

UNITED WAY



24-HOUR INFORMATION & CRISIS LINE

(formerly First Call for Help)

MONTHLY REPORT TO THE COMMUNITY

NOVEMBER 2003

United Way 2-1-1 data is tracked on a monthly basis by Service Point and AVAYA CMS Software.



United Way of Northeast Florida
United Way of St. Johns County
United Way of Suwannee Valley



Duval County Department of Health



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

Nov-03

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		56,375
<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		59,376
FINANCIAL ASSISTANCE/SUPPORT	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	1,564		19,416
<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		21,249
FOOD/SHELTER/CLOTHING/FURNITURE	545	392	555	431	206	452	660	716	690	496	348		5,491
<i>* Adjusted food, shelter, clothing, furniture (April, May, June)</i>	545	392	555	510	545	501	660	716	690	496	348		5,958
HOUSING	26	17	13	31	49	8	27	51	53	47	24		346
<i>* Adjusted housing (June)</i>	26	17	13	31	49	25	27	51	53	47	24		363
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		1:10
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		3:47
Hang-Up / Abandonments (Actual Number)	1,039	380	766	907	448	394	970	1,116	906	1,207	1,270		855
Abandonment Rate - Goal (20 percent)	18%	9%	13%	18%	9%	8%	17%	18%	14%	21%	21%		15%

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 NOVEMBER 2003

COJ / Mental Health & Welfare Emergency Assistance	846
Catholic Charities Bureau, Inc.	789
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	319
Downtown Ecumenical Services Council, Inc.	161
NEFCAA / LIHEAP Program / Emmett Reed Center	92
NEFCAA / LIHEAP Program / R. F. Kennedy Center	88
Arlington Community Services	56
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	48
Faith - to - Grow / Cross cultural Outreach	47
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	31
Salvation Army / Northeast Florida Area Command / Red Shield Lodge	30
Church of the Assumption/St. Vincent DePaul Society	29
The City Rescue Mission, Inc. / New Life Inn	27
St. Vincent de Paul Society / St. Catherine's Church / Clay County / Financial Assistance Program	27
City of Jacksonville	27
Volunteers in Medicine Jacksonville (VIM-JAX)	25
Feed A Needy Neighbor Program / Emergency Food Pantry	25
United Community Outreach Ministry (UCOM) / Financial Assistance Program	25
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	23
Westside Christian Outreach	20
Shands Jacksonville - First Care	16
We Care Jacksonville, Inc. / St. Matthew Christian Health Center	16
Economic Opportunity Council	16
World Outreach / The Lord's Store	16
Jacksonville Area Legal Aid, Inc. / Main Office / Legal Representation, Advice, and Education	16
River Region Human Services, Inc. / Substance Abuse Treatment	15
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	14
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	14
Florida Abuse Hotline	13
Welfare Federation / St. Johns County / Emergency Assistance Program	13
City of Jacksonville / Christmas Gift Event	13
Salvation Army-Clay County / Family Services	13
Emergency Pregnancy Service of Jacksonville, Inc.	12
The Inn Ministry, Inc. / Outreach Center	11
The Sanctuary of Northeast Florida, Inc.	11
Gateway Community Services, Inc. / Adult Residential Services	10

MAJOR CATEGORY	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03	June '03	July '03	Aug '03	Sept '03	Oct '03	Nov'03	Total '02-'03	Nov '02
ABUSE REGISGTRY - CHILD/ADULT ABUSE	35	55	48	82	21	21	6	13	17	27	30	21	376	43
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	172	223	223	284	208	196	76	131	145	147	149	154	2,108	194
ADOPTION	1	2	2	4	0	2	3	6	2	0	0	0	22	1
CHRONIC CALLER	255	251	257	224	159	46	59	127	84	70	10	137	1,679	255
DAY CARE	18	22	22	29	19	40	21	28	32	25	26	16	298	20
DISABLED & ELDERLY	28	48	39	55	23	12	7	29	24	16	25	5	311	44
DISASTER	0	3	3	0	1	0	1	1	3	2	0	5	19	3
EMOTIONAL CRISIS *	89	63	71	88	100	25	60	67	116	174	168	79	1,100	88
FINANCIAL ASSISTANCE / SUPPORT	1,945	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	2,362	22,159	1,741
FLORIDA KIDCARE / SOBRA					0	4	9	4	0	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	552	545	392	555	431	206	452	660	716	690	496	568	6,263	739
HEALTH/MEDICATION	177	229	223	272	133	105	54	111	171	139	182	116	1,912	218
HOUSING INFORMATION	19	26	17	13	31	49	25	27	51	53	47	31	389	24
SPECIAL NEEDS CHILDREN					0	0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	37	22	16	30	5	2	15	12	5	12	16	18	190	23
SUPPORT GROUP / EDUCATION / VOLUNTEER	40	56	65	93	38	36	10	27	36	47	49	65	562	81
OTHER	168	153	172	225	123	115	10	68	97	98	90	41	1,360	172
TOTAL CATEGORIES	3,536	3,388	2,817	3,474	2,809	1,686	2,280	3,967	4,383	3,808	2,999	3,618	38,765	3,646

* 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 (309)

NOVEMBER 2003

Agency out of funds/goods	17
Appointment line busy	132
Client ineligible	11
Client previously used service	5
Client refused referral	17
Did not meet agency requirements	22
Holiday assistance program full	36
No program available	48
No weekend weekend/after hours/holiday service	4
Shelter Full	5
Waiting list	12

ReasonUnmet	NeedDescription	Number of Needs
Agency out of funds/goods	Rent/Mortgage Assistance	5
Agency out of funds/goods	Furniture	4
Agency out of funds/goods	Holiday Assistance	5
Agency out of funds/goods	Electric Bill Assistance	3
All Services Full	Child Care Resource and Referral	2
All Services Full	Rent Assistance	1
Appointment line busy	Electric Bill Assistance	94
Appointment line busy	Rental Deposit Assistance	6
Appointment line busy	Rent/Mortgage Assistance	31
Appointment line busy	Water Bill Assistance	1
Client ineligible	Burial Services	3
Client ineligible	Electric Bill Assistance	2
Client ineligible	Rent Assistance	4
Client ineligible	Long-Distance Transportation	1
Client ineligible	Housing	1
Client previously used service	Food Pantries	2
Client previously used service	Rent Assistance	1
Client previously used service	Electric Bill Assistance	2
Client refused referral	Anger Management	1
Client refused referral	Legal Services	1
Client refused referral	Electric Bill Assistance	4
Client refused referral	Christmas Gifts	1
Client refused referral	Medical Equipment/Supplies	1
Client refused referral	Food Pantries	1
Client refused referral	Travelers	1
Client refused referral	Emergency Shelter	6
Client refused referral	Prescription Expense Assistance	1
Did not meet agency requirements	Child Care Resource and Referral	1
Did not meet agency requirements	Rent Assistance	4
Did not meet agency requirements	Rental Deposit Assistance	2
Did not meet agency requirements	Dental Care	1
Did not meet agency requirements	Electric Bill Assistance	7
Did not meet agency requirements	Furniture	3
Did not meet agency requirements	Food Pantries	1
Did not meet agency requirements	Christmas Gifts	1
Did not meet agency requirements	Local Transportation	1
Did not meet agency requirements	Prescription Expense Assistance	1
Holiday assistance program full	Holiday Assistance	36
No program available	Appliances	4
No program available	Temporary Financial Aid	4
No program available	Telephone Bill Assistance	6
No program available	Free Bus Passes	4

No program available	Undesignated Temporary	
No program available	Financial Aid	20
No program available	Dental Prosthodontics	1
No program available	Car Payment Assistance	3
No program available	Bus Fare/Gas Money	2
No program available	Tax Assistance	1
No program available	Car Insurance Payment	
No program available	Assistance	1
No program available	Moving Assistance	2
No weekend/after hours/holiday service	Long-Distance Transportation	2
No weekend/after hours/holiday service	Discount Bus Passes	2
Shelters full	Homeless Shelter	2
Waiting list	Health Care	2
Waiting list	Home Health Care	3
Waiting list	Housing Authorities	4
Waiting list	Child Care Resource and Referral	2
Waiting list	Drug Abuse Treatment Programs	1

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume (4639)		11%
Total Number of Referrals Called Three Times Without An Answer		137
		27%
Total Number of Referral Calls That Received Assistance From An Agency		193
Percentage of Referral Calls That Received Assistance From An Agency		38%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		170
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		35%
<i>REASONS CALLER DID NOT RECEIVE ASSISTANCE</i>		
AGENCY =		81
Out of Funds	17	
Unable to Reach, Line Busy	64	
Application Being Processed/Waiting	0	
CALLER =		89
Caller Ineligible		
Income Too High	3	
Previously Used Service	7	
Did not Meet Agency Requirements	44	
Caller Did Not Contact Agency		
Made Other Arrangements	6	
Did Not Call for Services	0	
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 (42)		
Holiday Assistance Program Closed	29	
Waiting	0	
Caller Still Needs Services (164)		
TOTAL		170

Information Source: Avaya Call Management Supervisor (CMS) Software

Call Profile By County for November 2003

Baker County	96
Bradford	75
Clay	523
Columbia	87
Duval	2533
Hamilton	64
Marion	22
Nassau	104
Putnam	63
Suwannee	69
St. Johns	604
Other Florida	124
Other States	18
Unknown	257
Total Calls for November	4639

Top 10 Zip Codes - Duval County

Northwest Jax	32209	281
Westside	32210	232
Westside	32244	195
Northside	32208	167
Springfield	32206	150
Arlington	32211	142
Southside	32216	131
Northside	32218	115
San Marco	32207	103
Riverside	32205	102