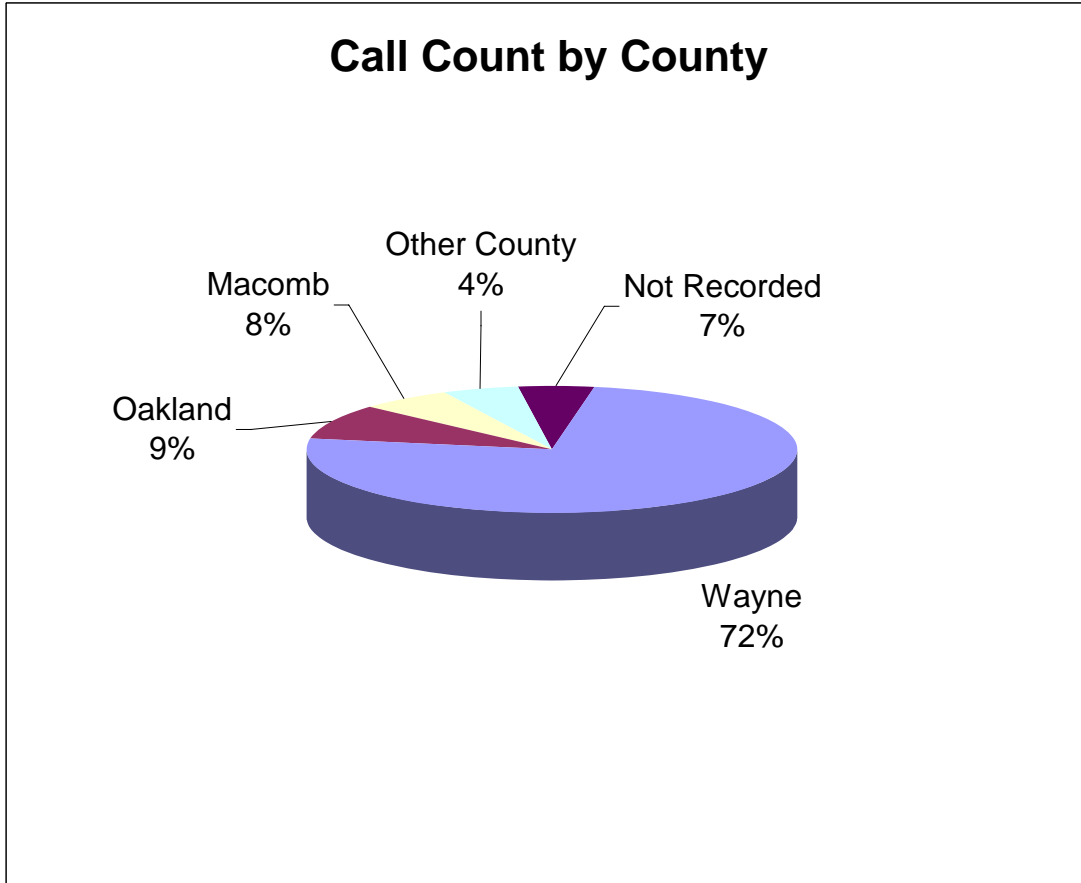


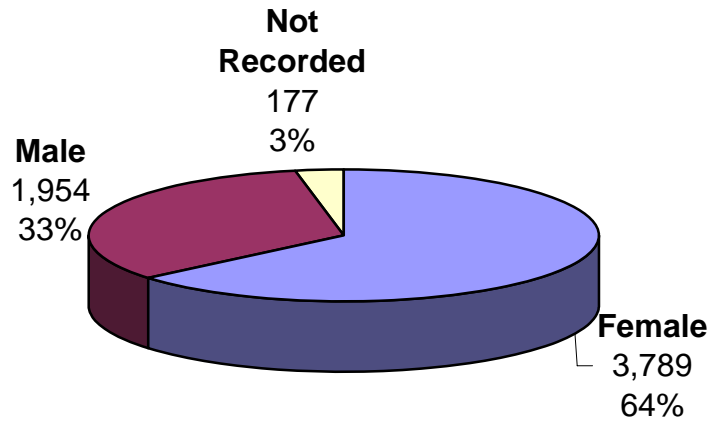
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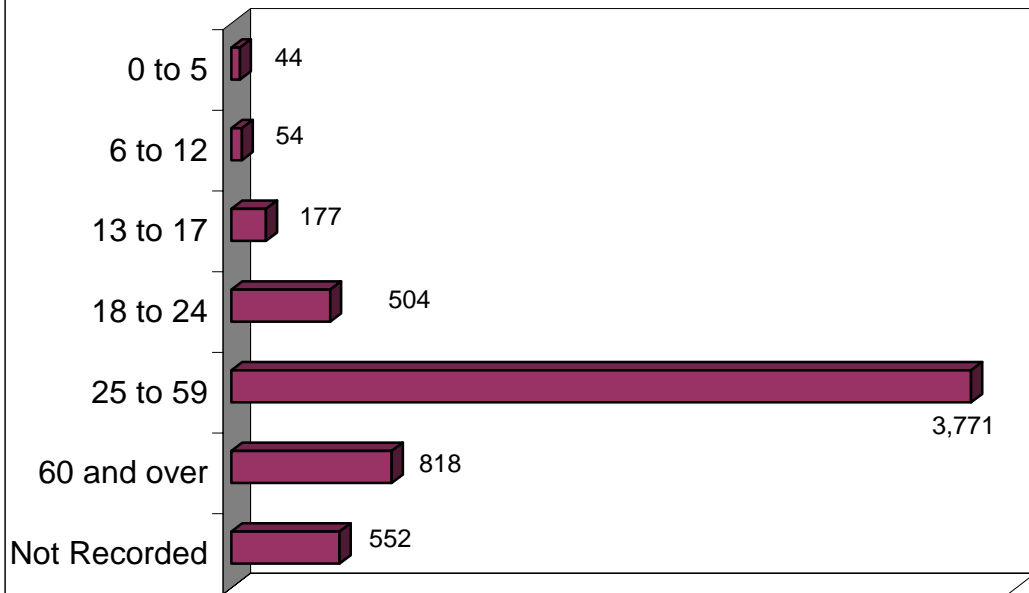
County	April 2006	Percent of Total	County Population	Percent of County Population
Wayne	4262	72%	2,016,202	.002
Oakland	533	9%	1,213,339	< .001
Macomb	474	8%	822,660	< .001
Other Counties	266	4%		
Not Reported	385	7%		
Total Answered	5920	93%		
Abandoned/Lost Calls	431	7%		
Total Calls	6351	100%		
YTD	Total Answered	Abandoned/Lost	Total Calls	
Jan-Apr	21,879 93%	1,598 7%	23,477 100%	

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Calls by Gender

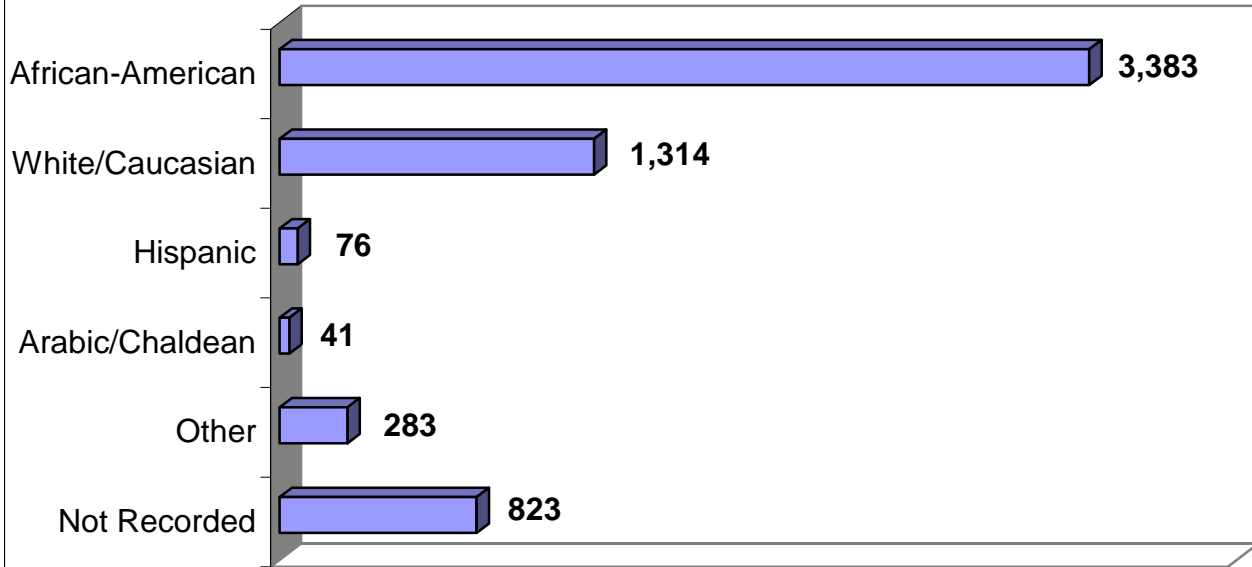


Calls by Age Range

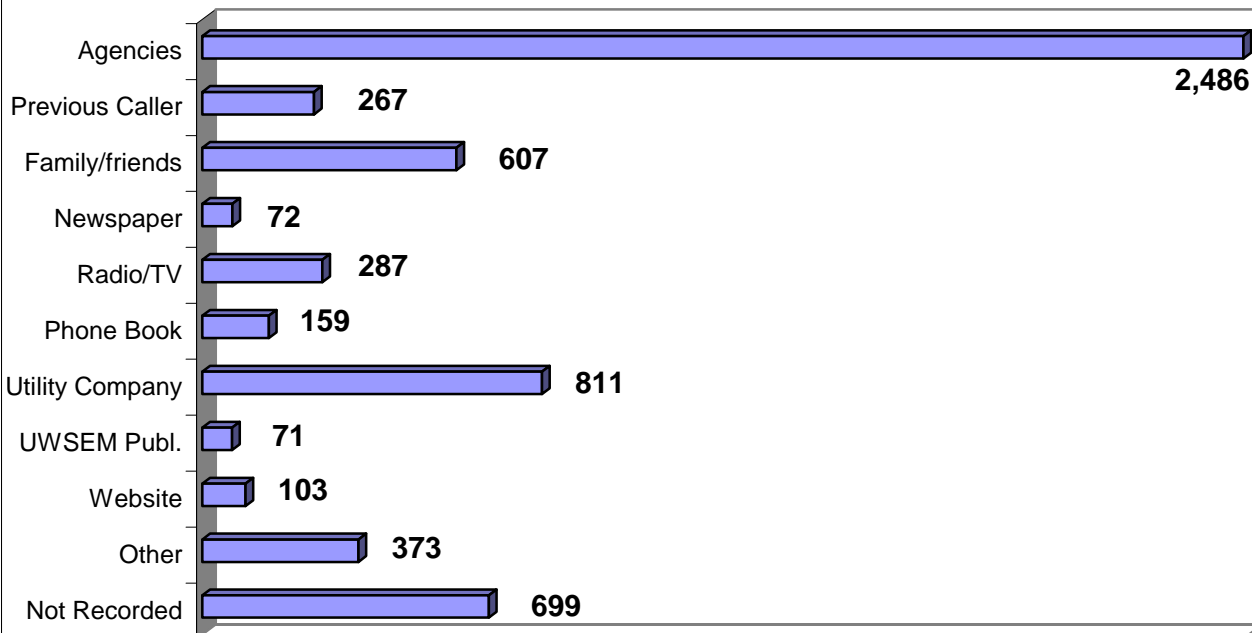


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Calls By Ethnicity



Referred by Source



Monthly Report – April 2006

Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	2,159	27
Job Search	2	1,294	16
Food Pantries	3	323	4
Rent Assistance	4	309	4
Furniture/Appliances	5	172	2
Weatherization	6	125	2
Homeless Shelter	7	99	1
Legal Aid	8	85	1
Local Churches	9	82	1
VITA Program Sites	10	81	1
Community Clinics	11	81	1
Low Income/Subsidized Housing	12	80	1
Temp. Financial Asst.	13	77	1
Home Rehab/Repair	14	71	1
Mortgage Assistance	15	68	1
Clothing	16	66	1
Housing Search Assistance	17	59	1
Dental Care	18	54	1
Case/Care Management	19	45	1
Prescription Assistance	20	39	< 1

Oakland	Rank	#	%
Utility Assistance	1	79	10
Rent Assistance	2	61	8
Food Pantries	3	35	4
Job Search	4	35	4
Prescription Assistance	5	30	4
Temp. Financial Asst.	6	27	3
Legal Aid	7	26	3
Homeless Shelter	8	21	3
Mortgage Assistance	9	14	2
Counseling	10	10	1
Weatherization	11	10	1
Furniture/Appliances	12	9	1
Foreclosure Assistance	13	8	1
Low Income/Subsidized Housing	14	8	1
Dental Care	15	8	1
Volunteer Development	16	8	1
Adult/Child Mentoring	17	6	< 1
Community Clinics	18	6	< 1
Housing Authorities	19	6	< 1
Domestic Violence Shelters	20	6	< 1

Macomb	Rank	#	%
Utility Assistance	1	103	17
Rent Assistance	2	77	13
Food Pantries	3	42	7
Homeless Shelter	4	28	5
Job Search	5	27	5
Prescription Assistance	6	20	3
Temp. Financial Asst.	7	15	3
Dental Care	8	13	2
Mortgage Assistance	9	12	2
Case/Care Management	10	9	2
Clothing	11	8	1
Community Clinics	12	8	1
Counseling	13	8	1
Adolescent/Youth Counseling	14	8	1
Ramp Construction	15	7	1
Adult/Child Mentoring	16	7	1
Low Income/Subsidized Housing	17	6	1
Medical Equipment	18	6	1
Volunteer Development	19	5	1
Auto Donation Program	20	5	1

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Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	1,533	19
T.H.A.W. Sites	2	1,328	17
A.C.C.E.S.S.	3	1,087	14
Mother Waddles Perpetual Mission	4	1,071	13
Salvation Army	5	954	12
Wayne Metro C.A.A.	6	495	6
Downriver Community Conference	7	328	4
Employment and Training Designs	8	261	3
Detroit Dept. of Human Services	9	218	3
SER, Metro-Detroit	10	215	3
Ross Education	11	209	3
St. Vincent de Paul	12	162	2
Jewish Vocational Svcs	13	138	2
Wayne County Veterans Affairs	14	125	2
DTE Energy	15	114	1
Legal Aid & Defender	16	108	1
United Community Housing Coalition	17	69	1
Child Care Coord. Council of Det/Wayne	18	64	1
Wayne County Dept. of Jobs and Econ. Dev.	19	60	1
Focus: HOPE	20	59	1

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	97	12
St. Vincent de Paul	2	72	9
O.L.H.S.A.	3	69	9
Salvation Army	4	60	8
Mother Waddles Perpetual Mission	5	58	7
Lighthouse Emergency Services	6	50	6
T.H.A.W. Sites	7	49	6
Southfield Human Services Dept.	8	21	3
Legal Aid & Defender	9	20	3
Common Ground	10	18	2
Catholic Social Services of Oakland	11	16	2
Oakland Family Svcs.	12	12	2
Rochester Area Neighborhood House	13	12	2
Women's Survival Center	14	11	1
Troy People Concerned	15	10	1
Greenpath Debt Solutions	16	10	1
South Oakland Shelter	17	10	1
World Medical Relief	18	10	1
Charity Motors	19	10	1
H.A.V.E.N.	20	9	1

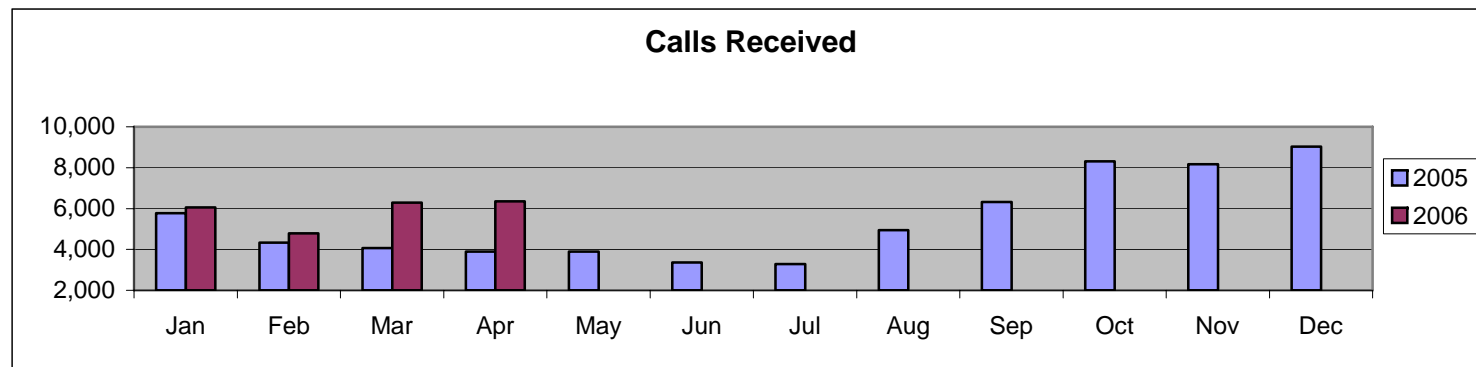
Macomb	Rank	#	%
Michigan Dept. of Human Services	1	108	18
Salvation Army	2	104	17
St. Vincent de Paul	3	89	15
Macomb County Comm. Svcs. Agency	4	68	11
Mother Waddles	5	67	11
T.H.A.W. Sites	6	60	10
Macomb/St.Clair Workforce Dev. Board	7	24	4
Eastside Emergency Shelter	8	20	3
South Eastern Michigan Indians	9	16	3
Macomb Family Services	10	15	3
Det. Rescue Ministries	11	15	3
St. John Health System	12	14	2
Macomb County Rotating Emergency Shelter Team	13	12	2
Psych. & Behavioral Medicine Professionals	14	12	2
Samaritan House	15	11	2
Partnership for Prescription Asst.	16	11	2
Crossroads of Michigan	17	9	2
Lakeshore Legal Aid	18	9	2
Charity Motors	19	7	1
Legal Aid & Defender	20	6	1



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Call Activity	Apr. 05	Apr. 06		Goal
Calls Answered	3,577	5920		n/a
Calls Abandoned	321	431		n/a
Total Calls	3,898	6,351		n/a
Answered %	92%	93%		90%
Abandoned %	8%	7%		10%
Average length of call	n/a	6:10		<6 mins
Average answer delay	n/a	9 secs		<60 sec
Quality Assurance				
Average Monitoring Scores		Actual	Goal	
Call Center Staff	n/a	92%	>85%	

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2005	5,769	4,334	4,065	3,898	3,887	3,361	3,288	4,951	6,314	8,316	8,163	9,030	65,376
2006	6,056	4,782	6,288	6,351									23,477
% Change	5%	10%	55%	63%									



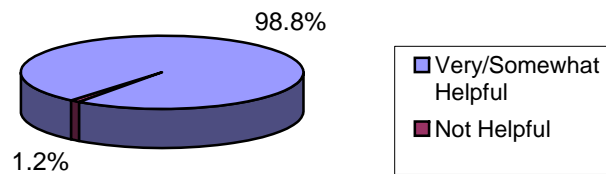
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Customer Satisfaction Survey

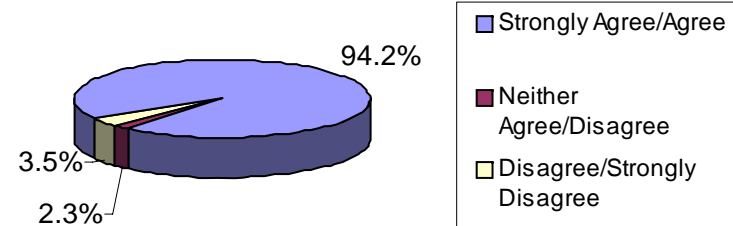
Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	76	44.4%
Health (prescription assistance, medical referrals, etc.)	63	36.8%
Complex (multiple needs, domestic violence, etc.)	32	18.7%
Total	171	100.0%

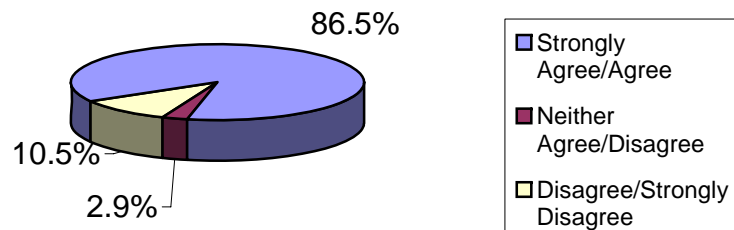
How Helpful was the 211 Associate?



Would You Recommend 211 to a Relative/Friend?



Were You Given Referrals to Programs that May Help You?



Quality of Service

