

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

Oct-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			60,026
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843			30,550
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051	3,538	722			11,500
HOUSING	46	62	79	100	120	214	147	62	58	73			961
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			1:05
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			3:42
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782	1,102	1,172	1,250	962			1,083
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%		12%	16%	15%	12%	14%			15%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%	37%	29%			17%

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 OCTOBER 2004

COJ / Mental Health & Welfare Emergency Assistance	2441
Catholic Charities Bureau, Inc. / Emergency Assistance	2166
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	876
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	796
NEFCAA / LIHEAP Program / R. F. Kennedy Center	270
Arlington Community Services	199
NEFCAA / LIHEAP Program / Emmett Reed Center	196
United Community Outreach Ministry (UCOM) / Financial Assistance Program	156
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	134
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	92
Faith-to-Grow / Cross-cultural Outreach	91
Catholic Charities Bureau, Inc. / Food Pantry	84
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	70
Economic Opportunity Council	64
HomeSavers USA	62
World Outreach /The Lord's Store	57
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	54
Westside Christian Outreach	52
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	52
The Salvation Army Northeast Florida Area Command / Family Services / Duval County	45
Catholic Charities / St. Johns County / Emergency Assistance	44
DCF / Florida / Emergency Financial Assistance for Housing Program	41
COJ ? Adult Services Division / Winter Crisis Line for Seniors	41
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	40
Salvation Army of St. Johns County / Emergency Welfare Assistance	40
Salvation Army of Clay County / Emergency Welfare Assistance	38
St. Vincent DePaul Society / Church of the Assumption	37
The City Rescue Mission, Inc. - New Life Inn	36
St. Vincent's Health System / HealthLink	28
Catholic Charities Bureau, Inc. / Traveler's Aid	27
Emergency Pregnancy Service of Jacksonville, Inc.	24
NEFCAA / Family Program / Emmett Reed Center	22
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	22
Catholic Charities / Putnam County / Emergency Assistance	22
Welfare Federation / St, Johns County / emergency Assistance Program	21
St. Johns County Social Services	19

## MAJOR CATEGORIES FOR OCTOBER

MAJOR CATEGORY	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Oct'04	Total '03-'04	Oct '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	16	22	24	52	18	38	15	28	3	15	3	16	250	30
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	195	176	162	131	149	241	328	369	210	198	152	140	2,451	149
ADOPTION	2	0	1	4	4	6	0	5	2	1	1	3	29	0
CHRONIC CALLER	138	152	195	171	165	282	241	170	130	163	126	98	2,031	10
DAY CARE	16	21	19	36	18	24	3	18	21	23	18	21	238	26
DISABLED & ELDERLY	7	12	27	12	17	42	17	34	32	36	23	11	270	25
DISASTER (Hurricane)	1	1	1	0	5	3	0	0	0	1,639	762	3	2,415	0
EMOTIONAL CRISIS *	81	80	98	74	80	58	186	82	542	92	53	44	1,470	168
FINANCIAL ASSISTANCE / SUPPORT	2,324	2,760	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	35,634	1,711
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	543	660	651	497	618	895	920	988	620	2,051	1,831	1,077	11,351	496
HEALTH/MEDICATION	160	189	219	90	138	158	232	435	157	186	188	130	2,282	182
HOUSING INFORMATION	24	26	46	62	79	100	120	214	147	62	58	73	237	47
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	19	20	15	8	18	26	19	21	9	5	11	9	180	16
SUPPORT GROUP / EDUCATION / VOLUNTEER	54	158	81	114	111	128	51	43	38	32	19	30	859	49
OTHER	50	35	43	52	49	67	112	299	168	182	261	188	229	90
Prosperity Campaign / Income Tax			289	151	51	0	0	134	67	0	7	13	491	0
<b>TOTAL CATEGORIES</b>	<b>3,630</b>	<b>4,312</b>	<b>5,015</b>	<b>3,519</b>	<b>4,481</b>	<b>6,702</b>	<b>6,042</b>	<b>7,063</b>	<b>4,764</b>	<b>6,658</b>	<b>6,804</b>	<b>3,699</b>	<b>62,689</b>	<b>2,999</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 (445 )  
OCTOBER 2004**

Agency out of funds/goods	10
Appointment line busy	270
Client ineligible	4
Client previously used service	18
Client refused referral	28
Did not meet agency requirements	25
No program available	50
No weekend weekend/after hours/holiday service	4
Shelter Full	19
Holiday assistance program full	17
Waiting list	0

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Flu Shots	5
Agency out of funds/goods	Electric Bill Assistance	2
Agency out of funds/goods	Furniture	2
Agency out of funds/goods	Rent/Mortgage Assistance	1
Appointment line busy	Electric Bill Assistance	185
Appointment line busy	Rental Deposit Assistance	11
Appointment line busy	Rent/Mortgage Assistance	71
Appointment line busy	Gas Bill Assistance	2
Appointment line busy	Food Pantries	1
Client ineligible	Rent/Mortgage Assistance	3
Client ineligible	Electric Bill Assistance	1
Client ineligible	Subsidized Housing	1
Client previously used service	Electric Bill Assistance	12
Client previously used service	Rental Deposit Assistance	1
Client previously used service	Rent/Mortgage Assistance	5
Client Refused Referral	Glasses/Contact Lenses	1
Client Refused Referral	Electric Bill Assistance	9
Client Refused Referral	Child Care Resource and Referral	1
Client Refused Referral	Food Pantries	1
Client Refused Referral	Food Stamps	1
Client Refused Referral	Discount Bus Passes	2
Client Refused Referral	General Legal Aid	1
Client Refused Referral	Rental Deposit Assistance	2
Client Refused Referral	Homeless Shelters	7
Client Refused Referral	Furniture	1
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Substance Abuse Treatment	1
Did not meet agency requirements	Health Care	1
Did not meet agency requirements	Electric Bill Assistance	12
Did not meet agency requirements	Medical Expense Assistance	1
Did not meet agency requirements	FEMA	1
Did not meet agency requirements	Housing Authorities	2
Did not meet agency requirements	Free Medical Equipment and Supplies	1
Did not meet agency requirements	Rent Deposit Assistance	3
Did not meet agency requirements	Rent/Mortgage Assistance	3
Did not meet agency requirements	Food Pantries	1
No program available	Utility Deposit Assistance	1
No program available	Bus Fare/Gas	2
No program available	Car Insurance	1
No program available	Car Payment Assistance	5
No program available	Dental Insurance	1
No program available	Medical Bill Assistance	3
No program available	Dentures	2
No program available	Heaters	2
No program available	LCSW Referrals	1
No program available	Roof Repair (free)	1
No program available	Electric Bill Assistance	1
No program available	Automobile Repair	2
No program available	Free Long Distance Transportation	3
No program available	Motel Vouchers	1
No program available	Food Vouchers	3
No program available	School Clothing	1
No program available	Tree Removal	4
No program available	Prescription Expense Assistance	3
No program available	Telephone Bill Assistance	6
No program available	Undesignated Temporary Financial Aid	7
No weekend/after hours/holiday Service	Bus Fare/Gas	1
No weekend/after hours/holiday Service	Food Pantries	3
Shelters Full	Homeless People	19



## Call Profile By County for October 2004

Baker County	142
Bradford	56
Clay	525
Columbia	65
Duval	4067
Hamilton	53
Marion	260
Nassau	134
Putnam	148
Suwannee	58
St. Johns	436
Other Florida	59
Other States	1
Unknown	22
<b>Total Calls for October 6026</b>	<b>6026</b>

### Top 10 Zip Codes - Duval County

Northwest Jax	32209	458
Northside	32208	305
Westside	32210	302
Springfield	32206	243
Westside	32244	234
Arlington	32211	215
Northside	32218	211
Westside	32205	163
San Marco	32207	152
Southside	32216	142