



UNITED WAY 2-1-1

Get Connected. Get Answers.

CALL CENTER STATISTICS

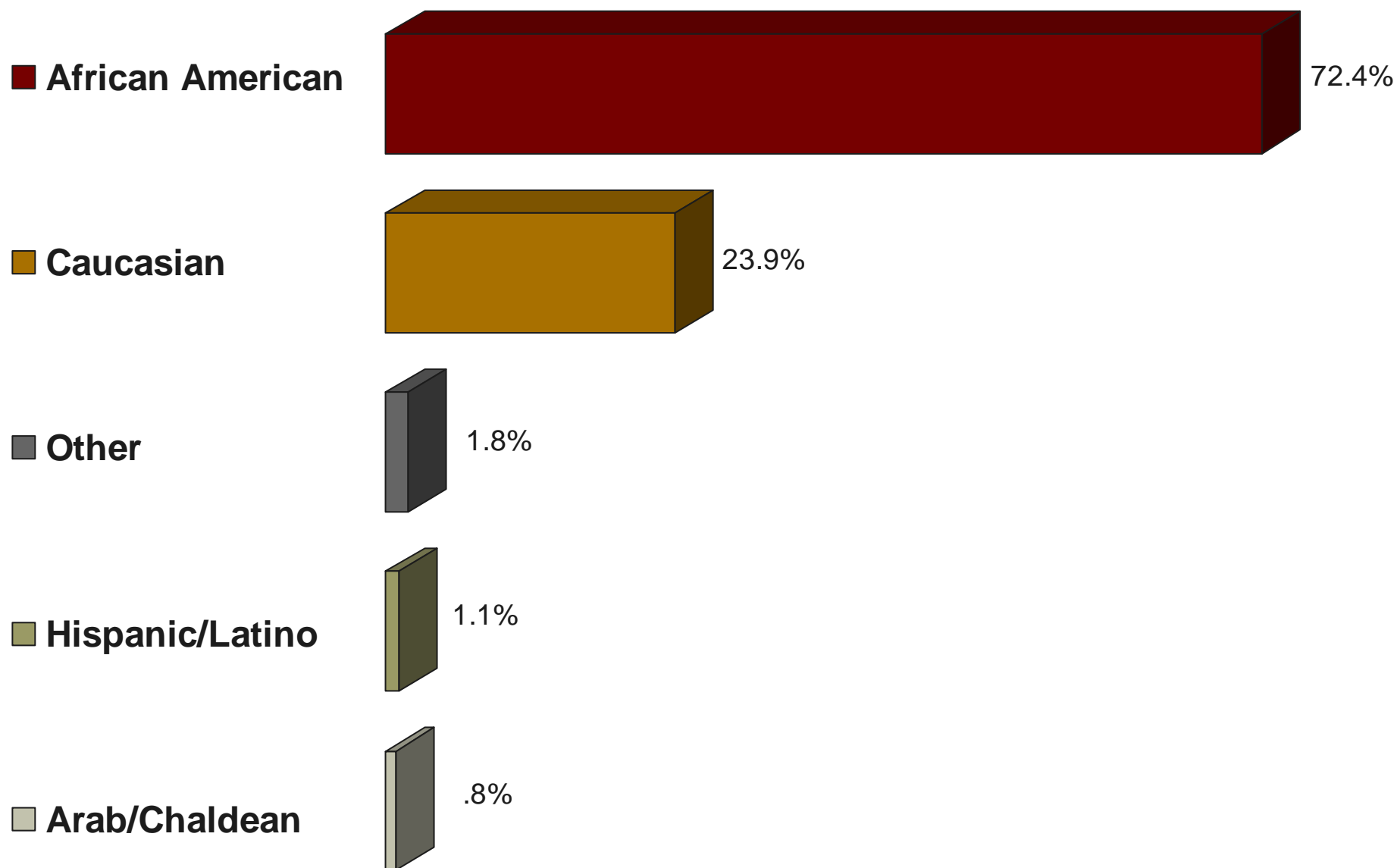
April 2007

April 2007

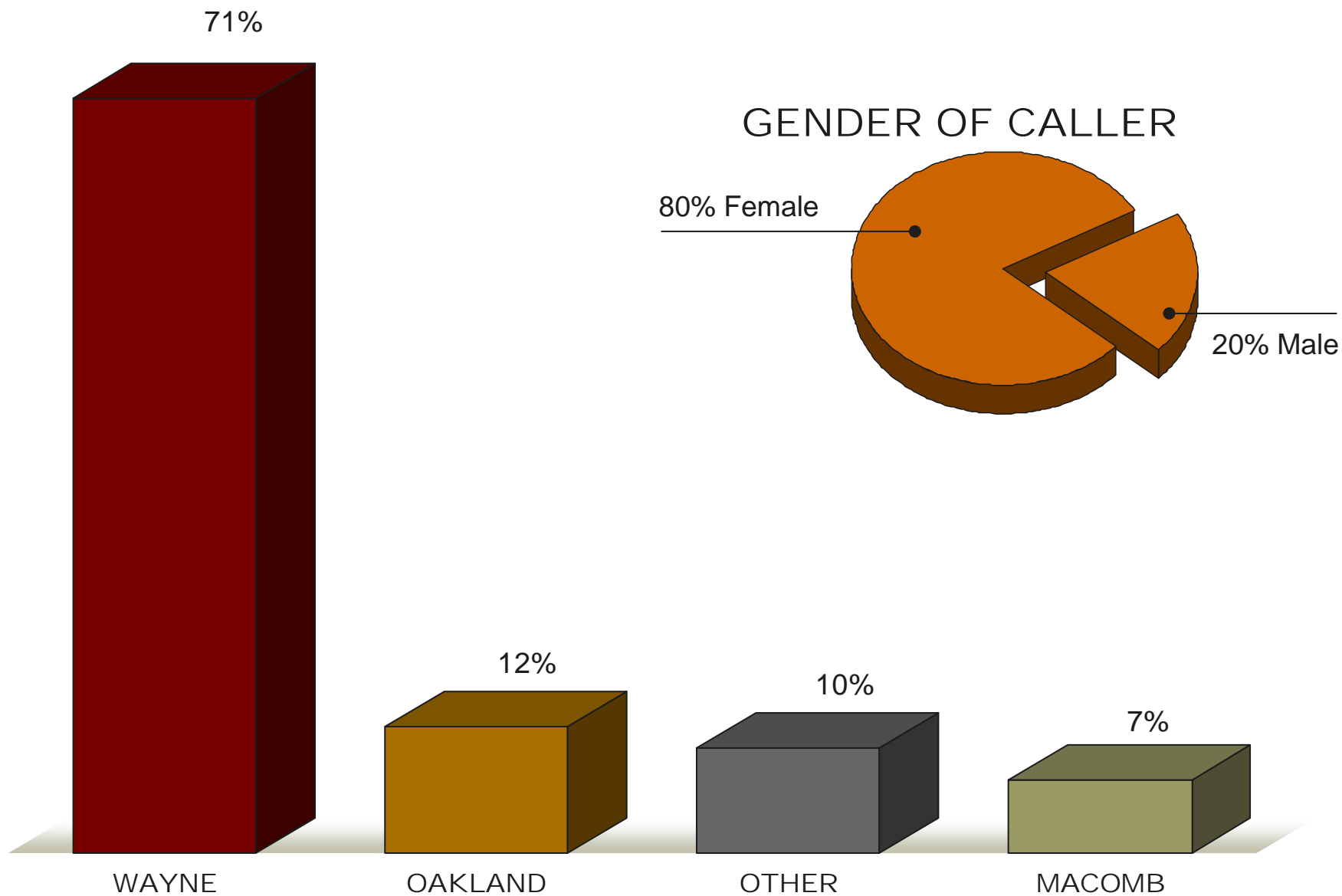


- Call activity in April 2007 was 68% higher than April 2006.
- We received 10,972 calls in April 2007, a 29% increase from the previous month.
- Following the first quarter of 2007, projected annual call volume is 150,000, a 50% increase from the previous year.
- 2-1-1 coordinated a Mortgage Foreclose forum with leaders in Wayne, Oakland & Macomb counties to develop collaborative strategies.
- 2-1-1 participated in “Insure the Uninsured” week by asking every caller if they were insured. Uninsured callers were offered a Medicaid prescreening and/or additional information & referrals that could lead to becoming insured.
- Reasons for the increased call volume:
 - increased requests for Rent Assistance, Mortgage Payment Assistance and Mortgage Foreclosure Assistance,
 - increased requests for Job Search/Placement Assistance,
 - increased requests for Food Assistance.
- Requests for Utility Assistance accounted for 48% of all calls in April 2007.

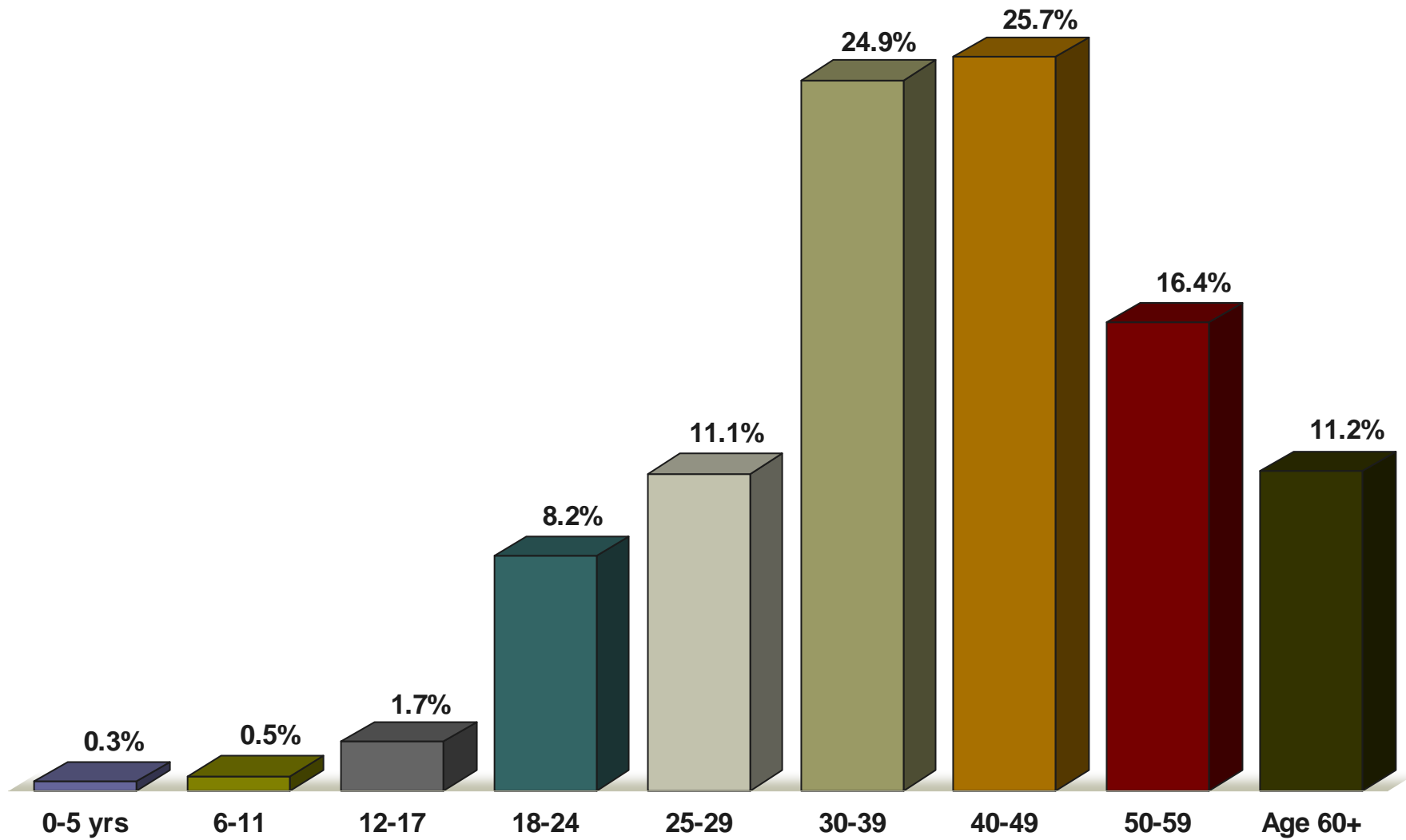
CALLS BY ETHNICITY



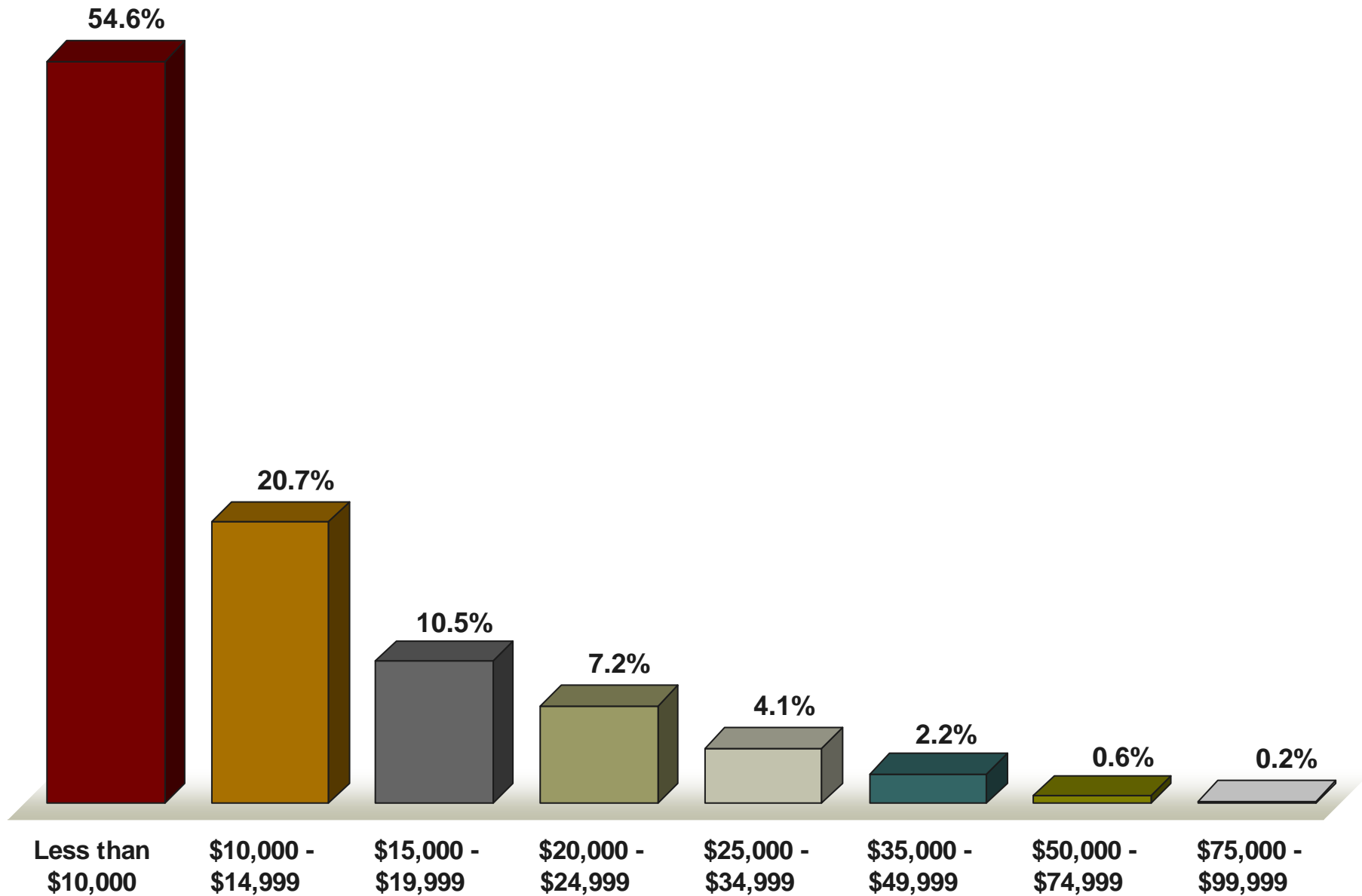
CALL VOLUME BY COUNTY



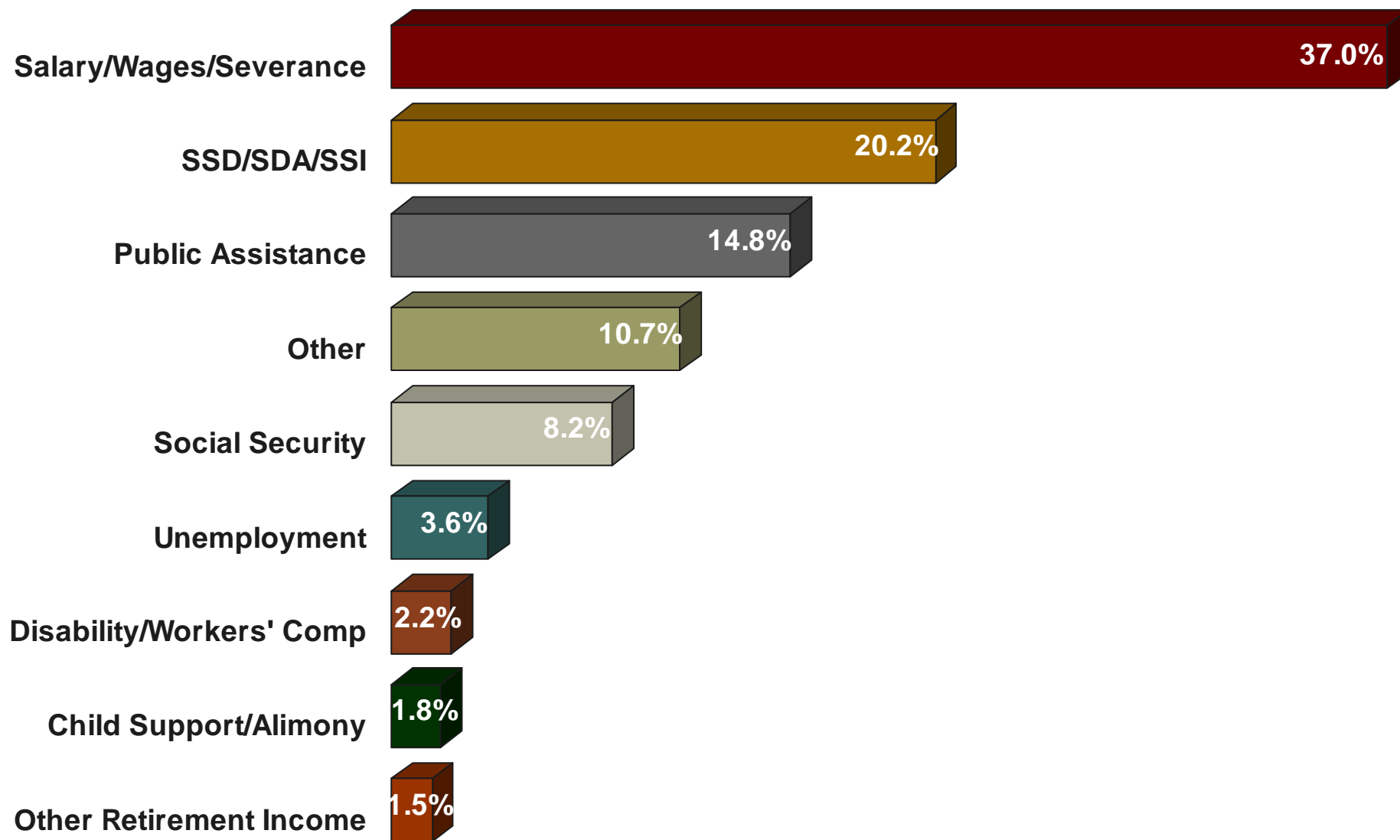
AGE RANGE OF SERVICE REQUESTS



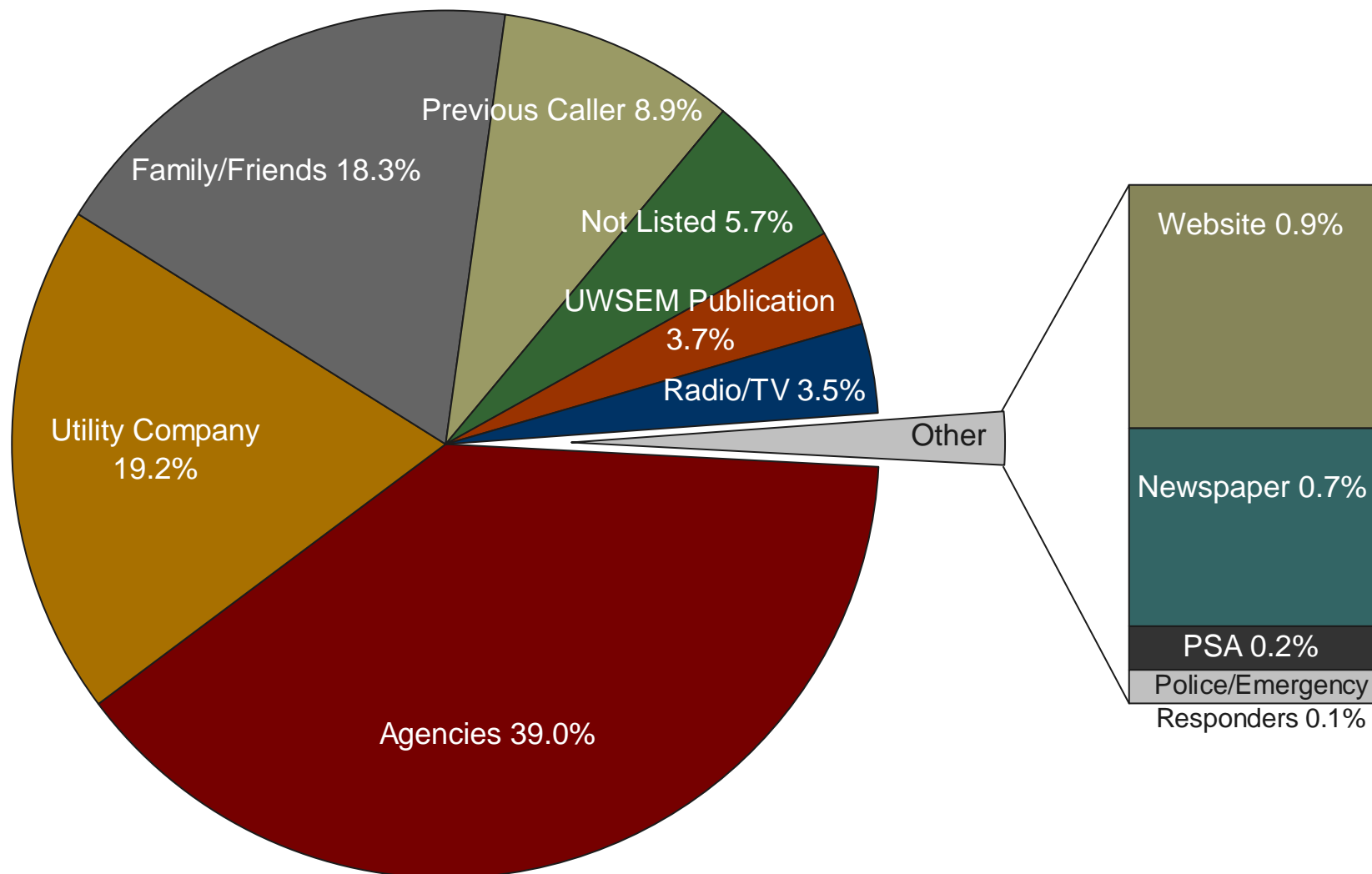
INCOME LEVEL



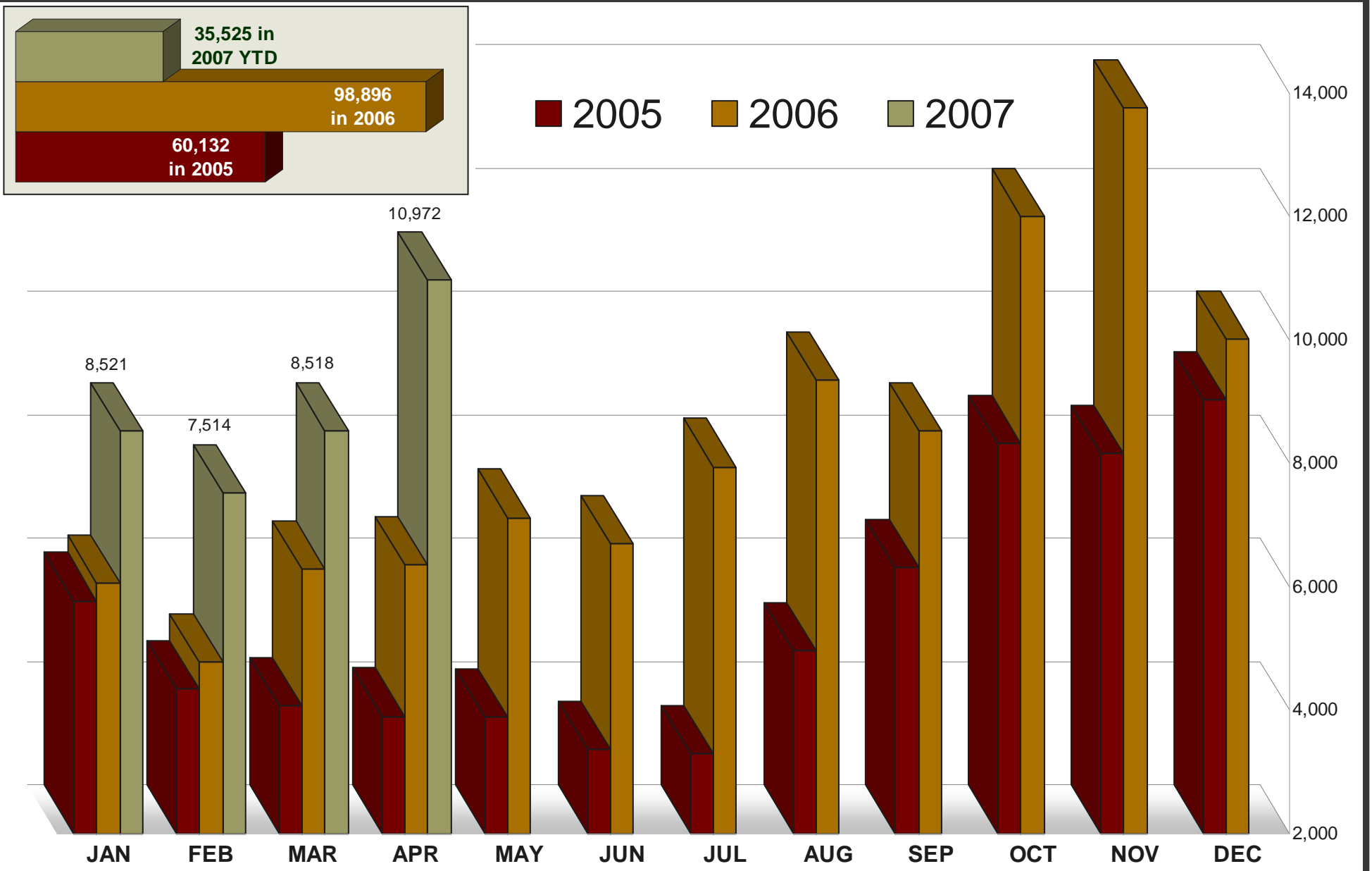
PRIMARY SOURCE OF INCOME



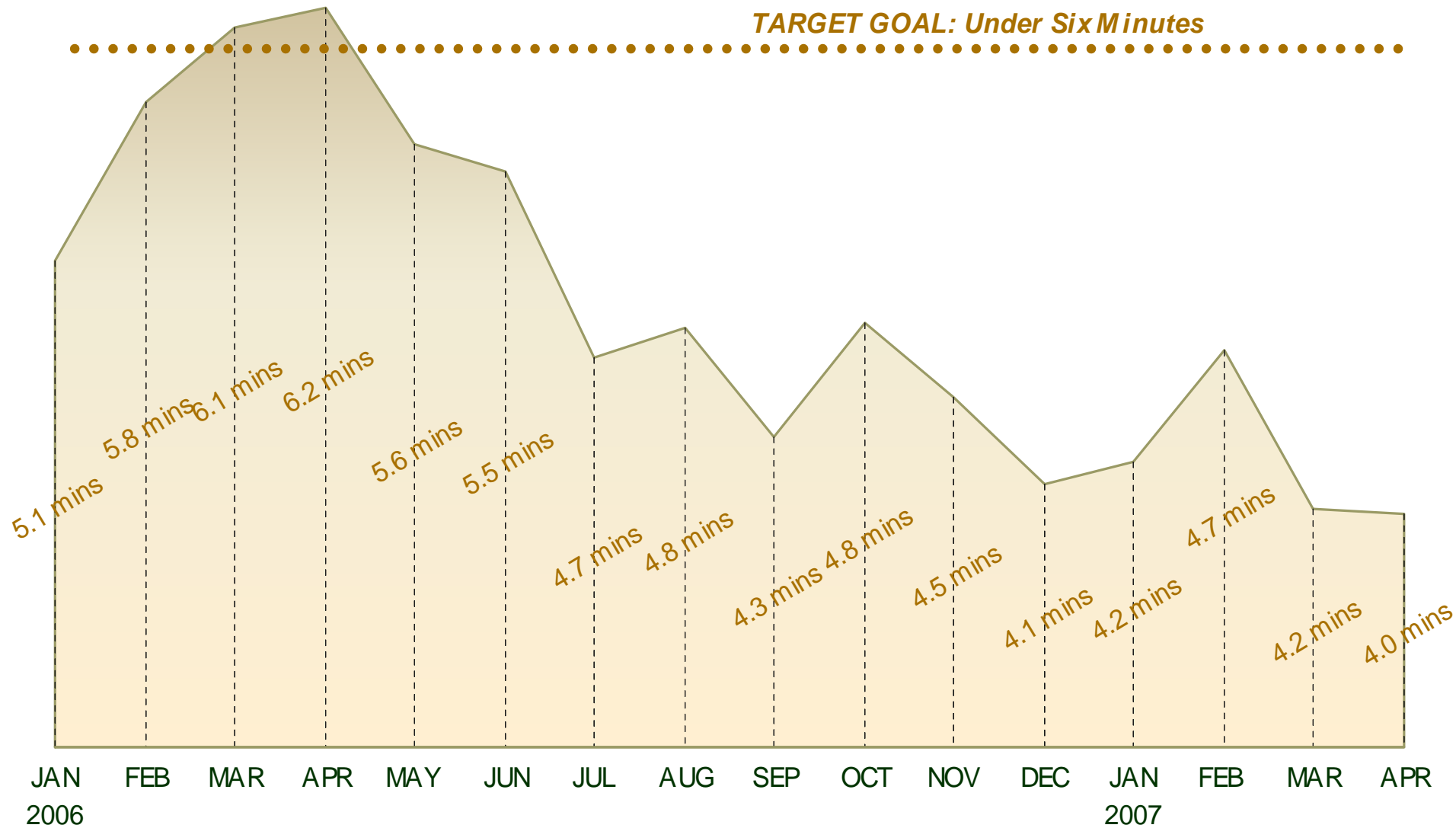
REFERRED BY SOURCE



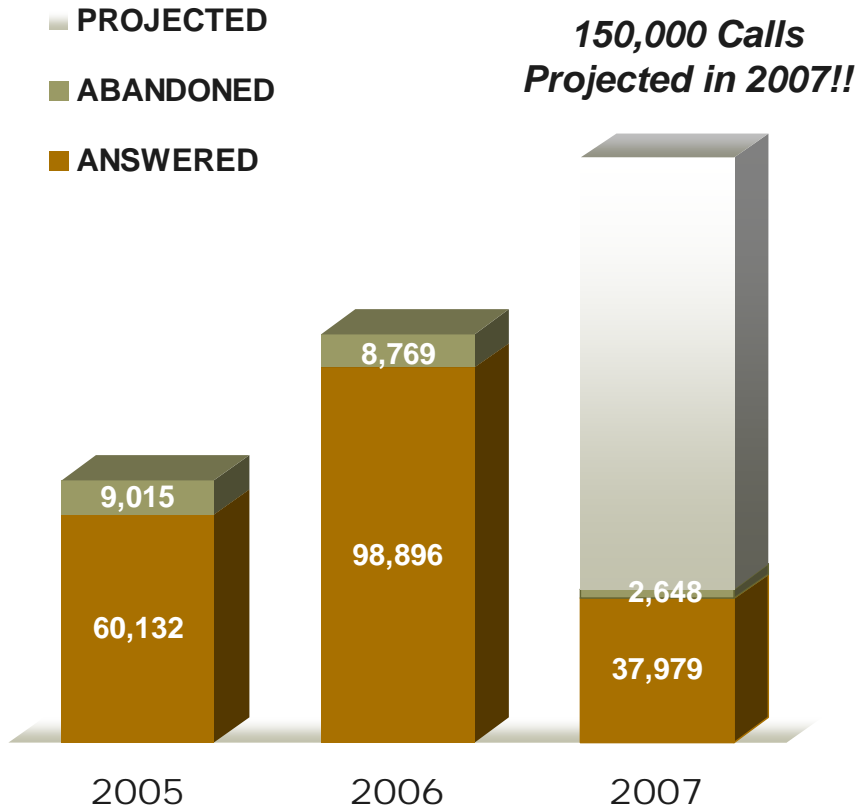
CALLS RECEIVED



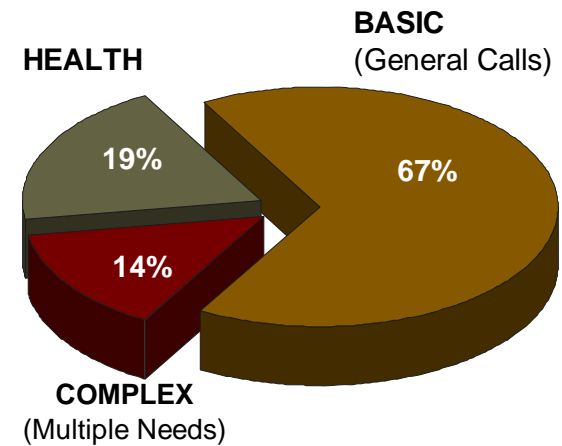
AVERAGE LENGTH OF CALL



CALL ACTIVITY



FOLLOW-UP ACTIVITY



Percent of Total Calls Taken 3.1%

FOLLOW-UP RESULTS

■ Would you recommend 2-1-1 to a relative or friend?



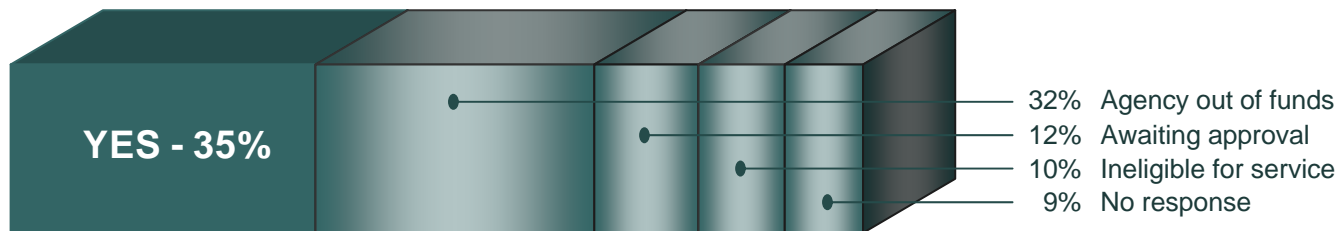
■ Did you receive agency referrals related to the services you requested?



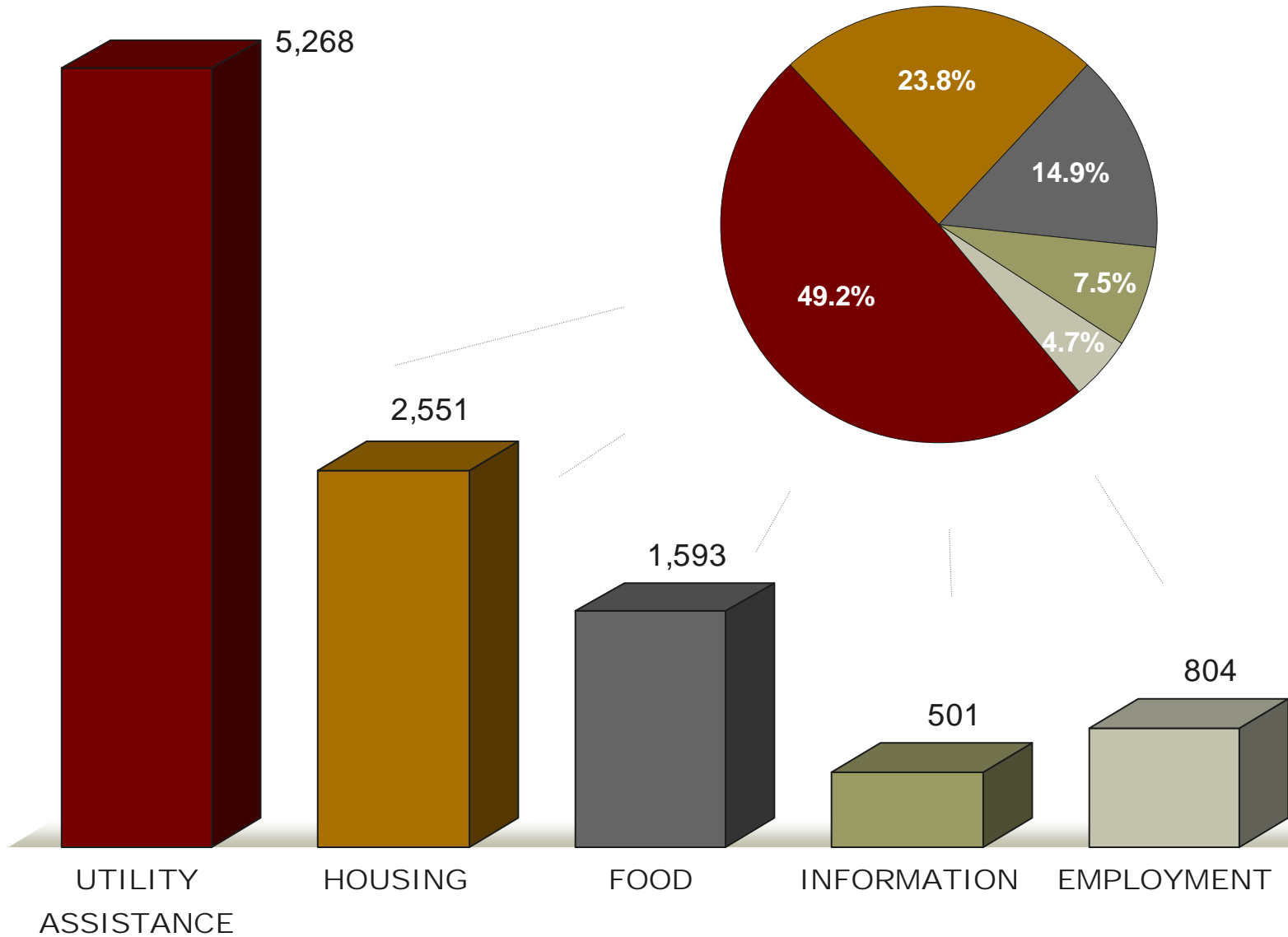
■ Did you contact the agencies to which you were referred?



■ Did you receive the services you requested from referral agencies?



SERVICE REQUESTS



TOP FIVE CATEGORIES

TOP 20 SERVICE REQUESTS



WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Gas Bill Assistance	3,477 52%	Gas Bill Assistance	300 28%	Gas Bill Assistance	117 18%		
2	Food Pantries	1,309 20%	Rent Assistance	265 25%	Rent Assistance	89 13%		
3	Electric Bill Assistance	1,117 17%	Food Pantries	205 19%	Food Pantries	68 10%		
4	Job Search/Placement	561 8%	Electric Bill Assistance	108 10%	Information Only	57 9%		
5	Rent Assistance	475 7%	Homeless Shelters	85 8%	Homeless Shelter	48 7%		
6	Housing Search Assistance	393 6%	Job Search/Placement	83 8%	Electric Bill Assistance	47 7%		
7	Information Only	375 6%	Community Clinics	77 7%	Mortgage Foreclosure Assistance	45 7%		
8	Community Clinics	346 5%	Information Only	69 6%	Job Search/Placement	45 7%		
9	Homeless Shelter	315 5%	Mortgage Payment Assistance	57 5%	Subsidized Private Rental Housing	34 5%		
10	General Clothing	277 4%	Dental Care	56 5%	Mortgage Payment Assistance	30 5%		
11	General Furniture Provisions	231 3%	Temporary Financial Assistance	47 4%	General Legal Aid	25 4%		
12	Subsidized Private Rental Housing	224 3%	General Legal Aid	45 4%	General Counseling	23 3%		
13	General Legal Aid	224 3%	General Counseling	38 4%	Housing Authorities	17 3%		
14	Dental Care	210 3%	Mortgage Foreclosure Assistance	31 3%	Temporary Financial Assistance	15 2%		
15	Mortgage Payment Assistance	198 3%	Subsidized Private Rental Housing	28 3%	Dental Care	15 2%		
16	Adult State/Local Health Insurance	142 2%	Rental Deposit Assistance	27 3%	Weatherization Programs	12 2%		
17	Mortgage Foreclosure Assistance	123 2%	Housing Authorities	23 2%	Medical Equipment/Supplies	12 2%		
18	Job Assistance Centers	115 2%	Section 8 Housing	22 2%	Food Banks / Food Suppliers	11 2%		
19	Water Bill Assistance	102 2%	Housing Search Assistance	22 2%	Suicide Prevention Hotlines	10 2%		
20	Section 8 Housing	100 2%	Prescription Expense Assistance	20 2%	Home Rehabilitation Services	10 2%		

TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Child Care Coordinating Council	1,444	22%	St. Vincent de Paul	199	18%	Macomb Co Comm Svcs Agency	129	19%		
2	Michigan Dept of Human Services	1,034	16%	Lighthouse Emergency Services	197	18%	Salvation Army	122	18%		
3	Salvation Army	901	14%	Oakland Livingston Human Svc Agency	194	18%	Michigan Dept of Human Services	121	18%		
4	Detroit Dept. of Human Services	875	13%	Michigan Dept of Human Services	178	16%	St. Vincent de Paul	110	17%		
5	Wayne Metro Comm Action Agency	861	13%	Salvation Army	175	16%	Greenpath Debt Solutions	36	5%		
6	Neighborhood Service Organization	433	7%	Troy People Concerned	63	6%	Samaritan House	31	5%		
7	Friendship House	415	6%	St. John's Episcopal Church	49	5%	Macomb/St. Clair Workforce Dev	28	4%		
8	DTE Energy	325	5%	Oakland Co Employment & Training Div	42	4%	Mich Dept Labor & Economic Growth	27	4%		
9	Wayne County Veteran Affairs	298	4%	Jewish Family Services	42	4%	Legal Aid & Defender	25	4%		
10	St. Vincent de Paul	284	4%	Rochester Area Neighborhood House	38	4%	DTE Energy	20	3%		
11	ACCESS	256	4%	DTE Energy	36	3%	Macomb Co Community Mental Health	19	3%		
12	Neighborhood Legal Svcs. of Mich	248	4%	Southfield Human Services	35	3%	Macomb Co Rotating Emer Shelter	16	2%		
13	Crossroads of Michigan	240	4%	University of Detroit Mercy	34	3%	Macomb Interfaith Volunteer Caregivers	14	2%		
14	Advantage Health Center	189	3%	Catholic Social Services	34	3%	Macomb County Health Dept	14	2%		
15	Detroit Community Health Connection	167	3%	Mich Assoc of Physicians from India	31	3%	Lighthouse Community Development	13	2%		
16	SER, Metro Detroit	165	2%	South Oakland Shelter	30	3%	Goodwill Industries	13	2%		
17	JVS	165	2%	JVS	26	2%	Good Shepherd Coalition	12	2%		
18	Legal Aid & Defender	163	2%	Detroit Community Health Connection	25	2%	Charity Motors	10	2%		
19	Delray United Action Council	136	2%	Greenpath Debt Solutions	24	2%	Church of the Messiah Housing Corp	9	1%		
20	Greenpath Debt Solutions	127	2%	Legal Aid & Defender	23	2%	Macomb Family Services	8	1%		

UNITED WAY 2-1-1 PARTNERSHIP



- United Way for Southeastern Michigan
- The Information Center, Inc.
- United Way 2-1-1 for Livingston, Monroe and Washtenaw Counties/Huron Valley Ambulance
- The Detroit Public Library
- Macomb Crisis Center
- Common Ground Sanctuary
- Neighborhood Service Organization

For additional information, contact Bill.Sullivan@uwsem.org (313-226-9453)