

Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing

Apr-04

MAJOR CATEGORY 2004	Jan '04	Feb '04	Mar '04	Apr '04	May '04	June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Total '04
MONTHLY CALL VOLUME	6,481	5,033	5,061	5,277									21,852
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634									12,804
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895									2,661
HOUSING	46	62	79	100									287
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02									1:11
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15									3:44
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960									1,206
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%									17%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%									24%

MAJOR CATEGORY 2003	Jan '03	Feb '03	Mar '03	*Apr '03	*May '03	*June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Total '03
MONTHLY CALL VOLUME	4,766	3,988	4,847	4,073	4,609	4,627	6,781	6,815	6,594	4,636	4,639	5,078	61,453
<i>* Adjusted call volume (April, May, June)</i>	4,766	3,988	4,847	4,989	5,612	5,709	6,781	6,815	6,594	4,636	4,639	5,078	64,454
FINANCIAL ASSISTANCE/SUPPORT	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	1,564	2,047	21,463
<i>* Adjusted financial assistance (April, May, June)</i>	1,690	1,267	1,520	1,917	1,952	1,780	2,656	2,884	2,308	1,711	1,564	2,047	23,296
FOOD/SHELTER/CLOTHING/FURNITURE	545	392	555	431	206	452	660	716	690	496	348	453	5,944
<i>* Adjusted food, shelter, clothing, furniture (April, May June)</i>	545	392	555	510	545	501	660	716	690	496	348	453	6,411
HOUSING	26	17	13	31	49	8	27	51	53	47	24	30	376
<i>* Adjusted housing (June)</i>	26	17	13	31	49	25	27	51	53	47	24	30	393
Average Speed Answered (Goal - 60 seconds)	1:10	0:41	0:53	1:07	0:26	0:30	1:27	1:38	1:11	1:53	1:57	1:51	1:13
Length of Calls (Goal - 3 minutes)	2:45	2:52	3:01	3:36	3:49	3:55	4:09	4:46	4:11	4:31	4:06	4:25	3:50
Hang-Up / Abandonments (Actual Number)	1,039	380	766	907	448	394	970	1,116	906	1,207	1,270	1,480	907
Abandonment Rate - Goal (20 percent)	18%	9%	13%	18%	9%	8%	17%	18%	14%	21%	21%	23%	16%

MAJOR CATEGORY 2002	Jan '02	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Total '02
MONTHLY CALL VOLUME	5,820	5,241	4,483	5,176	5,832	5,182	6,686	6,705	6,020	6,328	5,273	5,572	68,318
FINANCIAL ASSISTANCE/SUPPORT	2,075	1,113	1,489	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	24,166
FOOD/SHELTER/CLOTHING/FURNITURE	547	366	427	450	525	534	674	747	639	730	739	552	6,930
HOUSING	19	9	13	19	21	22	22	28	23	27	24	19	246
Average Speed Answered	1:04	0:35	0:55	1:03	1:01	1:04	1:08	1:50	0:54	0:38	0:58	1:17	1:02
Length of Calls	2:24	1:43	3:02	2:45	2:06	2:42	3:26	2:44	2:55	3:38	2:52	2:43	2:45

MAJOR CATEGORY 2001	Jan '01	Feb '01	Mar '01	Apr '01	May '01	June '01	July '01	Aug '01	Sept '01	Oct '01	Nov '01	Dec '01	Total '01
MONTHLY CALL VOLUME	5,202	3,926	4,358	4,117	4,985	4,776	5,412	5,846	5,616	6,871	6,992	5,112	63,213
FINANCIAL ASSISTANCE/SUPPORT	1,644	1,039	1,147	1,408	1,555	1,569	1,883	2,267	2,113	2,536	2,289	1,907	21,357
FOOD/SHELTER/CLOTHING/FURNITURE	355	283	406	414	503	497	662	646	566	733	695	571	6,331
HOUSING	na	na	na	na	na	24	21	40	17	33	16	18	169
Average Speed Answered	0:49	0:37	0:41	0:53	0:58	0:58	1:11	1:10	1:01	0:47	0:47	0:51	0:53
Length of Calls	2:06	2:21	2:31	2:26	2:41	2:34	2:29	2:35	2:28	2:03	1:42	2:20	2:21

TOP REFERRALS FOR APRIL 2004

COJ / Mental Health & Welfare Emergency Assistance	1108
Catholic Charities Bureau, Inc. / Emergency Assistance	968
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	326
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	298
NEFCAA / LIHEAP Program / R. F. Kennedy Center	229
NEFCAA / LIHEAP Program / Emmett Reed Center	107
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	66
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	57
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	56
Arlington Community Services	56
Catholic Charities Bureau, Inc. / Food Pantry	56
The City Rescue Mission, Inc. - New Life Inn	52
Faith-to-Grow / Crosscultural Outreach	51
NEFCAA / Family Program / R. F. Kennedy Center	48
DCF / Florida / Emergency Financial Assistance for Housing Program	46
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	36
Jacksonville Housing Authority / Public Housing Applications	33
United Community Outreach Ministry (UCOM) / Financial Assistance Program	31
World Outreach / The Lord's Store	31
HomeSavers USA	30
COJ / Mental Health & Welfare Emergency Assistance	29
Sacred Heart Catholic Church / Parrish Outreach / Clay County	29
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	27
DCF / Duval County / Food Stamp Program / Southside	26
Westside Christian Outreach	26
Catholic Charities Bureau, Inc.	26
Economic Opportunity Council	25
Catholic Charities Bureau, Inc. / Traveler's Aid	25
NEFCAA / Family Program / Emmett Reed Center	25
Salvation Army of Clay County / Emergency Welfare Assistance	23
Catholic Charities / Putnam County / Emergency Assistance	22
Volunteers in Medicine Jacksonville (VIM-JAX)	22
Florida Abuse Hotline	21
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	20
The Medicine Program / Rx	18
Gateway Community Services, Inc. / Adult Residential Services	18
River Region Human Services, Inc. / Substance Abuse Treatment	16
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	16
Jacksonville Children's Commission / Child Care Resource and Referral	16
Shands Jacksonville - First Care	16
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	16
The Inn Ministry, Inc. / Outreach Center	15
Diocese of St. Augustine / New Hope Program	15
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Education	15
St. Vincent DePaul Society / Church of the Assumption	15
Catholic Charities / St. Johns County / Emergency Assistance	15
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Dental Clinic / Dental Svc.	13

MAJOR CATEGORY	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	Total '03-'04	Apr '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	21	6	13	17	27	30	16	22	24	52	18	38	284	21
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	196	76	131	145	147	149	195	176	162	131	149	241	1,898	208
ADOPTION	2	3	6	2	0	0	2	0	1	4	4	6	30	0
CHRONIC CALLER	46	59	127	84	70	10	138	152	195	171	165	282	1,499	159
DAY CARE	40	21	28	32	25	26	16	21	19	36	18	24	306	19
DISABLED & ELDERLY	12	7	29	24	16	25	7	12	27	12	17	42	230	23
DISASTER	0	1	1	3	2	0	1	1	1	0	5	3	18	1
EMOTIONAL CRISIS *	25	60	67	116	174	168	81	80	98	74	80	58	1,081	100
FINANCIAL ASSISTANCE / SUPPORT	827	1,472	2,656	2,884	2,308	1,711	2,324	2,760	3,144	2,065	2,961	4,634	29,746	1,517
FLORIDA KIDCARE / SOBRA	4	9	4	0	0	0	0	0	0	0	0	0	17	0
FOOD / SHELTER / CLOTHING / FURNITURE	206	452	660	716	690	496	543	660	651	497	618	895	7,084	431
HEALTH/MEDICATION	105	54	111	171	139	182	160	189	219	90	138	158	1,716	133
HOUSING INFORMATION	49	25	27	51	53	47	24	26	46	62	79	100	589	31
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	2	15	12	5	12	16	19	20	15	8	18	26	168	5
SUPPORT GROUP / EDUCATION / VOLUNTEER	36	10	27	36	47	49	54	158	81	114	111	128	851	38
OTHER	115	10	68	97	98	90	50	35	43	52	49	67	774	123
Prosperity Campaign / Income Tax									289	151	51	0		
TOTAL CATEGORIES	1,686	2,280	3,967	4,383	3,808	2,999	3,630	4,312	5,015	3,519	4,481	6,702	35,599	2,809

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

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

UNMET NEEDS (159)
April 2004

Agency out of funds/goods	1
Appointment line busy	77
Client ineligible	4
Client previously used service	2
Client refused referral	14
Did not meet agency requirements	10
No Free Transportation Available	4
No program available	33
No weekend weekend/after hours/holiday service	5
Shelter Full	5
Waiting list	4

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Furniture	1
Appointment line busy	Electric Bill Assistance	54
Appointment line busy	Gas Bill Assistance	1
Appointment line busy	Rental Deposit Assistance	6
Appointment line busy	Rent/Mortgage Assistance	16
Client ineligible	Rent/Mortgage Assistance	2
Client ineligible	Prescription Expense Assistance	1
Client ineligible	Subsidized Housing	1
Client previously used service	Rent/Mortgage Assistance	1
Client previously used service	Electric Bill Assistance	1
Client refused referral	Adolescent/Youth Counseling	1
Client refused referral	Health Insurance	1
Client refused referral	Electric Bill Assistance	3
Client refused referral	Rent/Mortgage Assistance	1
Client refused referral	Outpatient Health Facilities	1
Client refused referral	Prescription Expense Assistance	1
Client refused referral	Job Training	1
Client refused referral	Long-Distance Transportation	2
Client refused referral	Emergency Shelter	3
Did not meet agency requirements	Health Insurance	2
Did not meet agency requirements	Child Care Resource and Referral	1
Did not meet agency requirements	Electric Bill Assistance	2
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Rent Assistance	3
Did not meet agency requirements	Discount Bus Passes	1
No free transportation available	Food Stamps	1
No free transportation available	Local Transportation	2
No free transportation available	Mutual Support Group	1
No program available	Clothing	2
No program available	Bus Fare/Gas Money	3
No program available	Dentures	1
No program available	Emergency Dental Care	1
No program available	Farm/Domestic Animal Sanctuaries	1
No program available	Automobile Repairs	1
No program available	Car Payment Assistance	1
No program available	Medical Bill Assistance	1
No program available	Undesignated Temporary Financial Aid	6
No program available	Appliances	2
No program available	Bankruptcy Expense Assistance	1
No program available	Income Tax Assistance Fees	1
No program available	Motel Vouchers	1
No program available	Tuition Assistance	1
No program available	Telephone Bill Assistance	6
No program available	Medical Transportation	2
No program available	Water Connection/Repair	1
No program available	Free Tree Removal	1
No weekend/after hours/holiday service	Food Pantries	1
No weekend/after hours/holiday service	Long-Distance Transportation	1
No weekend/after hours/holiday service	Women's Clinic	1
No weekend/after hours/holiday service	Prescription Drugs Assistance	1
No weekend/after hours/holiday service	Traveler's Assistance	1
Shelters full	Emergency Shelter	5
Waiting list	Child Care Resource and Referral	4

Call Profile By County for April 2004

Baker County	136
Bradford	164
Clay	325
Columbia	60
Duval	3292
Hamilton	81
Marion	244
Nassau	137
Putnam	129
Suwannee	80
St. Johns	398
Other Florida	41
Other States	7
Unknown	183
Total Calls for April	5277

Top 10 Zip Codes - Duval County

Northwest Jax	32209	397
Westside	32210	301
Springfield	32206	242
Arlington	32211	236
Northside	32208	232
Northside	32218	196
Westside	32244	186
San Marco	32207	165
Riverside	32205	152
Southside	32216	146