

# United Way 211 for North Central Florida



# ANNUAL REPORT 2005

# United Way 211 for North Central Florida 2005 Annual Report

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An analysis of calls handled during 2005 by  
**United Way 211 for North Central Florida**  
6031 NW 1<sup>st</sup> Place  
Gainesville, Florida 32607-2025  
**To get or give help call 2-1-1**  
(352) 332-4636 TDD / Wireless users  
**fax:** (352) 331-2111  
**email:** [info@unitedwayNCFL.org](mailto:info@unitedwayNCFL.org)  
**website:** [www.unitedwayNCFL.org](http://www.unitedwayNCFL.org)

# United Way 211 for North Central Florida 2005 Annual Report

## The Year At A Glance

2005 was a year of recovery, reinvention and relief for United Way 211 for North Central Florida (formerly United Way Information & Referral.). After weathering the impact of the storms of 2004 and the record-smashing number of calls that came as a result, United Way 211 spent 2005 assisting with recovery efforts, working to achieve certification to become a 2-1-1 center and, later in the year providing helping with relief for another wave of survivors – evacuees from devastating Hurricane Katrina. Here are the highlights.

### **A return to a more normal increase in calls:**

- The 36,975 calls handled in 2005, while reflecting a substantial decrease from the 45,515 calls of 2004, was still a 7% increase over 2003 totals. Of these calls:
  - 21,415 calls were problems presented by our callers.
  - 3,925 calls were initiated on behalf of callers or to provide follow-up.
  - 11,635 calls were made to update files and maintain the 211 service.
- While the majority of our calls originated within Alachua County, 11.3% came from callers in neighboring counties and other areas within Florida.
- 5.7% of our callers were either homeless or transient.

### **More and more calls are for basic needs:**

- 49.2% of problems presented to United Way 211 in 2005 related to basic material human needs such as food, clothing, transportation, and shelter.
- Housing-related requests were first among problems presented with utility assistance coming in a close second.

### **Some needs go unmet:**

In 2005, United Way 211 documented the greatest number of unmet needs in the categories of:

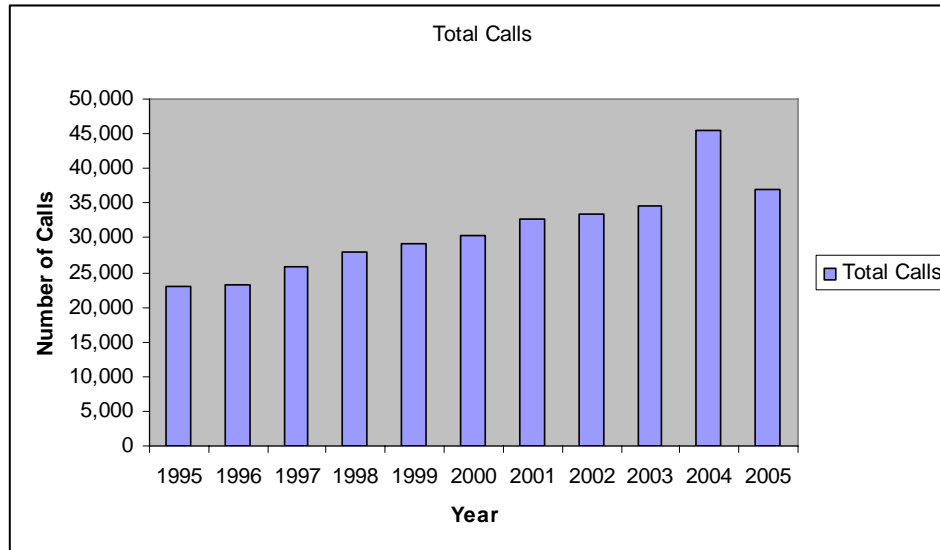
- Utility financial assistance
- Rent/Mortgage financial assistance
- Transportation
- Temporary shelter for the homeless
- Holiday assistance for families

### **Outreach and training by and for United Way 211 staff:**

- Attended 92 community meetings
- Provided 11 presentations/trainings
- Assisted 61 visitors.
- Attended 41 hours of trainings and workshops to improve their skills.
- Used e-mail 334 times and the Internet 549 times to assist callers.
- Continues to assist a number of community organizations by moderating e-mail groups, assisting with web site maintenance and providing other technical and informational support.

**Many thanks to many people:** United Way 211 is endlessly thankful for the efforts of all the people who made it possible for the service to survive and thrive through a challenging year of rebuilding and transition. Our volunteers and other supplemental staff logged 3,843 hours in 2005, and we are deeply grateful to the volunteers and staff at the Alachua County Crisis Center, our partner for over 30 years, who responded to 3,318 calls after hours on our behalf. Tremendous appreciation is due to the North Central Florida 2-1-1 Task Force, for their tireless work throughout 2005 to bring 2-1-1 to our community. Thanks to our Task Force and other community partners, United Way Information & Referral received its 211 Certification and became United Way 211 for North Central Florida on January 23, 2006.

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<u>Year</u>	<u>Problems Presented</u>		<u>Client Specific Calls</u>	=	<u>Units of Service</u>	+	<u>Non-Client Specific Calls</u>	=	<u>Total Calls<sup>1</sup></u>
2005	21,415	+	3,925	=	25,340	+	11,635	=	36,975
2004	28,259	+	4,487	=	32,746	+	12,769	=	45,515
2003	21,096	+	2,612	=	23,708	+	10,924	=	34,632
2002	19,824	+	2,583	=	22,407	+	11,078	=	33,485
2001	19,679	+	2,443	=	22,122	+	10,510	=	32,632
2000	17,181	+	2,960	=	20,141	+	10,078	=	30,219
1999	16,511	+	2,971	=	19,482	+	9,561	=	29,043
1998	15,569	+	2,762	=	18,331	+	9,729	=	28,060
1997	15,537	+	3,301	=	18,838	+	7,046	=	25,884
1996	15,352	+	2,030	=	17,382	+	5,878	=	23,280
1995	14,673	+	3,033	=	17,706	+	5,305	=	23,011

**Problems Presented** = All questions and problems presented by callers to United Way 211 for North Central Florida.

**Client Specific Calls** = All other calls handled related to caller problems. These calls are generated when we make a call on behalf of a client, to gather information for a client or to follow-up with a client to evaluate referrals or offer further assistance.

**Units of Service** = Problems Presented + Client Specific Calls. This total represents all calls handled to directly serve our callers.

**Non-Client Specific Calls** = Calls not directly related to meeting the needs of specific clients, but necessary to maintain the 211 service, such as business calls and calls made to update information.

**(Footnotes)**

<sup>1</sup> United Way 211 permanent staff consisted of two full-time and one part-time staff during 2005. A third full-time position was added as of January, 2006.

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## Totals By Type Of Call

United Way 211 handles a variety of calls requiring varying amounts of staff time and effort. In some cases, The Information Specialist may simply look up a requested telephone number or address. Other calls may require research, advocacy and extensive follow-up. In order to assist in the evaluation of how staff time is spent, calls are broken down into these four categories:

<b>Type Of Call</b>	<b>2003</b>		<b>2004</b>		<b>2005</b>	
<b>Slash</b>	4,741	22.5%	6,206	21.1%	4,623	21.6%
<b>Information</b>	3,438	16.3%	4,215	15.1%	3,635	17.0%
<b>Simple Referral</b>	11,811	56.0%	16,564	58.6%	12,150	56.7%
<b>Complex Referral</b>	939	4.5%	1,101	3.9%	950	4.4%
<b>Coding Errors</b>	167	0.8%	113	0.4%	57	0.3%
<b>Total Problems Presented</b>	<b>21,096</b>	<b>100.0%</b>	<b>28,259</b>	<b>100.0%</b>	<b>21,415</b>	<b>100.0%</b>

## Definitions Of Call Types

**Slash:** Caller simply requests a number. These calls are tallied but are not coded for further analysis.

**Information:** Caller knows what is needed to solve a problem, but needs the Specialist to help find specific resources.

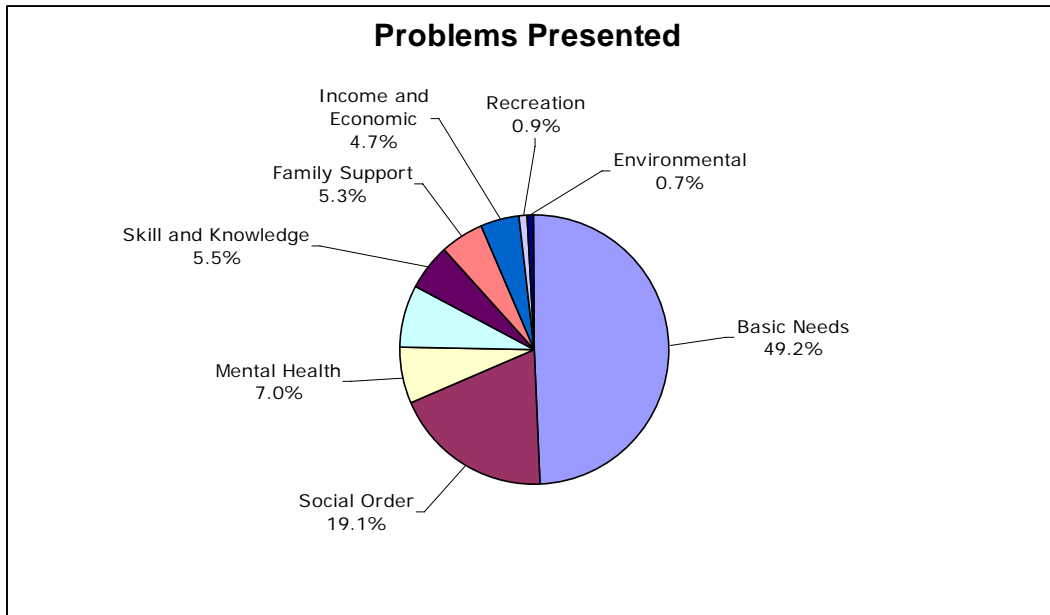
**Simple Referral:** Specialist must interview caller to identify, make referrals and develop an action plan to solve one or more problems.

**Complex Referral:** Specialist acts as a case manager for the fragile caller who needs an advocate or intermediary, a comprehensive action plan and multiple follow-ups<sup>1</sup> over an extended period of time.

**(Footnotes)**

<sup>1</sup> United Way 211 completed **392** single follow-ups on simple referral calls in addition to the multiple follow-ups done on the **950** complex referrals in 2005, for a total of **1,342**. A follow-up is considered complete when during a later contact the specialist is able to determine whether or not the caller received the services that were requested.

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	<u># Coded Problems</u>	<u>Percent of Total</u>
<b>Basic Needs</b>	<b>7,872</b>	<b>49.2 %</b>
Housing Issues (inc. rent assistance)	3,085	
Utility Assistance	2,388	
Food	863	
Transportation	830	
Household/personal care items	457	
Clothing	249	
 <b>Social Order and Individual Safety</b>	 <b>3,062</b>	 <b>19.1 %</b>
Volunteer services/donations	641	
Legal Assistance	411	
Courts/corrections system	326	
Government (general questions)	269	
Disaster preparation and relief	215	
Crime prevention/law/codes enforcement	198	
Civic/social/advocacy organizations	189	
Licenses/permits/tags	189	
Consumer complaints/protection	186	
Protective services	185	
Public Safety	124	
Animal welfare and control	59	
Identification of office holders	39	
Community development	31	

<b>Mental Health</b>	<b>1,117</b>	<b>7.0 %</b>
Substance abuse	350	
Counseling referrals (94% needed free/low cost services)	306	
Support groups	294	
Crisis Intervention	167	
<b>Physical Health</b>	<b>1,199</b>	<b>7.5 %</b>
Medical referrals (80% needed free/low cost services)	763	
Medicines, free/low cost services	161	
Dental referrals (90% needed free/low cost prescriptions)	135	
Family planning/pre- and post-natal care	58	
Health information organizations	57	
Medical bill payment assistance	25	
<b>Acquisition of Skill and Knowledge</b>	<b>887</b>	<b>5.5 %</b>
Reference/miscellaneous questions	454	
Education system	303	
Survey questions	130	
<b>Family Support Services</b>	<b>852</b>	<b>5.3 %</b>
Family supplemental/holiday assistance	435	
Foster care, youth/adult/elderly	131	
Adult day care and respite care	109	
Children's day care/preschool	94	
Homemaker services	53	
Adoptee/family search	17	
After school programs	9	
Adoption	4	
<b>Income and Economic Security</b>	<b>758</b>	<b>4.7 %</b>
Employment search	263	
Worker benefits/public assistance	187	
Vocational training	133	
Budget/credit issues and counseling	82	
Business information	41	
Employment questions/employee rights	27	
Employee search	25	
<b>Recreation</b>	<b>148</b>	<b>0.9 %</b>
In North-Central Florida	121	
Out of North-Central Florida	27	
<b>Environmental Issues</b>	<b>107</b>	<b>0.7 %</b>
Refuse management	59	
Public health services	31	
Agricultural issues	13	
Pollution control/recycling	4	
<b>Total Coded Problems</b>	<b>16,002</b>	<b>100.0%</b>
<b>Total Uncoded Problems</b>	<b>5,413</b>	
<b>TOTAL PROBLEMS PRESENTED IN 2005</b>	<b>21,415</b>	

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**Most Frequent Referrals:  
Referrals to Government Offices**

<u>Type Of Government</u>	<u>Referrals</u>	<u>Percent Of Total</u>
<b>County Governments in North Central Florida</b>	<b>3,252</b>	<b>14.1%</b>
<u>Included over 100 referrals to:</u>		
Clerk of Courts/court system	237	
Alachua County Sheriff's Office	138	
<b>State Of Florida Government</b>	<b>2,894</b>	<b>12.5%</b>
<u>Included over 100 referrals to:</u>		
Dept/Children and Families	1,032	
University of Florida/JHMHC	360	
Alachua/Bradford Career Center	309	
Health Department	214	
School Board of Alachua County	190	
Santa Fe Community College	100	
Vocational Rehabilitation	100	
<b>U.S. Federal Government</b>	<b>466</b>	<b>2.0%</b>
<u>Includes over 100 referrals to:</u>		
Social Security Administration	166	
<b>Government in North Central Florida</b>	<b>377</b>	<b>1.6%</b>
<u>Includes over 100 referrals to:</u>		
City of Gainesville	355	

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**Most Frequent Referrals:  
Not-For-Profit Agencies Receiving 100 Referrals or More**

<b><u>Name Of Agency</u></b>	<b><u>Referrals</u></b>	<b><u>Percent Of Total</u></b>
Catholic Charities Bureau	1,687	7.3%
Salvation Army	1,384	6.0%
United Way (nationwide)	1,331	5.8%
Community Action Agency	1,279	5.5%
Gainesville Community Ministry	1,272	5.5%
Florida Alliance of I&R Services (other I&R/211 services)	584	2.5%
Christians Concerned for the Community	451	2.0%
Housing Authorities, Gainesville and Alachua County	437	1.9%
Elder Helpline (Center for Aging Resources)	433	1.9%
Meridian Behavioral healthcare	433	1.9%
St. Francis House	405	1.8%
Center for Independent Living	339	1.5%
Three Rivers Legal Aid	321	1.4%
Shands Hospital	308	1.3%
Eldercare of Alachua County	260	1.1%
American Red Cross	212	0.9%
Goodwill Industries	202	0.9%
Interfaith Hospitality Network	194	0.8%
The Volunteer Center	184	0.8%
Diversified Human Services	172	0.7%
Second Harvest	161	0.7%
Peaceful Paths Shelter and Transition House	142	0.6%
MV Transportation	106	0.5%
Alachua County Medical Society/We Care Network	100	0.4%
Habitat for Humanity	100	0.4%

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## Analysis Of Calls By Zip Code

						<u>Coded Calls</u>	<u>Percent Of Total</u>
<b>Within City Of Gainesville:</b>						<b>9,586</b>	<b>70.5%</b>
32601	<b>1,879</b>	32607	<b>1,500</b>	32613	<b>5</b>		
32602	<b>118</b>	32608	<b>1,306</b>	32614	<b>69</b>		
32603	<b>38</b>	23609	<b>1,461</b>	32641	<b>1,321</b>		
32604	<b>94</b>	32610	<b>75</b>	32653	<b>469</b>		
32605	<b>673</b>	32611	<b>65</b>	32627	<b>28</b>		
32606	<b>465</b>	32612	<b>13</b>	32635	<b>7</b>		
 <b>Other Communities/Areas Within Alachua County:</b>						 <b>1,619</b>	 <b>11.9%</b>
Alachua	<b>245</b>	High Springs	<b>215</b>	Waldo	<b>121</b>		
Archer	<b>251</b>	Island Grove	<b>7</b>	Santa Fe	<b>122</b>		
La Crosse	<b>34</b>	Newberry	<b>228</b>	Melrose	<b>60</b>		
Micanopy	<b>87</b>	Hawthorne	<b>234</b>	Earleton	<b>9</b>		
Evinston	<b>3</b>	Lochloosa	<b>3</b>				
 <b>Callers Identified As Homeless:</b>						 <b>668</b>	 <b>4.9%</b>
 <b>Callers Identified As Transient:</b>						 <b>112</b>	 <b>0.8%</b>
 <b>Surrounding Counties/Other Areas Within Florida:</b>						 <b>1,540</b>	 <b>11.3%</b>
Bradford	<b>154</b>	Levy	<b>402</b>	Suwannee	<b>14</b>		
Clay	<b>66</b>	Marion	<b>72</b>	Gilchrist	<b>172</b>		
Columbia	<b>98</b>	Putnam	<b>52</b>	Other Areas			
Dixie	<b>122</b>	Union	<b>121</b>	in Florida	<b>267</b>		
 <b>Other States / Countries:</b>						 <b>77</b>	 <b>0.6%</b>

Percentages are based on calls in which zip code information was gathered. Zip codes are not requested on calls answered after-hours at the Alachua County Crisis Center.

As one might expect, the great majority of our calls (**88.1 %**) originated within Alachua County. Most of the remaining calls (**11.3 %**) originated from outside the county but within Florida. A small number (**0.6 %**) originated outside of Florida. These callers may have heard about United Way 211 through our association with the state and the national alliance of information and referral services (FLAIRS and AIRS), from other United Ways from accessing our web site on the internet, or due to advertising of the 2-1-1- number being done nationwide.

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**No Help Available**

The unmet needs in this report have been documented by United Way 211 staff. This report only records those cases in which United Way 211 was able, through follow-up, to document that the caller was unable to get the help requested. The actual percentage of needs that go unmet is certainly much higher than this report indicates. Many unmet needs go undocumented due to staff limitation and inability to contact callers for follow-up.

	<b>Total # Times <u>Presented</u></b>	<b># Times Documented <u>Unavailable</u></b>	<b>% Needs <u>Unmet</u></b>
Utilities financial assistance	2,388	163	6.6%
Rent/mortgage financial assistance	1,649	119	7.2%
Medical service/equipment-free/low cost	763	11	1.4%
Temporary shelter <sup>*1</sup>	504	42	8.3%
Family supplemental services (includes holiday assistance)	435	21	4.8%
Transportation-Private (gas voucher)	432	92	21.3%
Emergency food provision	430	4	.9%
Home furnishings-free/low cost*	383	10	2.6%
Substance Abuse (facilities)	350	3	.9%
Mental health counseling – free/low cost	306	4	1.3%
Disaster relief	215	13	6.0%
Transportation-needs a ride	168	5	3.0%
Household repairs*	163	9	5.5%
Prescriptions	161	5	3.1%
Transportation-Public (bus ticket/token)	159	63	39.6%
Home delivered meals*	95	4	4.2%
Day care/preschools	94	3	3.1%
Personal Care Items – free/low cost	74	4	5.4%
Transportation-Needs help moving	42	14	33.3%

**(Footnotes)**

<sup>1</sup> Services marked with an asterisk (\*) are those for which there is often a waiting list. There is often a 3-5 year waiting list for government subsidized housing.

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### Special Programs

United Way 211 maintains a **Telecommunications Device For The Deaf (TDD)** to assist speech and hearing impaired callers. Before July 1992, when Florida Telecommunications Relay Service was established to provide message relay, our office performed this service over 1,000 times per year. Totals 1994 to present primarily represent callers using the relay service (711) to contact 211.

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
<b>TDD/Relay Calls</b>	1	2	1	4	3	9	11	36	22	34	22

Through the **Mental Health Volunteer Corps**, United Way 211 matches uninsured persons who cannot afford to pay full-fee with professional counselors who have donated a slot of their time to the program. United Way 211 uses this unadvertised corps as a last resort to keep people who need services from falling through the cracks in the system.

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
<b>Member</b>	80	80	92	88	69	79	71	63	62	60	61
<b>Matches</b>	28	24	56	60	50	56	37	50	42	30	14

United Way 211 is an active participant in the Emergency Food and Shelter Local Board Program, and provides administrative assistance and expertise as requested. The 211 Program Director is a member of the local board in Alachua, Bradford, Dixie, Gilchrist and Union counties. In 2005, these six North central Florida counties received a total of **\$94,886** through this program.

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
<b>FEMA Calls</b>	306	231	220	339	339	368	465	573	617	504	267

The **United Way 211 for North Central Florida Webpage** ([www.UnitedWayNCFL.org](http://www.UnitedWayNCFL.org)) makes an abbreviated, searchable version of the United Way 211 database available to people all over the world. In addition, a number of helpful lists and other information is available for download. United Way 211 staff used the Internet and/or e-mail to assist at least **883** callers and update **1,411** resources in 2005.

**United Way 211 for North Central Florida would like to thank all the volunteers, contributors and other supporters who made our service possible in 2005.**

**The North Central Florida 2-1-1 Task Force**

Lynda Bowie  
Linda Boyles  
Cindy Dorfled Bruckman  
Cain Davis  
Polly Doughty  
Doris Edwards  
Vidya Hogan  
Representative Ed Jennings

Randy Kerr  
Marshall Knudson  
Doris Martin  
Gail Monahan  
Susan Myers  
Julie Netzer  
Liz Jenkins  
Susan Nelson  
Beth O'Grady

Michelle Runyon  
John Skelly  
Jim Smith  
Sharon Spann  
Len Spillane  
Kathy Viehe, Chair  
Patty Xirau-Probert

**Our 211 Helpline  
Volunteers/Substitutes**

Dean Hubbard  
Mae Leone  
Kathleen Whiting

**Our Office Assistant, Technical and Special  
Projects Volunteers**

Sam Harper  
Sarah Hoover  
Angela Johnson  
Tyrone Johnson  
Fabian Kraft

Jean Strating  
Terry Temple  
Tonya Tripp  
Terriona Walker  
John Wright  
Alan Zak

**Our College Work Study Program, YES Program and Senior Community  
Service Employment Program Workers**

Shawn Algeier, CWSP  
Garcia Barneswell, CWSP  
Nancy Chaser, SCSEP  
Javen Durham, CWSP  
Sally Elwood, SCSEP  
Chris Faith, CWSP

Alexis Johnson, CWSP  
Deborah Lyons, CWSP  
Robyn Lawson, CWSP  
Mariana Pinto, CWSP  
Elonda McNish, YES  
Kris White, CWSP

**Our 211 Professional Staff**

Jan Zak, 211 Program Director  
Terry Velazquez, I&R Specialist  
Jennifer Heard, I&R Specialist