

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

Mar-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										16,575
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961										8,170
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618										1,766
HOUSING	46	62	79										187
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48										1:14
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29										3:34
Hang-Up / Abandonments (Actual Number)	2,245	880	739										1,288
Abandonment Rate - Goal (17 percent)	26%	15%	13%										18%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%										22%

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 MARCH 2004

COJ / Mental Health & Welfare Emergency Assistance	993
Catholic Charities Bureau, Inc. / Emergency Assistance	908
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	360
Downtown Ecumenical Services Council, Inc.	276
Faith - to - Grow / Cross-cultural Outreach	52
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	48
Salvation Army / Northeast Florida Area Command / Red Shield Lodge	45
Arlington Community Services	43
St. Vincent DePaul Society / Church of the Assumption	40
The City Rescue Mission, Inc. - New Life Inn	37
HomeSavers USA	31
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor	31
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	29
Jacksonville Housing Authority / Public Housing Applications	27
Catholic Charities Bureau, Inc. / Food Pantry	27
World Outreach / The Lord's Store	27
Economic Opportunity Council	26
The Medicine Program / Rx	26
Community Connections of Jacksonville, Inc. / Florence Davis Center	26
Catholic Charities Bureau, Inc. / Traveler's Aid	22
Westside Christian Outreach	21
DCF / Duval County / Food Stamp Program / Southside	19
Salvation Army of Clay County / Emergency Welfare Assistance	19
St. Johns County Social Services	18
United Christian Outreach Ministry (UCOM) / Financial Assistance Program	17
St. Vincent DePaul Society / St. Catherine's / Clay County / Financial Assistance	17
Shands Jacksonville - First Care	17
Housing Partnership of Jacksonville / Emergency Home Repair	17
NEFCAA / LIHEAP Program / Emmett Reed Center	15
Welfare Federation / St. Johns County / Emergency Assistance Program	15
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Edu.	14
Volunteers In Medicine Jacksonville (VIM-Jax)	14
Northeast Florida Builders Association - Builders Care	14
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	14
The Inn Ministry, Inc. / Outreach Center	14
Florida Abuse Hotline	14
Catholic Charities / St. Johns County / Emergency Assistance	14

MAJOR CATEGORY	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Total '03-'04	Mar '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	21	21	6	13	17	27	30	16	22	24	52	18	267	82
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	208	196	76	131	145	147	149	195	176	162	131	149	1,865	284
ADOPTION	0	2	3	6	2	0	0	2	0	1	4	4	24	4
CHRONIC CALLER	159	46	59	127	84	70	10	138	152	195	171	165	1,376	224
DAY CARE	19	40	21	28	32	25	26	16	21	19	36	18	301	29
DISABLED & ELDERLY	23	12	7	29	24	16	25	7	12	27	12	17	211	55
DISASTER	1	0	1	1	3	2	0	1	1	1	0	5	16	0
EMOTIONAL CRISIS *	100	25	60	67	116	174	168	81	80	98	74	80	1,123	88
FINANCIAL ASSISTANCE / SUPPORT	1,517	827	1,472	2,656	2,884	2,308	1,711	2,324	2,760	3,144	2,065	2,961	26,629	1,520
FLORIDA KIDCARE / SOBRA	0	4	9	4	0	0	0	0	0	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	431	206	452	660	716	690	496	543	660	651	497	618	6,620	555
HEALTH/MEDICATION	133	105	54	111	171	139	182	160	189	219	90	138	1,691	272
HOUSING INFORMATION	31	49	25	27	51	53	47	24	26	46	62	79	520	13
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	5	2	15	12	5	12	16	19	20	15	8	18	147	30
SUPPORT GROUP / EDUCATION / VOLUNTEER	38	36	10	27	36	47	49	54	158	81	114	111	761	93
OTHER	123	115	10	68	97	98	90	50	35	43	52	49	830	225
Prosperity Campaign / Income Tax										289	151	51		
TOTAL CATEGORIES	2,809	1,686	2,280	3,967	4,383	3,808	2,999	3,630	4,312	5,015	3,519	4,481	38,408	3,474

* 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 (180)

March

2004

Agency out of funds/goods	1
Appointment line busy	102
Client ineligible	5
Client previously used service	10
Client refused referral	11
Did not meet agency requirements	10
Holiday assistance program full	0
No program available	37
No weekend weekend/after hours/holiday service	0
Shelter Full	0
Waiting list	4

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Furniture	1
Appointment line busy	Electric Bill Assistance	70
Appointment line busy	Gas Bill Assistance	1
Appointment line busy	Rental Deposit Assistance	5
Appointment line busy	Rent/Mortgage Assistance	26
Client ineligible	Rent/Mortgage Assistance	3
Client ineligible	Electric Bill Assistance	2
Client previously used service	Rent/Mortgage Assistance	4
Client previously used service	Rental Deposit Assistance	1
Client previously used service	Electric Bill Assistance	5
Client refused referral	Child Care Resource and Referral	1
Client refused referral	Dental Care	1
Client refused referral	Electric Bill Assistance	1
Client refused referral	Rent/Mortgage Assistance	1
Client refused referral	Rental Deposit Assistance	1
Client refused referral	Prescription Expense Assistance	1
Client refused referral	Emergency Shelter	5
Did not meet agency requirements	Home Rehabilitation/Repair	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	Head Start	1
Did not meet agency requirements	Inpatient Mental Health Facilities	1
Did not meet agency requirements	Legal Representation	2
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Long-Distance Transportation	1
No program available	Dental Restoration	2
No program available	Bus Fare/Gas Money	6
No program available	Dentures	3
No program available	Airline Advantage Miles Donations	1
No program available	Cable Television Companies	1
No program available	Care Insurance Payment Assistance	2
No program available	Car Payment Assistance	3
No program available	Medical Bill Assistance	1
No program available	Undesignated Temporary Financial Aid	6
No program available	Major Appliance Repairs	1
No program available	Moving Expense Assistance	1
No program available	Property Tax Assistance	1
No program available	Sewage Treatment	1
No program available	Student Financial Aid	1
No program available	Telephone Bill Assistance	3
No program available	Free Local Transportation	3
No program available	Identification Cards	1
Waiting list	Child Care Resource and Referral	2
Waiting list	Transitional Shelter	1
Waiting list	Housing Authorities	1

Call Profile By County for March 2004

Baker County	96
Bradford	77
Clay	429
Columbia	79
Duval	3287
Hamilton	76
Marion	151
Nassau	128
Putnam	98
Suwannee	55
St. Johns	445
Other Florida	21
Other States	2
Unknown	117
Total Calls for March	5061

Top 10 Zip Codes - Duval County

Northwest Jax	32209	388
Westside	32210	274
Northside	32208	243
Springfield	32206	216
Westside	32244	204
Arlington	32211	180
San Marco	32207	154
Riverside	32205	151
Southside	32216	137
Northside	32218	130