

United Ways of Northeast Florida 



Get Connected. Get Answers.



**United Way
of Northeast Florida**

Jacksonville Journey Presentation by United Way 2-1-1

Wednesday, Feb. 27, 2008

United Way 2-1-1: Serves 9 counties in Northeast Florida



- **24-hour, free and confidential information and referral helpline serving Northeast Florida residents**
- **Duval, Clay, St. Johns, Nassau, Baker, Putnam, Columbia, Hamilton and Suwannee counties**

United Way 2-1-1: Information and Referral in NE Florida



**More than 15,000 referrals
are made each month**

**Friendly, professionally
trained staff access a
community shared
database of information
that includes 800
agencies and 3,500
programs & services**

United Way 2-1-1: Funders



- **Florida Department of Children and Families (DCF)**
- **City of Jacksonville (2 grants)**
- **United Way of Northeast Florida, United Way of St. Johns County, United Way of Suwannee County**
- **HUD**
- **Various counties**

United Way 2-1-1: Accreditations and Certifications



- **Nationally accredited by the Alliance of Information & Referral Systems (AIRS).**
- **Accredited and Certified by The Agency for Healthcare Administration (AHCA) in Tallahassee.**
- **Accredited and Certified by The American Association of Suicidology (AAS).**

United Way 2-1-1: Types of calls we receive



- Emergency Financial Assistance
- Earned Income Tax Credit
 - *Real\$ense Prosperity Campaign (through April)*
- Food, Shelter & Clothing
- Mental Health & Substance Abuse services
- Support Groups
- People With Disabilities

United Way 2-1-1: Types of calls we receive



- Special Transportation (JTA)
- Refugees (special section on website)
- Victims of Abuse or Crime
- Adult, Child and Family Services (Day Care)
- HIV / AIDS Information & Testing
- Suicide Prevention and Intervention

United Way 2-1-1: Types of calls we receive



<u>AGENCY</u>	<u># Per Month</u>
COJ Mental Health and Welfare	
– Financial Assistance	2,500
Catholic Charities	
– Financial Assistance	2,300
Jewish Family Community Services	
– Financial Assistance	2,300
NEFCAA – (Kennedy & Reed Centers)	
– Financial Assistance	700
Downtown Ecumenical	
– Financial Assistance	400

United Way 2-1-1:

NEFIN – Northeast Florida Information Network



- We have made ServicePoint's Report Writer easier to navigate and therefore, easier to use.
- CallPoint software installed in the call center in September reduces the possibility of adding needless anonymous records.
- ServicePoint – Community's Shared Database – allows us to make live referrals.

United Way 2-1-1: Hurricanes and Disasters



United Way is the support agency for the City of Jacksonville's Incident Command System (ICS) (formerly the ESF-15 Emergency Support Function) for volunteers and donations at the Emergency Operations Center (EOC)

United Way 2-1-1: Hurricanes and Disasters



- 1. During the 2004/2005 hurricane season, United Way 2-1-1 answered more than 11,000 calls from people in need of ice, water, shelter and other services.**
- 2. In 2005/2006, during Hurricanes Katrina, Wilma and Rita, United Way 2-1-1 helped place more than 400 families in long-term housing.**

United Way 2-1-1: Increase in Call Volume



- Total call volume for the first seven months of this year is **47,830** calls compared to 40,557 for the first seven months of last year. An increase of **18 percent**.

United Way 2-1-1: Increase in Call Volume



- We are at a pace to answer **81,994** calls in 2007-2008 and are averaging 6,833 calls per month.
- Comparing the 66,495 calls we answered in 2003-2004 to the *potential* of 81,994 in 2007-2008, we would be looking at a **24 percent** increase in call volume in four years.

United Way 2-1-1: Trends or Patterns



What trends or patterns are you seeing at your agency that may be attributing to this increased need in our community?

United Way 2-1-1:

Some of the reasons – Higher Electricity



- Thousands of callers need assistance paying their electric bills
- Electricity rates are higher this year
- JEA works with callers, but when the power gets turned off, the caller will be required to pay a deposit before power can be turned back on.

United Way 2-1-1: On the back of every JEA bill



Can't pay your utility bill?

United Way 2-1-1 maintains a computerized database of agencies that can assist you in paying your utility bill. For details, dial 2-1-1. If 2-1-1 is not accessible in your area, please call 632-0600 or 1-866-318-0211.

United Way 2-1-1: Some of the reasons - Housing



Foreclosure Rates - Duval County ranks near the top in residential foreclosures

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More and more callers who are making what many might consider a “good” salary are finding themselves in need of assistance. For example, a single mother with three children with medical issues called recently needing help with rent, electric, food, childcare, etc...

United Way 2-1-1: Some of the reasons – Limited Funding



With more and more people needing help – agencies are running out of resources quicker.

Not all agencies provide financial assistance in the same manner.

United Way 2-1-1: RealSense Prosperity Campaign



RealSense

Real Dollars For Real People.

CALL UNITED WAY 2-1-1 ■ WWW.JAXPROSPERITY.ORG

- 2008 – United Way 2-1-1 is on a course to answer more than 4,500 calls (32.3 percent increase over 2007)
- 2007 – 3,402 calls
- 2006 – 3,189 calls
- 2005 – 3,066 calls
- 2004 – 2,901 calls

United Way 2-1-1: Cell coverage now available in NE Florida



- The Florida Operation Wireless (FLOW) agreement put together by FLAIRS has brought cell phone coverage to Florida.
- AT&T (Cingular), Nextel and Verizon are now operational in Northeast Florida. Other companies should be on board by the end of the year.

United Way 2-1-1: IBM and United Way of America



2-1-1 Assessment and Strategy Roadmap

Fifteen 2-1-1 programs have been selected to work with IBM and UWA to prepare a document that could be the first step to implementing a national 2-1-1 system.

We are one of three in Florida.

United Way 2-1-1: Area Agency on Aging - ElderSource



The Duval, Nassau and Baker Counties Area Agency on Aging work closely with United Way 2-1-1 and Life Act 2 on an informational campaign aimed at referring more callers to the respective AAAs.

ElderSource – local warm transfers.

United Way 2-1-1: 3 Ways to Access Information and Referral



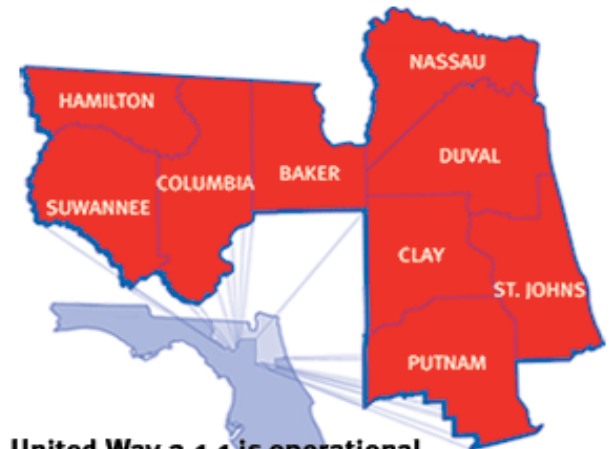
- Dial 2-1-1 and let our Call Center Specialists assist you
- Or you can dial 632-0600 or toll free 1-866-318-0211
- Purchase a Directory of Community Services
- Go to our website @ www.nefl211.org

United Ways of Northeast Florida 
2-1-1™
Get Connected. Get Answers.



we can help

[Click here to
search for help](#)



United Way 2-1-1 is operational 24-hours-a-day, 365-days-a-year and helps callers from 9 Northeast Florida counties. They include: Duval, St. Johns, Clay, Baker, Nassau, Columbia, Suwannee, Hamilton, and Putnam counties.

[Click here for a larger map](#)