

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

Jun-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							32,445
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223							20,825
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988							4,569
HOUSING	46	62	79	100	120	214							621
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50							1:03
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11							3:53
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782							1,057
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%	12%	12%							16%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%							21%

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 JUNE 2004

COJ / Mental Health & Welfare Emergency Assistance	985
Catholic Charities Bureau, Inc. / Emergency Assistance	830
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	263
NEFCAA / LIHEAP Program / R. F. Kennedy Center	168
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	153
NEFCAA / LIHEAP Program / Emmett Reed Center	108
Internal Revenue Service/Vita Site-Gateway WorkSource	109
Internal Revenue Service/Vita Site-Southside WorkSource	85
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	53
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	49
Faith-to-Grow / Cross-cultural Outreach	47
Internal Revenue Service/Vita Site-Potters House Christian Fellowship	45
St. Vincent DePaul Society / Church of the Assumption	44
Economic Opportunity Council	38
Arlington Community Services	37
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	34
NEFCAA / Family Program / R. F. Kennedy Center	32
Catholic Charities Bureau, Inc. / Traveler's Aid	29
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	29
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	29
The City Rescue Mission, Inc. - New Life Inn	28
Westside Christian Outreach	26
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	25
Salvation Army of Clay County / Emergency Welfare Assistance	24
Shands Jacksonville - First Care	23
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	21
St. Johns County Social Services	21
Welfare Federation / St. Johns County / Emergency Assistance Program	19
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	19
DCF / Florida / Emergency Financial Assistance for Housing Program	19
Internal Revenue Service/Vita Site-Downtown WorkSource	18
NEFCAA / Family Program / Emmett Reed Center	18
Catholic Charities / St. Johns County / Emergency Assistance	18
Emergency Pregnancy Service of Jacksonville, Inc.	18
Internal Revenue Service/Vita Site-Clay County WorkSource (Orange Park)	16
The Medicine Program / Rx	16
The Inn Ministry, Inc. / Outreach Center	16
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	16
Salvation Army Northeast / Family Services / Clay County	16
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Education	15
Florida Abuse Hotline	15
Jacksonville Housing Authority / Public Housing Applications	15
Volunteers in Medicine Jacksonville (VIM-JAX)	14
Sacred Heart Catholic Church / Parrish Outreach / Clay County	13
DCF / Duval County / Food Stamp Program / Westside	12
Trinity Rescue Mission / Homeless Shelter for Men	12
Catholic Charities Bureau, Inc. / Food Pantry	11
Housing Partnership of Jax/Emergency Home Repair	11
NEFCAA / LIHEAP Program / Nassau County	10

MAJOR CATEGORY	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	Total '03-'04	June '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	13	17	27	30	16	22	24	52	18	38	15	28	219	6
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	131	145	147	149	195	176	162	131	149	241	328	369	1,385	76
ADOPTION	6	2	0	0	2	0	1	4	4	6	0	5	19	3
CHRONIC CALLER	127	84	70	10	138	152	195	171	165	282	241	170	1,112	59
DAY CARE	28	32	25	26	16	21	19	36	18	24	3	18	221	21
DISABLED & ELDERLY	29	24	16	25	7	12	27	12	17	42	17	34	169	7
DISASTER	1	3	2	0	1	1	1	0	5	3	0	0	14	1
EMOTIONAL CRISIS *	67	116	174	168	81	80	98	74	80	58	186	82	938	60
FINANCIAL ASSISTANCE / SUPPORT	2,656	2,884	2,308	1,711	2,324	2,760	3,144	2,065	2,961	4,634	3,798	4,223	22,813	1,472
FLORIDA KIDCARE / SOBRA	4	0	0	0	0	0	0	0	0	0	0	0	4	9
FOOD / SHELTER / CLOTHING / FURNITURE	660	716	690	496	543	660	651	497	618	895	920	988	5,531	452
HEALTH/MEDICATION	111	171	139	182	160	189	219	90	138	158	232	435	1,399	54
HOUSING INFORMATION	27	51	53	47	24	26	46	62	79	100	120	214	415	25
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	12	5	12	16	19	20	15	8	18	26	19	21	125	15
SUPPORT GROUP / EDUCATION / VOLUNTEER	27	36	47	49	54	158	81	114	111	128	51	43	677	10
OTHER	68	97	98	90	50	35	43	52	49	67	112	299	582	10
Prosperity Campaign / Income Tax							289	151	51	0	0	134		
TOTAL CATEGORIES	3,967	4,383	3,808	2,999	3,630	4,312	5,015	3,519	4,481	6,702	6,042	7,063	31,633	2,280

* 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 (282)
JUNE 2004**

Agency out of funds/goods	1
Appointment line busy	170
Client ineligible	6
Client previously used service	14
Client refused referral	15
Did not meet agency requirements	25
No free transportation available	3
No program available	34
No weekend weekend/after hours/holiday service	1
Shelter Full	8
Waiting list	5

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Furniture	1
Appointment line busy	Electric Bill Assistance	113
Appointment line busy	Discount Bus Passes	1
Appointment line busy	Rental Deposit Assistance	10
Appointment line busy	Rent/Mortgage Assistance	46
Client ineligible	Rent /Mortgage Assistance	1
Client ineligible	Electric Bill Assistance	1
Client ineligible	Housing Authorities	1
Client ineligible	Individual Counseling (free)	1
Client ineligible	Prescription Expense Assistance	1
Client ineligible	Indigent Transportation	1
Client previously used service	Rent /Mortgage Assistance	6
Client previously used service	Electric Bill Assistance	7
Client previously used service	Water Bill Assistance	1
Client refused referral	Rent/Mortgage Assistance	1
Client refused referral	Dental Care	2
Client refused referral	Electric Bill Assistance	2
Client refused referral	Food Pantries	1
Client refused referral	Food Stamps	1
Client refused referral	Maternity Homes	1
Client refused referral	Medical Expense Assistance	1
Client refused referral	Inpatient Drug Abuse Treatment Programs	1
Client refused referral	Health Care	2
Client refused referral	Emergency Shelter	3
Did not meet agency requirements	Inpatient Drug Abuse Treatment Programs	1
Did not meet agency requirements	Child Care Resource and Referral	1
Did not meet agency requirements	Dental Care	3
Did not meet agency requirements	Electric Bill Assistance	7
Did not meet agency requirements	Eye Care	1
Did not meet agency requirements	Rent Assistance	5
Did not meet agency requirements	Tuition Assistance	1
Did not meet agency requirements	Health Insurance	4
Did not meet agency requirements	Vocational Rehabilitation	1
No free transportation available	Food Pantries	1
No free transportation available	Travelers' Assistance	2
No free transportation available	Free MedicalTransportation	1
No program available	Fans/Air Conditioners	3
No program available	Bus Fare/Gas Money	2
No program available	Dentures	1
No program available	Disaster-Specific Home Repairs	1
No program available	Furniture	1
No program available	Care Insurance Payment Assistance	1
No program available	Car Payment Assistance	2
No program available	Medical Bill Assistance	1
No program available	Hotels/Motels	3
No program available	Undesignated Temporary Financial Aid	2
No program available	Major Appliances Repairs	1
No program available	Grocery Delivery	1
No program available	Household Goods Storage	1
No program available	Automobile Repair	1
No program available	Telephone Bill Assistance	5
No program available	Long Term Care Insurance	1
No program available	Orthopedic Surgery (free)	1
No program available	Schools of Choice (free)	1
No program available	Long-Distance Transportation	1
No program available	Traffic/Parking Ticket Assistance	1
No program available	Work Tools/Equipment	1
No program available	Substance Abuse Day Treatment (free)	1
No program available	Spinal Cord Rehabilitation (free)	1
No weekend/after hours/holiday Service	Food Pantries	1
Shelters Full	Homeless People	8
Waiting list	Child Care Resource and Referral	2
Waiting list	Housing Authorities	3

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume (5522)		9%
Total Number of Referrals Called Three Times Without An Answer		162
		32%
Total Number of Referral Calls That Received Assistance From An Agency		226
Percentage of Referral Calls That Received Assistance From An Agency		45%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		112
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		22%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		86
Out of Funds		
Unable to Reach, Line Busy	83	
Application Being Processed/Waiting	3	
CALLER =		26
Caller Ineligible		
Income Too High	3	
Previously Used Service	12	
Did not Meet Agency Requirements	7	
Caller Did Not Contact Agency		
Made Other Arrangements	2	
Did Not Call for Services	0	
Caller Rejected Assistance	2	
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 (110)		
TOTAL		112

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for June 2004

Baker County	121
Bradford	23
Clay	144
Columbia	61
Duval	3976
Hamilton	42
Marion	602
Nassau	79
Putnam	46
Suwannee	56
St. Johns	191
Other Florida	58
Other States	1
Unknown	122
Total Calls for June	5522

Top 10 Zip Codes - Duval County

Northwest Jax	32209	574
Springfield	32206	330
Westside	32210	321
Northside	32208	289
Westside	32244	284
Arlington	32211	250
Riverside	32205	198
Northside	32218	196
San Marco	32207	166
Arlington	32246	138