

2009 QUARTERLY REPORT

1st Quarter (January – March)



Get Connected. Get Answers.

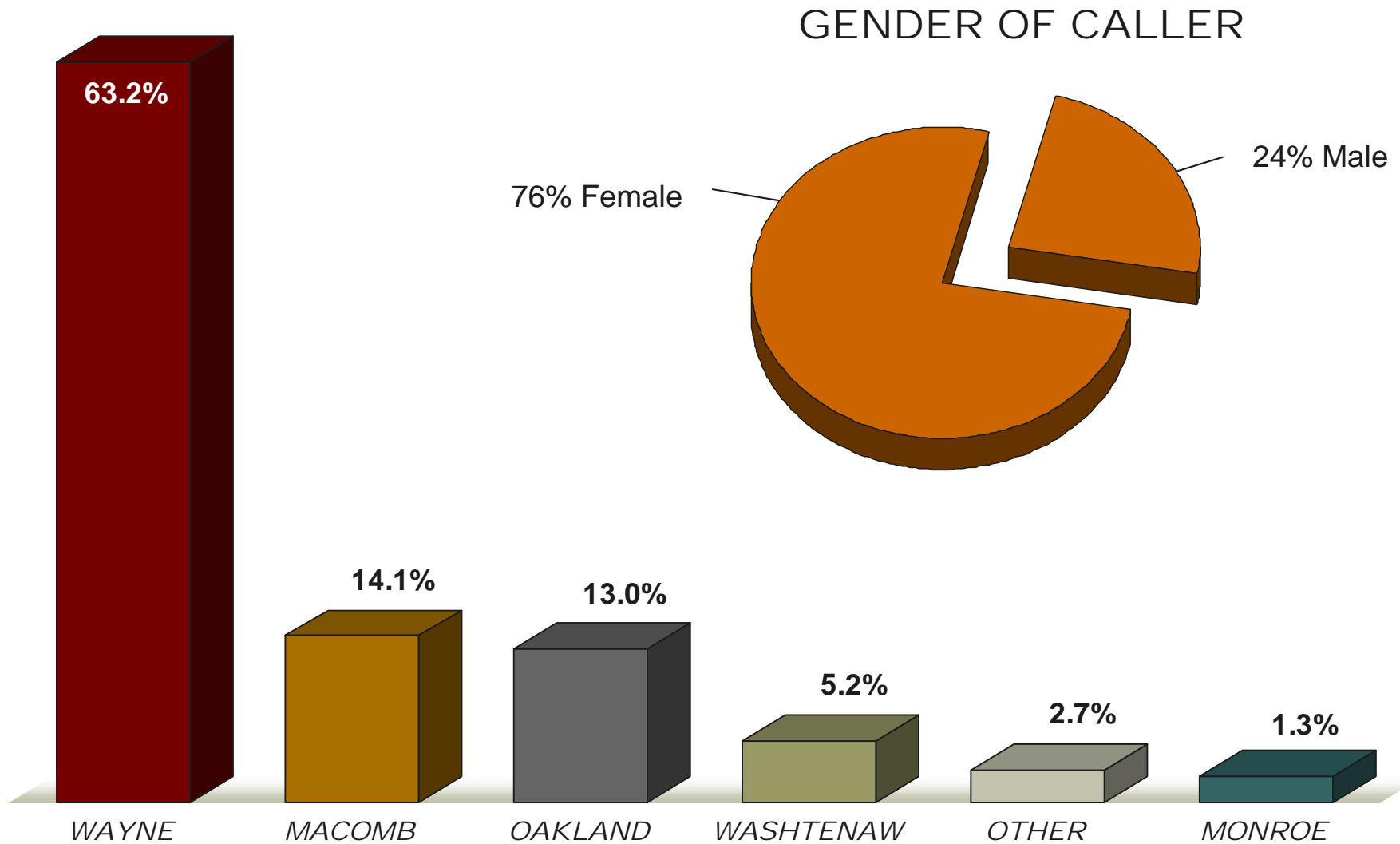


**Serving Wayne, Oakland,
Macomb, Monroe and
Washtenaw Counties.**

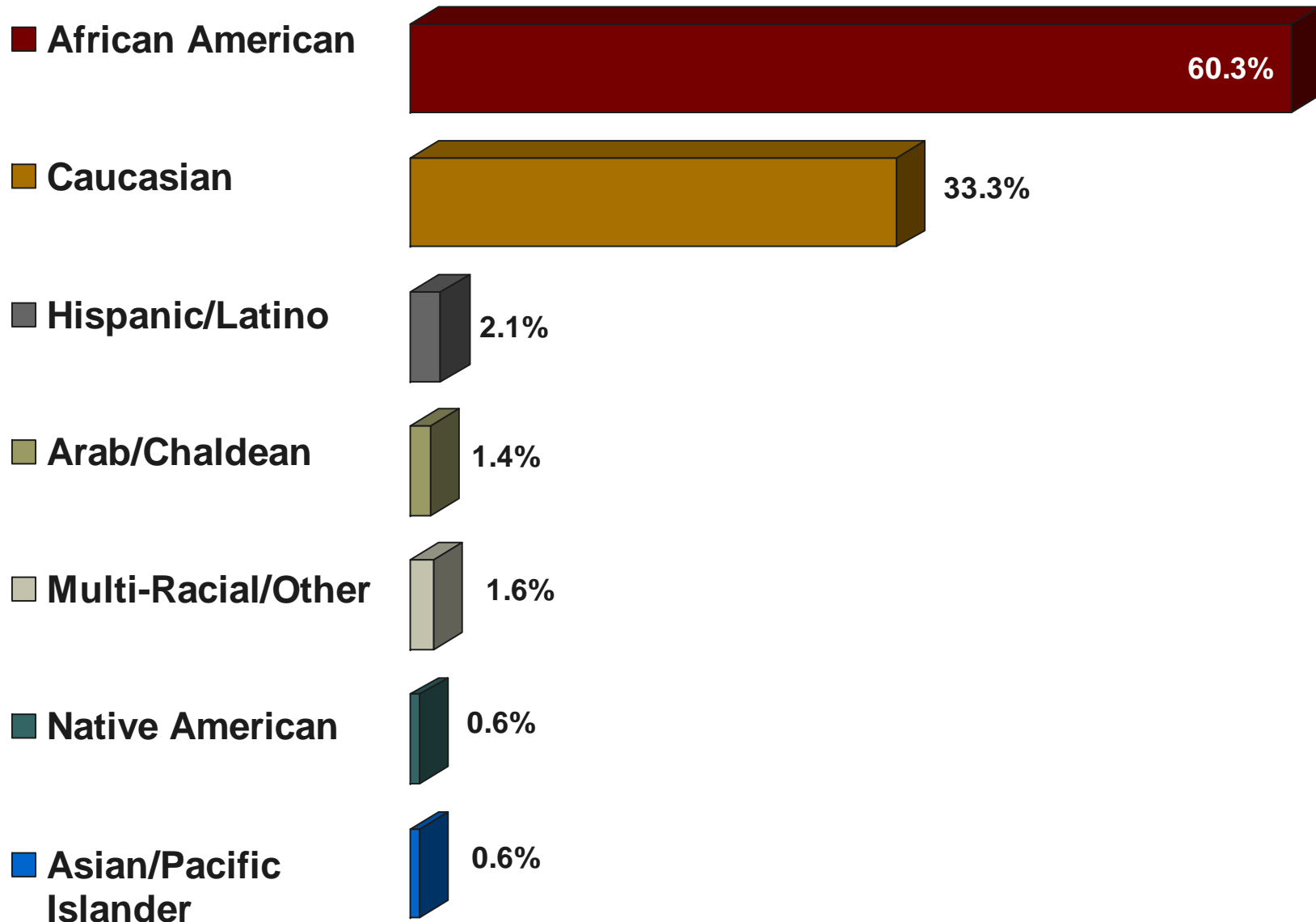
THIS QUARTER IN REVIEW

- **2-1-1 has decided to publish our reports to the public on a quarterly, rather than monthly, basis. These reports will contain the same data that was published monthly. However, they will be aggregated per quarter.**
- **Call volume for the first quarter of 2009 was 64,258. This represents a 9% increase from this same period in 2008.**
- ***2-1-1 continues to fully support the Earned Income Tax Credit initiative. This quarter, the average refund received as a result of our referrals to free tax preparation sites was \$1,254.***
- **For the first time since the launch of 2-1-1, we have noticed a decrease in call volume between February and March. We attribute this to the moratorium on utility shut-offs mandated by the state of Michigan for certain populations. The utility companies have noticed a significant decrease in calls for case management assistance, which affected the number of referrals to 2-1-1 from the utility companies.**
- **2-1-1 has moved toward greater efficiencies by utilizing an automated system that callers can opt-in to and obtain referrals for utility assistance. This automated system allows callers to enter their zip codes and receive automated referrals to agencies providing utility assistance in their area. We have learned through follow-up that many of our callers for utility assistance are focused on meeting their most urgent need of utility assistance before being willing to accept referrals for other services. This system has allowed us to efficiently serve these callers while meeting the increased community demand for 2-1-1 services.**
- **This automated system has resulted in our ability to respond to more callers. Compared to the same time last year, our rate of callers that hang up while waiting for a Call Specialist dropped by 11.2 percentage points.**

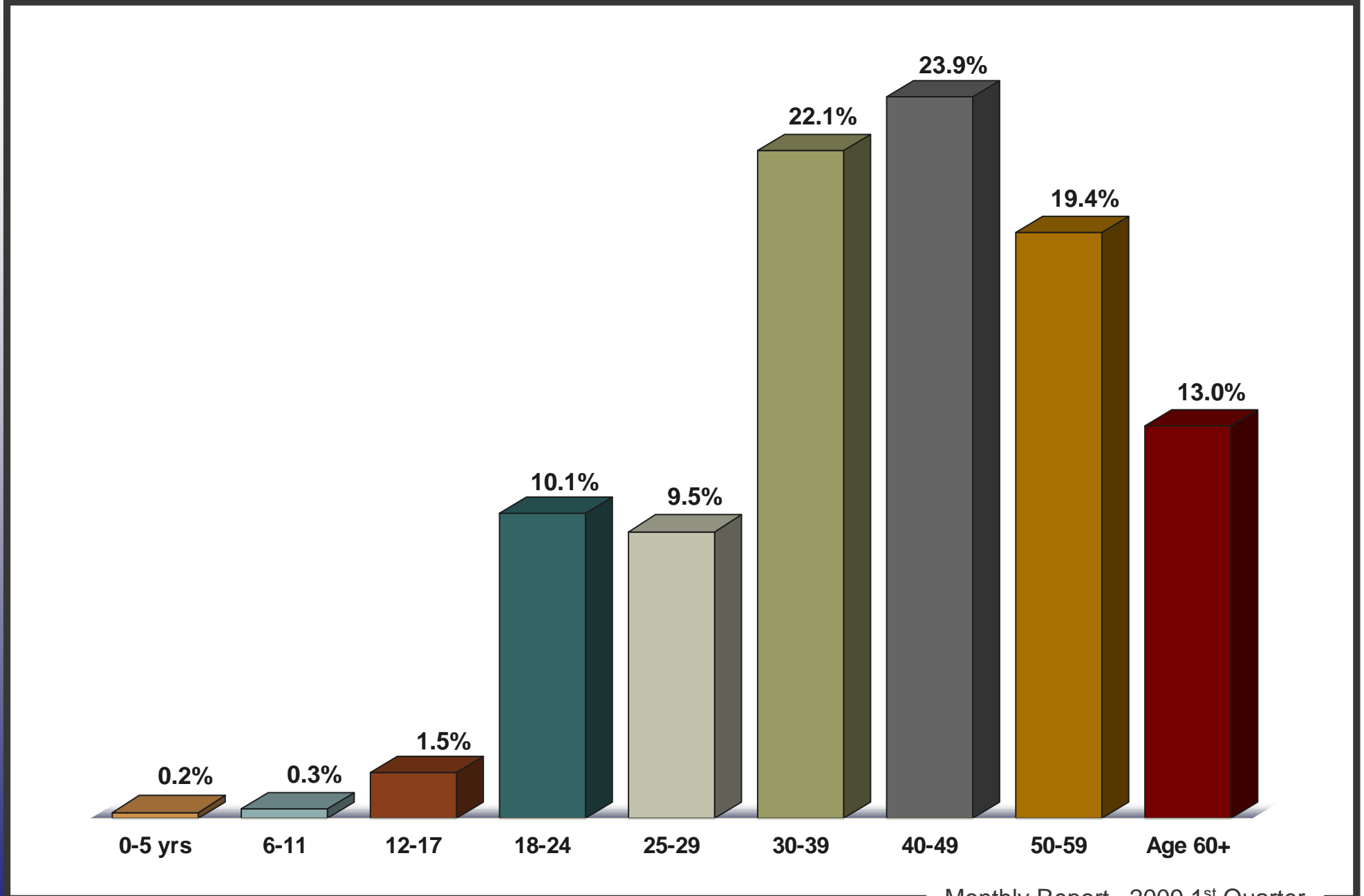
CALL VOLUME BY COUNTY



CALLS BY ETHNICITY

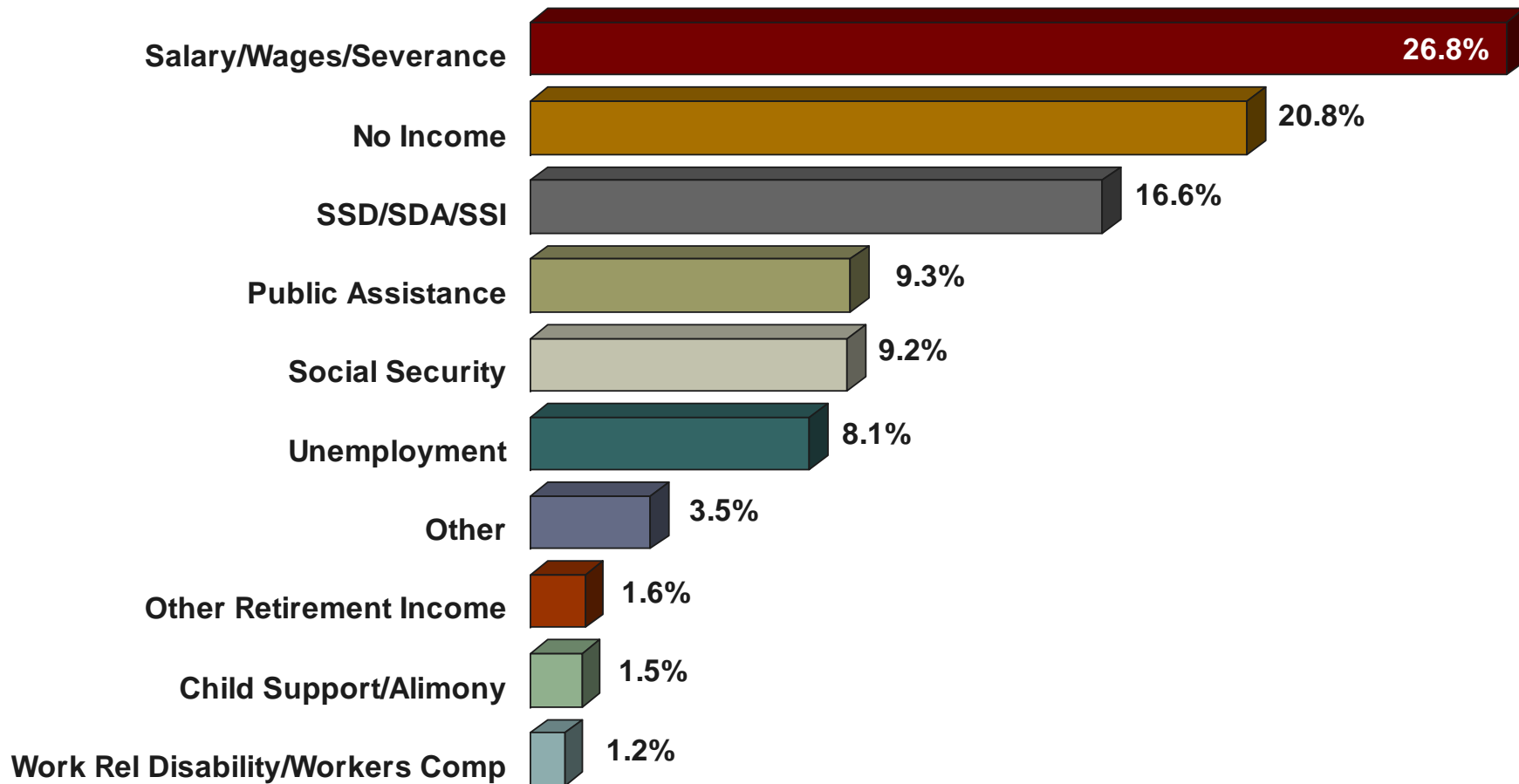


AGE RANGE OF SERVICE REQUESTS

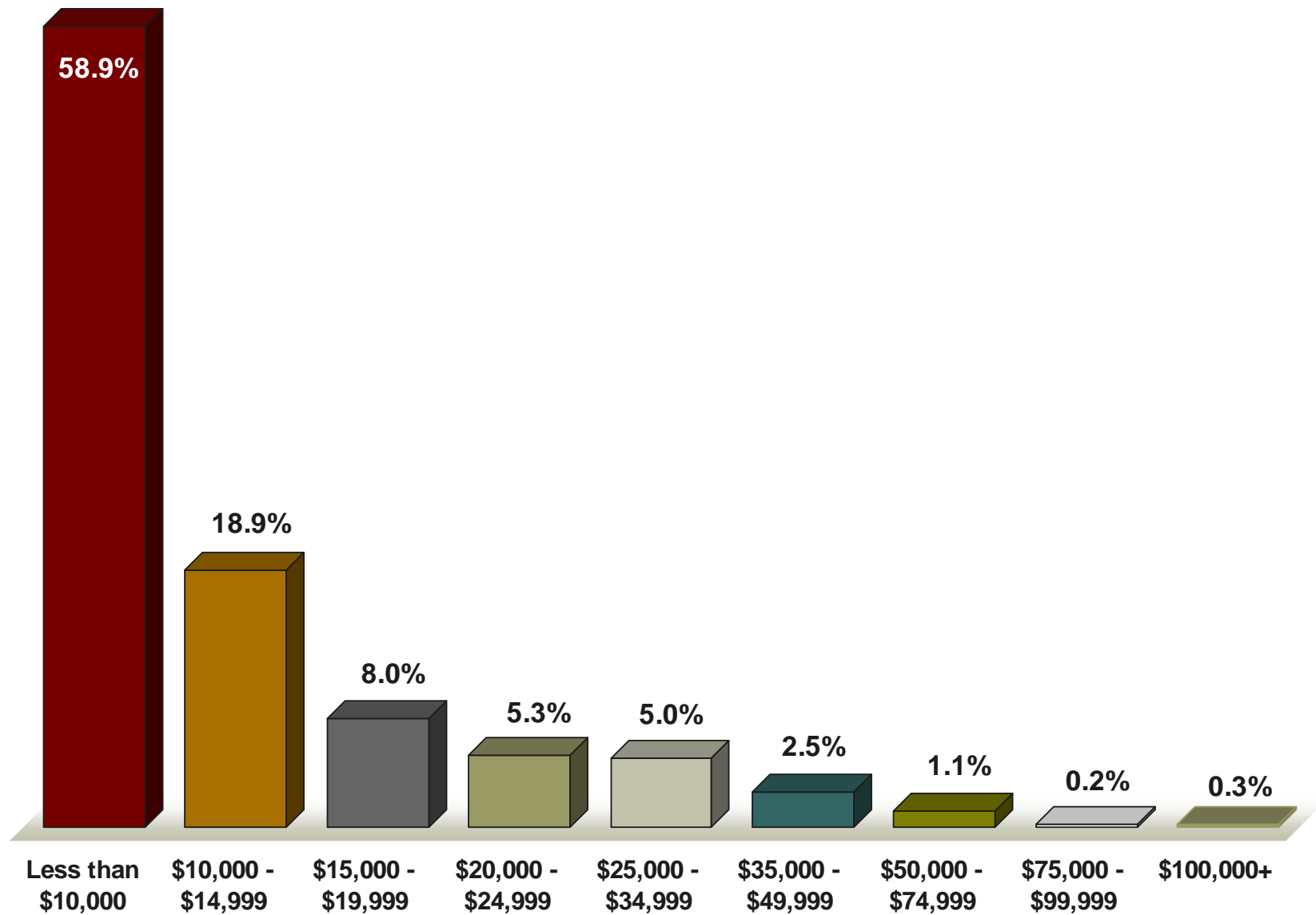


Monthly Report –2009 1st Quarter

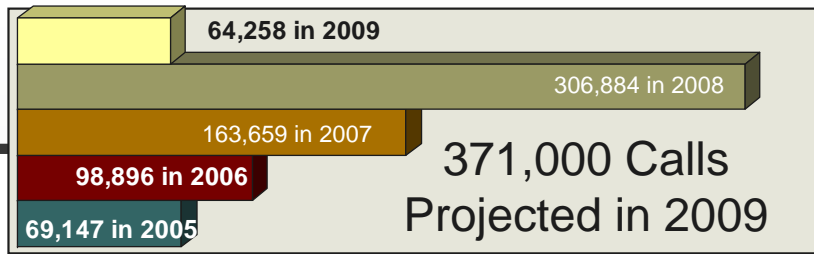
PRIMARY SOURCE OF INCOME



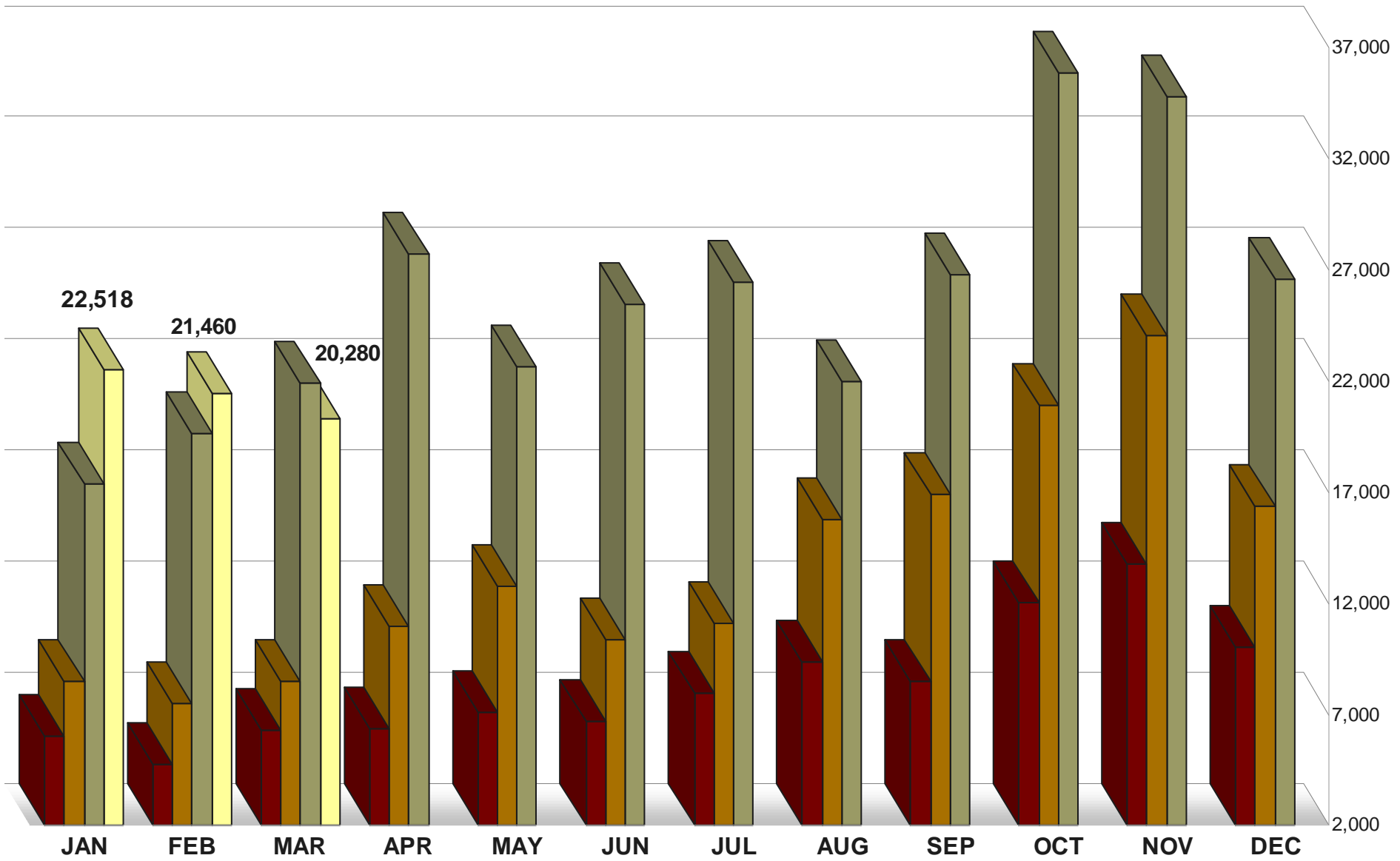
INCOME LEVEL



CALLS RECEIVED

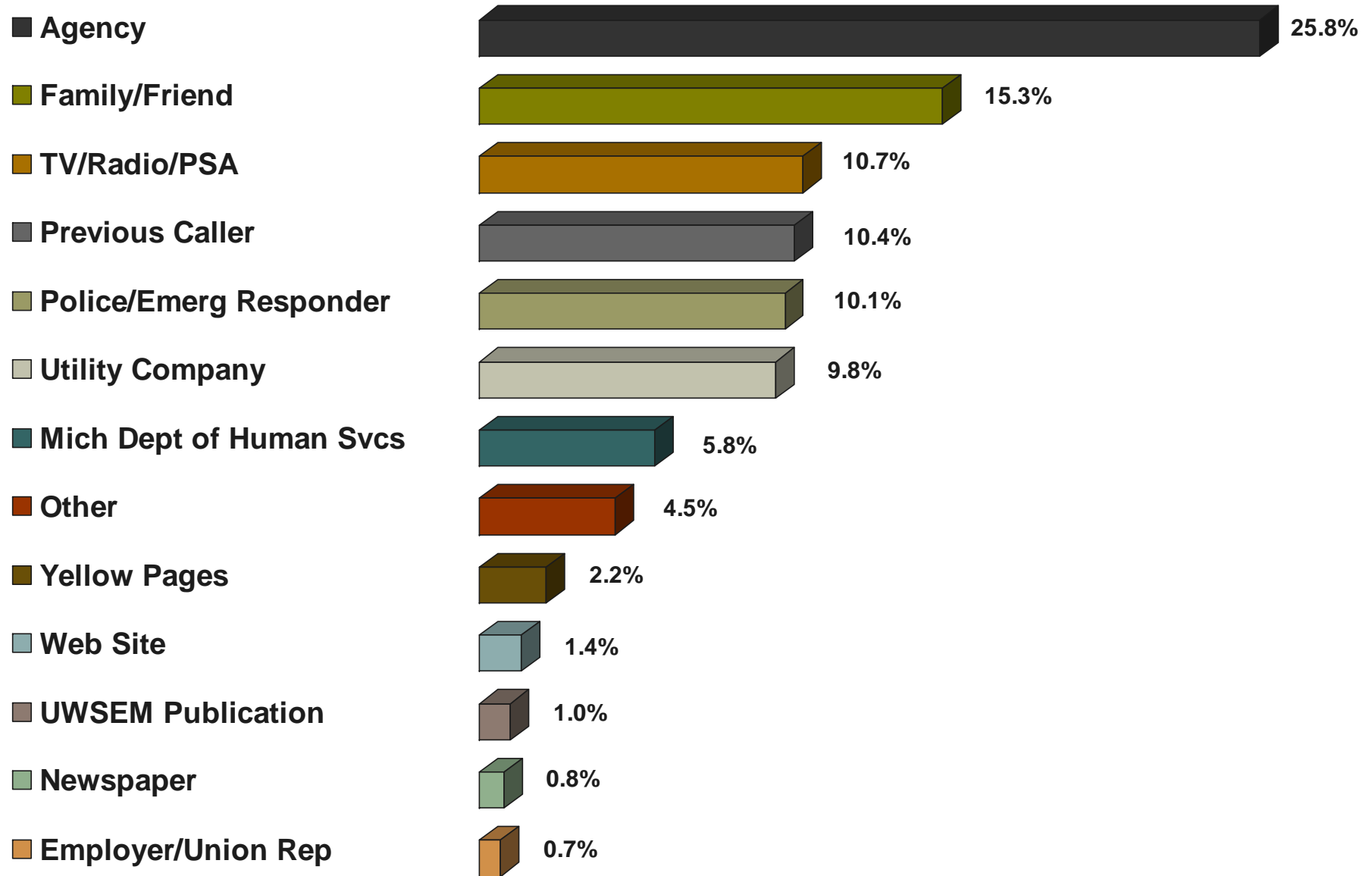


■ 2006
 ■ 2007
 ■ 2008



Monthly Report - 2009 1st Quarter

REFERRED BY SOURCE

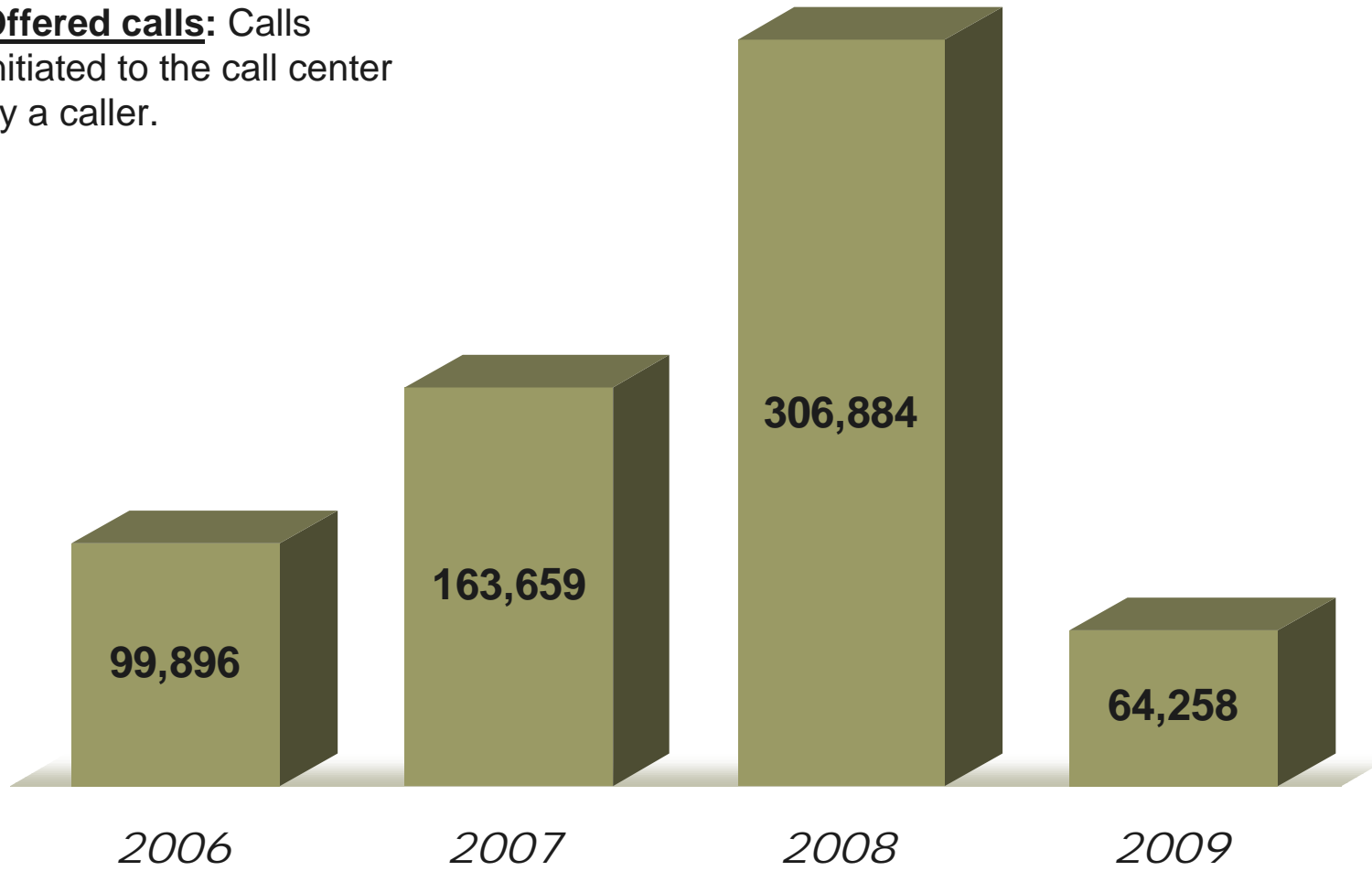


CALL ACTIVITY

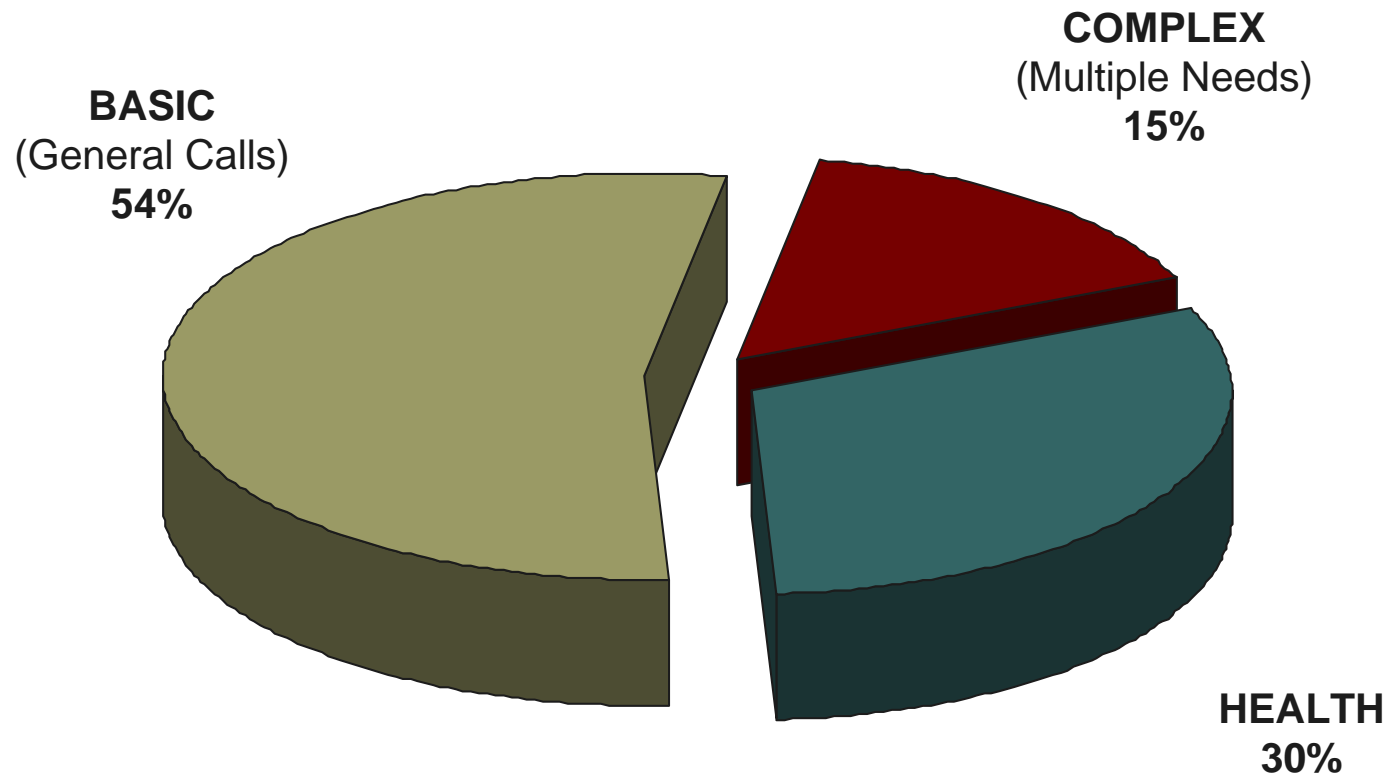


Total Calls in 2009

Offered calls: Calls initiated to the call center by a caller.



FOLLOW-UP ACTIVITY



IMPROVING LIVES



“I called 2-1-1 and was pleased with the services. I was able to get in to see a doctor and get the medication I needed. I will recommend the service to everyone.”

~Derrick from Detroit, calling for Community Clinics

“I called 2-1-1 looking for help with my mortgage. 2-1-1 put me in touch with HOPE who was able to get me a mortgage modification loan with the mortgage company.”

~Mamie from Detroit, calling for Mortgage Payment Assistance

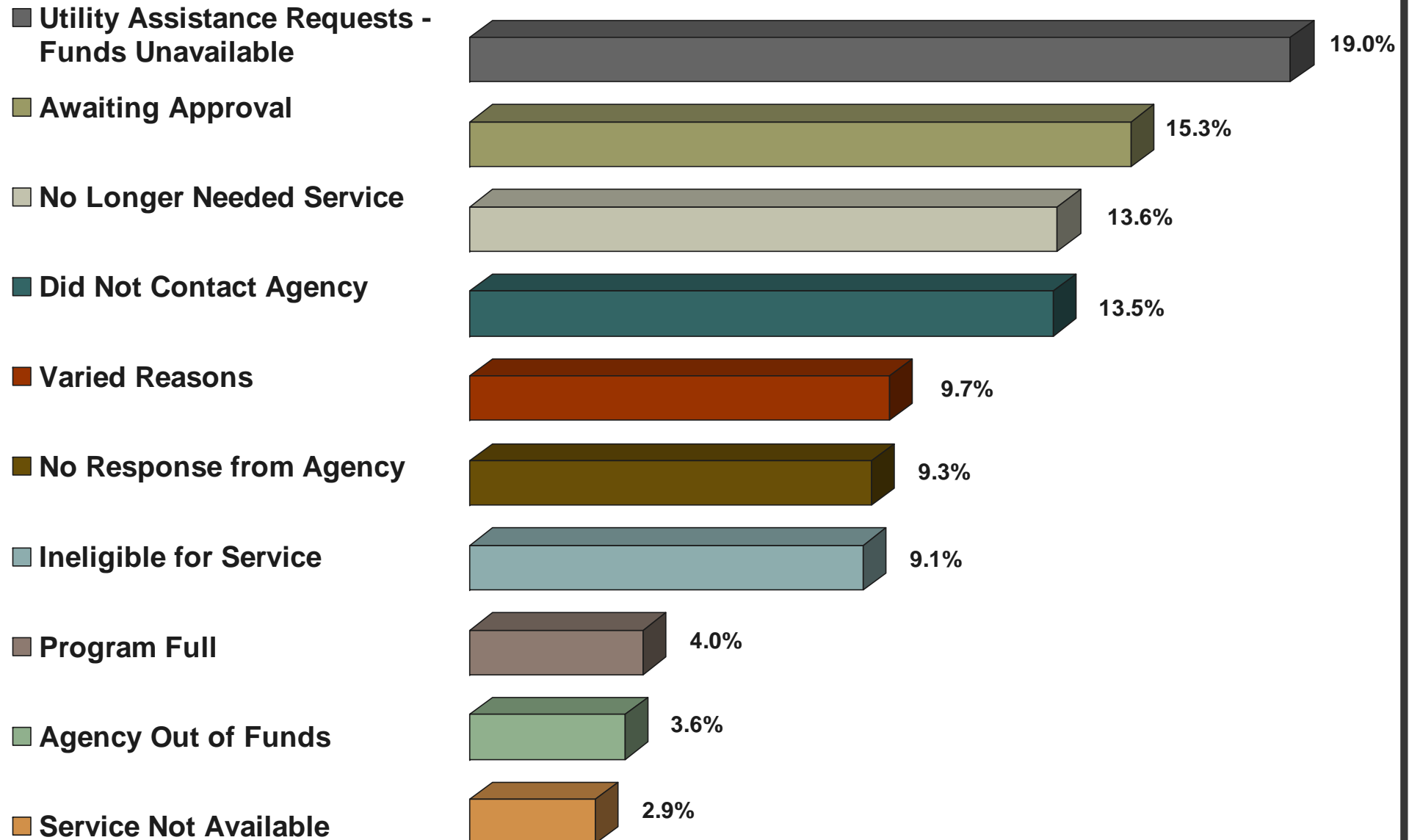
“I needed to see a dentist immediately, but had no identification. I got connected to Downriver Community Services and they went above and beyond to help me get ID and to see the dentist.”

~Patricia from Lenox Township, calling for Dental Assistance

“My medication was running over \$200 a month and now I am receiving it for \$8 because I called you (2-1-1).”

~Stefanie from Detroit, calling for Prescription Assistance

REASONS FOR NOT RECEIVING SERVICES*



* Caller may have requested more than one service.

2-1-1 STRATEGIC ALIGNMENT

BASIC NEEDS

| | |
|--------------------------------|--|
| Medicaid Prescreening | Determining Medicaid eligibility for low-income callers who are without ongoing health insurance, then forwarding record and assessment to the Detroit Wayne County Health Authority for follow up. |
| Prescription Assistance | Prescreening and determining eligibility of callers seeking assistance with prescriptions and connecting them to discount programs. |
| DTE Partnership | Assisting DTE customers by exploring options to prevent disruption of service and to identify a means to maintain a manageable payment schedule of utilized energy. 2-1-1 will strategize solutions with the customer while pursuing nontraditional resources to meet potential unmet needs. |

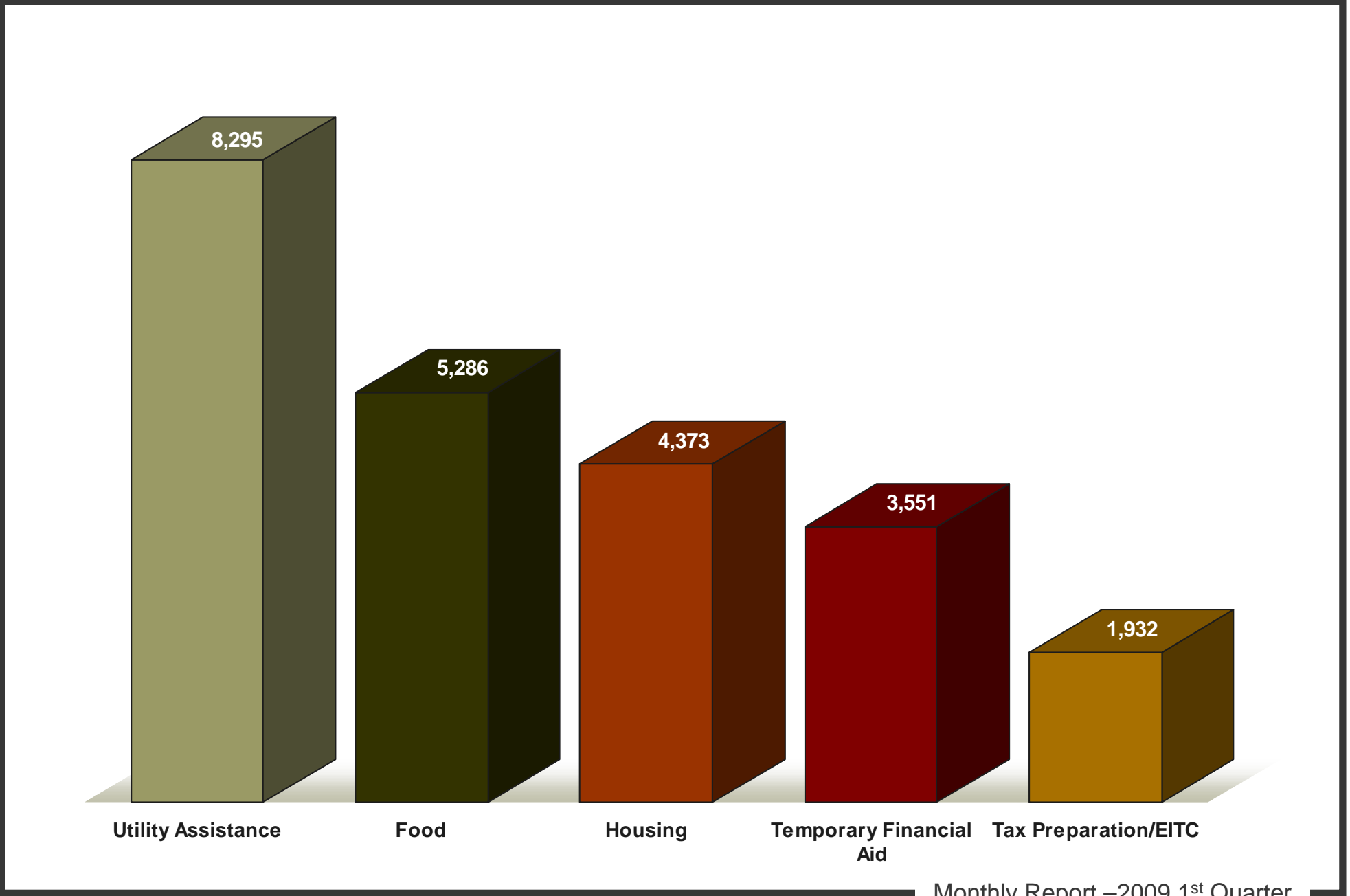
FINANCIAL STABILITY

| | |
|---------------------------------|--|
| Earned Income Tax Credit | A statewide initiative informing and directing low-income working individuals and families to free local resources to assist them in filing for a refundable federal income tax credit. |
| Mortgage Foreclosure | A statewide initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency; a website for consumer access of resources and self-assessment; and a developed survey tool to determine risk of foreclosure |

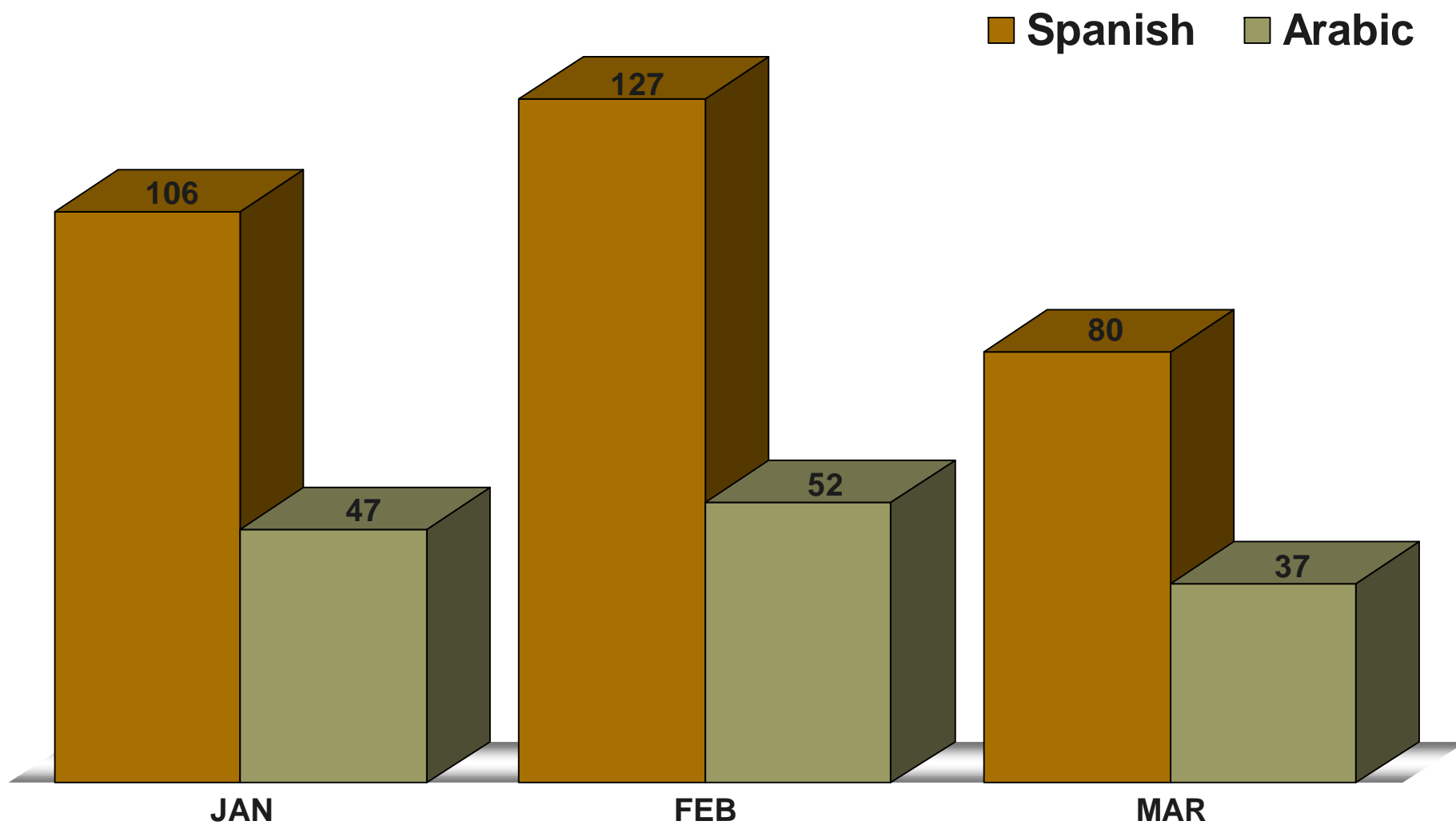
EDUCATIONAL PREPAREDNESS

| | |
|----------------------------|--|
| The Reading Village | (Pilot) A collaborator within a designed “village”, providing 24/7 resources and advocacy to nine identified families who have children born with low birth weight and are statistically at risk for poor performance in school. |
|----------------------------|--|

TOP 5 SERVICES PROVIDED



ALTERNATE LANGUAGE



TOP 20 SERVICE REQUESTS

| WAYNE COUNTY | | | | OAKLAND COUNTY | | | MACOMB COUNTY | | |
|--------------|---------------------------------------|------|-----|---------------------------------------|-----|-----|---------------------------------------|------|-----|
| Rank | Number | | Pct | Number | | Pct | Number | | Pct |
| 1 | Gas Bill Payment Assistance | 4709 | 24% | Gas Bill Payment Assistance | 721 | 18% | Food Pantries | 1847 | 50% |
| 2 | Food Pantries | 2111 | 11% | Food Pantries | 480 | 12% | Gas Bill Payment Assistance | 208 | 6% |
| 3 | VITA Program Sites | 1418 | 7% | Rent Payment Assistance | 373 | 9% | VITA Program Sites | 207 | 6% |
| 4 | Electric Bill Payment Assistance | 1230 | 6% | VITA Program Sites | 355 | 9% | Dental Care | 153 | 4% |
| 5 | Job Search/Placement | 1075 | 6% | Community Clinics | 246 | 6% | Rent Payment Assistance | 139 | 4% |
| 6 | Community Clinics | 930 | 5% | Job Search/Placement | 221 | 6% | Low Income/Sub Prvt Rental Housing | 124 | 3% |
| 7 | Rent Payment Assistance | 853 | 4% | Electric Bill Payment Assistance | 185 | 5% | Section 8 Housing Choice Vouchers | 121 | 3% |
| 8 | Homeless Shelter | 669 | 3% | General Legal Aid | 164 | 4% | Homeless Shelter | 119 | 3% |
| 9 | General Legal Aid | 649 | 3% | Low Income/Sub Prvt Rental Housing | 140 | 3% | Food Stamps | 111 | 3% |
| 10 | Low Income/Sub Prvt Rental Housing | 639 | 3% | Dental Care | 130 | 3% | Job Search/Placement | 107 | 3% |
| 11 | General Furniture Provision | 629 | 3% | Homeless Shelter | 122 | 3% | Undesignated Temp Financial Asst | 103 | 3% |
| 12 | Housing Search Assistance | 561 | 3% | Adult State/Local Health Ins Programs | 118 | 3% | Community Clinics | 93 | 3% |
| 13 | Home Rehabilitation Grants | 556 | 3% | Undesignated Temp Financial Asst | 112 | 3% | Electric Bill Payment Assistance | 91 | 2% |
| 14 | Adult State/Local Health Ins Programs | 504 | 3% | Housing Search Assistance | 86 | 2% | Adult State/Local Health Ins Programs | 81 | 2% |
| 15 | Weatherization Programs | 502 | 3% | Prescription Expense Assistance | 82 | 2% | General Legal Aid | 42 | 1% |
| 16 | Dental Care | 462 | 2% | General Clothing Provision | 57 | 1% | General Furniture Provision | 41 | 1% |
| 17 | Undesignated Temp Financial Asst | 452 | 2% | Housing Authorities | 52 | 1% | Case/Care Management | 38 | 1% |
| 18 | Water Bill Payment Assistance | 305 | 2% | Food Stamps | 42 | 1% | Housing Authorities | 31 | 1% |
| 19 | Specialized Information and Referral | 238 | 1% | Section 8 Housing Choice Vouchers | 25 | 1% | General Clothing Provision | 15 | 0% |
| 20 | General Clothing Provision | 201 | 1% | General Counseling Services | 20 | 0% | Mortgage Delinq & Default Counseling | 15 | 0% |

TOP 20 SERVICE REQUESTS

| WASHTENAW COUNTY | | | | MONROE COUNTY | | |
|------------------|---------------------------------------|------------|------------|---|-----------|------------|
| Rank | | Number | Pct | | Number | Pct |
| 1 | Gas Bill Payment Assistance | 180 | 18% | Gave phone number Only | 39 | 21% |
| 2 | Gave phone number Only | 147 | 15% | Gas Bill Payment Assistance | 21 | 11% |
| 3 | Rent Payment Assistance | 129 | 13% | Rent Payment Assistance | 18 | 10% |
| 4 | VITA Program Sites | 106 | 11% | Homeless Shelter | 11 | 6% |
| 5 | Homeless Shelter | 64 | 6% | Electric Bill Payment Assistance | 28 | 15% |
| 6 | Food Pantries | 55 | 6% | Food Pantries | 6 | 3% |
| 7 | Undesignated Temp Financial Asst | 47 | 5% | Low Income/Sub Prvt Rental Housing | 4 | 2% |
| 8 | Furniture | 41 | 4% | Detoxification | 3 | 2% |
| 9 | Adult State/Local Health Ins Programs | 36 | 4% | Domestic Violence Shelters | 6 | 3% |
| 10 | Low Income/Sub Prvt Rental Housing | 35 | 4% | Food Stamps | 8 | 4% |
| 11 | Section 8 Housing Choice Vouchers | 27 | 3% | Housing Search Assistance | 3 | 2% |
| 12 | Home Maintenance and Repair Services | 25 | 3% | Comprehensive Job Assistance Centers | 7 | 4% |
| 13 | General Legal Aid | 18 | 2% | Home Maintenance and Repair Services | 2 | 1% |
| 14 | Food Stamps | 18 | 2% | Weatherization Programs | 3 | 2% |
| 15 | Disability Related Transportation | 17 | 2% | General Crisis Intervention Hotlines | 6 | 3% |
| 16 | Public Housing | 16 | 2% | General Counseling Services | 3 | 2% |
| 17 | Community Clinics | 16 | 2% | General Clothing | 2 | 1% |
| 18 | General Counseling Services | 13 | 1% | Adult In Home Respite Care | 9 | 5% |
| 19 | Job Search/Placement | 5 | 1% | Mortgage Payment Assistance | 2 | 1% |
| 20 | Domestic Violence Shelters | 5 | 1% | Child Passenger Safety Seats | 7 | 4% |

TOP 20 REFERRALS PROVIDED

| Rank | WAYNE COUNTY | | | OAKLAND COUNTY | | | MACOMB COUNTY | | |
|------|--------------------------------------|--------|-----|---|--------|-----|---------------------------------------|--------|-----|
| | | Number | Pct | | Number | Pct | | Number | Pct |
| 1 | The Heat and Warmth Fund (THAW) | 5182 | 21% | Oakland Livingston Human Svce Agcy | 953 | 22% | Michigan Dept of Human Services | 571 | 16% |
| 2 | Michigan Dept of Human Services | 4302 | 17% | Michigan Dept of Human Services | 631 | 15% | The Heat and Warmth Fund (THAW) | 483 | 14% |
| 3 | Wayne Metro Comm Action Agency | 2193 | 9% | Lighthouse | 619 | 14% | Salvation Army | 333 | 9% |
| 4 | Salvation Army | 1869 | 8% | The Heat and Warmth Fund (THAW) | 507 | 12% | Macomb County Comm Svcs Agcy | 200 | 6% |
| 5 | Detroit Dept of Human Services | 1337 | 5% | Salvation Army | 256 | 6% | St. Vincent de Paul | 192 | 5% |
| 6 | St. Vincent de Paul | 1327 | 5% | Consumers Energy | 195 | 4% | Lakeside Bible Chapel | 156 | 4% |
| 7 | Crossroads of Michigan | 1269 | 5% | St. Vincent de Paul | 160 | 4% | Greater Morning Star Baptist Church | 154 | 4% |
| 8 | DTE Energy | 929 | 4% | Gary Burnstein Community Health Clinic | 143 | 3% | Mount Calvary Family Community Center | 148 | 4% |
| 9 | Neighborhood Legal Services | 843 | 3% | Michigan State Housing Dev Authority | 129 | 3% | Bethlehem Temple Apost. Faith Church | 146 | 4% |
| 10 | Michigan State Housing Dev Authority | 755 | 3% | Oakland County Emplmnt & Training Div | 110 | 3% | Saint Clement Catholic Church | 146 | 4% |
| 11 | Detroit Community Health Connection | 685 | 3% | Common Ground Sanctuary | 100 | 2% | Bethel Lutheran Church | 139 | 4% |
| 12 | Capuchin Soup Kitchen | 582 | 2% | Rochester Area Neighborhood House | 84 | 2% | Samaritan House | 135 | 4% |
| 13 | Legal Aid and Defender Association | 573 | 2% | Michigan Assoc of Physicians from India | 81 | 2% | New Life Assembly of God | 124 | 3% |
| 14 | Detroit Workforce Development Dept | 561 | 2% | Detroit Community Health Connection | 79 | 2% | Triedstone Missionary Baptist Church | 122 | 3% |
| 15 | Advantage Health Centers | 557 | 2% | God's Helping Hands | 74 | 2% | Holy Cross Lutheran Church | 118 | 3% |
| 16 | Detroit Urban League | 507 | 2% | Saint John's Episcopal Church | 52 | 1% | Saint Francis/Saint Maximilian Parish | 113 | 3% |
| 17 | Cass Community Social Services | 478 | 2% | Area Agency on Aging | 47 | 1% | Riverside Fellowship | 112 | 3% |
| 18 | Focus: Hope | 350 | 1% | Legal Aid and Defender Association | 42 | 1% | Trinity Lutheran Church | 64 | 2% |
| 19 | Detroit Rescue Mission Ministries | 329 | 1% | Jewish Vocational Services | 40 | 1% | Saint Athanasius Catholic Church | 58 | 2% |
| 20 | Friendship House | 219 | 1% | Saint Paul Lutheran Church | 39 | 1% | Saint Louis Catholic Church | 54 | 2% |

TOP 20 REFERRALS PROVIDED

| WASHTENAW COUNTY | | | | MONROE COUNTY | | |
|------------------|---|------------|-----------|--|------------|------------|
| Rank | | Number | Pct | | Number | Pct |
| 1 | SOS Community Services | 279 | 9% | Salvation Army | 110 | 26% |
| 2 | Friends in Deed | 277 | 9% | Monroe County DHS | 75 | 17% |
| 3 | Washtenaw Co Dept of Human Services | 236 | 8% | Monroe County Opportunity Program | 60 | 14% |
| 4 | Washtenaw Co (ETCS) | 174 | 6% | DTE Energy | 33 | 8% |
| 5 | Hope Medical Clinic, Inc. | 168 | 6% | Monroe Housing Commission | 25 | 6% |
| 6 | Salvation Army of Ypsilanti | 138 | 5% | Family Counseling & Shelter Services | 13 | 3% |
| 7 | Jewish Family Service | 109 | 4% | Damascus House | 12 | 3% |
| 8 | Ann Arbor Community Center | 97 | 3% | Heartbeat of Monroe | 12 | 3% |
| 9 | Michigan Works! | 94 | 3% | Area Agency on Aging | 11 | 3% |
| 10 | Catholic Social Services fo Washtenaw | 83 | 3% | Legal Services of South Central Michigan | 11 | 3% |
| 11 | Salvation Army of Ann Arbor | 56 | 2% | Greenpath Debt Solutions | 10 | 2% |
| 12 | Legal Services of South Central Michigan | 54 | 2% | Faith in Action | 9 | 2% |
| 13 | Shelter Association of Washtenaw County | 50 | 2% | Caring Alternatives Incorporated | 7 | 2% |
| 14 | Emmanuel Lutheran Church | 48 | 2% | Habitat for Humanity | 7 | 2% |
| 15 | Washtenaw County Department of Public Health | 48 | 2% | Philadelphia House | 7 | 2% |
| 16 | Washtenaw County Affordable Nonprofit Housing | 42 | 1% | Michigan Works! | 6 | 1% |
| 17 | Washtenaw County Community Mental Health | 41 | 1% | Monroe County Community Mental Health | 6 | 1% |
| 18 | Ann Arbor Housing Commission | 40 | 1% | The Heat and Warmth Fund (THAW) | 6 | 1% |
| 19 | Ypsilanti District Library | 38 | 1% | American Red Cross of Monroe County | 5 | 1% |
| 20 | Michigan Ability Partners | 32 | 1% | Monroe Harbor Light | 5 | 1% |

UNITED WAY 2-1-1 PARTNERSHIP



- United Way for Southeastern Michigan
- United Way of Washtenaw County
- United Way of Monroe County
- Huron Valley Ambulance
- Macomb Crisis Center
- Common Ground
- Neighborhood Service Organization

For additional information on this report, contact:

Kristen Bolds, Outcomes Strategist Kristen.Bolds@LiveUnitedSEM.org (313-226-9349)

For more information about 2-1-1, contact:

Bill Sullivan, Director Bill.Sullivan@LiveUnitedSEM.org (313-226-9453)