

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

Jul-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						38,418
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618						23,443
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620						5,189
HOUSING	46	62	79	100	120	214	147						768
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50	1:10						1:04
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11	3:53						3:53
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782	1,102						1,064
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%	12%	12%	15%						15%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%						16%

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 JULY 2004

COJ / Mental Health & Welfare Emergency Assistance	1482
Catholic Charities Bureau, Inc. / Emergency Assistance	1262
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	591
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	188
NEFCAA / LIHEAP Program / R. F. Kennedy Center	146
Arlington Community Services	106
Faith-to-Grow / Cross-cultural Outreach	85
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelt	72
The City Rescue Mission, Inc. - New Life Inn	68
United Community Outreach Ministry (UCOM) / Financial Assistance Program	55
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Progra	54
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	54
Jacksonville Housing Authority / Public Housing Applications	48
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	44
Catholic Charities Bureau, Inc. / Food Pantry	44
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	44
NEFCAA / LIHEAP Program / Emmett Reed Center	44
World Outreach /The Lord's Store	42
Westside Christian Outreach	41
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	40
Economic Opportunity Council	38
Emergency Pregnancy Service of Jacksonville, Inc.	35
HomeSavers USA	35
NEFCAA / Family Program / Emmett Reed Center	33
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Educat	32
Catholic Charities Bureau, Inc. / Traveler's Aid	30
North Jacksonville Women's Resource Center	27
A New Beginning	24
The Inn Ministry, Inc. / Outreach Center	23
DCF / Duval County / Food Stamp Program / Southside	23
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	22
Catholic Charities / Putnam County / Emergency Assistance	21
The Medicine Program / Rx	20
St. Johns County Social Services	18
Catholic Charities Bureau, Inc/Columbia-Hamilton-Suwannee Counties/Emergency Svcs	18

## MAJOR CATEGORIES FOR JULY 2004

MAJOR CATEGORY	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Total '03-'04	July '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	17	27	30	16	22	24	52	18	38	15	28	3	290	13
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	145	147	149	195	176	162	131	149	241	328	369	210	2,402	131
ADOPTION	2	0	0	2	0	1	4	4	6	0	5	2	26	6
CHRONIC CALLER	84	70	10	138	152	195	171	165	282	241	170	130	1,808	127
DAY CARE	32	25	26	16	21	19	36	18	24	3	18	21	259	28
DISABLED & ELDERLY	24	16	25	7	12	27	12	17	42	17	34	32	265	29
DISASTER	3	2	0	1	1	1	0	5	3	0	0	0	16	1
EMOTIONAL CRISIS *	116	174	168	81	80	98	74	80	58	186	82	74	1,271	67
FINANCIAL ASSISTANCE / SUPPORT	2,884	2,308	1,711	2,324	2,760	3,144	2,065	2,961	4,634	3,798	4,223	2,618	35,430	2,656
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	4
FOOD / SHELTER / CLOTHING / FURNITURE	716	690	496	543	660	651	497	618	895	920	988	620	8,294	660
HEALTH/MEDICATION	171	139	182	160	189	219	90	138	158	232	435	157	2,270	111
HOUSING INFORMATION	51	53	47	24	26	46	62	79	100	120	214	147	969	27
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	5	12	16	19	20	15	8	18	26	19	21	9	188	12
SUPPORT GROUP / EDUCATION / VOLUNTEER	36	47	49	54	158	81	114	111	128	51	43	38	910	27
OTHER	97	98	90	50	35	43	52	49	67	112	299	168	1,160	68
Prosperity Campaign / Income Tax	0	0	0	0	0	289	151	51	0	0	134	67	692	0
<b>TOTAL CATEGORIES</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>3,519</b>	<b>4,481</b>	<b>6,702</b>	<b>6,042</b>	<b>7,063</b>	<b>4,296</b>	<b>56,250</b>	<b>3,967</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 ( 350 )  
JULY 2004

Agency out of funds/goods	17
Appointment line busy	184
Client ineligible	9
Client previously used service	5
Client refused referral	20
Did not meet agency requirements	25
No free transportation available	0
No program available	77
No weekend weekend/after hours/holiday service	2
Shelter Full	9
Waiting list	2

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Discount Bus Passes	6
Agency out of funds/goods	Electric Bill Assistance	6
Agency out of funds/goods	Furniture	2
Agency out of funds/goods	Gas Bill Assistance	3
Appointment line busy	Electric Bill Assistance	109
Appointment line busy	Water Bill Assistance	1
Appointment line busy	Gas Bill Assistance	3
Appointment line busy	Rental Deposit Assistance	5
Appointment line busy	Rent/Mortgage Assistance	66
Client ineligible	Gas Bill Assistance	1
Client ineligible	Rent Assistance	3
Client ineligible	Electric Bill Assistance	3
Client ineligible	Low-Cost Rental Housing	1
Client ineligible	Emergency Shelter	1
Client previously used service	Rent/Mortgage Assistance	1
Client previously used service	Rental Deposit Assistance	2
Client previously used service	Electric Bill Assistance	2
Did not meet agency requirements	Electric Bill Assistance	9
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Water Bill Assistance	1
Did not meet agency requirements	Food Pantries	2
Did not meet agency requirements	Free Dental Care	3
Did not meet agency requirements	Home Health Care	1
Did not meet agency requirements	Legal Services	1
Did not meet agency requirements	Transportation	1
Did not meet agency requirements	General Physical Examinations (free)	1
Did not meet agency requirements	Housing Authorities	1
No program available	Fans/Air Conditioners	1
No program available	Health Insurance (free)	2
No program available	Disaster-Specific Home Repairs	2
No program available	Free Eye Care	1
No program available	Car Payment Assistance	1
No program available	Medical Bill Assistance	2
No program available	Wheelchairs/Wheeled Mobility (free)	1
No program available	Electric Bill Assistance	4
No program available	Household Goods Storage	1
No program available	Telephone Bill Assistance	3
No program available	School Clothing	28
No program available	Mutual Support Groups	2
No program available	Substance Abuse Day Treatment (free)	2
No program available	Undesignated Temporary Financial Aid	27
No weekend/after hours/holiday Service	Diapers	1
No weekend/after hours/holiday Service	Animal Control	1
Shelters Full	Homeless People	9
Waiting list	Furniture	1
Waiting list	Housing Authorities	1
Client refused referral	Electric Bill Assistance	5
Client refused referral	Gas Bill Assistance	1
Client refused referral	Rent /Mortgage Assistance	1
Client refused referral	Rent Deposit Assistance	1
Client refused referral	Autism	1
Client refused referral	Homeless Shelter	9
Client refused referral	Inpatient Mental Health Facilities	1
Client refused referral	Health Care	1



## Call Profile By County for July 2004

Baker County	182
Bradford	74
Clay	376
Columbia	87
Duval	4389
Hamilton	64
Marion	61
Nassau	186
Putnam	30
Suwannee	98
St. Johns	268
Other Florida	48
Other States	0
Unknown	110
<b>Total Calls for July</b>	<b>5973</b>

## Top 10 Zip Codes - Duval County

Northwest Jax	32209	434
Westside	32210	321
Northside	32208	278
Westside	32244	250
Springfield	32206	222
Northside	32218	194
San Marco	32207	171
Riverside	32205	198
Southside	32216	158
Arlington	32211	154