

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

Feb-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											11,514
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065											5,209
FOOD/SHELTER/CLOTHING/FURNITURE	651	497											1,148
HOUSING	46	62											108
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57											1:27
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20											3:36
Hang-Up / Abandonments (Actual Number)	2,245	880											1,563
Abandonment Rate - Goal (17 percent)	26%	15%											21%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%											31%

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
* Adjusted call volume (April, May, June)	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
* Adjusted financial assistance (April, May, June)	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
* Adjusted food, shelter, clothing, furniture (April, May June)	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
* Adjusted housing (June)	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 FEBRUARY 2004

COJ / Mental Health & Welfare Emergency Assistance	751
Catholic Charities Bureau, Inc. / Emergency Assistance	655
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	161
Downtown Ecumenical Services Council, Inc.	116
Internal Revenue Service/Vita Site-Southside WorkSource	72
NEFCAA / LIHEAP Program / R. F. Kennedy Center	67
Internal Revenue Service/Vita Site-Gateway WorkSource	54
NEFCAA / LIHEAP Program / Emmett Reed Center	48
Faith - to - Grow / Cross-cultural Outreach	42
St. Vincent DePaul Society / Church of the Assumption	37
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	37
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	34
Catholic Charities Bureau, Inc. / Traveler's Aid	29
Arlington Community Services	25
Community Connections of Jacksonville, Inc. / Florence Davis Center	25
Salvation Army / Northeast Florida Area Command / Red Shield Lodge	25
The City Rescue Mission, Inc. - New Life Inn	24
Westside Christian Outreach	24
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor	23
Catholic Charities Bureau, Inc. / Food Pantry	21
St. Johns County Social Services	20
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	19
World Outreach / The Lord's Store	18
Florida Abuse Hotline	18
Jacksonville Children's Commission / Child Resource and Referral	16
Catholic Charities / St. Johns County / Emergency Assistance	16
St. Vincent DePaul Society / St. Catherine's / Clay County / Financial Assistance	15
Shands Jacksonville - First Care	15
NEFCAA / LIHEAP Program / Emmett Reed Center	14
Internal Revenue / Vita Site-Downtown WorkSource	14
Volunteers In Medicine Jacksonville (VIM-Jax)	13
NEFCAA / Family Program / R. F. Kennedy Center	13
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	13
Salvation Army of Clay County / Emergency Welfare Assistance	12
Emergency Pregnancy Service of Jacksonville, Inc.	12
DCF / Florida / Emergency Financial Assistance for Housing Program	11
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	9

MAJOR CATEGORY	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Total '03-'04	Feb '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	82	21	21	6	13	17	27	30	16	22	24	52	331	48
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	284	208	196	76	131	145	147	149	195	176	162	131	2,000	223
ADOPTION	4	0	2	3	6	2	0	0	2	0	1	4	24	2
CHRONIC CALLER	224	159	46	59	127	84	70	10	138	152	195	171	1,435	257
DAY CARE	29	19	40	21	28	32	25	26	16	21	19	36	312	22
DISABLED & ELDERLY	55	23	12	7	29	24	16	25	7	12	27	12	249	39
DISASTER	0	1	0	1	1	3	2	0	1	1	1	0	11	3
EMOTIONAL CRISIS *	88	100	25	60	67	116	174	168	81	80	98	74	1,131	71
FINANCIAL ASSISTANCE / SUPPORT	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	2,324	2,760	3,144	2,065	25,188	1,267
FLORIDA KIDCARE / SOBRA		0	4	9	4	0	0	0	0	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	555	431	206	452	660	716	690	496	543	660	651	497	6,557	392
HEALTH/MEDICATION	272	133	105	54	111	171	139	182	160	189	219	90	1,825	223
HOUSING INFORMATION	13	31	49	25	27	51	53	47	24	26	46	62	454	17
SPECIAL NEEDS CHILDREN		0	0	0	0	0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	30	5	2	15	12	5	12	16	19	20	15	8	159	16
SUPPORT GROUP / EDUCATION / VOLUNTEER	93	38	36	10	27	36	47	49	54	158	81	114	743	65
OTHER	225	123	115	10	68	97	98	90	50	35	43	52	1,006	172
Prosperity Campaign / Income Tax											289	151		
TOTAL CATEGORIES	3,474	2,809	1,686	2,280	3,967	4,383	3,808	2,999	3,630	4,312	5,015	3,519	41,882	2,817

UNMET NEEDS (154)

February

2004

Agency out of funds/goods	0
Appointment line busy	108
Client ineligible	1
Client previously used service	3
Client refused referral	17
Did not meet agency requirements	5
Holiday assistance program full	0
No program available	14
No weekend weekend/after hours/holiday service	0
Shelter Full	2
Waiting list	4

ReasonUnmet	NeedDescription	Number of Needs
Appointment line busy	Electric Bill Assistance	81
Appointment line busy	Gas Bill Assistance	1
Appointment line busy	Rental Deposit Assistance	5
Appointment line busy	Rent/Mortgage Assistance	19
Appointment line busy	Water Bill Assistance	2
Client ineligible	Electric Bill Assistance	1
Client previously used service	Rent/Mortgage Assistance	1
Client previously used service	Electric Bill Assistance	2
Client refused referral	Child Care Resource and Referral	2
Client refused referral	Dental Care	2
Client refused referral	Electric Bill Assistance	1
Client refused referral	Individual Counseling	2
Client refused referral	Inpatient Drug Abuse Treatment Programs	1
Client refused referral	Maternity Homes	1
Client refused referral	Emergency Shelter	8
Did not meet agency requirements	Rent / Mortgage Assistance	1
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	Housing	1
No program available	Dental Care	1
No program available	Bus Fare/Gas Money	2
No program available	Dentures	2
No program available	General Physical Examinations	1
No program available	Home Rehabilitation/Repair	1
No program available	Long-Distance Transportation	1
No program available	Medical Bill Assistance	1
No program available	Undesignated Temporary Financial Aid	4
No program available	Mutual Support Group	1
Shelters full	Homeless Shelter	2
Waiting list	Child Care Resource and Referral	1
Waiting list	Inpatient Drug Abuse Treatment Programs	1
Waiting list	Furniture	1
Waiting list	Housing Authorities	1

Call Profile By County for February 2004

Baker County	115
Bradford	66
Clay	454
Columbia	80
Duval	3075
Hamilton	76
Marion	84
Nassau	177
Putnam	94
Suwannee	79
St. Johns	487
Other Florida	81
Other States	2
Unknown	163
Total Calls for February	5033

Top 10 Zip Codes - Duval County

Northwest Jax	32209	382
Westside	32210	358
Northside	32208	244
Springfield	32206	167
Westside	32244	152
Arlington	32211	151
Riverside	32205	148
San Marco	32207	141
Southside	32216	121
Northside	32218	111