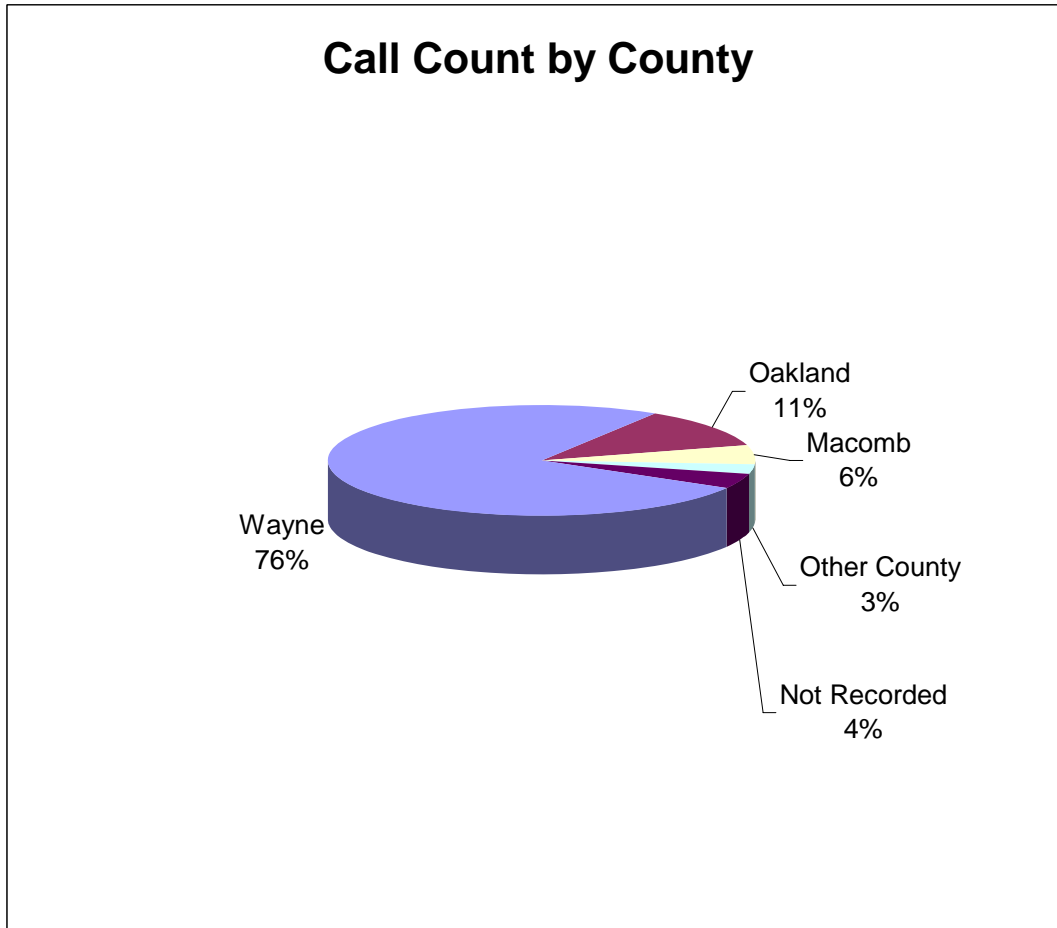
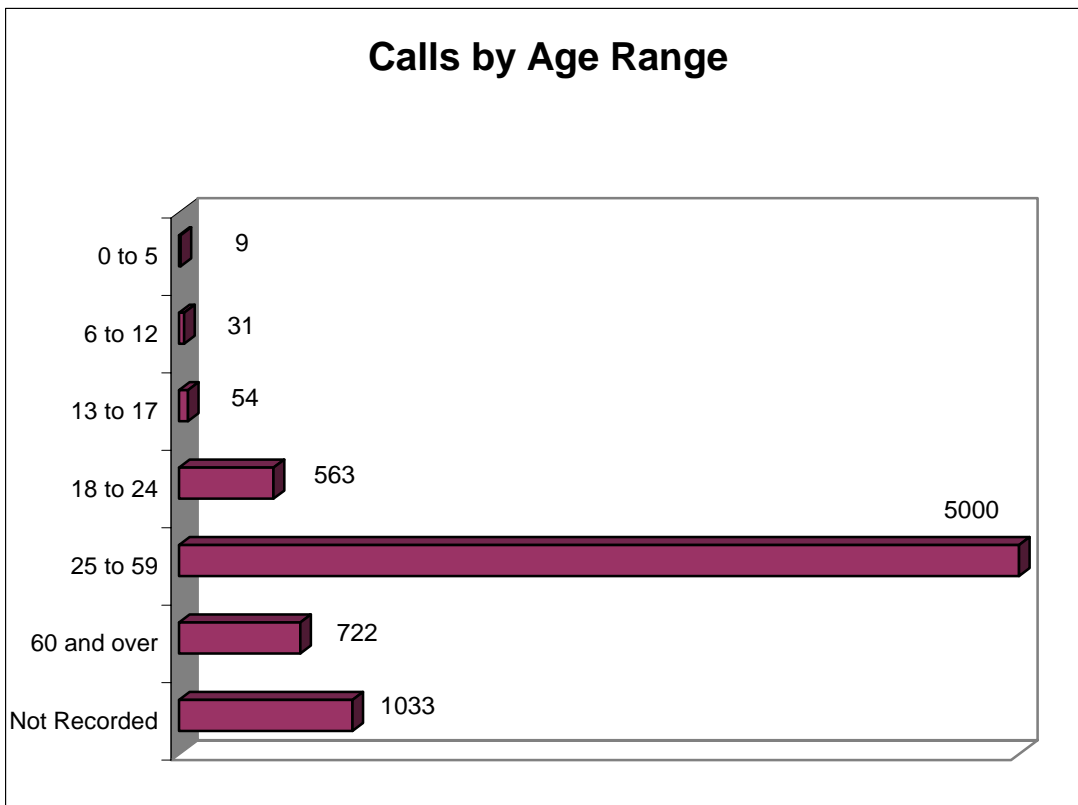
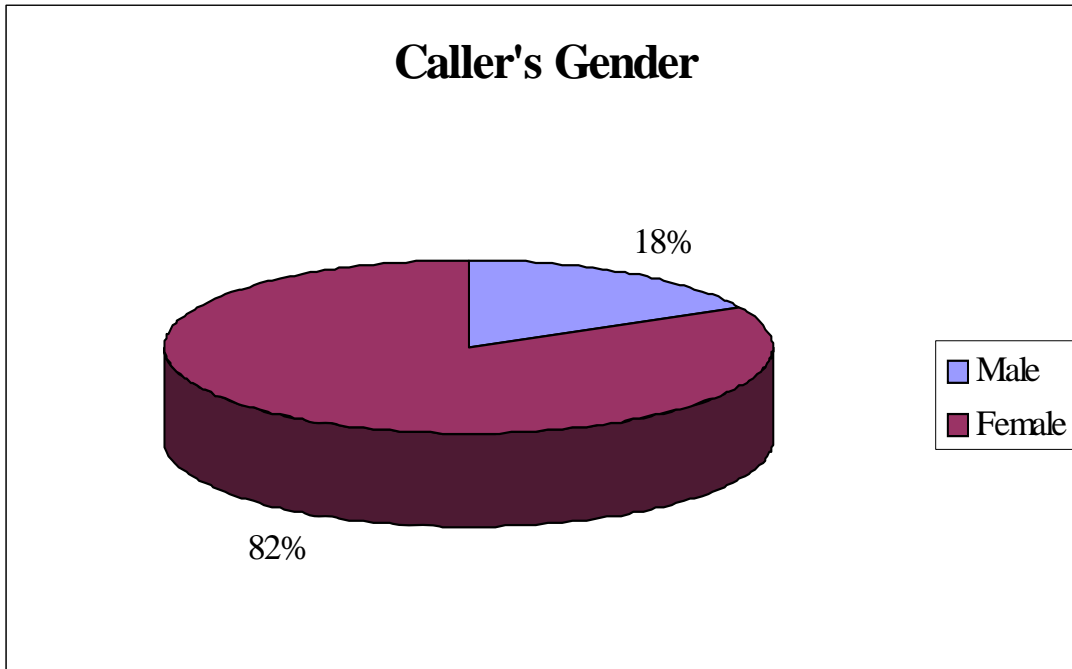


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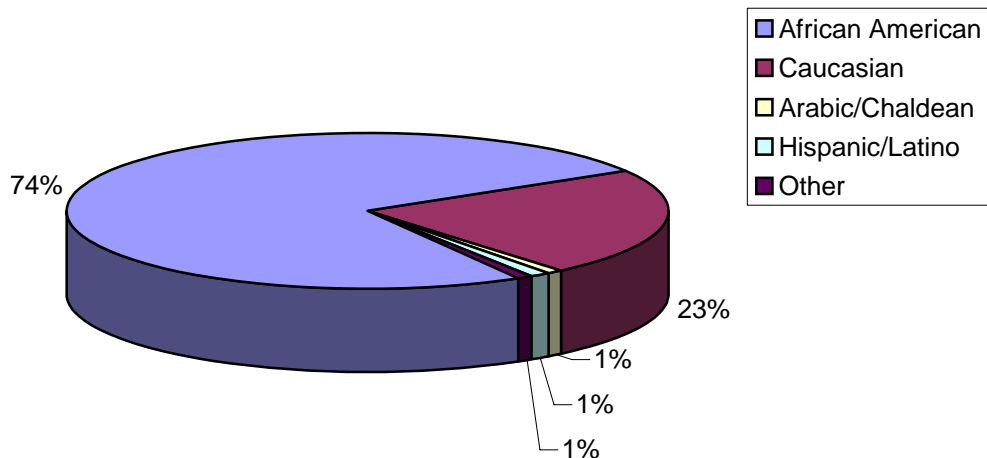
County	August 2006	Percent of Total	County Population	Percent of County Population
Wayne	6,604	76%	2,016,202	.002
Oakland	1000	11%	1,213,339	< .001
Macomb	495	6%	822,660	< .001
Other Counties	237	3%		
Not Reported	392	4%		
Total Answered	8,728	93%		
Abandoned/Lost Calls	630	7%		
Total Calls	9,358	100%		
YTD	Total Answered	Abandoned/Lost	Total Calls	
Jan-Aug	50,927 93%	3,662 7%	54,589 100%	

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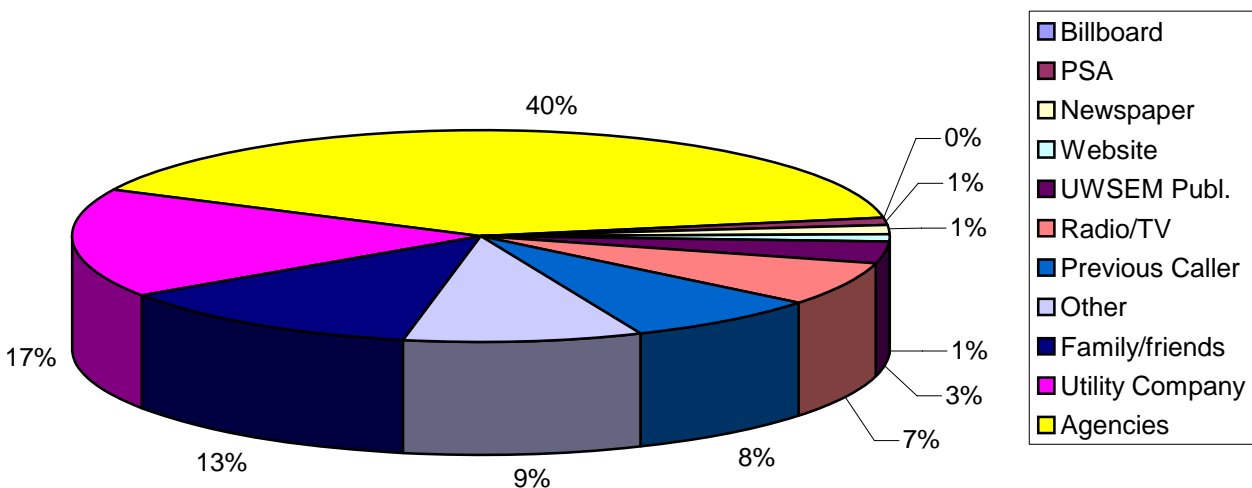


Monthly Report – August 2006

Distribution of Calls by Ethnicity



Referred by Source



Monthly Report – August 2006

Top 20 Service Requests

Wayne	Rank	#	%
Food Pantries	1	1,668	21
Gas Bill Assistance	2	1,339	17
Electric Bill Assistance	3	492	6
Job Search/Placement	4	461	6
General Furniture Provision	5	424	5
Subsidized Private Rental Housing	6	418	5
General Clothing	7	401	5
Rent Assistance	8	379	5
Homeless Shelter	9	368	5
Housing Search Assistance	10	264	3
Community Clinics	11	242	3
Housing Authorities	12	223	3
General Legal Aid	13	220	3
Home Rehab/Repair	14	192	2
Information Only	15	179	2
Information and Referral	16	177	2
Phone Number Request	17	148	2
Job Banks	18	143	2
Appliances	19	138	2
Heating Fuel Bill Payment Assistance	20	125	2

Oakland	Rank	#	%
Rent Assistance	1	237	25
Food Pantries	2	179	19
Gas Bill Assistance	3	163	17
Homeless Shelter	4	64	7
General Legal Aid	5	61	6
Subsidized Private Rental Housing	6	59	6
Electric Bill Assistance	7	51	5
General Clothing	8	50	5
Housing Authorities	9	50	5
Mortgage Assistance	10	44	5
General Furniture Provisions	11	39	4
Rental Deposit Assistance	12	39	4
General Counseling Services	13	37	4
Community Clinics	14	32	3
Job Search / Placement Assistance	15	32	3
Dental Care	16	21	2
Information Only	17	20	2
Job Banks	18	17	2
Adult/Child Mentoring	19	16	2
Domestic Violence Shelters	20	15	2

Macomb	Rank	#	%
Food Pantries	1	95	20
Homeless Shelter	2	66	14
Rent Assistance	3	56	12
General Clothing	4	33	7
Subsidized Private Rental Housing	5	33	7
Gas Bill Assistance	6	31	7
Mortgage Assistance	7	25	5
Job Search/Placement	8	20	4
Housing Authority	9	17	4
Electric Bill Assistance	10	14	3
Information Only	11	14	3
General Legal Aid	12	13	3
Foreclosure Assistance	13	12	3
Phone Number Request	14	11	2
Automobile Donation Program	15	8	2
Ramp Construction	16	8	2
General Counseling Services	17	7	1
General Furniture Provisions	18	7	1
Temporary Financial Aid	19	7	1
Adult/Child Mentoring	20	6	1

Monthly Report – August 2006

Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	2,232	38
Wayne Metro CAA	2	468	8
Salvation Army	3	459	8
St. Vincent de Paul	4	338	6
Wayne County Veterans Affairs Crossroads of Michigan	5	326	6
Lighthouse Mission	6	305	5
Crossroads of Michigan	7	299	5
Detroit Dept. Of Human Services	8	235	4
Wayne County Neighborhood Legal Services	9	231	4
Heavenly Helps	10	170	3
Legal Aid & Defender	11	143	2
DTE Energy	12	139	2
Detroit Urban League	13	137	2
Advantage Health Centers	14	132	2
Community Assistance Program	15	132	2
Eastside Emergency Center	16	125	2
JVS	17	115	2
Child Care Coordinating Council of Detroit/Wayne	18	110	2
Detroit Public Schools	19	106	2
SER Jobs for Progress	20	104	2

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	302	34
O.L.H.S.A.	2	155	18
St. Vincent de Paul	3	148	17
Lighthouse Emergency Services	4	125	14
Salvation Army	5	112	13
Troy People Concerned	6	33	4
Legal Aid & Defender	7	30	4
South Oakland Shelter	8	30	4
Baldwin Ave. United Methodist Church	9	28	3
Oakland Family Services	10	28	3
Common Ground Sanctuary	11	26	3
DTE Energy	12	25	3
Furniture Bank of Oakland County	13	24	3
University of Detroit Mercy	14	23	3
Catholic Social Services	15	20	2
Lakeshore Legal Aid	16	18	2
MI Assoc of Physicians from India	17	18	2
Southfield Housing Commission	18	18	2
Assistance League of Southeastern MI	19	15	2
Southfield Human Services Dept.	20	14	2

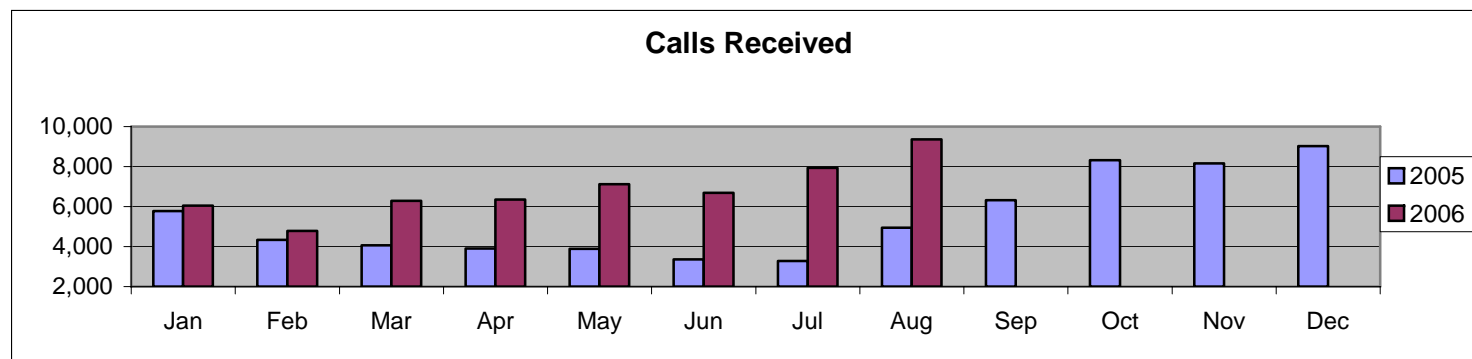
Macomb	Rank	#	%
Michigan Dept. of Human Services	1	125	29
Salvation Army	2	93	21
St. Vincent de Paul	3	84	19
Macomb County Comm. Svcs. Agency	4	32	7
Macomb County Rotating Emergency Shelter Team	5	23	5
Macomb/Saint Clair Workforce Development Board	6	22	5
Lakeshore Legal Aid	7	18	4
S.E. Michigan Indians	8	13	3
SAFE Center	9	13	3
Greenpath Debt Solutions	10	12	3
Samaritan House	11	11	3
Detroit Rescue Mission	12	9	2
Chateau Rouge Apartments	13	9	2
Goodwill Industries	14	9	2
Charity Motors	15	6	1
Roseville Housing Commission	16	5	1
St. John Health System	17	5	1
St. Mark Catholic Church	18	5	1
Eastpointe Housing Commission	19	4	1
Macomb County Community Mental Health Services	20	4	1



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Call Activity	Aug 05*	Aug 06		Goal
Calls Answered	4,564	8,728		n/a
Calls Abandoned	387	630		n/a
Total Calls	4,951	9,358		n/a
Answered %	92	93		90%
Abandoned %	8	7		10%
Average length of call	n/a	4:48		<6 mins
Average answer delay	n/a	5		<60 sec
Quality Assurance				
Average Monitoring Scores		Actual	Goal	
Call Center Staff	n/a	94%	>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	7,121	6,690	7,943	9,358					54,589
% Change	5%	10%	55%	63%	83%	99%	142%	89%					



* Reflects activity from the United Way Tel-Help (daytime only) service.

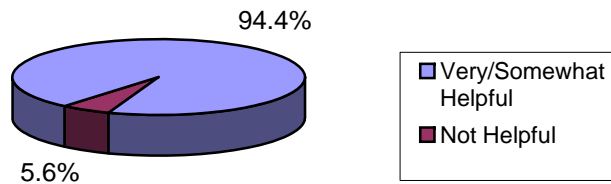
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Customer Satisfaction Survey

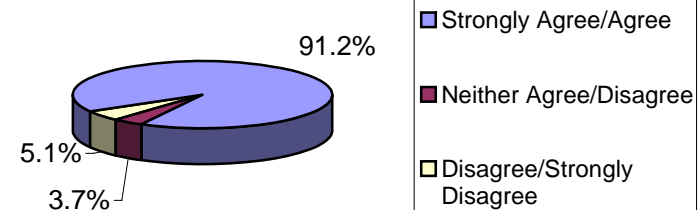
Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	39	18.1%
Health (ie. prescription assistance, medical referrals, etc.)	64	29.6%
Complex (multiple needs)	111	51.4%
Volunteer/Contributor	2	0.9%
Total	216	100.0%

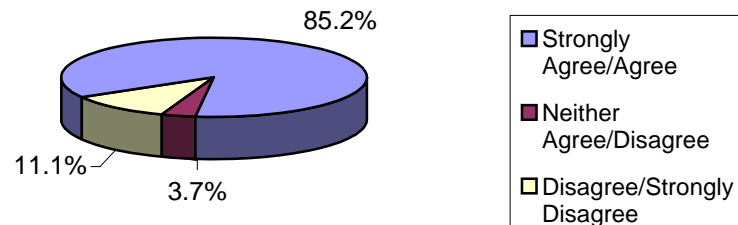
How Helpful was the 211 Associate?



Would You Recommend 211 to a Relative/Friend?



Were You Given Referrals to Programs that May Help You?



Quality of Service

