

# **United Way of North Central Florida**



## **Information & Referral Annual Report**

**2004**



# United Way Information & Referral 2004 Annual Report

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An analysis of calls handled during 2004 by  
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# United Way Information & Referral 2004 Annual Report

## The Year At A Glance

Because our North Central Florida community was directly impacted by two of the four major storms to strike Florida, 2004 may long be remembered as “the year the hurricanes came.” United Way Information & Referral (I&R) weathered the storms, and was able to remain online uninterrupted, responding to a record-smashing number of callers throughout the tumultuous hurricane season. Here are the highlights.

### **An ENORMOUS increase in calls:**

- 45,515 calls were handled 2004, an unprecedented all-time high and 31% more than in 2003. Of these:
  - 28,259 calls were problems presented by our callers.
  - 4,487 calls were initiated on behalf of callers or to provide follow-up.
  - 12,769 calls were made to update files and maintain the I&R service.
- While the majority of our calls originated within Alachua County, 11.3% came from callers in neighboring counties and other areas within Florida.
- 5.5% of our callers were either homeless or transient.

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

- 45.1% of problems presented to I&R in 2004 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.
- Not surprisingly, requests for disaster preparation and relief shot up from 75 in 2003 to 1,053 in 2004, an increase of over 1,400%.

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

In 2004, I&R documented the greatest number of unmet needs in the categories of:

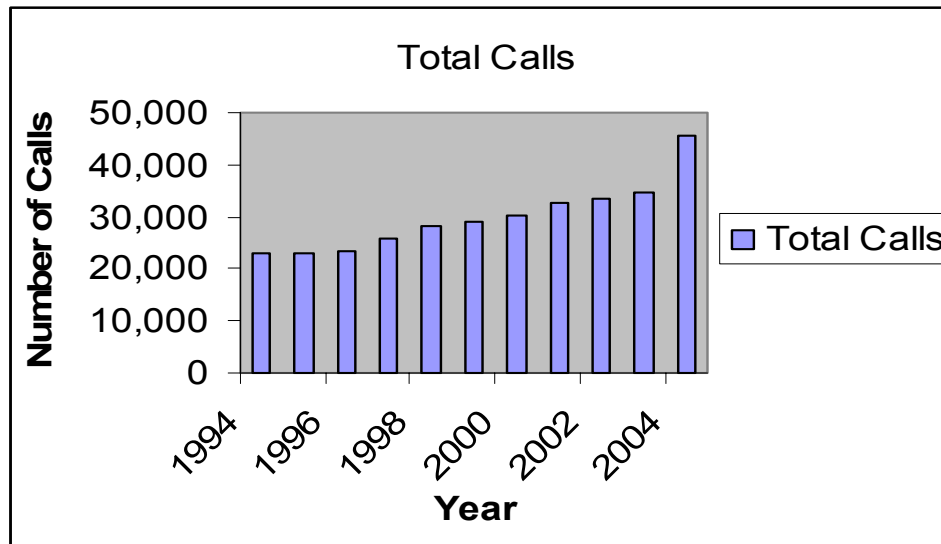
- Utility financial assistance
- Rent/Mortgage financial assistance
- Transportation
- Holiday assistance for families
- Temporary shelter for the homeless

### **Outreach and training by and for I&R staff:**

- Attended 104 community meetings
- Provided 26 presentations/trainings
- Assisted 97 visitors.
- Attended 159 hours of trainings and workshops to improve their skills.
- Used e-mail 348 times and the Internet 406 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.

**Thanks, thanks and more thanks!:** I&R is deeply grateful to everyone who worked to transition tragedies into triumphs during this very difficult year. Our volunteers and other supplemental staff logged 4,922 hours in 2004. Special thanks are due to the volunteers and staff at the Alachua County Crisis Center who responded to 3,411 I&R calls after hours. I&R would also like to send a tremendous “thank you!” to the volunteers on the I&R Advisory Committee for their valuable ideas, guidance and support, and our newest volunteers, the members of the North Central Florida 2-1-1 Task Force, who are committed to bringing 2-1-1 to our community.

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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>
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
1994	14,425	+	3,265	=	17,690	+	5,302	=	22,992

**Problems Presented** = All questions and problems presented by callers to United Way Information & Referral.

**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 I&R service, such as business calls and calls made to update information.

**(Footnotes)**

<sup>1</sup> There have been no increases in I&R paid staff positions since the addition of a part-time position in 1994. I&R permanent staff currently consists of two full-time and one part-time staff.

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## Totals By Type Of Call

I&R 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>2002</b>		<b>2003</b>		<b>2004</b>	
<b>Slash</b>	4,052	20.4%	4,741	22.5%	6,206	21.1%
<b>Information</b>	3,711	18.7%	3,438	16.3%	4,215	15.1%
<b>Simple Referral</b>	10,901	55.0%	11,811	56.0%	16,564	58.6%
<b>Complex Referral</b>	968	04.9%	939	4.5%	1,101	3.9%
<b>Coding Errors</b>	192	01.0%	167	0.8%	113	0.4%
<b>Total Problems Presented</b>	<b>19,824</b>	<b>100.0%</b>	<b>21,096</b>	<b>100.0%</b>	<b>28,259</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.

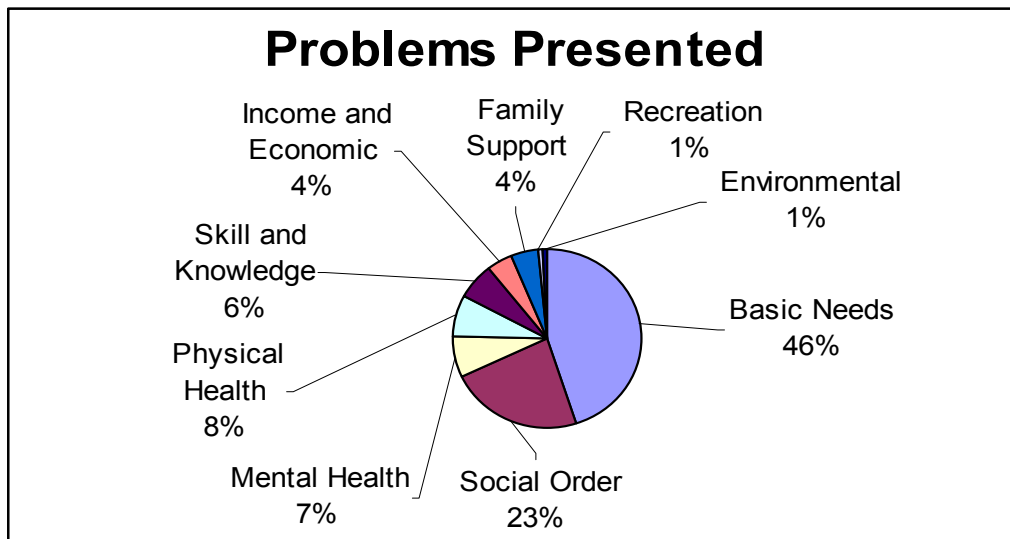
**Simple Referral:** Specialist must interview caller to identify, make referrals and develop an action plan to solve one or more problems.

**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> I&R completed **433** single follow-ups on simple referral calls in addition to the multiple follow-ups done on the **1,101** complex referrals in 2004. 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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	<b><u># Coded Problems</u></b>	<b><u>Percent of Total</u></b>
<b>Basic Needs</b>	<b>9,885</b>	<b>45.1 %</b>
Housing Issues (inc. rent assistance)	3,769	
Utility Assistance	2,939	
Food	1,307	
Transportation	947	
Household/personal care items	619	
Clothing	304	
<b>Social Order and Individual Safety</b>	<b>4,988</b>	<b>22.8 %</b>
Disaster preparation and relief	1,053	
Volunteer services/donations	827	
Legal Assistance	514	
Courts/corrections system	491	
Government (general questions)	389	
Civic/social/advocacy organizations	322	
Consumer complaints/protection	321	
Crime prevention/law/codes enforcement	299	
Licenses/permits/tags	239	
Protective services	211	
Public Safety	128	
Animal welfare and control	118	
Identification of office holders	39	
Community development	37	

<b>Mental Health</b>	<b>1,616</b>	<b>7.4 %</b>
Substance abuse	562	
Support groups	462	
Counseling referrals (89% needed free/low cost services)	436	
Crisis Intervention	156	
<b>Physical Health</b>	<b>1,731</b>	<b>7.9 %</b>
Medical referrals (80% needed free/low cost services)	1,094	
Medicines, free/low cost services	282	
Dental referrals (90% needed free/low cost prescriptions)	178	
Family planning/pre- and post-natal care	101	
Health information organizations	41	
Medical bill payment assistance	40	
<b>Acquisition of Skill and Knowledge</b>	<b>1,380</b>	<b>6.3 %</b>
Reference/miscellaneous questions	784	
Education system	408	
Survey questions	188	
<b>Income and Economic Security</b>	<b>959</b>	<b>4.4 %</b>
Employment search	289	
Worker benefits/public assistance	203	
Vocational training	178	
Budget/credit issues and counseling	142	
Business information	61	
Employment questions/employee rights	61	
Employee search	25	
<b>Family Support Services</b>	<b>975</b>	<b>4.4 %</b>
Family supplemental/holiday assistance	452	
Foster care, youth/adult/elderly	167	
Adult day care and respite care	124	
Children's day care/preschool	109	
Homemaker services	63	
Adoptee/family search	34	
After school programs	19	
Adoption	7	
<b>Recreation</b>	<b>188</b>	<b>0.9 %</b>
In North-Central Florida	169	
Out of North-Central Florida	19	
<b>Environmental Issues</b>	<b>195</b>	<b>0.9 %</b>
Refuse management	104	
Public health services	68	
Agricultural issues	19	
Pollution control/recycling	4	
<b>Total Coded Problems</b>	<b>21,917</b>	<b>100.0%</b>
<b>Total Uncoded Problems</b>	<b>6,342</b>	
<b>TOTAL PROBLEMS PRESENTED IN 2004</b>	<b>28,259</b>	

## United Way Information & Referral 2004 Annual Report

### Most Frequent Referrals: Referrals to Government Offices

<u>Type Of Government</u>	<u>Referrals</u>	<u>Percent Of Total</u>
<b>State Of Florida Government</b>	<b>4,049</b>	<b>12.4%</b>
<u>Included over 100 referrals to:</u>		
Dept/Children and Families	1,344	
University of Florida/JHMHC	499	
Alachua/Bradford Career Center	392	
School Board of Alachua County	328	
Health Department	321	
Santa Fe Community College	134	
Vocational Rehabilitation	120	
 <b>Alachua County Government</b>	 <b>4,459</b>	 <b>13.6%</b>
<u>Included over 100 referrals to:</u>		
Clerk of Courts/court system	237	
Alachua County Sheriff's Office	138	
Alachua County Library District	130	
 <b>U.S. Federal Government</b>	 <b>818</b>	 <b>2.5%</b>
<u>Includes over 100 referrals to:</u>		
Social Security Administration	180	
 <b>Gainesville City Government</b>	 <b>723</b>	 <b>2.2%</b>

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

<u>Name Of Agency</u>	<u>Referrals</u>	<u>Percent Of Total</u>
Catholic Charities Bureau	2,350	7.2%
Salvation Army	2,166	6.6%
Gainesville Community Ministry	1,561	4.8%
United Way (nationwide)	1,538	4.7%
Community Action Agency	1,477	4.5%
Florida Alliance of I&R Services (other I&Rs)	786	2.4%
Christians Concerned for the Community	639	2.0%
Meridian Behavioral healthcare	604	1.8%
American Red Cross	565	1.7%
St. Francis House	524	1.6%
Housing Authorities, Gainesville and Alachua County	441	1.3%
Shands Hospital	399	1.2%
Three Rivers Legal Aid	379	1.2%
Center for Independent Living	307	0.9%
Eldercare of Alachua County	300	0.9%
Diversified Human Services	296	0.9%
Interfaith Hospitality Network	248	0.8%
Elder Helpline (Center for Aging Resources)	226	0.7%
Peaceful Paths Shelter and Transition House	218	0.7%
Goodwill Industries	212	0.6%
Habitat for Humanity	175	0.5%
ACORN Clinic	174	0.5%
Alachua County Medical Society/We Care Network	160	0.5%
St. Vincent de Paul	147	0.4%
The Volunteer Center	144	0.4%
Consumer Credit Counseling	142	0.4%
Second Harvest	136	0.4%
Florida Bar Lawyer Referral	114	0.3%
The Life Center	104	0.3%

# United Way Information & Referral 2004 Annual Report

## Analysis Of Calls By Zip Code

						<u>Coded Calls</u>	<u>Percent Of Total</u>
<b>Within City Of Gainesville:</b>						<b>13,685</b>	<b>71.5%</b>
32601	<b>2,664</b>	32607	<b>1,931</b>	32613	<b>11</b>		
32602	<b>220</b>	32608	<b>1,824</b>	32614	<b>60</b>		
32603	<b>124</b>	23609	<b>2,042</b>	32641	<b>1,793</b>		
32604	<b>93</b>	32610	<b>133</b>	32653	<b>778</b>		
32605	<b>1,098</b>	32611	<b>62</b>				
32606	<b>817</b>	32612	<b>35</b>				
 <b>Other Communities/Areas Within Alachua County:</b>						 <b>2,379</b>	 <b>12.4%</b>
Alachua	<b>414</b>	High Springs	<b>318</b>	Waldo	<b>163</b>		
Archer	<b>368</b>	Island Grove	<b>7</b>	Santa Fe	<b>200</b>		
La Crosse	<b>31</b>	Newberry	<b>267</b>	Melrose	<b>87</b>		
Micanopy	<b>98</b>	Hawthorne	<b>389</b>	Earleton	<b>12</b>		
Evinston	<b>21</b>	Lochloosa	<b>1</b>	Other	<b>3</b>		
 <b>Callers Identified As Homeless:</b>						 <b>664</b>	 <b>3.5%</b>
 <b>Callers Identified As Transient:</b>						 <b>181</b>	 <b>1.0%</b>
 <b>Surrounding Counties/Other Areas Within Florida:</b>						 <b>2,165</b>	 <b>11.3%</b>
Bradford	<b>201</b>	Levy	<b>626</b>	Suwannee	<b>21</b>		
Clay	<b>94</b>	Marion	<b>134</b>	Gilchrist	<b>218</b>		
Columbia	<b>144</b>	Putnam	<b>62</b>	Other Areas			
Dixie	<b>93</b>	Union	<b>111</b>	in Florida	<b>461</b>		
 <b>Other States / Countries:</b>						 <b>59</b>	 <b>0.3%</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 (**88.4 %**) originated within Alachua County. Most of the remaining calls (**11.3 %**) originated from outside the county but within Florida. A small number (**0.3 %**) originated outside of Florida. These callers may have hear about I&R through our association with the state and the national alliance of information and referral services (FLAIRS and AIRS), from other United Ways or from accessing our web site on the internet.

## United Way Information & Referral 2004 Annual Report

### No Help Available

The unmet needs in this report have been documented by I&R staff. This report only records those cases in which I&R 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	2,868	175	6.1%
Rent/mortgage financial assistance	2,036	177	8.7%
Disaster relief	1,053	21	2%
Medical service/equipment-free/low cost	881	15	1.7%
Emergency food provision	820	18	2.2%
Temporary shelter <sup>*1</sup>	708	66	9.3%
Home furnishings-free/low cost <sup>*</sup>	516	14	2.7%
Family supplemental services (includes holiday assistance)	456	15	3.3%
Mental health counseling – free/low cost	436	6	1.4%
Transportation-Private (gas voucher)	364	79	21.7%
Prescriptions	282	10	3.5%
Transportation-Public (bus ticket/token)	247	107	43.3%
Transportation-needs a ride	243	11	4.5%
Household repairs <sup>*</sup>	223	5	2.2%
Day care/preschools	109	8	7.3%
Personal Care Items – free/low cost	100	14	14%
Home delivered meals <sup>*</sup>	90	4	4.4%
Transportation-Needs help moving	47	7	14.9%

**(Footnotes)**

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

## United Way Information & Referral 2004 Annual Report

### Special Programs

I&R 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, I&R performed this service over 1,000 times per year. Totals 1994 to present primarily represent callers using the relay service (711) to contact I&R.

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
<b>TDD/Relay Calls</b>	3	1	2	1	4	3	9	11	36	22	34

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

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
<b>Member</b>	85	80	80	92	88	69	79	71	63	62	60
<b>Matches</b>	38	28	24	56	60	50	56	37	50	42	30

I&R maintains a clearinghouse for the **Emergency Food and Shelter Local Board Program** in Alachua County, and the I&R Director provides administrative assistance and acts as the local board contact for Alachua, Bradford, Levy and Union counties to assure that all necessary paperwork is completed and all mandated meetings are held and that there is no duplication of services. In 2004, these four North Central Florida counties received **\$76,489** through this program.

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
<b>FEMA Calls</b>	332	306	231	220	339	339	368	465	573	617	504

The **United Way Information & Referral Webpage** (<http://www.unitedwayncfl.org/UWAC-Web/DOCS/iar.htm>) makes an abbreviated, searchable version of the I&R database available to people all over the world through the World Wide Web. In addition, a number of helpful lists (Additional Resources Within Neighboring North Central Florida Counties, Affordable Housing List, Basic Needs Resource List, List of Providers in I&R Mini Directory, Meeting Rooms, Substance Abuse Programs, Thrift Consignment and Used Furniture Shops) are available for download. I&R staff used the Internet and/or e-mail to assist at least **754** callers and update **2,748** resources in 2004.

**United Way Information & Referral would like to thank all the volunteers, contributors and other supporters who made our service possible in 2004.**

**The United Way I&R Advisory Committee and North Central Florida  
2-1-1 Task Force**

Lynda Bowie  
Linda Boyles  
Cindy Dorfeld Bruckman  
Cain Davis  
Polly Doughty  
Doris Edwards  
Jim Estaver  
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  
Cathy Scott  
John Skelly  
Jim Smith  
Sharon Spann  
Len Spillane  
Kathy Viehe, Chair  
Patty Xirau-Probert

**Our I&R Helpline  
Volunteers**

Andrize Brown  
Ben Goodman  
Dean Hubbard  
Nora Lyons  
John Seger  
Maxine Tucker

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

Sirmeaha Attamari  
Danielle Hert  
Angela Johnson  
Fabian Kraft  
Alberto Quintero

Todd Sherman  
Jean Strating  
Terry Temple  
Rosaretta Williams  
Alan Zak

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

Linda Brooks, SCSEP  
Yvonne Burke, SCSEP  
Elizabeth Butt, SCSEP  
Marcella Clavijo, CWSP  
Joyce Conway, SCSEP  
Sally Elwood, SCSEP  
Chris Faith, CWSP

Jillian Harris, CWSP  
Alexis Johnson, CWSP  
Muna Ibrahim, CWSP  
Robyn Lawson, CWSP  
Mariana Pinto, CWSP  
Jessica Polke, YES  
Preea Tischler, CWSP

**Our Professional Staff**

Jan Zak, Director  
Terry Velazquez, I&R Specialist  
Bess Carver, I&R Specialist  
Jennifer Heard, I&R Specialist  
Cristina Ward, I&R Specialist

