

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

Sep-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				54,000
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291				28,707
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051	3,538				10,778
HOUSING	46	62	79	100	120	214	147	62	58				888
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				1:05
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				3:44
Hang-Up / Abandonments (Actual Number)	2,245	880	739	960	738	782	1,102	1,172	1,250				1,096
Abandonment Rate - Goal (17 percent)	26%	15%	13%	15%	12%	12%	15%	15%	12%				15%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%	37%				16%

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 SEPTEMBER 2004

COJ / Mental Health & Welfare Emergency Assistance	1876
Catholic Charities Bureau, Inc. / Emergency Assistance	1715
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	741
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	650
The Salvation Army Northeast Florida Area Command / Salvation Army Food Pantry	178
Jewish Family & Community Services, Inc. / Food Pantry / Feed A Needy Neighbor Program	174
Arlington Community Services	149
NEFCAA / LIHEAP Program / R. F. Kennedy Center	130
United Community Outreach Ministry (UCOM) / Financial Assistance Program	108
Faith-to-Grow / Cross-cultural Outreach	104
Westside Christian Outreach	99
Catholic Charities Bureau, Inc. / Food Pantry	97
World Outreach /The Lord's Store	87
I.M. Sulzbacher Center for the Homeless, Inc. / I.M. Sulzbacher Campus / Homeless Shelter	64
Urban Jacksonville, Inc. / Emergency Home Energy Assistance for the Elderly	64
HomeSavers USA	51
St. Vincent de Paul Society / St. Catherine's / Clay County / Financial Assistance Program	51
Economic Opportunity Council	50
St. Vincent DePaul Society / Church of the Assumption	46
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	40
Salvation Army of St. Johns County / Emergency Welfare Assistance	38
The City Rescue Mission, Inc. - New Life Inn	37
NEFCAA / LIHEAP Program / Emmett Reed Center	36
Beaches Emergency Assistance Ministry (BEAM) / Emergency Assistance	36
Salvation Army of Clay County / Emergency Welfare Assistance	33
Catholic Charities / St. Johns County / Emergency Assistance	33
Catholic Charities / Putnam County / Emergency Assistance	33
NEFCAA / Family Program / R. F. Kennedy Center	32
St. Vincent's Health System / HealthLink	31
St. Johns County Social Services	30
Jacksonville Housing Authority / Public Housing Applications	27
FEMA	24
Welfare Federation / St, Johns County / emergency Assistance Program	22
DCF / Florida / Emergency Financial Assistance for Housing Program	20
Community Connections of Jacksonville, Inc. / Florence N. Davis Center	19
The Medicine Program / Rx	18

MAJOR CATEGORIES FOR SEPTEMBER 2004

MAJOR CATEGORY	Oct '03	Nov '03	Dec'03	Jan'04	Feb'04	Mar'04	Apr '04	May'04	June'04	July'04	Aug '04	Sep'04	Total '03-'04	Sept '03
ABUSE REGISGTRY - CHILD/ADULT ABUSE	30	16	22	24	52	18	38	15	28	3	15	3	264	27
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	149	195	176	162	131	149	241	328	369	210	198	152	2,460	147
ADOPTION	0	2	0	1	4	4	6	0	5	2	1	1	26	0
CHRONIC CALLER	10	138	152	195	171	165	282	241	170	130	163	126	1,943	70
DAY CARE	26	16	21	19	36	18	24	3	18	21	23	18	243	25
DISABLED & ELDERLY	25	7	12	27	12	17	42	17	34	32	36	23	284	16
DISASTER (Hurricane)	0	1	1	1	0	5	3	0	0	0	1,639	1,762	3,412	2
EMOTIONAL CRISIS *	168	81	80	98	74	80	58	186	82	542	92	53	1,594	174
FINANCIAL ASSISTANCE / SUPPORT	1,711	2,324	2,760	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	35,502	2,308
FLORIDA KIDCARE / SOBRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FOOD / SHELTER / CLOTHING / FURNITURE	496	543	660	651	497	618	895	920	988	620	2,051	1,831	10,770	690
HEALTH/MEDICATION	182	160	189	219	90	138	158	232	435	157	186	188	2,334	139
HOUSING INFORMATION	47	24	26	46	62	79	100	120	214	147	62	58	985	53
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	16	19	20	15	8	18	26	19	21	9	5	11	187	12
SUPPORT GROUP / EDUCATION / VOLUNTEER	49	54	158	81	114	111	128	51	43	38	32	19	878	47
OTHER	90	50	35	43	52	49	67	112	299	168	182	261	1,408	98
Prosperity Campaign / Income Tax	0	0	0	289	151	51	0	0	134	67	0	7	699	0
TOTAL CATEGORIES	2,999	3,630	4,312	5,015	3,519	4,481	6,702	6,042	7,063	4,764	6,658	7,804	62,989	3,808

* 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 (450)
SEPTEMBER 2004**

Agency out of funds/goods	20
Appointment line busy	211
Client ineligible	7
Client previously used service	13
Client refused referral	40
Did not meet agency requirements	27
No program available	121
No weekend weekend/after hours/holiday service	3
Shelter Full	5
Waiting list	3

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Electric Bill Assistance	7
Agency out of funds/goods	Furniture	4
Agency out of funds/goods	Rent/Mortgage Assistance	4
Agency out of funds/goods	Travelers' Aid	5
Appointment line busy	Electric Bill Assistance	131
Appointment line busy	Rental Deposit Assistance	8
Appointment line busy	Rent/Mortgage Assistance	72
Client ineligible	Rent/Mortgage Assistance	3
Client ineligible	Electric Bill Assistance	3
Client ineligible	Homeless Shelters	1
Client previously used service	Electric Bill Assistance	10
Client previously used service	Water Bill Assistance	1
Client previously used service	Rent/Mortgage Assistance	2
Client Refused Referral	Subsidized Housing	2
Client Refused Referral	Electric Bill Assistance	10
Client Refused Referral	Mental Health Counseling Services	1
Client Refused Referral	Food Pantries	14
Client Refused Referral	Food Stamps	2
Client Refused Referral	Discount Bus Passes	2
Client Refused Referral	Disabled Transportation	1
Client Refused Referral	Home Delivered Meals	1
Client Refused Referral	Homeless Shelters	5
Client Refused Referral	Rent/Mortgage Assistance	1
Client Refused Referral	Substance Abuse Treatment	1
Did not meet agency requirements	Furniture	1
Did not meet agency requirements	Electric Bill Assistance	8
Did not meet agency requirements	Discount Bus Passes	2
Did not meet agency requirements	Medical Transportation	1
Did not meet agency requirements	Mental Health Counseling Services	3
Did not meet agency requirements	Home Repair	2
Did not meet agency requirements	Housing Authorities	2
Did not meet agency requirements	Health Insurance	1
Did not meet agency requirements	Vocational Rehabilitation	1
Did not meet agency requirements	Homeless Shelters	3
Did not meet agency requirements	Rent/Mortgage Assistance	1
Did not meet agency requirements	Substance Abuse Treatment (free)	2
No program available	Rental Deposit Assistance	2
No program available	Bus Fare/Gas	2
No program available	Car Insurance	2
No program available	Car Payment Assistance	2
No program available	Health Insurance Premiums	2
No program available	Medical Bill Assistance	1
No program available	Dentures	1
No program available	Clothing	2
No program available	Health Care	2
No program available	Burial Services	1
No program available	Electric Bill Assistance	2
No program available	Automobile Repair	1
No program available	Furniture	1
No program available	Appliances	4
No program available	Food Vouchers	16
No program available	Medical Bill Assistance	3
No program available	Tree Removal	11
No program available	Prescription Expense Assistance	3
No program available	Rent/Mortgage Assistance	2
No program available	Rent Deposit Assistance	3
No program available	Holiday Assistance	3
No program available	Telephone Bill Assistance	5
No program available	Travelers' Aid	17
No program available	Undesignated Temporary Financial Aid	33
No weekend/after hours/holiday Service	Food Pantries	3
Shelters Full	Homeless People	5
Waiting list	Substance Abuse Counseling	1
Waiting list	Drug Detoxification	1
Waiting list	Housing Authorities	1

**SEPTEMBER 2004
FOLLOW-UP CALLS**

Total Number of Follow-up Calls attempted		604
Percentage of Follow-up Calls identified out of Total Call Volume (9049)		6%
Total Number of Referrals Called Three Times Without An Answer		187
		31%
Total Number of Referral Calls That Received Assistance From An Agency		296
Percentage of Referral Calls That Received Assistance From An Agency		49%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		121
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		20%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		96
Out of Funds	3	
Unable to Reach, Line Busy	90	
Application Being Processed/Waiting	3	
CALLER =		25
Caller Ineligible		
Income Too High	8	
Previously Used Service	12	
Did not Meet Agency Requirements	1	
Caller Did Not Contact Agency		
Made Other Arrangements	2	
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	2	
Alternative Referral Made During Follow-up (0)		
Holiday Assistance Program Closed		
Waiting		
Caller Still Needs Services (00)		
TOTAL		121

Call Profile By County for September 2004

Baker County	57
Bradford	9
Clay	323
Columbia	113
Duval	6217
Hamilton	104
Marion	1517
Nassau	122
Putnam	56
Suwannee	109
St. Johns	339
Other Florida	32
Other States	1
Unknown	50
Total Calls for September	9049

Top 10 Zip Codes - Duval County

Northwest Jax	32209	924
Westside	32210	785
Northside	32208	772
Westside	32244	727
Springfield	32206	478
Northside	32218	364
Arlington	32211	261
San Marco	32207	246
Westside	32205	234
Southside	32216	228