

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

Jan-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												6,481
FINANCIAL ASSISTANCE/SUPPORT	3,144												3,144
FOOD/SHELTER/CLOTHING/FURNITURE	651												651
HOUSING	46												46
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58												1:58
Length of Calls (Goal - 4 mins., 10 seconds)	3:53												3:53
Hang-Up / Abandonments (Actual Number)	2,245												2,245
Abandonment Rate - Goal (17 percent)	26%												26%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%												36%

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 JANUARY 2004

COJ / Mental Health & Welfare Emergency Assistance	1158	1158
Catholic Charities Bureau, Inc. / Emergency Assistance	975	975
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	242	242
NEFCAA / LIHEAP Program / R. F. Kennedy Center	175	175
Downtown Ecumenical Services Council, Inc.	155	155
Internal Revenue Service/Vita Site-Gateway WorkSource	114	114
NEFCAA / LIHEAP Program / Emmett Reed Center	90	90
Internal Revenue Service/Vita Site-Southside WorkSource	87	87
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	83	83
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	49	49
Economic Opportunity Council	47	47
Faith - to - Grow / Crosscultural Outreach	47	47
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	45	45
Internal Revenue Service/Vita Site-Potters House Christian Fellowship	44	44
St. Vincent DePaul Society / Church of the Assumption	44	44
NEFCAA / LIHEAP Program / Emmett Reed Center	42	42
NEFCAA / Family Program / R. F. Kennedy Center	41	41
Arlington Community Services	40	40
St. Vincent de Paul Society / St. Catherine's Church / Clay County / Financial Assistance	38	38
Westside Christian Outreach	32	32
Catholic Charities Bureau, Inc. / Traveler's Aid	31	31
NEFCAA / LIHEAP Program / R. F. Kennedy Center	30	30
DCF / Florida / Emergency Financial Assistance for Housing Program	27	27
Salvation Army / Northeast Florida Area Command / Red Shield Lodge	28	28
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	28	28
The City Rescue Mission, Inc. - New Life Inn	27	27
Salvation Army of Clay County / Emergency Welfare Assitance	26	26
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	25	25
Shands Jacksonville - First Care	23	23
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor	23	23
St. Johns County Social Services	21	21
Catholic Charities / St. Johns County / Emergency Assistance	21	21
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	21	21
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	19	19
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	19	19
Emergency Pregnancy Service of Jacksonville, Inc.	19	19
Catholic Charities Bureau, Inc. / Food Pantry	19	19

MAJOR CATEGORY	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Total '03-'04	Jan '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	48	82	21	21	6	13	17	27	30	16	22	24	327	55
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	223	284	208	196	76	131	145	147	149	195	176	162	2,092	223
ADOPTION	2	4	0	2	3	6	2	0	0	2	0	1	22	2
CHRONIC CALLER	257	224	159	46	59	127	84	70	10	138	152	195	1,521	251
DAY CARE	22	29	19	40	21	28	32	25	26	16	21	19	298	22
DISABLED & ELDERLY	39	55	23	12	7	29	24	16	25	7	12	27	276	48
DISASTER	3	0	1	0	1	1	3	2	0	1	1	1	14	3
EMOTIONAL CRISIS *	71	88	100	25	60	67	116	174	168	81	80	98	1,128	63
FINANCIAL ASSISTANCE / SUPPORT	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	2,324	2,760	3,144	24,390	1,690
FLORIDA KIDCARE / SOBRA			0	4	9	4	0	0	0	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	392	555	431	206	452	660	716	690	496	543	660	651	6,452	545
HEALTH/MEDICATION	223	272	133	105	54	111	171	139	182	160	189	219	1,958	229
HOUSING INFORMATION	17	13	31	49	25	27	51	53	47	24	26	46	409	26
SPECIAL NEEDS CHILDREN			0	0	0	0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	16	30	5	2	15	12	5	12	16	19	20	15	167	22
SUPPORT GROUP / EDUCATION / VOLUNTEER	65	93	38	36	10	27	36	47	49	54	158	81	694	56
OTHER	172	225	123	115	10	68	97	98	90	50	35	43	1,126	153
Prosperity Campaign / Income Tax										0		289		
<b>TOTAL CATEGORIES</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>2,999</b>	<b>3,630</b>	<b>4,312</b>	<b>5,015</b>	<b>41,180</b>	<b>3,388</b>

\* 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 (150)  
JANUARY

2004

Agency out of funds/goods	0
Appointment line busy	78
Client ineligible	13
Client previously used service	6
Client refused referral	14
Did not meet agency requirements	8
Holiday assistance program full	0
No program available	20
No weekend weekend/after hours/holiday service	0
Shelter Full	3
Waiting list	8

ReasonUnmet	NeedDescription	Number of Needs
Appointment line busy	Electric Bill Assistance	48
Appointment line busy	Gas Bill Assistance	2
Appointment line busy	Rental Deposit Assistance	4
Appointment line busy	Rent/Mortgage Assistance	24
Client ineligible	Burial Services	1
Client ineligible	Electric Bill Assistance	7
Client ineligible	Rent/Mortgage Assistance	3
Client ineligible	Food Pantries	1
Client ineligible	Prescription Expense Assistance	1
Client previously used service	Rent/Mortgage Assistance	2
Client previously used service	Electric Bill Assistance	4
Client refused referral	Child Care Resource and Referral	1
Client refused referral	Rent/Mortgage Assistance	2
Client refused referral	Electric Bill Assistance	1
Client refused referral	Consumer Services	1
Client refused referral	Education	1
Client refused referral	Food Pantries	1
Client refused referral	Health Care	1
Client refused referral	Emergency Shelter	4
Client refused referral	Long-distance Transportation	1
Client refused referral	Prescription Expense Assistance	1
Did not meet agency requirements	Rent / Mortgage Assistance	2
Did not meet agency requirements	Credit Counseling	1
Did not meet agency requirements	General Legal Aid	2
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Free Transportation	2
No program available	Automobile	1
No program available	Bus Fare/Gas Money	3
No program available	Telephone Bill Assistance	6
No program available	Free Prescription Drugs	1
No program available	Undesignated Temporary Financial Aid	3
No program available	Home Health Care	1
No program available	Homeless Shelter	1
No program available	Medical Bill Assistance	1
No program available	Auto Repairs	1
No program available	Mutual Support Group	1
No program available	Housing	1
Shelters full	Homeless Shelter	3
Waiting list	Child Care Resource and Referral	4
Waiting list	Housing Authorities	4

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume (6481)		8%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		45
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		236
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		47%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		219
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		44%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		156
Out of Funds	46	
Unable to Reach, Line Busy	101	
Application Being Processed/Waiting	9	
<b>CALLER =</b>		63
<b>Caller Ineligible</b>		
Income Too High	3	
Previously Used Service	14	
Did not Meet Agency Requirements	10	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	32	
Did Not Call for Services	4	
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 (66)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (187)		
<b>TOTAL</b>		219

Information Source: Avaya Call Management Supervisor (CMS) Software

## Call Profile By County for January 2004

Baker County	133
Bradford	89
Clay	575
Columbia	93
Duval	4377
Hamilton	74
Marion	53
Nassau	192
Putnam	94
Suwannee	72
St. Johns	488
Other Florida	73
Other States	19
Unknown	149
<b>Total Calls for January</b>	<b>6481</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	445
Westside	32210	346
Northside	32208	328
Westside	32244	254
Arlington	32211	210
Springfield	32206	203
Northside	32218	198
Arlington	32246	165
San Marco	32207	164
Riverside	32205	162