Caller Missed Scheduled Appointment	1	2	0	0	2	6	2	3	1	1	0	0	18
Holiday Assistance Program Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
Waiting	0	0	0	0	0	0	0	0	0	2	0	0	2
TOTAL	138	122	108	140	167	208	190	238	228	204	117	57	1917

Alternative Referral Made During Follow-up	3	10	13	21	11	0	9	13	12	0	0	0	92
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