

# UNITED WAY



**24-HOUR INFORMATION & CRISIS LINE**

(formerly First Call for Help)

## MONTHLY REPORT TO THE COMMUNITY

*DECEMBER 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**

Dec-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	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
<i>* Adjusted housing (June)</i>	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 DECEMBER 2003**

COJ / Mental Health & Welfare Emergency Assistance	1026
Catholic Charities Bureau, Inc./ Emergency Assistance	805
Downtown Ecumenical Services Council, Inc.	237
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	152
NEFCAA / LIHEAP Program / R. F. Kennedy Center	162
The Children's Christmas Party of Jacksonville	155
NEFCAA / LIHEAP Program / Emmett Reed Center	100
NEFCAA / Family Program / Kennedy Center	67
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	48
St. Vincent DePaul Society / Church of the Assumption	46
Arlington Community Services	41
Westside Christian Outreach	39
Faith - to - Grow / Cross cultural Outreach	54
Feed A Needy Neighbor Program / Emergency Food Pantry	39
Catholic Charities Bureau, Inc. / Food Pantry	35
Economic Opportunity Council	33
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	30
Salvation Army / Northeast Florida Area Command / Red Shield Lodge	27
Catholic Charities Bureau, Inc. / Traveler's Aid	27
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	27
The City Rescue Mission, Inc. / New Life Inn	27
NEFCAA / Family Program / Emmett Reed Center	25
City of Jacksonville	24
World Outreach / The Lord's Store	23
St. Vincent de Paul Society / St. Catherine's Church / Clay County / Financial Assistance Program	23
The City Rescue Mission, Inc. / New Life Inn	20
HomeSavers USA	19
DCF / Duval County / Food Stamp Program / Southside	18
Catholic Charities / St. Johns County / Emergency Assistance	17
Welfare Federation / St. Johns County / Emergency Assistance Program	17
The Medicine Program / Rx	17
Vision Is Priceless Council, Inc. / Cared Vision Program	16
Volunteers in Medicine Jacksonville (VIM-JAX)	16
St. Johns County Social Services	16
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	15
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	15

MAJOR CATEGORY	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 '02-'03	Dec '02
ABUSE REGISGTRY - CHILD/ADULT ABUSE	55	48	82	21	21	6	13	17	27	30	16	22	358	35
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	223	223	284	208	196	76	131	145	147	149	195	176	2,153	172
ADOPTION	2	2	4	0	2	3	6	2	0	0	2	0	23	1
CHRONIC CALLER	251	257	224	159	46	59	127	84	70	10	138	152	1,577	255
DAY CARE	22	22	29	19	40	21	28	32	25	26	16	21	301	18
DISABLED & ELDERLY	48	39	55	23	12	7	29	24	16	25	7	12	297	28
DISASTER	3	3	0	1	0	1	1	3	2	0	1	1	16	0
EMOTIONAL CRISIS *	63	71	88	100	25	60	67	116	174	168	81	80	1,093	89
FINANCIAL ASSISTANCE / SUPPORT	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	2,324	2,760	22,936	1,945
FLORIDA KIDCARE / SOBRA				0	4	9	4	0	0	0	0	0	17	
FOOD / SHELTER / CLOTHING / FURNITURE	545	392	555	431	206	452	660	716	690	496	543	660	6,346	552
HEALTH/MEDICATION	229	223	272	133	105	54	111	171	139	182	160	189	1,968	177
HOUSING INFORMATION	26	17	13	31	49	25	27	51	53	47	24	26	389	19
SPECIAL NEEDS CHILDREN				0	0	0	0	0	0	0	0	0	0	
SUICIDE HOTLINE	22	16	30	5	2	15	12	5	12	16	19	20	174	37
SUPPORT GROUP / EDUCATION / VOLUNTEER	56	65	93	38	36	10	27	36	47	49	54	158	669	40
OTHER	153	172	225	123	115	10	68	97	98	90	50	35	1,236	168
<b>TOTAL CATEGORIES</b>	<b>3,388</b>	<b>2,817</b>	<b>3,474</b>	<b>2,809</b>	<b>1,686</b>	<b>2,280</b>	<b>3,967</b>	<b>4,383</b>	<b>3,808</b>	<b>2,999</b>	<b>3,630</b>	<b>4,312</b>	<b>39,553</b>	<b>3,536</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 (257)  
DECEMBER**

2003

<b>Agency out of funds/goods</b>	<b>1</b>
<b>Appointment line busy</b>	<b>98</b>
<b>Client ineligible</b>	<b>17</b>
<b>Client previously used service</b>	<b>2</b>
<b>Client refused referral</b>	<b>23</b>
<b>Did not meet agency requirements</b>	<b>3</b>
<b>Holiday assistance program full</b>	<b>81</b>
<b>No program available</b>	<b>20</b>
<b>No weekend weekend/after hours/holiday service</b>	<b>2</b>
<b>Shelter Full</b>	<b>4</b>
<b>Waiting list</b>	<b>6</b>

<b>ReasonUnmet</b>	<b>NeedDescription</b>	<b>Number of Needs</b>
Agency out of funds/goods	Furniture	1
Appointment line busy	Electric Bill Assistance	45
Appointment line busy	Gas Bill Assistance	1
Appointment line busy	Food Pantries	1
Appointment line busy	Rental Deposit Assistance	4
Appointment line busy	Rent/Mortgage Assistance	41
Appointment line busy	Water Bill Assistance	6
Client ineligible	Emergency Shelter	1
Client ineligible	Electric Bill Assistance	4
Client ineligible	Rent Assistance	9
Client ineligible	Christmas Gifts	1
Client ineligible	Undesignated Temporary Financial Aid	1
Client ineligible	Medical Transportation	1
Client previously used service	Electric Bill Assistance	2
Client refused referral	Volunteer Opportunities	1
Client refused referral	Rent Assistance	6
Client refused referral	Electric Bill Assistance	5
Client refused referral	Christmas Gifts	1
Client refused referral	Subsidized Rental Housing	1
Client refused referral	Food Pantries	1
Client refused referral	Travelers	2
Client refused referral	Emergency Shelter	5
Client refused referral	Employment	1
Did not meet agency requirements	Rent / Mortgage Assistance	1
Did not meet agency requirements	Electric Bill Assistance	2
Holiday assistance program full	Holiday Assistance	81
No program available	Clothing	2
No program available	Heaters	4
No program available	Telephone Bill Assistance	5
No program available	Free Prescription Drugs	1
No program available	Undesignated Temporary Financial Aid	1
No program available	Rent Assistance	2
No program available	Heating Fuel	1
No program available	Wheelchairs/Wheeled mobility	2
No program available	Auto Repairs	1
No program available	Section 8 Housing	1
No weekend/after hours/holiday service	Food Pantries	2
Shelters full	Homeless Shelter	4
Waiting list	Child Care Resource and Referral	4
Waiting list	Drug Abuse Treatment Programs	2

Total Number of Follow-up Calls attempted		500
Percentage of Follow-up Calls identified out of Total Call Volume (5078)		10%
<b>Total Number of Referrals Called Three Times Without An Answer</b>		129
		25%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		218
<b>Percentage of Referral Calls That Received Assistance From An Agency</b>		44%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		153
<b>Percentage of Referral Calls That Did Not Receive Assistance From An Agency</b>		31%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		35
Out of Funds	2	
Unable to Reach, Line Busy	33	
Application Being Processed/Waiting	0	
<b>CALLER =</b>		118
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	0	
Did not Meet Agency Requirements	26	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	17	
Did Not Call for Services	3	
Caller Rejected Assistance	0	
Transportation Problem	0	
Caller Could Not Remember Why Agency Could Not Provide Assistance	0	
Caller Missed Scheduled Appointment	1	
Alternative Referral Made During Follow-up (51)		
Holiday Assistance Program Closed	71	
Waiting	0	
Caller Still Needs Services (136)		
<b>TOTAL</b>		153

Information Source: Avaya Call Management Supervisor (CMS) Software

### Call Profile By County for December 2003

Baker County	113
Bradford	76
Clay	421
Columbia	95
Duval	3011
Hamilton	88
Marion	32
Nassau	188
Putnam	83
Suwannee	71
St. Johns	494
Other Florida	55
Other States	21
Unknown	330
Total Calls for November	5078

### Top 10 Zip Codes - Duval County

Northwest Jax	32209	338
Westside	32210	261
Northside	32208	244
Westside	32244	222
Springfield	32206	200
Arlington	32211	176
Riverside	32205	166
Northside	32218	154
San Marco	32207	133
Westside	32254	122