

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

May-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								26,923
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798								16,602
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920								3,581
HOUSING	46	62	79	100	120								407
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46								1:06
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11								3:49
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738								1,112
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%	12%								16%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%								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
<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 MAY 2004

COJ / Mental Health & Welfare Emergency Assistance	1163
Catholic Charities Bureau, Inc. / Emergency Assistance	1040
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	327
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	276
NEFCAA / LIHEAP Program / R. F. Kennedy Center	275
NEFCAA / LIHEAP Program / Emmett Reed Center	207
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	69
NEFCAA / Family Program / R. F. Kennedy Center	66
The City Rescue Mission, Inc. - New Life Inn	54
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	52
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	51
Arlington Community Services	50
Faith-to-Grow / Crosscultural Outreach	45
Catholic Charities Bureau, Inc. / Food Pantry	42
Jacksonville Housing Authority / Public Housing Applications	39
Catholic Charities Bureau, Inc. / Traveler's Aid	35
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Education	32
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	29
Emergency Pregnancy Service of Jacksonville, Inc.	27
DCF / Duval County / Food Stamp Program / Southside	27
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	27
United Community Outreach Ministry (UCOM) / Financial Assistance Program	26
Economic Opportunity Council	25
Catholic Charities / St. Johns County / Emergency Assistance	25
Shands Jacksonville - First Care	25
DCF / Florida / Emergency Financial Assistance for Housing Program	24
HomeSavers USA	24
Salvation Army of Clay County / Emergency Welfare Assistance	23
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Dental Clinic / Dental Svcs.	22
Sacred Heart Catholic Church / Parrish Outreach / Clay County	21
Westside Christian Outreach	21
Volunteers in Medicine Jacksonville (VIM-JAX)	21
Florida Abuse Hotline	19
The Medicine Program / Rx	19
Florida Dept of Children & Families-Wages-TANF	18
Salvation Army of St. Johns County / Emergency Assistance	18

MAJOR CATEGORY	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	Total '03-'04	May '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	6	13	17	27	30	16	22	24	52	18	38	15	225	21
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	76	131	145	147	149	195	176	162	131	149	241	328	1,461	196
ADOPTION	3	6	2	0	0	2	0	1	4	4	6	0	22	2
CHRONIC CALLER	59	127	84	70	10	138	152	195	171	165	282	241	1,171	46
DAY CARE	21	28	32	25	26	16	21	19	36	18	24	3	242	40
DISABLED & ELDERLY	7	29	24	16	25	7	12	27	12	17	42	17	176	12
DISASTER	1	1	3	2	0	1	1	1	0	5	3	0	15	0
EMOTIONAL CRISIS *	60	67	116	174	168	81	80	98	74	80	58	186	998	25
FINANCIAL ASSISTANCE / SUPPORT	1,472	2,656	2,884	2,308	1,711	2,324	2,760	3,144	2,065	2,961	4,634	3,798	24,285	827
FLORIDA KIDCARE / SOBRA	9	4	0	0	0	0	0	0	0	0	0	0	13	4
FOOD / SHELTER / CLOTHING / FURNITURE	452	660	716	690	496	543	660	651	497	618	895	920	5,983	206
HEALTH/MEDICATION	54	111	171	139	182	160	189	219	90	138	158	232	1,453	105
HOUSING INFORMATION	25	27	51	53	47	24	26	46	62	79	100	120	440	49
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	15	12	5	12	16	19	20	15	8	18	26	19	140	2
SUPPORT GROUP / EDUCATION / VOLUNTEER	10	27	36	47	49	54	158	81	114	111	128	51	687	36
OTHER	10	68	97	98	90	50	35	43	52	49	67	112	592	115
Prosperity Campaign / Income Tax								289	151	51	0	0		
TOTAL CATEGORIES	2,280	3,967	4,383	3,808	2,999	3,630	4,312	5,015	3,519	4,481	6,702	6,042	33,913	1,686

UNMET NEEDS (269)

May

2004

Agency out of funds/goods	2
Appointment line busy	162
Client ineligible	3
Client previously used service	1
Client refused referral	26
Did not meet agency requirements	15
No free transportation available	1
No program available	40
No weekend weekend/after hours/holiday service	4
Shelter Full	7
Waiting list	8

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Furniture	2
Appointment line busy	Electric Bill Assistance	114
Appointment line busy	Gas Bill Assistance	2
Appointment line busy	Rental Deposit Assistance	6
Appointment line busy	Rent/Mortgage Assistance	40
Client ineligible	Food Pantries	1
Client ineligible	Electric Bill Assistance	2
Client previously used service	Residential Substance Abuse Treatment	1
Client refused referral	Disabled Transportation	1
Client refused referral	Dental Care	2
Client refused referral	Electric Bill Assistance	6
Client refused referral	Food Pantries	1
Client refused referral	Food Stamps	1
Client refused referral	Housing Authorities	5
Client refused referral	Legal Representation	1
Client refused referral	long-Distance Transportation	1
Client refused referral	Medical Equipment/Supplies	1
Client refused referral	Outpatient Health Facilities	1
Client refused referral	Marriage Counseling	1
Client refused referral	Medi-Cal/Medicaid	1
Client refused referral	Prescription Expense Assistance	1
Client refused referral	Emergency Shelter	2
Did not meet agency requirements	Medical Transportation	4
Did not meet agency requirements	Medi-Cal/Medicaid	1
Did not meet agency requirements	Electric Bill Assistance	4
Did not meet agency requirements	Prescription Expense Assistance	2
Did not meet agency requirements	Rent Assistance	3
Did not meet agency requirements	Dental Care	1
No free transportation available	Free Local Transportation	1
No program available	Clothing	1
No program available	Bus Fare/Gas Money	4
No program available	Dentures	2
No program available	House Painting	1
No program available	Household Goods Storage	1
No program available	Care Insurance Payment Assistance	1
No program available	Car Payment Assistance	2
No program available	Medical Bill Assistance	2
No program available	Prescription Expense Assistance	1
No program available	Undesignated Temporary Financial Aid	9
No program available	Appliances	2
No program available	Burglar Alarms	1
No program available	Child Passenger Safety Seats	1
No program available	Automobile Repair	1
No program available	Automobile /Van Adaptions	2
No program available	Telephone Bill Assistance	4
No program available	Medicare Insurance Supplements	1
No program available	Free Laundry Facilities	1
No program available	Personal Loans	1
No program available	Long-Distance Transportation	2
No program available	Income Maintenance Programs	1
No weekend/after hours/holiday Service	Respite Care	1
No weekend/after hours/holiday Service	Travelers' Assistance	3
Shelters Full	Homeless People	7
Waiting list	Child Care Resource and Referral	3
Waiting list	Home Rehabilitation/Repair Services	1
Waiting list	Inpatient Substance Abuse Treatment	1

Call Profile By County for May 2004

Baker County	148
Bradford	54
Clay	322
Columbia	81
Duval	3176
Hamilton	63
Marion	403
Nassau	151
Putnam	83
Suwannee	76
St. Johns	329
Other Florida	45
Other States	4
Unknown	136
Total Calls for May	5071

Top 10 Zip Codes - Duval County

Northwest Jax	32209	391
Westside	32210	277
Westside	32244	229
Springfield	32206	226
Northside	32208	215
Arlington	32211	189
Riverside	32205	181
Northside	32218	148
Westside	32265	130
Arlington	32277	126