

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

Aug-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	5,071	5,522	5,973	6,533					44,951
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973					25,416
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051					7,240
HOUSING	46	62	79	100	120	214	147	62					830
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50	1:10	1:11					1:05
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11	3:53	3:37					3:51
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782	1,102	1,172					1,077
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%	12%	12%	15%	15%					15%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%					14%

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 AUGUST 2004

COJ / Mental Health & Welfare Emergency Assistance	2059
Catholic Charities Bureau, Inc. / Emergency Assistance	1840
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	970
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	739
Arlington Community Services	192
NEFCAA / LIHEAP Program / R. F. Kennedy Center	171
Faith-to-Grow / Cross-cultural Outreach	128
Faith-to-Grow / Cross-cultural Outreach	85
United Community Outreach Ministry (UCOM) / Financial Assistance Program	121
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Progra	114
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	107
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelt	104
Catholic Charities Bureau, Inc. / Food Pantry	91
Economic Opportunity Council	70
NEFCAA / LIHEAP Program / Emmett Reed Center	67
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	62
The City Rescue Mission, Inc. - New Life Inn	59
Westside Christian Outreach	59
World Outreach /The Lord's Store	53
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	48
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	45
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	44
Salvation Army of Clay County / Emergency Welfare Assistance	43
Emergency Pregnancy Service of Jacksonville, Inc.	39
Catholic Charities / St. Johns County / Emergency Assistance	38
DCF / Florida / Emergency Financial Assistance for Housing Program	34
NEFCAA / Family Program / Emmett Reed Center	33
St. Vincent DePaul Society / Church of the Assumption	34
St. Vincent's Health System / HealthLink	33
HomeSavers USA	32
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	32
The Medicine Program / Rx	31
The Inn Ministry, Inc. / Outreach Center	30
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Educat	30
North Jacksonville Women's Resource Center	28
Jacksonville Housing Authority / Public Housing Applications	26

MAJOR CATEGORIES FOR AUGUST 2004

MAJOR CATEGORY	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Total '03-'04	Aug '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	27	30	16	22	24	52	18	38	15	28	3	15	288	17
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	147	149	195	176	162	131	149	241	328	369	210	198	2,455	145
ADOPTION	0	0	2	0	1	4	4	6	0	5	2	1	25	2
CHRONIC CALLER	70	10	138	152	195	171	165	282	241	170	130	163	1,887	84
DAY CARE	25	26	16	21	19	36	18	24	3	18	21	23	250	32
DISABLED & ELDERLY	16	25	7	12	27	12	17	42	17	34	32	36	277	24
DISASTER (Hurricane)	2	0	1	1	1	0	5	3	0	0	0	1,639	1,652	3
EMOTIONAL CRISIS *	174	168	81	80	98	74	80	58	186	82	542	92	1,715	116
FINANCIAL ASSISTANCE / SUPPORT	2,308	1,711	2,324	2,760	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	34,519	2,884
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	690	496	543	660	651	497	618	895	920	988	620	2,051	9,629	716
HEALTH/MEDICATION	139	182	160	189	219	90	138	158	232	435	157	186	2,285	171
HOUSING INFORMATION	53	47	24	26	46	62	79	100	120	214	147	62	980	51
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	12	16	19	20	15	8	18	26	19	21	9	5	188	5
SUPPORT GROUP / EDUCATION / VOLUNTEER	47	49	54	158	81	114	111	128	51	43	38	32	906	36
OTHER	98	90	50	35	43	52	49	67	112	299	168	182	1,245	97
Prosperity Campaign / Income Tax	0	0	0	0	289	151	51	0	0	134	67	0	692	0
TOTAL CATEGORIES	3,808	2,999	3,630	4,312	5,015	3,519	4,481	6,702	6,042	7,063	4,764	6,658	58,993	4,383

* 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 (597)
AUGUST 2004

Agency out of funds/goods	67
Appointment line busy	289
Client ineligible	11
Client previously used service	16
Client refused referral	43
Did not meet agency requirements	28
No program available	114
No weekend weekend/after hours/holiday service	2
Shelter Full	23
Waiting list	4

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Electric Bill Assistance	26
Agency out of funds/goods	Furniture	5
Agency out of funds/goods	Holiday Assistance	1
Agency out of funds/goods	Rent Assistance	21
Agency out of funds/goods	Rent Deposit Assistance	1
Agency out of funds/goods	School Clothing	1
Agency out of funds/goods	Travelers' Aid	10
Agency out of funds/goods	Water Bill Assistance	2
Appointment line busy	Electric Bill Assistance	203
Appointment line busy	Rental Deposit Assistance	17
Appointment line busy	Rent/Mortgage Assistance	66
Appointment line busy	School Clothing	3
Client ineligible	Dental Care	1
Client ineligible	Electric Bill Assistance	8
Client ineligible	Furniture	1
Client ineligible	Preschools	1
Client previously used service	Electric Bill Assistance	7
Client previously used service	Food Pantries	1
Client previously used service	Rental Deposit Assistance	1
Client previously used service	Rent/Mortgage Assistance	7
Client Refused Referral	Anger Management	1
Client Refused Referral	Assisted Living Facilities	1
Client Refused Referral	At Risk Youth Programs	1
Client Refused Referral	Burial Services	1
Client Refused Referral	Eating Disorders	2
Client Refused Referral	Electric Bill Assistance	10
Client Refused Referral	Employment	1
Client Refused Referral	Family Counseling Services	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Food Stamps	4
Client Refused Referral	Furniture	1
Client Refused Referral	General Legal Aid	2
Client Refused Referral	Health Care	1
Client Refused Referral	Health Insurance	1
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Prescription Expense Assistance	1
Client Refused Referral	Rent/Mortgage Assistance	3
Client Refused Referral	Substance Abuse Treatment	2
Client Refused Referral	Senior Employment Programs	1
Client Refused Referral	Water Bill Assistance	1
Did not meet agency requirements	Child Care Resource Referral Service	1
Did not meet agency requirements	Dental Care	2
Did not meet agency requirements	Discount Bus Passes	3
Did not meet agency requirements	Electric Bill Assistance	9
Did not meet agency requirements	Health Care	3
Did not meet agency requirements	Home Repair	1
Did not meet agency requirements	Housing Authorities	1
Did not meet agency requirements	Transportation (free)	2
Did not meet agency requirements	Mamogram Examination (free)	1
Did not meet agency requirements	Personal Financial Management Counsel	1
Did not meet agency requirements	Rent/Mortgage Assistance	3
Did not meet agency requirements	Substance Abuse Treatment (free)	1
No program available	Auto Repair	3
No program available	Bus Fare/Gas	3
No program available	Car Insurance	2
No program available	Car Payment Assistance	5
No program available	Clothing	6
No program available	Dental Bill Assistance	1
No program available	Dentures	1
No program available	Electric Bill Assistance	8
No program available	Fans/Air Conditioners	2
No program available	Furniture	1
No program available	Hearing Aid	2
No program available	Heater	1
No program available	Household Goods Storage	1
No program available	Long Distance Transportation (free)	7
No program available	Medical Bill Assistance	6
No program available	Moving Expense	3
No program available	Prescription Expense Assistance	2
No program available	Rent/Mortgage Assistance	3
No program available	Rent Deposit Assistance	1
No program available	School Clothing	13
No program available	Telephone Bill Assistance	15
No program available	Travelers' Aid	4
No program available	Undesignated Temporary Financial Aid	24
No weekend/after hours/holiday Service	Food Pantries	2
Shelters Full	Homeless People	23
Waiting list	Child Care Resource Referral Service	1
Waiting list	Housing Authorities	3

AUGUST 2004
FOLLOW-UP CALLS

Total Number of Follow-up Calls attempted		612
Percentage of Follow-up Calls identified out of Total Call Volume (6533)		9%
Total Number of Referrals Called Three Times Without An Answer		266
		43%
Total Number of Referral Calls That Received Assistance From An Agency		258
Percentage of Referral Calls That Received Assistance From An Agency		42%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		88
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		14%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		81
Out of Funds	4	
Unable to Reach, Line Busy	75	
Application Being Processed/Waiting	2	
CALLER =		7
Caller Ineligible		
Income Too High	3	
Previously Used Service	2	
Did not Meet Agency Requirements	2	
Caller Did Not Contact Agency		
Made Other Arrangements	0	
Did Not Call for Services	0	
Caller Rejected Assistance	0	
Transportation Problem	0	
Caller Could Not Remember Why Agency Could Not Provide Assistance	0	
Caller Missed Scheduled Appointment	0	
Alternative Referral Made During Follow-up (0)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (88)		
TOTAL		88

Call Profile By County for August 2004

Baker County	73
Bradford	6
Clay	319
Columbia	65
Duval	4753
Hamilton	51
Marion	118
Nassau	93
Putnam	40
Suwannee	60
St. Johns	316
Other Florida	537
Other States	3
Unknown	99
Total Calls for August	6533

Top 10 Zip Codes - Duval County

Northwest Jax	32209	539
Westside	32210	393
Northside	32208	327
Westside	32244	274
Northside	32218	254
Arlington	32211	220
San Marco	32207	174
Southside	32216	163
Westside	32254	156
Arlington	32246	154