



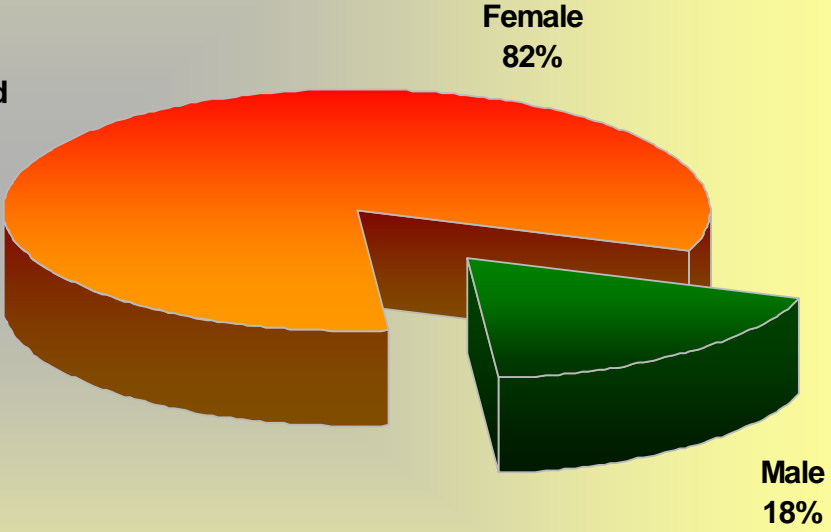
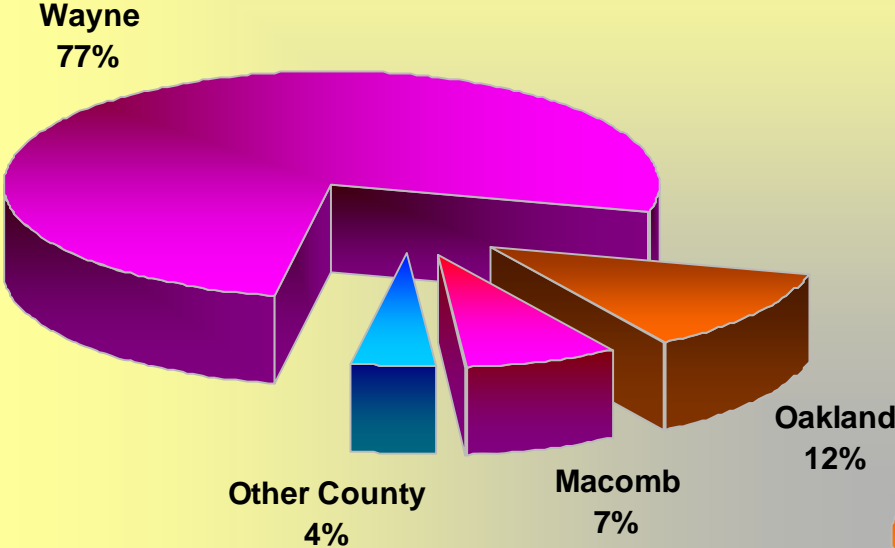
**United Way
for Southeastern Michigan**

Call Center Statistics

December 2006

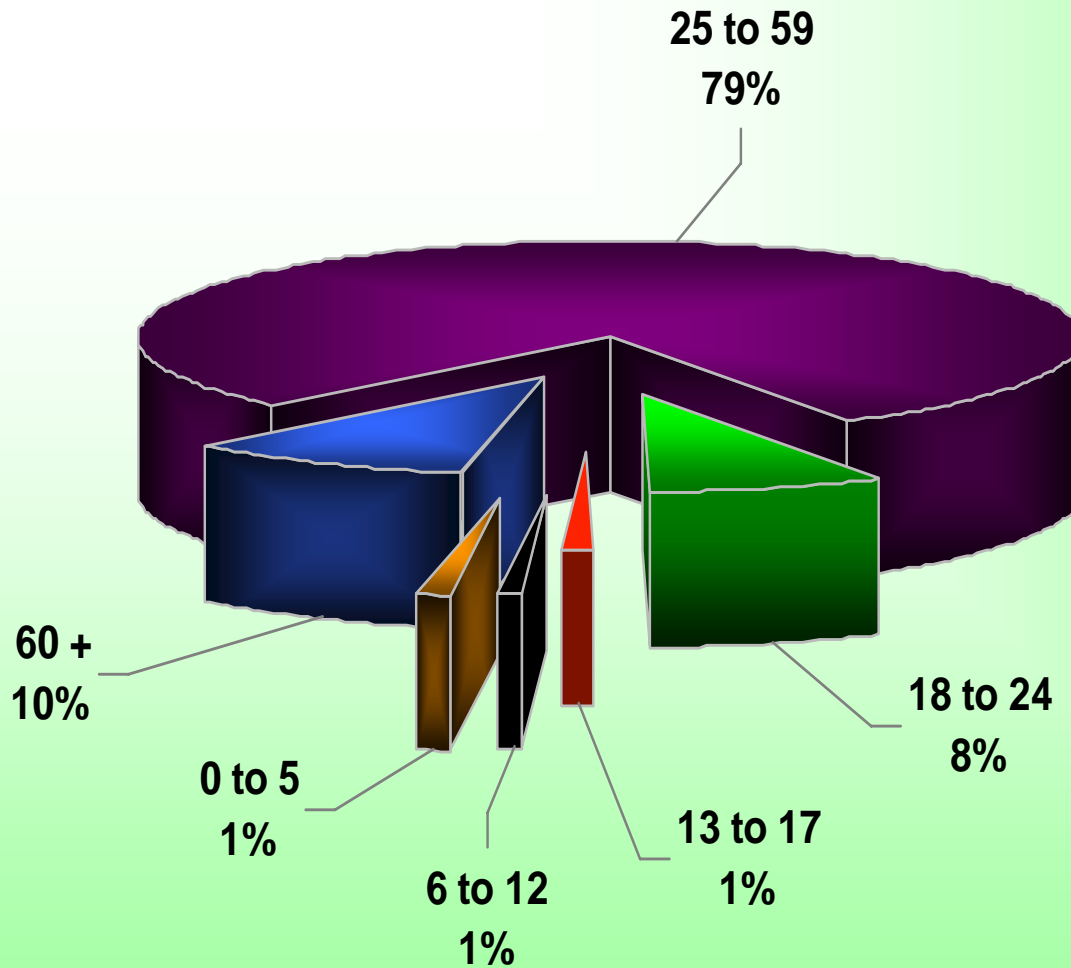
- **United Way 2-1-1 received 10,934 calls in December 2006, a 21% reduction from the previous month.**
- **Reasons for the lower call volume are that THAW related calls subsided and a reduction of calls during the holiday season.**
- **Follow-Up surveys now include inquiries on the services received by the caller following the referrals given.**
- **Housing-related requests in Oakland County were the most significant change in service requests from the previous month.**
- **Call activity for December 06 was 21% higher than December 05.**
- **Leading service requests for December were Utility Assistance, Food Assistance and Holiday Assistance.**

Call Volume by County

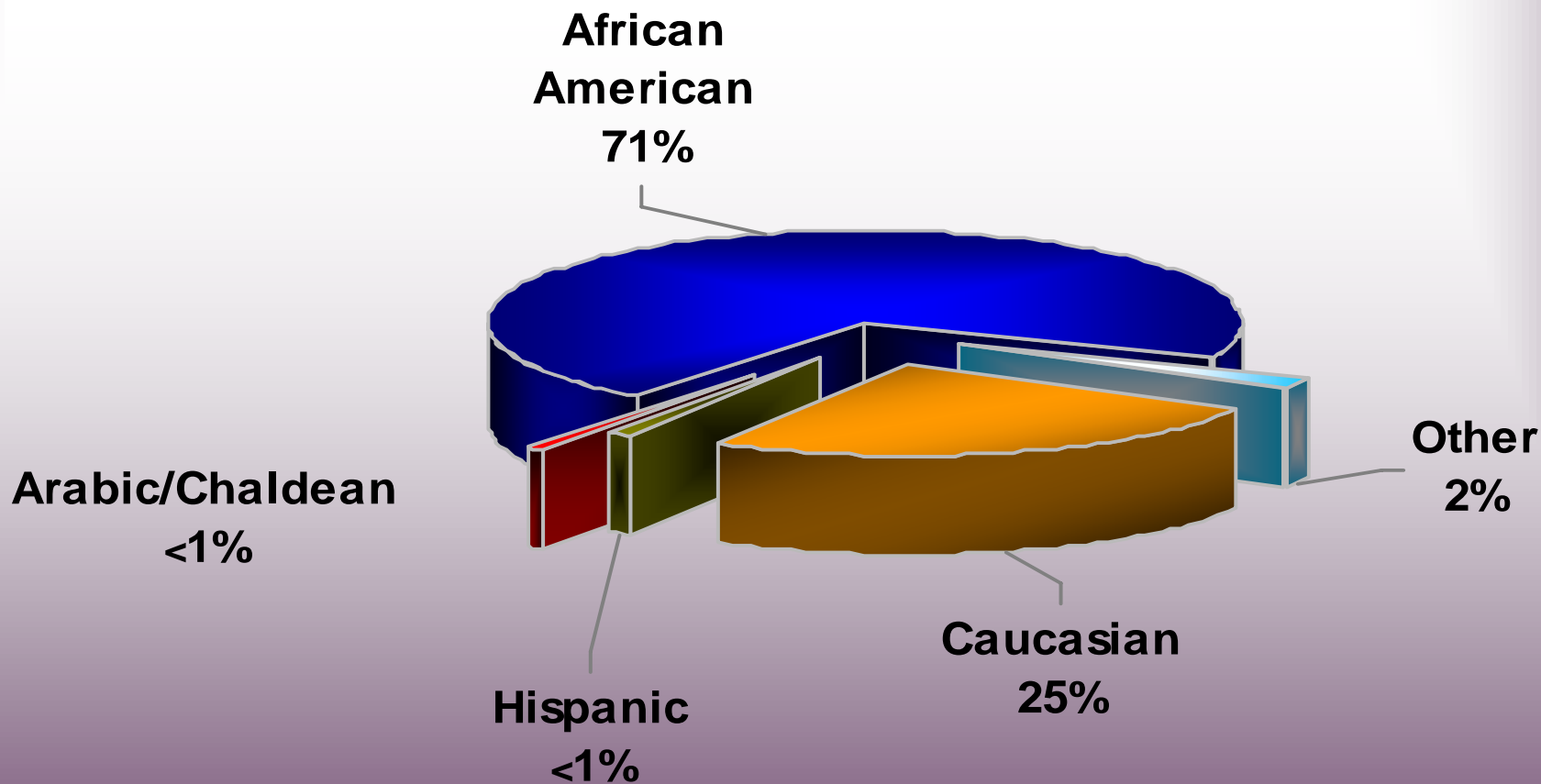


Gender of Caller

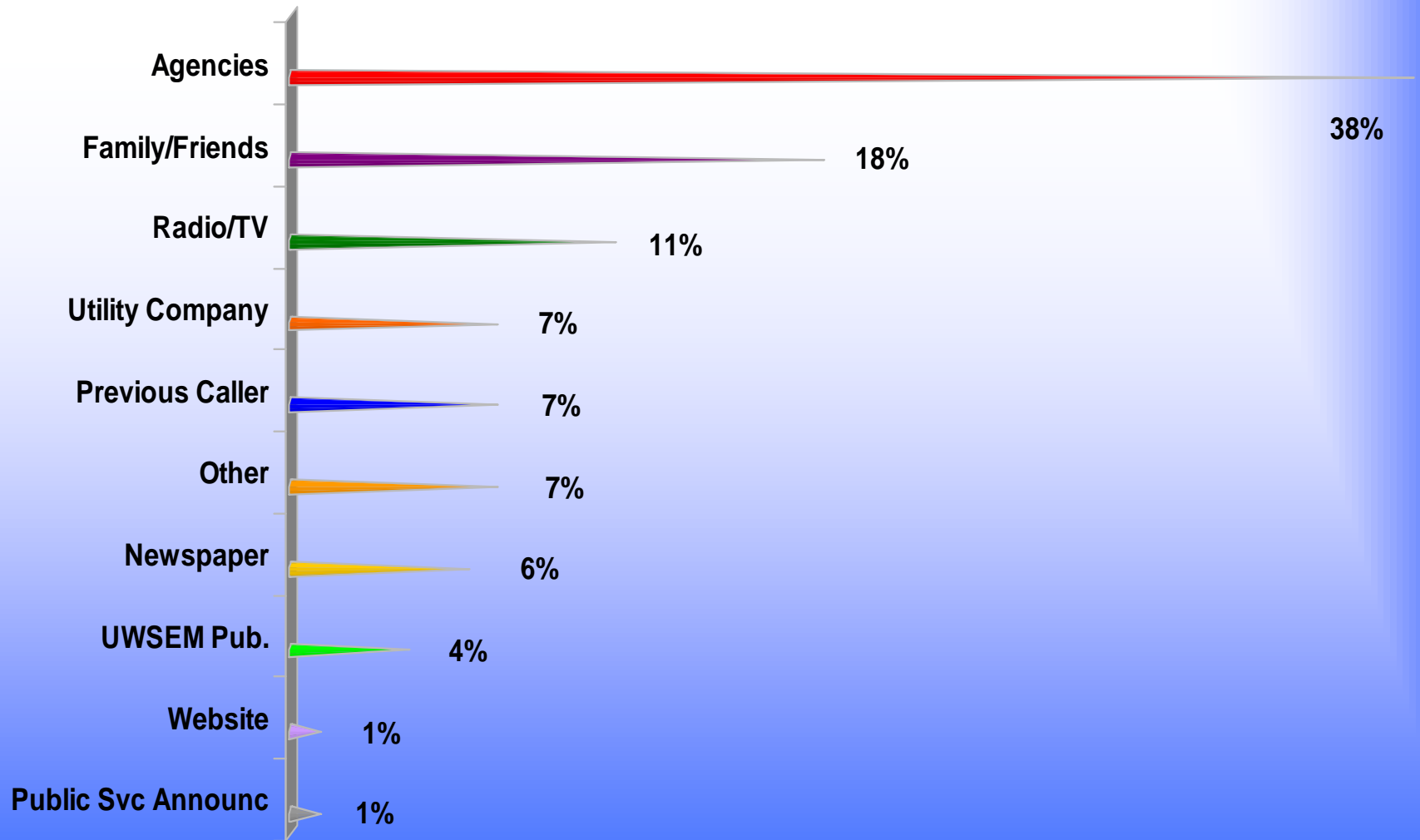
Age Range of Services Provided



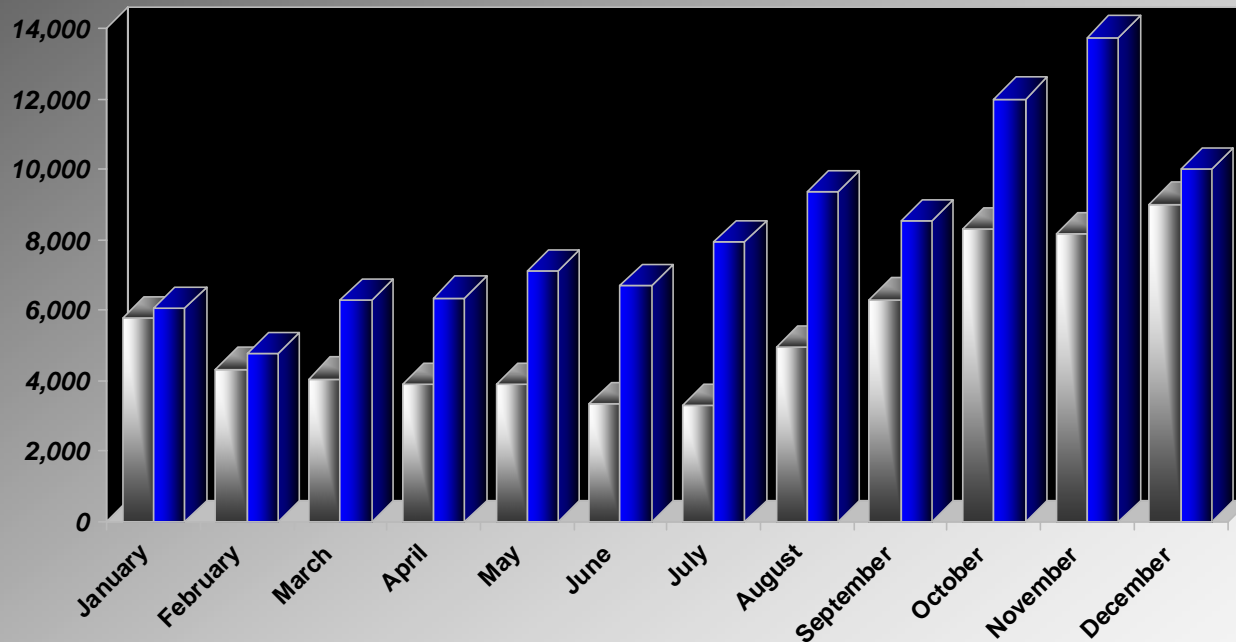
Distribution of Calls by Ethnicity



Referred by Source



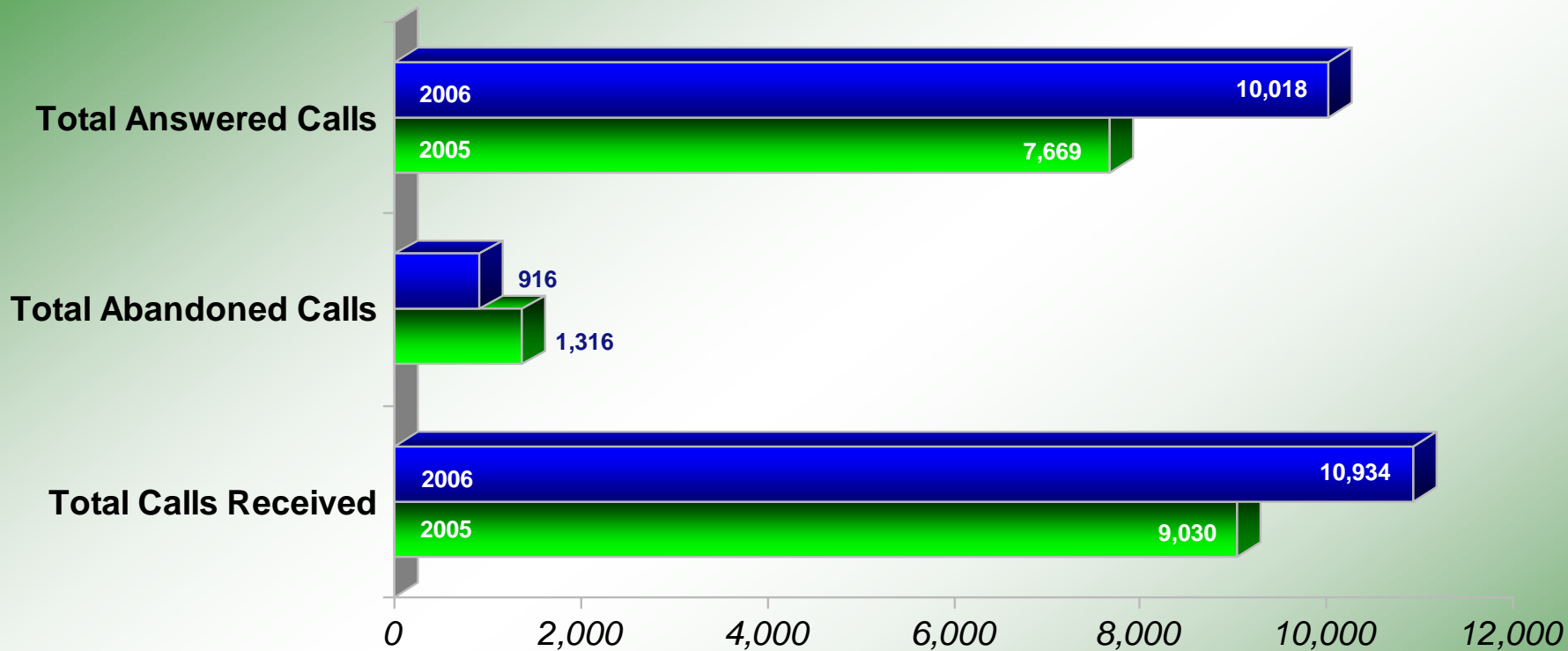
Month To Date Calls Received



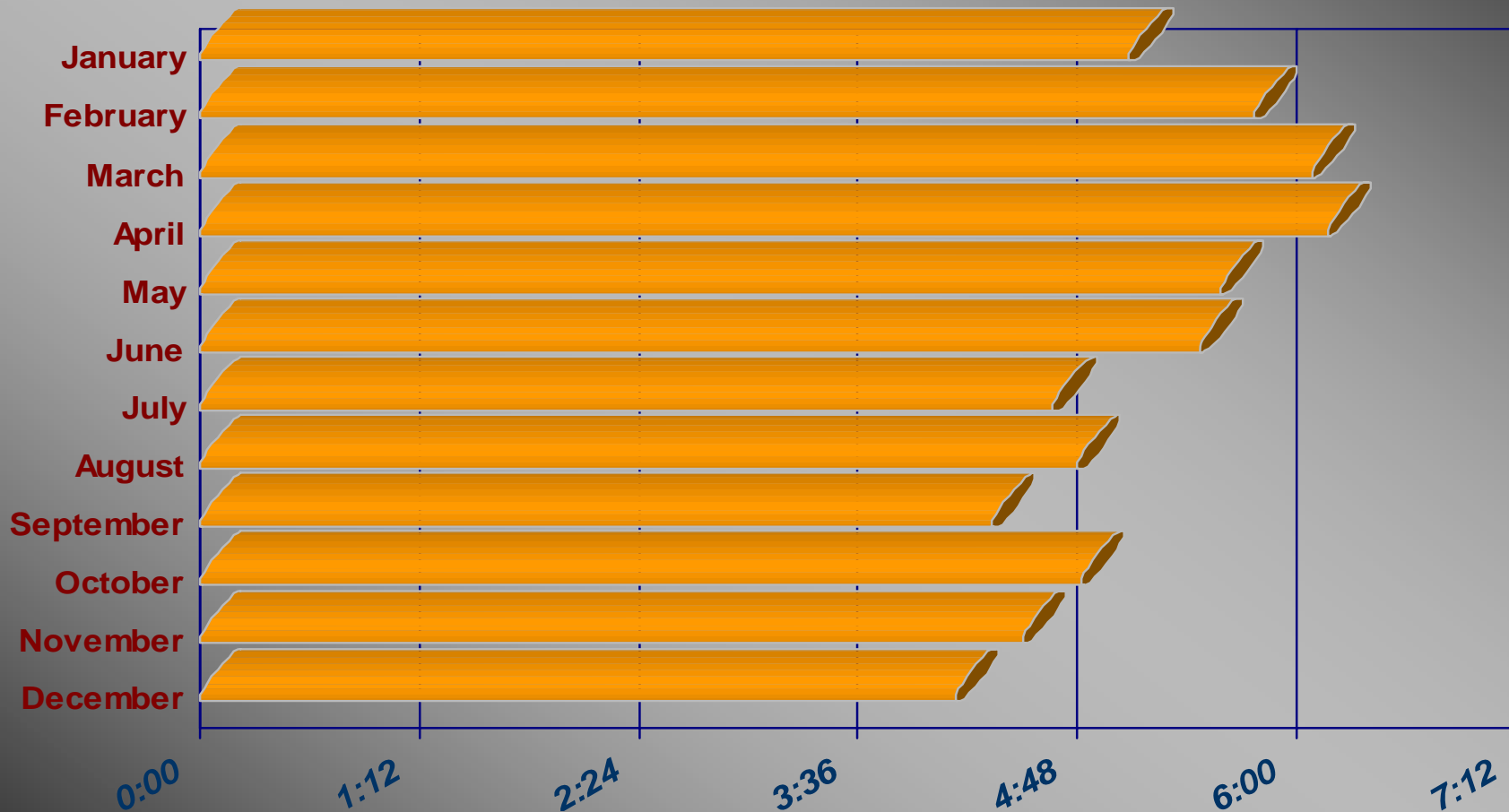
2005 YTD 60,132

2006 YTD 98,896 +64%

Call Activity

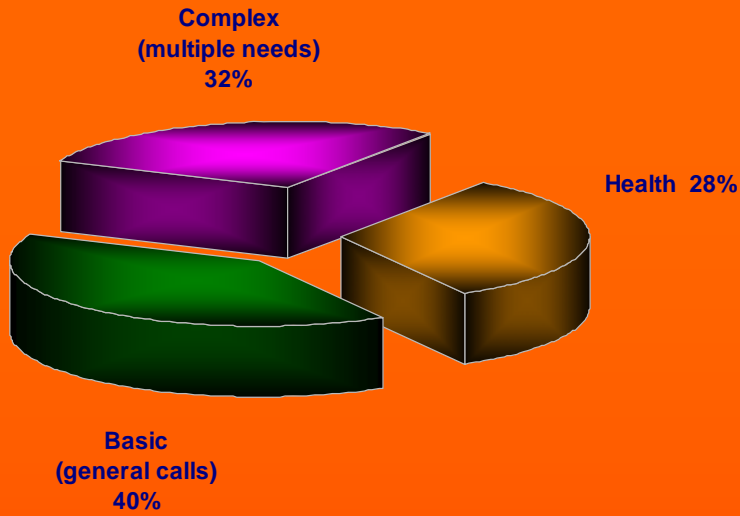


Average Length of Call

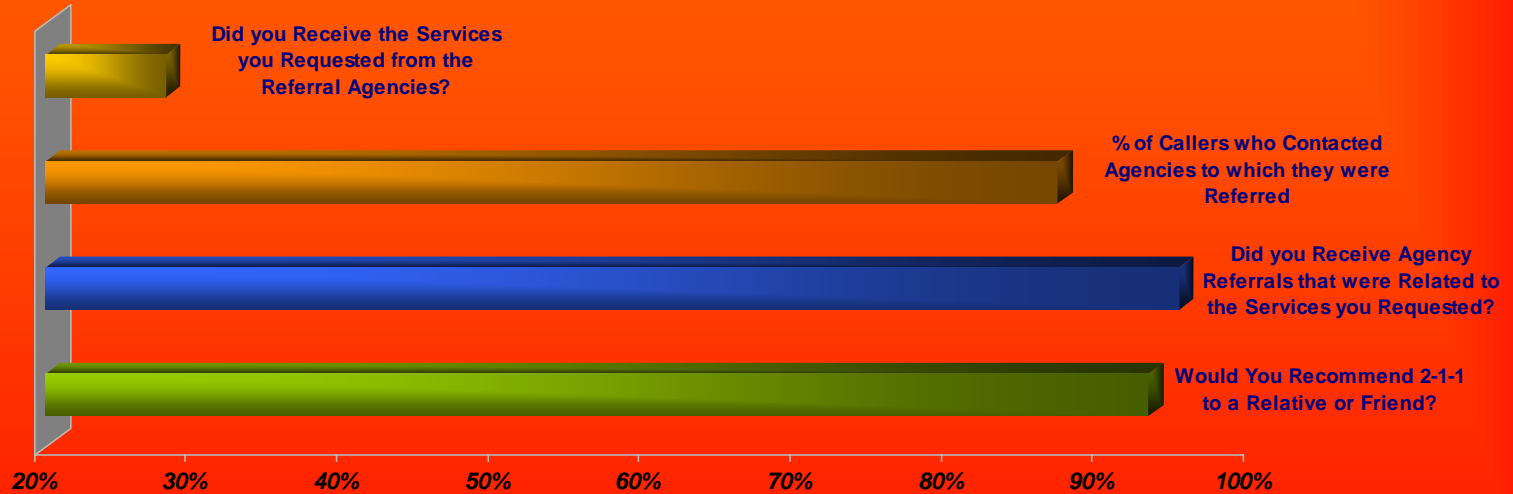


Target Goal : under 6 minutes

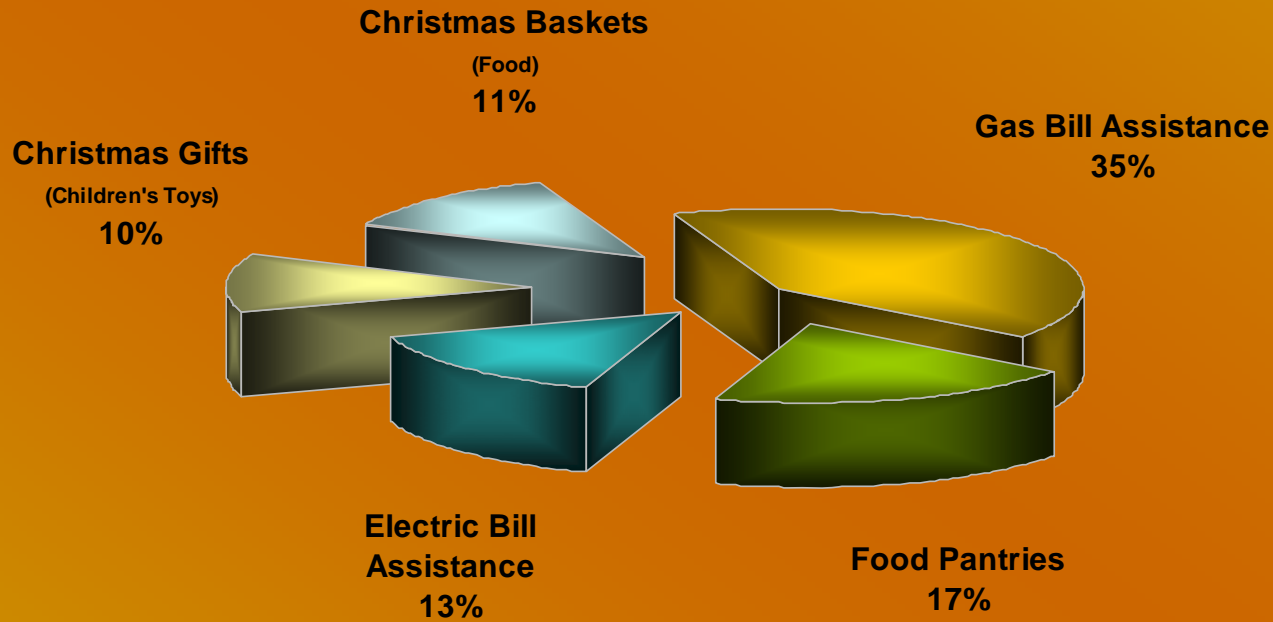
Follow-up Activity



Referral Results



Top 5 Service Request Categories



Top 20 Service Requests

Monthly Report December 2006

Wayne	Rank	#	%
Gas Bill Assistance	1	1,882	35%
Food Pantries	2	943	17%
Electric Bill Assistance	3	682	13%
Christmas Baskets	4	621	11%
Christmas Gifts	5	535	10%
General Clothing	6	401	7%
General Furniture Provisions	7	347	6%
Job Search/Placement	8	325	6%
Holiday Adoption	9	112	2%
Housing Search Assistance	10	316	6%
Rent Assistance	11	302	6%
Homeless Shelter	12	274	5%
Home Rehab/Repair	13	247	5%
Subsidized Private Rental Housing	14	184	3%
Information Only	15	180	3%
Community Clinics	16	152	3%
Appliances	17	124	2%
General Legal Aid	18	123	2%
Dental Care	19	105	2%
Housing Authorities	20	105	2%

Oakland	Rank	#	%
Rent Assistance	1	186	21%
Gas Bill Assistance	2	136	15%
Food Pantries	3	109	12%
Christmas Baskets	4	66	8%
Electric Bill Assistance	5	58	7%
Christmas Gifts	6	53	6%
Homeless Shelter	7	41	5%
Job Search/Placement	8	40	5%
Information Only	9	40	5%
General Furniture Provisions	10	34	4%
Community Clinics	11	34	4%
Holiday Adoption	12	33	4%
General Clothing	13	31	4%
General Legal Aid	14	29	3%
Subsidized Private Rental Housing	15	29	3%
Rental Deposit Assistance	16	28	3%
Housing Authorities	17	27	3%
Temp Financial Aid	18	26	3%
Mortgage Assistance	19	25	3%
Housing Search Assistance	20	20	2%

Macomb	Rank	#	%
Gas Bill Assistance	1	63	12%
Holiday Adoption	2	60	11%
Rent Assistance	3	60	11%
Food Pantries	4	60	11%
Christmas Gifts	5	48	9%
Christmas Baskets	6	36	7%
Homeless Shelter	7	33	6%
Electric Bill Assistance	8	33	6%
Job Search/Placement	9	27	5%
Subsidized Private Rental Housing	10	22	4%
General Clothing	11	20	4%
Community Clinics	12	19	4%
General Furniture Provisions	13	17	3%
Food Banks/Suppliers	14	16	3%
Volunteer Development	15	15	3%
Soup Kitchens	16	14	3%
Housing Authorities	17	13	2%
Dental Care	18	11	2%
Information Only	19	11	2%
Temp Financial Aid	20	10	2%

Top 20 Referrals Provided

Monthly Report December 2006

Wayne	Rank	#	%
Michigan Dept of Human Services	1	1,202	22%
Salvation Army	2	1,088	20%
Detroit Dept. of Human Services	3	927	17%
Mother Waddles Mission	4	639	12%
Wayne Metro Comm. Action Agency	5	493	9%
Neighborhood Service Organization	6	427	8%
St. Vincent de Paul	7	292	5%
Crossroads of MI	8	243	4%
ACCESS	9	218	4%
DTE Energy	10	216	4%
United Sisters of Charity	11	198	4%
Friendship House	12	185	3%
Capuchin Soup Kitchen	13	160	3%
Neighborhood Legal Svcs. Of Michigan	14	158	3%
Heavenly Helps	15	138	3%
Advantage Health Center	16	118	2%
Community Assistance Programs	17	116	2%
Detroit Rescue Mission	18	116	2%
Black Family Development	19	109	2%
Wayne County Veterans Affairs	20	103	2%

Oakland	Rank	#	%
Salvation Army	1	168	19%
Michigan Dept of Human Services	2	163	19%
O.L.H.S.A.	3	144	16%
Lighthouse Emergency Services	4	125	14%
St. Vincent de Paul	5	120	14%
Mother Waddles Mission	6	44	5%
Jewish Family Services	7	30	3%
Southfield Human Services	8	29	3%
Southfield Housing Commission	9	26	3%
Volunteers of America	10	24	3%
Furniture Bank of Oakland County	11	22	3%
Common Ground Sanctuary	12	19	2%
Baldwin Methodist Church	13	18	2%
Troy People Concerned	14	18	2%
Area Agency on Aging	15	17	2%
JVS	16	16	2%
Grace Centers of Hope	17	14	2%
Thea Bowman Wellness Institute	18	14	2%
South Oakland Shelter	19	14	2%
MI Assoc Physician from India	20	12	1%

Macomb	Rank	#	%
Salvation Army	1	149	28%
Michigan Dept of Human Services	2	103	20%
St. Vincent de Paul	3	89	17%
Solid Ground	4	45	
Macomb County Comm. Svcs. Agency	5	41	8%
Mother Waddles Mission	6	40	8%
Macomb County Central Action Center	7	26	5%
Samaritan House	8	21	4%
United Way for Southeastern MI	9	19	4%
DTE Energy	10	16	3%
MI Dept Community Health	11	15	3%
Macomb County Rotating Emergency Shelter Team	12	15	3%
Legal Aid & Defender	13	12	2%
South Eastern MI Indians	14	12	2%
Detroit Rescue Mission	15	11	2%
University of Detroit Mercy	16	9	2%
Macomb Saint Clair Workforce Development	17	9	2%
Gleaners Food Bank	18	8	2%
St John Health System	19	8	2%
US Marine Corps (Toys for Tots)	20	8	2%

The United Way 2-1-1 Partnership Includes:

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

Additional information, contact Bill.Sullivan@uwsem.org or 313-226-9453

