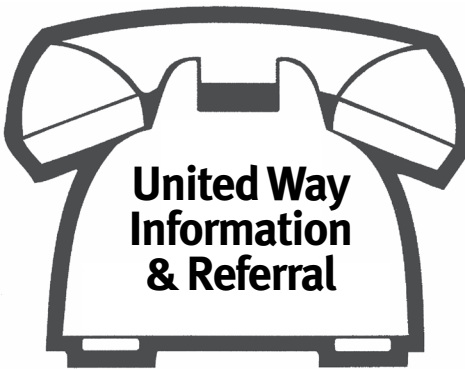


**United Way**  
**of North Central Florida**  
**Information & Referral**  
**2003**  
**Annual Report**



4 6 3 6  
**(352) 332-INFO**



# Contents

<b>The Year at a Glance .....</b>	<b>4</b>
<b>Call Totals .....</b>	<b>6</b>
<b>Totals by Type of Call .....</b>	<b>7</b>
<b>Definitions of Call Types .....</b>	<b>7</b>
<b>Problems Presented .....</b>	<b>8</b>
<b>Analysis of Calls by Zip Code .....</b>	<b>12</b>
<b>No Help Available .....</b>	<b>13</b>
<b>Special Programs .....</b>	<b>14</b>
<b>Special Thanks .....</b>	<b>15</b>

An analysis of calls handled during 2003 by  
**United Way Information & Referral**

6031 NW 1st Place  
Gainesville, Florida 32607-2025  
(352) 331-2800  
(352) 331-2111 (fax)  
info@unitedwayalachua.org  
unitedwayalachua.org/UWIAR

# 2003

## The year at a glance

Upgrades in computer hardware and our telephone system coupled with lots of new and different faces at United Way made 2003 an interesting and challenging year for I&R. Here are the highlights.

**An ever-increasing number of calls:** I&R handled 34,632 calls in 2003, 3.4% more than in 2002, and once again an all-time high. 21,096 were problems presented by our callers. An additional 2,612 calls were initiated on behalf of callers or to provide follow-up. The remaining 10,924 calls were made to update files and maintain the I&R service. While the majority of our calls originated within Alachua County, 11.5 percent came from callers in neighboring counties and other areas within Florida. Nearly 6 percent of our callers were either homeless or transient. I&R has handled significant increases in calls since 1994 with no new permanent staff, and is extremely thankful for volunteers and supplemental staff provided through the UF Work Study, Y.E.S. and Senior Community Service Employment programs who have helped I&R continue to provide quality services to the people of North Central Florida.

**Another profound increase in basic needs requested:** For many years, just under one-third of our callers presented problems related to basic material human needs such as food, clothing, transportation and shelter. The past three years have seen that portion jump from 37 percent in 2001 to 39 percent in 2002 to a record 42.6 percent in 2003. Requests for utility assistance were first among problems presented with other shelter-related assistance such as rent and mortgage coming in a close second.

**Some needs go unmet:** Mirroring the increase in requests for shelter-related assistance, the greatest categories of unmet needs were utility and rent/mortgage assistance. Transportation issues continue to feature prominently.

**Outreach and training continue:** Staff members attended 98 community meetings, performed 25 presentations/trainings and assisted over 100 visitors who came to I&R to research our database. In addition, I&R staff attended 107 hours of trainings and workshops to improve their skills. The I&R web site received an estimated 6,300 hits, and I&R used e-mail 327 times and the Internet 368 times to assist callers. I&R also 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 all the volunteers, substitutes, interns, work study students, and United Way staff who worked to make this busy year a success. Our volunteers and other supplemental staff logged 2,884 hours in 2003. Special thanks are due to the volunteers on the I&R Advisory Committee for their valuable ideas, guidance and support, and to the volunteers and staff at the Alachua County Crisis Center who answer the I&R line after hours and handled 2,437 I&R calls in 2003.

## Total I&R Calls



Year	Problems Presented	Client Specific Calls	Units of Service	Non-client Specific Calls	Total Calls <sup>1</sup>
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
1993	14,514	+ 4,224	= 18,738	+ 5,001	= 23,739

### 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 paid staff currently consists of two full-time and one part-time staff.

## 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:

Type Of Call	2001		2002		2003	
<b>Slash</b>	3,460	17.6%	4,052	20.4%	4,741	22.5%
<b>Information</b>	3,919	19.9%	3,711	18.7%	3,438	16.3%
<b>Simple Referral</b>	11,375	57.8%	10,901	55.0%	11,811	56.0%
<b>Complex Referral</b>	746	03.8%	968	04.9%	939	04.5%
<b>Coding Errors</b>	179	00.9%	192	01.0%	167	00.8%
<b>Total</b>	<b>9,679</b>	<b>100.0%</b>	<b>19,824</b>	<b>100.0%</b>	<b>21,096</b>	<b>100.0%</b>

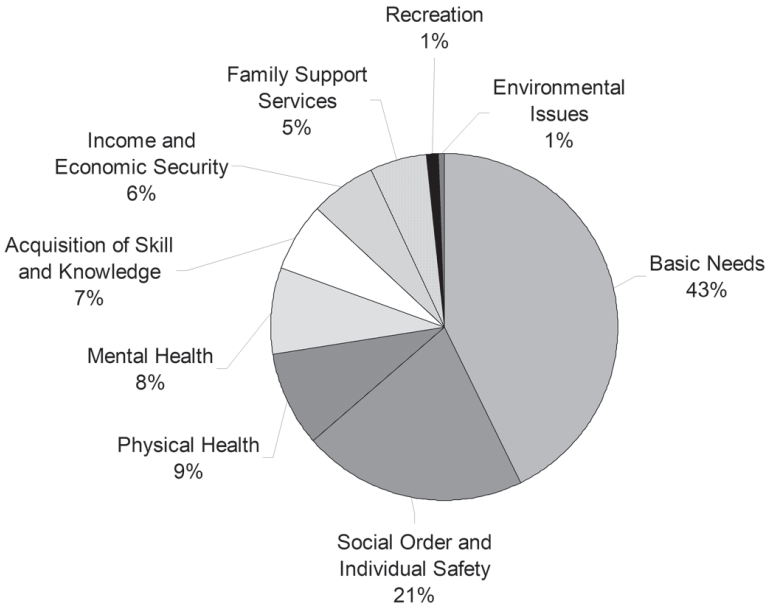
### Definitions Of Call Types

- 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>2</sup> over an extended period of time.

**(Footnotes)**

<sup>2</sup> I&R completed 181 single follow-ups on simple referral calls in addition to the multiple follow-ups done on the 939 complex referrals in 2003. 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.

# Problems Presented



## Basic Needs

	<u># Coded Problems</u>	<u>Percent of Total</u>
Housing issues (inc. rent assistance)	2,724	<b>42.6%</b>
Utility assistance	2,217	
Transportation	710	
Food	599	
Household/personal care items	427	
Clothing	174	

## Social Order & Individual Safety

	<b>3,379</b>	<b>21.0%</b>
Volunteer services/donations	633	
Legal assistance	481	
Courts/corrections system	419	
Consumer complaints/protection	324	
Civic/social/advocacy organizations	283	
Government (general questions)	277	
Licenses/permits/tags	237	
Crime prevention/law/codes enforcement	214	
Protective services	160	
Public safety	103	
Animal welfare and control	94	
Disaster preparation and relief	75	
Identification of office holders	42	
Community development	37	

	<u># Coded Problems</u>	<u>Percent of Total</u>
<b>Physical Health</b>	<b>1,404</b>	<b>08.7%</b>
Medical referrals (81% needed free/low-cost services)	877	
Medicines, free/low cost prescriptions	157	
Dental referrals (100% needed free/low-cost services)	121	
Health information organizations	113	
Family planning/pre-and post-natal care	107	
Medical bill payment assistance	29	
<b>Mental Health</b>	<b>1,304</b>	<b>08.1%</b>
Support groups	499	
Counseling referrals (96% needed free/low-cost services)	427	
Substance abuse	291	
Crisis intervention	87	
<b>Acquisition of Skill and Knowledge</b>	<b>1,045</b>	<b>06.5%</b>
Reference/miscellaneous questions	438	
Education system	433	
Survey questions	174	
<b>Income and Economic Security</b>	<b>965</b>	<b>06.0%</b>
Employment search	342	
Worker benefits/public assistance	195	
Vocational training	187	
Budget/credit issues and counseling	123	
Business information	68	
Employment questions/employee rights	33	
Employee search	17	
<b>Family Support Services</b>	<b>859</b>	<b>05.3%</b>
Family supplemental/holiday assistance	419	
Foster care, youth/adult/elderly	128	
Adult day care and respite care	90	
Children's day care/preschool	89	
Homemaker services	70	
Adoptee/family search	33	
After-school programs	24	
Adoption	6	
<b>Recreation</b>	<b>170</b>	<b>01.1%</b>
In County	149	
Out of County	21	
<b>Environmental Issues</b>	<b>102</b>	<b>00.6%</b>
Refuse management	58	
Public health services	30	
Agricultural issues	8	
Pollution control/recycling	6	
<b>Total Coded Problems</b>	<b>16,079</b>	<b>100.0%</b>
<b>Total Uncoded Problems</b>	<b>5,017</b>	
<b>Total Problems Presented In 2003</b>	<b>21,096</b>	

## 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>2,820</b>	<b>12.3%</b>
<u>Includes over 100 referrals to:</u>		
• Department of Children and Families	557	
• Alachua/Bradford Career Center	422	
• University of Florida/JHMHC	341	
• Health Departments	309	
• School Board of Alachua County	279	
• Santa Fe Community College	136	
• Vocational Rehabilitation	107	
 <b>Alachua County Government</b>	 <b>2,760</b>	 <b>12.0%</b>
<u>Includes over 100 referrals to:</u>		
• Clerk of Courts/court system	178	
• Alachua County Sheriff's Office	125	
 <b>Gainesville City Government</b>	 <b>500</b>	 <b>2.2%</b>
<b>U.S. Federal Government</b>	<b>433</b>	<b>1.9%</b>
<u>Includes over 100 referrals to:</u>		
• Social Security Administration	158	

## Most Frequent Referrals: Not-For-Profit Agencies

(100 Referrals or More)

<u>Name of Agency</u>	<u>Referrals</u>	<u>Percent of Total</u>
Catholic Charities Bureau	1777	7.7%
Salvation Army	1230	5.4%
United Way (nationwide)	1122	4.9%
Gainesville Community Ministries	1025	4.5%
Florida Alliance of I&R Services (other I&Rs in Florida)	613	2.7%
Community Action Agency	560	2.4%
Christians Concerned for the Community	549	2.4%
Meridian Behavioral Healthcare	430	1.9%
Housing Authorities, Gainesville and Alachua County	388	1.7%
St. Francis House	381	1.7%
Three Rivers Legal Aid	361	1.6%
Shands Hospitals	332	1.4%
Eldercare of Alachua County	226	1.0%
Center for Independent Living	220	1.0%
The Volunteer Center	212	0.9%
Elder Helpline (Center for Aging Resources)	199	0.9%
Interfaith Hospitality Network	185	0.8%
Goodwill Industries	177	0.8%
Peaceful Paths Shelter and Transition House	173	0.8%
Diversified Human Services	165	0.7%
Habitat for Humanity	154	0.7%
The Life Center (formerly Gainesville Right to Life)	151	0.7%
ATC Transport and MV Transport	129	0.6%
Alachua County Medical Society / We Care Network	124	0.5%
Consumer Credit Counseling	121	0.5%
ACORN Clinic	117	0.5%
Florida Bar Lawyer Referral	114	0.5%
Corner Drug Store	106	0.5%
Bread of the Mighty Food Bank	104	0.5%

# Analysis Of Calls By Zip Code

	<u>Referrals</u>	<u>Percent of Total</u>
<b>Within City of Gainesville</b>	<b>9,829</b>	<b>71.0%</b>
32601: 2,102	32607: 1,266	32613: 1
32602: 150	32608: 1,288	32614: 45
32603: 109	32609: 1,456	32641: 1,376
32604: 54	32610: 98	32653: 423
32605: 695	32611: 89	
32606: 660	32612: 17	

<b>Other Communities/Areas Within Alachua County:</b>	<b>1,615</b>	<b>11.7%</b>
Alachua 241	High Springs 241	Waldo 118
Archer 220	Island Grove 5	Santa Fe 134
La Crosse 22	Newberry 210	Melrose 62
Micanopy 82	Hawthorne 263	Earleton 13
Evinston 1	Lochloosa 3	

**Callers Identified As Homeless:** **666** **4.8%**

**Callers Identified As Transient:** **136** **1.0%**

<b>Surrounding Counties/Other Areas Within Florida:</b>	<b>1,542</b>	<b>11.1%</b>
Bradford 131	Levy 417	Suwannee 25
Clay 72	Marion 97	Gilchrist 154
Columbia 93	Putnam 33	Other Areas
Dixie 57	Union 129	in Florida 334

**Other States:** **51** **.4%**

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 (88.5%) originated within Alachua County. Most of the remaining calls (11.1%) originated from outside the county but within Florida. A small number (.4%) originated outside of Florida. These callers may have heard about I&R through our association with the state and national alliances of information and referral services (FLAIRS and AIRS), from other United Ways or from accessing our web site on the Internet.

## 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 limitations and inability to contact callers for follow-up.

	<u>Total # of Times Presented</u>	<u># of Times Documented Unavailable</u>	<u>% of Needs Unmet</u>
Utilities financial assistance	2,128	178	8.4%
Rent/mortgage financial assistance	1,330	177	13.3%
Transportation-Public (bus ticket/token)	191	74	38.7%
Transportation-Private (gas voucher)	272	58	21.3%
Family supplemental services (includes holiday assistance)	419	40	9.5%
Temporary Shelter <sup>1</sup>	521	36	6.9%
Mental health support groups	499	28	5.6%
Household items-free or low cost*	387	16	4.1%
Affordable/Government subsidized housing*	260	11	4.2%
Transportation-Needs help moving	39	11	28.2%
Medical service/equipment-free/low cost	710	6	0.8%
Household repairs*	179	5	2.8%
Transportation-Needs a ride	160	5	3.1%
After-school programs	24	3	12.5%
Legal services-free/low cost	481	3	0.6%
Emergency food provision	357	2	0.6%
Home delivered meals*	44	1	2.3%

\* Services marked with an asterisk (\*) are those for which there is often a waiting list.

## Special Programs

I&R maintains a **Telecommunication Device For The Deaf (TDD)** to assist speech and hearing impaired callers. Before July 1992, when the Florida Telecommunications Relay Service was established to provide message relay, I&R performed this service over 1,000 times per year. Totals 1993 to present primarily represent callers using the relay service (711) to contact I&R.

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<b>TDD Calls</b>	22	3	1	2	1	4	3	9	11	36	22

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 in need from falling through the cracks in the system.

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<b>Members</b>	95	85	80	80	92	88	69	79	71	63	62
<b>Matches</b>	65	38	28	24	56	60	50	56	37	50	42

The **Emergency Food and Shelter Program/FEMA Clearinghouse** was established to assure compliance with FEMA rules prohibiting duplication of services. I&R maintains a clearinghouse of all recipients and the I&R Director acts as administrative aide to the EFSP local board presidents in Alachua and Levy counties to assure that all necessary paperwork is completed and all mandated meetings are held. In 2003, Alachua received \$69,897 and Levy received \$14,504 through this program.

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<b>FEMA Calls</b>	539	332	306	231	220	339	339	368	465	573	617

Through the **United Way Information & Referral Web Site**, information in the I&R database is available to people all over the world through the World Wide Web. The I&R web site received 6,300 visitors, and I&R used the Internet and/ or e-mail to assist at least **695** callers and update **2,391** resources in 2003.

# Special Thanks

United Way Information & Referral would like to thank all the volunteers, contributors and other supporters who made our service possible in 2003.

## **The United Way I&R Advisory Committee**

Ann Williams, Chair  
Polly Doughty  
Julie Kurtz  
Susan Myers  
Jim Smith  
Len Spillane  
Kathy Viehe  
Margaret Yoham

## **Our I&R Helpline Volunteers**

John Bennett  
Andrize Brown  
Ben Goodman  
Dean Hubbard  
Karen Kitchens

## **Our Professional Staff**

Jan Zak, Director  
Terry Velazquez, I&R Specialist  
Ric Brandt, I&R Specialist

## **Our Office/Technical Volunteers**

Maria Capo  
Leslie Daniels  
Simone Francis  
Aimee Mardin  
Chris Martin  
Frederick Preston  
Katie Suggs  
Haley White  
Lindsey Wright  
Alan Zak

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

Elizabeth Butt, SCSEP  
Bess Carver, SCSEP  
Joyce Conway, SCSEP  
Jillian Harris, CWSP  
Muna Ibrahim, CWSP  
Farah Khan, CWSP  
Robyn Lawson, CWSP  
Alysse Moldawer, YES  
Preea Tischler, CWSP

**United Way  
of North Central Florida**



6031 NW 1st Place  
Gainesville, Florida 32607-2025  
(352) 331-2800  
(352) 331-2801 (fax)  
[unitedwayalachua.org](http://unitedwayalachua.org)