

Emergency Needs

In 2006, there were 2,743 persons were homeless on any given day.

Source: *Quality of Life Progress [Report](#)*

During the 2007-08 school year, 1,098 Duval County Public School students were homeless.

Context: Funders determine methods for calculating the number of homeless in a community. U.S. Housing and Urban Development defines a homeless person differently than the McKinney-Vento Act, which also funds services for the homeless. McKinney-Vento's definition is more inclusive and counts persons who might be living in a hotel, or car, and persons sleeping on a relative's couch. These conditions of homelessness are taking into consideration by Duval County Public Schools.

Source: *[Emergency Services and Homeless Coalition](#)*

16,326 calls were made to United Way's 211 for emergency assistance in 2006-07.

Context: Call volume during the first eight months of the current fiscal year increased by 23 percent as compared to the same time period last year. Bob Arnold, director of United Way's 211 observed on April 4, "A lot of them are new callers. People not only say they need help with the mortgage or rent and electricity. They need some food, too."

Source: "Nonprofits Do More With Less," *The Business Journal*, p. 1. April 4, 2008.
www.jacksonville.bizjournals.com

The most frequent call is for help with water and electricity bills.

Source: *United Way [211](#)*

In March 2008, 34 percent of 211 callers did not receive assistance from the agency they were referred to.

Context: United Way 211 is a clearinghouse for services. It refers persons who need assistance to agencies that can or might help. Every month, United Way 211 calls back a portion of those who request assistance. Monthly reports show that more than a third of callers tried to get assistance by calling the agency they were referred to and they gave up the search.

Source: *United Way [211](#)*

Of those who did not receive assistance, 87 percent said requests for assistance overwhelmed agency telephone lines and they got a busy signal.

Context: Of the callers who responded in 211's monthly call-backs, a third of them gave up their search for help. Of those who gave up, nearly 9 out of 10 said they only got a busy signal when they called for help with their utility bill or mortgage.

Source: United Way [211](#)

In 2007, JEA cut off electricity to 122,000 residences and small businesses due to nonpayment.

Source: JEA