

2006 United Way 2-1-1 Annual Report

Analysis Of Calls By Zip Code

						Coded Calls	Percent Of Total
Within City Of Gainesville:						10,362	69.5%
32601	1,821	32607	1,620	32613	5		
32602	104	32608	1,490	32614	48		
32603	30	23609	1,560	32641	1,687		
32604	78	32610	66	32653	478		
32605	651	32611	63	32627	14		
32606	637	32612	9	32635	1		
Other Communities/Areas Within Alachua County:						1,583	10.6%
Alachua	291	High Springs	168	Waldo	93		
Archer	271	Island Grove	8	Santa Fe	109		
La Cro sse	31	Newberry	181	Melrose	82		
Micanopy	64	Hawthorne	268	Earleton	9		
Evinston	6	Lochloosa	2				
Callers Identified As Homeless:						666	4.5%
Callers Identified As Transient:						139	0.9%
Surrounding Counties/Other Areas Within Florida:						2,088	14.0%
Bradford	238	Levy	588	Suwannee	39		
Clay	61	Marion	160	Gilchrist	215		
Columbia	98	Putnam	54	Other Areas			
Dixie	162	Union	126	in Florida	347		
Other States / Countries:						69	0.5%

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.

The majority of our calls (**85.5 %**) originated within Alachua County. Most of the remaining calls (**14.0 %**) originated from outside the county but within Florida. A small number (**0.5 %**) originated outside of Florida. These callers may have heard about United Way 2-1-1 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 national advertising 2-1-1.

There was a 37% increase in calls (971 in 2005; 1,330 in 2006) from the neighboring counties of Bradford, Dixie, Gilchrist, Levy and Union which have been able to access our service toll-free through 2-1-1 since our certification in February, 2006.

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The Year at a Glance

On January 23, 2006, after two years of hard work by volunteers and staff, the helpline formerly known as United Way Information & Referral received its state of Florida 2-1-1 certification and became United Way 2-1-1 for North Central Florida. Despite the change to the 2-1-1 number, we still maintained our call volume, and our transition was a success! It signaled the beginning of a year of planning, rethinking the old and welcoming the new. Here are the highlights:

The calls and where they came from:

- The service handled 36,488 calls in 2006, fewer calls than during the hurricane-impacted years of 2004 and 2005, but still an over 2003 totals. Of these calls:
 - 21,727 calls were problems presented by our callers.
 - 5,021 calls were initiated on behalf of callers or to provide follow-up.
 - 9,700 calls were made to update files and maintain the 2-1-1 service.
- While the majority of our calls still originated within Alachua County, 14.0% came from callers in neighboring counties and other areas within Florida. There was a 37% increase in calls from the counties outside of Alachua that United Way serves, which have been able to access our service toll-free since the implementation of 2-1-1.
- 5.4% of our callers were either homeless or transient.

More and more calls are for basic needs:

- 48.9% of problems presented to United Way 2-1-1 in 2006 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 2006, United Way 2-1-1 documented the greatest number of unmet needs in the categories of:

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

Outreach and training by and for United Way 2-1-1 staff:

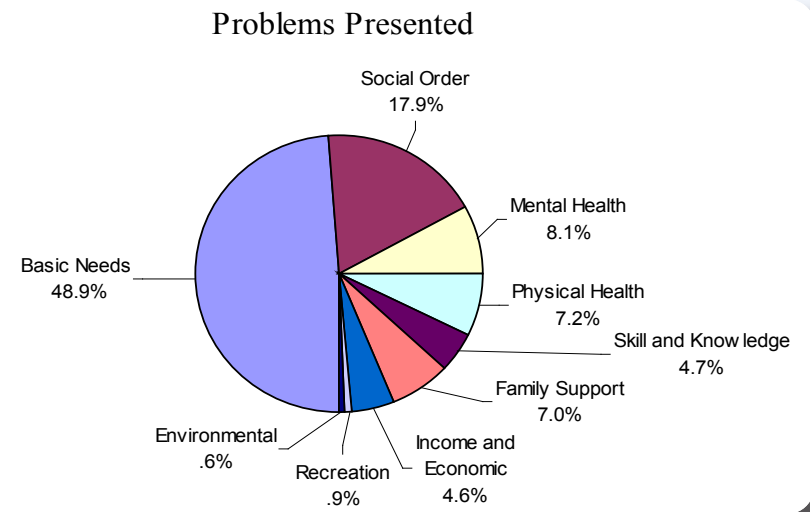
- Attended 79 community meetings
- Provided 21 presentations/trainings
- Assisted 53 visitors.
- Attended 47 hours of trainings and workshops to improve their skills.
- Used e-mail 297 times and the Internet 727 times to assist callers.
- Continues to assist a number of community organizations by moderating e-mail groups, assisting with web site maintenance and providing other technical and informational support.

Many thanks to many people: United Way 2-1-1 volunteers and other supplemental staff logged 4,124 hours in 2006 (see inside back cover for list). We continue to be deeply grateful to the volunteers and staff at the Alachua County Crisis Center, our partner for over 30 years, who responded to 2,853 calls after hours on our behalf, and to the North Central Florida 2-1-1 Task Force.

Although the majority of calls are from Alachua County, there was a 37 percent increase in calls this year from the counties outside Alachua that United Way serves.

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In 2006, nearly 50 percent of our coded call volume dealt with basic needs. Of those, significantly over a third dealt with housing issues.



	# Coded Problems	Percent of Total		# Coded Problems	Percent of Total
Basic Needs	8,346	48.9%	Mental Health	1,330	8.1%
Housing Issues (inc. rent assistance)	3,298		Substance abuse	454	
Utility Assistance	2,640		Counseling referrals	456	
Food	940		(96% needed free/low cost services)		
Transportation	771		Support groups	360	
Household/personal care items	472		Crisis Intervention	110	
Clothing	225		Physical Health	1,236	7.2%
Social Order and Individual Safety	3,047	17.9%	Medical referrals	717	
Volunteer services/donations	574		(86% needed free/low cost services)		
Legal Assistance	401		Medicines, free/low cost services	177	
Courts/corrections system	338		Dental referrals	152	
Government (general questions)	247		(100% needed free/low cost services)		
Disaster preparation and relief	183		Family planning/pre- and post-natal care	76	
Crime prevention/law/codes enforcement	165		Health information organizations	76	
Civic/social/advocacy organizations	240		Medical bill payment assistance	38	
Licenses/permits/tags	158				
Consumer complaints/protection	273				
Protective services	215				
Public Safety	88				
Animal welfare and control	87				
Identification of office holders	39				
Community development	39				



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	# Coded Problems	Percent of Total
Family Support Services	1,200	7.0%
Family supplemental/holiday assistance	631	
Foster care, youth/adult/elderly	148	
Adult day care and respite care	136	
Children's day care/preschool	173	
Homemaker services	70	
Adoptee/family search	23	
After school programs	14	
Adoption	5	
Acquisition of Skill and Knowledge	806	4.7%
Reference/miscellaneous questions	381	
Education system	297	
Survey questions	128	
Income and Economic Security	785	4.6%
Employment search	337	
Worker benefits/public assistance	185	
Vocational training	101	
Budget/credit issues and counseling	78	
Business information	41	
Employment questions/employee rights	20	
Employee search	23	

Nearly 60 percent of the calls handled by United Way 2-1-1 are coded. These calls represent problems presented by people in our community.

Recreation	146	0.9%
In North Central Florida	129	
Out of North Central Florida	27	
Environmental Issues	105	0.6%
Refuse management	48	
Public health services	46	
Agricultural issues	10	
Pollution control/recycling	1	
Total Coded Problems	17,051	100.0%
Total Uncoded Problems	4,676	
TOTAL PROBLEMS PRESENTED	21,727	



Calls are coded for our staff to easily evaluate ways to research and provide follow-up to best answer our callers' needs. Coded calls also reflect the needs of our community.