

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

Nov-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	5,973	6,533	9,049	6,026	5,871		65,897
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922		33,472
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051	3,538	722	1,363		12,863
HOUSING	46	62	79	100	120	214	147	62	58	73	116		1,077
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50	1:10	1:11	:55	1:11	1:15		1:06
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11	3:53	3:37	2:51	3:29	3:10		3:39
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782	1,102	1,172	1,250	962	964		1,072
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%		12%	16%	15%	12%	14%	14%		15%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%	37%	29%	27%		18%

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 NOVEMBER 2004

COJ / Mental Health & Welfare Emergency Assistance	2363
Catholic Charities Bureau, Inc. / Emergency Assistance	1918
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	712
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	691
NEFCAA / LIHEAP Program / Emmett Reed Center	209
NEFCAA / LIHEAP Program / R. F. Kennedy Center	202
Arlington Community Services	176
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	120
Faith-to-Grow / Cross-cultural Outreach	120
United Community Outreach Ministry (UCOM) / Financial Assistance Program	106
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	89
Catholic Charities Bureau, Inc. / Food Pantry	87
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	69
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	68
Economic Opportunity Council	62
HomeSavers USA	61
World Outreach /The Lord's Store	56
St. Vincent DePaul Society / Church of the Assumption	54
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	53
Catholic Charities / St. Johns County / Emergency Assistance	50
Salvation Army of Clay County / Emergency Welfare Assistance	50
Westside Christian Outreach	44
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	44
The City Rescue Mission, Inc. - New Life Inn	42
NEFCAA / Family Program /R. F.Kennedy Center	41
Salvation Army of St. Johns County / Emergency Welfare Assistance	35
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	35
River Region Human Services, Inc. / Substance Abuse Treatment	33
Catholic Charities / Putnam County / Emergency Assistance	35
Catholic Charities Bureau, Inc. / Columbia-Hamilton-Suwannee Counties / Emergency Servi	32
St. Vincent's Health System / HealthLink	28
Emergency Pregnancy Service of Jacksonville, Inc.	28
North Jacksonville Women's Center	27
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Dental Clinic / Dental Servic	27
NEFCAA / Family Program / Emmett Reed Center	25
Welfare Federation / St, Johns County / Emergency Assistance Program	25

MAJOR CATEGORIES FOR NOVEMBER

MAJOR CATEGORY	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Nov'04	Total '03-'04	Nov '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	22	24	52	18	38	15	28	3	15	3	16	14	248	16
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	176	162	131	149	241	328	369	210	198	152	140	146	2,402	195
ADOPTION	0	1	4	4	6	0	5	2	1	1	3	2	29	2
CHRONIC CALLER	152	195	171	165	282	241	170	130	163	126	98	149	2,042	138
DAY CARE	21	19	36	18	24	3	18	21	23	18	21	26	248	16
DISABLED & ELDERLY	12	27	12	17	42	17	34	32	36	23	11	31	294	7
DISASTER (Hurricane)	1	1	0	5	3	0	0	0	1,639	762	3	0	2,414	1
EMOTIONAL CRISIS *	80	98	74	80	58	186	82	542	92	53	44	79	1,468	81
FINANCIAL ASSISTANCE / SUPPORT	2,760	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	36,232	2,324
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	660	651	497	618	895	920	988	620	2,051	1,831	1,077	1,363	12,171	543
HEALTH/MEDICATION	189	219	90	138	158	232	435	157	186	188	130	162	2,284	160
HOUSING INFORMATION	26	46	62	79	100	120	214	147	62	58	73	116	213	24
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	20	15	8	18	26	19	21	9	5	11	9	16	177	19
SUPPORT GROUP / EDUCATION / VOLUNTEER	158	81	114	111	128	51	43	38	32	19	30	42	847	54
OTHER	35	43	52	49	67	112	299	168	182	261	188	205	179	50
Prosperity Campaign / Income Tax		289	151	51	0	0	134	67	0	7	13	0	491	0
TOTAL CATEGORIES	4,312	5,015	3,519	4,481	6,702	6,042	7,063	4,764	6,658	6,804	3,699	5,273	64,332	3,630

* 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 (812)
NOVEMBER 2004**

Agency out of funds/goods	10
Appointment line busy	327
Client ineligible	7
Client previously used service	13
Client refused referral	38
Did not meet agency requirements	33
No program available	126
Service does not exist	1
No weekend weekend/after hours/holiday service	9
Shelter Full	8
Holiday assistance program full	235
Waiting list	5

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Utility Bill Assistance	4
Agency out of funds/goods	Furniture	1
Agency out of funds/goods	Rent/Mortgage Assistance	5
Appointment line busy	Utility Bill Assistance	199
Appointment line busy	Utility Deposit Assistance	1
Appointment line busy	Rental Deposit Assistance	13
Appointment line busy	Rent/Mortgage Assistance	112
Appointment line busy	Gas Bill Assistance	1
Appointment line busy	Heating Fuel Bill Payment Assistance	1
Client ineligible	Rent/Mortgage Assistance	4
Client ineligible	Utility Bill Assistance	2
Client ineligible	Discount Bus Passes	1
Client previously used service	Utility Bill Assistance	7
Client previously used service	Food Pantries	1
Client previously used service	Rent/Mortgage Assistance	5
Client Refused Referral	Representative Payee Services	1
Client Refused Referral	Utility Bill Assistance	14
Client Refused Referral	Ex-Offenders Services	1
Client Refused Referral	Food Pantries	2
Client Refused Referral	Adolescent / Youth Counseling	1
Client Refused Referral	Marriage Counseling	1
Client Refused Referral	Rental Deposit Assistance	1
Client Refused Referral	Homeless Shelters	9
Client Refused Referral	Furniture	3
Client Refused Referral	Rent/Mortgage Assistance	2
Client Refused Referral	Substance Abuse Treatment	3
Did not meet agency requirements	Domestic Violence Shelter	1
Did not meet agency requirements	Utility Bill Assistance	7
Did not meet agency requirements	Utility Deposit Assistance	2
Did not meet agency requirements	Burial Services	1
Did not meet agency requirements	Health Care	6
Did not meet agency requirements	Developmental Assessment	1
Did not meet agency requirements	Housing Authorities	1
Did not meet agency requirements	Prescription Expense Assistance	2
Did not meet agency requirements	Family Counseling	1
Did not meet agency requirements	Legal Counseling	2
Did not meet agency requirements	Rent/Mortgage Assistance	8
Did not meet agency requirements	Child Care Resource and Referral	1
No program available	Utility Deposit Assistance	3
No program available	Bus Fare/Gas Money	13
No program available	Car Insurance	2
No program available	Car Payment Assistance	6
No program available	Sewer Maintenance	1
No program available	Medical Bill Assistance	13
No program available	Hearing Aids	1
No program available	Dental Care	1
No program available	Dentures	1
No program available	Heaters	13
No program available	Appliances	2
No program available	Appliance Repairs	2
No program available	Rental Deposit Assistance	1
No program available	Utility Bill Assistance	3
No program available	Rent and Mortgage Payment Assistance	3
No program available	Heating Fuel Bill Payment Assistance	4
No program available	Automobile Repair	1
No program available	Free Long Distance Transportation	3
No program available	Motel Vouchers	1
No program available	Food Vouchers	10
No program available	Moving Assistance	1
No program available	Tree Removal	1
No program available	Furniture	1
No program available	Telephone Bill Assistance	16
No program available	Undesignated Temporary Financial Aid	23
No weekend/after hours/holiday Service	Food Pantries	9
Holiday assistance program full	Holiday Food and Gifts	235
Service does not exist	Automobile Rentals	1
Waiting list	Subsidized Child Care	1
Waiting list	Housing Authorities	4
Shelters Full	Homeless People	8

Call Profile By County for November 2004

Baker County	153
Bradford	6
Clay	574
Columbia	134
Duval	3973
Hamilton	101
Marion	178
Nassau	91
Putnam	63
Suwannee	111
St. Johns	428
Other Florida	32
Other States	16
Unknown	11
Total Calls for November 5871	5871

Top 10 Zip Codes - Duval County

Northwest Jax	32209	377
Westside	32210	293
Northside	32208	245
Westside	32244	244
Springfield	32206	244
Arlington	32211	185
Northside	32218	175
Southside	32216	142
Westside	32254	126
Westside	32205	123