



Annual Unmet Needs Report

July 1, 2008 - June 30, 2009

NEED - Alphabetical Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals	NEED - Rank Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Adoption/Foster Care			1				1				2	FPL/Utilities	4	98	50	1951	4		372	1	775	113	3368
Adult/Voc Education			1				9				10	Shelter-Family		274	64	5			13		110	1883	2349
Advocacy										1	1	Holiday Gifts		12	7	649	2		205	1	98	242	1216
Alcohol-other			1								1	First Call for Help		11	13			1	8		4	911	948
Alcohol-self		1	2								3	Rent/Mortgage	1	81	34	99			149		349	128	841
Anger/Anxiety/Stress	1	2	52	1			1				57	Shelter-Men	3	275	93				28	20	221	136	776
Animal Services	1	2	2				17	1			23	Shelter-Women	5	245	79				29	9	138	181	686
Asthma		1									1	Information - Govt/Public		45	76	2		1	268		5	9	406
Auxilliary Education Prog		6	5				19	3	10	3	46	Housing	1	31	17	32			123		14	180	398
Baker Act		2							1		3	Holiday Food		45	2	19			178	1		8	253
Bereavement		4	3				4				11	Transportation		13	10	5			182	2	12	9	233
Bi-Polar		1				1					2	Food		54	36	2			36	7	3	7	145
Care Coordination									1		1	Money Management	1	19	8	6			59	1	47	3	144
Caregiver Support / Respi		1					1				2	Clothing/Furniture	1	24	15	1			89	1	5	4	140
Child Abuse/Neglect		3	3								6	Day Care-Child	1	12	5				22	4	10	61	115
Child Support		4		1			5			2	12	Shelter-Teens	1	30	5	1			2	1	19	54	113
Chronic Medical Condition		2	4				14			1	21	Employment Needs		45	8				16	1	2		72

NEED - Alphabetical Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Clothing/Furniture	1	24	15	1			89	1	5	4	140
Communication Devices									1	1	2
Conduct Disorder			1								1
Consumer Complaints	1	7	5				1				14
Counseling Needs		5	13				9		3		30
Crime Victim			1				1				2
Crisis Stabilization			1								1
D - Hearing Impairment			1								1
Day Care-Adult							1			2	3
Day Care-Child	1	12	5				22	4	10	61	115
DD - Autism			2								2
DD - Cognitive Impairment			3								3
Dental Care		4	2				9		2	1	18
Depression		4	6				1	1			12
Diabetes		1	1	1			1		1		5
Disabled Abuse/Neglect									1		1
Disaster Preparation/Reco			1				8			1	10
Divorce/Separation		1					1				2
Domestic Violence		2	1				2				5
Donations		4	2				14	1			21
Drugs-other		1	2				1		2		6
Drugs-self		3	3				3				9
Early Intervention			1						1	4	6
Eating Disorders			1				2				3
Education/Prevention							1				1
Elderly Abuse/Neglect			1								1
Employment Needs		45	8				16	1	2		72
Eye Care		2	1				3				6
Family Mediation		1									1
Family Support		2									2
Family Therapy		1									1
Fantasy/Sexual Calls			7				4				11

NEED - Rank Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Health Clinics		21	9				26		5	1	62
Anger/Anxiety/Stress	1	2	52	1			1				57
Food Stamps		10	14	1			11	1	5	12	54
Legal Aid/Attorney Referra	2	26	5				16		4	1	54
Uninsured		22	3				8		11	9	53
Social/Recreational Infor		7	4	1			31	2		3	48
Auxilliary Education Prog		6	5				19	3	10	3	46
Medicare/Medicaid		3	6				7		7	13	36
X - Call Back Needed		25	10								35
Tx-Residential		9	6				16	1			32
Counseling Needs		5	13				9		3		30
Financial Assist		9	1				12		5	2	29
General Support	2		25						1		28
Psychiatric Treatment		9	10				9				28
Animal Services	1	2	2				17	1			23
Hospital/Physician Referr		6	6				10				22
Medical Equipment		3	1				13		2	3	22
Chronic Medical Condition		2	4				14			1	21
Donations		4	2				14	1			21
Law Enforcement		1	7				13				21
Home Repairs		1	1				9		7	1	19
Dental Care		4	2				9		2	1	18
Medications		4	1				13				18
WAGES/TANF (formerly AFDC		6	1				2		7		16
Consumer Complaints	1	7	5				1				14
Rehabilitative Therapies		2					2		3	7	14
Home Health Care		3	1				6		2	1	13
Transportation-Meds		2					11				13
Child Support		4		1			5			2	12
Depression		4	6				1	1			12
Tx-Outpatient		3	3				6				12
Bereavement		4	3				4				11

NEED - Alphabetical Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Financial Assist		9	1				12		5	2	29
First Call for Help		11	13			1	8		4	911	948
Food		54	36	2			36	7	3	7	145
Food Stamps		10	14	1			11	1	5	12	54
FPL/Utilities	4	98	50	1951	4		372	1	775	113	3368
GED		1					3				4
General Support	2		25						1		28
Group Home			1				2			1	4
Guardianship									2		2
Health Clinics		21	9				26		5	1	62
HIV/AIDS		5	1				1				7
Holiday Food		45	2	19			178	1		8	253
Holiday Gifts		12	7	649	2		205	1	98	242	1216
Home Health Care		3	1				6		2	1	13
Home Repairs		1	1				9		7	1	19
Home-based services		1									1
Hospital/Physician Referr		6	6				10				22
Housing	1	31	17	32			123		14	180	398
Immigration/Citizenship			1				3				4
In Crisis			1								1
Information - Govt/Public		45	76	2		1	268		5	9	406
Job Registration			1								1
Job Training		2	2				1				5
Landlord/Tenant		2	1				1		2		6
Law Enforcement		1	7				13				21
Legal Aid/Attorney Referra	2	26	5				16		4	1	54
Literacy							2				2
Marchman Act		2	1								3
Medical Equipment		3	1				13		2	3	22
Medicare/Medicaid		3	6				7		7	13	36
Medications		4	1				13				18
Money Management	1	19	8	6			59	1	47	3	144

NEED - Rank Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Fantasy/Sexual Calls			7				4				11
Relationship Problems			10				1				11
Suicide Thoughts/Threats		4	4							3	11
Adult/Voc Education			1				9				10
Disaster Preparation/Reco			1				8			1	10
Support Group		3					5	1	1		10
X DO NOT USE			2				8				10
Drugs-self		3	3				3				9
Volunteering		1	1				6		1		9
SSI/Social Security		4					3		1		8
HIV/AIDS		5	1				1				7
Parent/Child Conflict		2	3				2				7
Shelter-Disaster							6			1	7
Child Abuse/Neglect		3	3								6
Drugs-other		1	2				1		2		6
Early Intervention			1						1	4	6
Eye Care		2	1				3				6
Landlord/Tenant		2	1				1		2		6
Outpatient treatment		2	3				1				6
Pre-natal		2	2				2				6
Diabetes		1	1	1			1		1		5
Domestic Violence		2	1				2				5
Job Training		2	2				1				5
Parent Education / Suppor							3			2	5
School-based services		1	1				1		1	1	5
GED		1					3				4
Group Home			1				2			1	4
Immigration/Citizenship			1				3				4
Prevention Services		2	2								4
Psychiatric Hospitalizati		1	2				1				4
Residential treatment		2					1		1		4
Alcohol-self		1	2								3

NEED - Alphabetical Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Other mental health svc			1				2				3
Outpatient treatment		2	3				1				6
Parent Education / Suppor							3			2	5
Parent/Child Conflict		2	3				2				7
Parental Stress		2	1								3
Pre-natal		2	2				2				6
Prevention Services		2	2								4
Psychiatric Hospitalizati		1	2				1				4
Psychiatric Treatment		9	10				9				28
Public Library		1	1				1				3
Rape							1				1
Rehabilitative Therapies		2					2	3	7		14
Relationship Problems			10				1				11
Rent/Mortgage	1	81	34	99			149	349	128		841
Residential treatment		2					1	1			4
Respite Services								1			1
School-based services		1	1				1	1	1		5
Severely Emotionally Dist		1	1								2
Sexual Identity			3								3
Sexual Obsession/Compulsi	1		1				1				3
Shelter-Disaster							6			1	7
Shelter-Family		274	64	5			13	110	1883	2349	
Shelter-Men	3	275	93				28	20	221	136	776
Shelter-Teens	1	30	5	1			2	1	19	54	113
Shelter-Women	5	245	79				29	9	138	181	686
Social Life/Recreation			1								1
Social/Recreational Infor		7	4	1			31	2		3	48
Special Education			1							2	3
SSI/Social Security		4					3	1			8
STD (Sexually Transmitted		1									1
Suicide 2nd Party		1	1								2
Suicide Thoughts/Threats		4	4							3	11

NEED - Rank Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Baker Act		2							1		3
Day Care-Adult							1			2	3
DD - Cognitive Impairment			3								3
Eating Disorders			1				2				3
Marchman Act		2	1								3
Other mental health svc			1				2				3
Parental Stress		2	1								3
Public Library		1	1				1				3
Sexual Identity			3								3
Sexual Obsession/Compulsi	1		1				1				3
Special Education			1							2	3
Support Group-Addictions		1	1				1				3
Support Group-Health							3				3
Adoption/Foster Care			1				1				2
Bi-Polar		1				1					2
Caregiver Support / Respi		1					1				2
Communication Devices									1	1	2
Crime Victim			1				1				2
DD - Autism			2								2
Divorce/Separation		1					1				2
Family Support		2									2
Guardianship									2		2
Literacy							2				2
Severely Emotionally Dist		1	1								2
Suicide 2nd Party		1	1								2
Testing/Evaluation									1	1	2
TOUCHLINE		2									2
Y - Returned Call			2								2
Advocacy										1	1
Alcohol-other			1								1
Asthma		1									1
Care Coordination									1		1

NEED - Alphabetical Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Suicide with Plan			1								1
Support Group		3					5	1	1		10
Support Group-Addictions		1	1				1				3
Support Group-Health							3				3
Supported Employment										1	1
Testing/Evaluation									1	1	2
TOUCHLINE		2									2
Transportation		13	10	5			182	2	12	9	233
Transportation-Meds		2					11				13
Tx-Outpatient		3	3				6				12
Tx-Residential		9	6				16	1			32
Uninsured		22	3				8		11	9	53
Volunteering		1	1				6		1		9
WAGES/TANF (formerly AFDC		6	1				2		7		16
X - Call Back Needed		25	10								35
X DO NOT USE			2				8				10
Y - Returned Call			2								2
TOTALS	26	1599	820	2777	6	3	2195	61	1904	4010	13401

NEED - Rank Order	Not Given	Client declined referral	Client terminated call	Community funds exhausted	FCFH/Florida System Down	Language barrier	No such service found	No transportation	Not eligible	Waiting list/Pending	Totals
Conduct Disorder			1								1
Crisis Stabilization			1								1
D - Hearing Impairment			1								1
Disabled Abuse/Neglect									1		1
Education/Prevention							1				1
Elderly Abuse/Neglect			1								1
Family Mediation		1									1
Family Therapy		1									1
Home-based services		1									1
In Crisis			1								1
Job Registration			1								1
Rape							1				1
Respite Services								1			1
Social Life/Recreation			1								1
STD (Sexually Transmitted		1									1
Suicide with Plan			1								1
Supported Employment										1	1
TOTALS	26	1599	820	2777	6	3	2195	61	1904	4010	13401