

UNITED WAY 2-1-1

Get Connected. Get Answers.

CALL CENTER STATISTICS

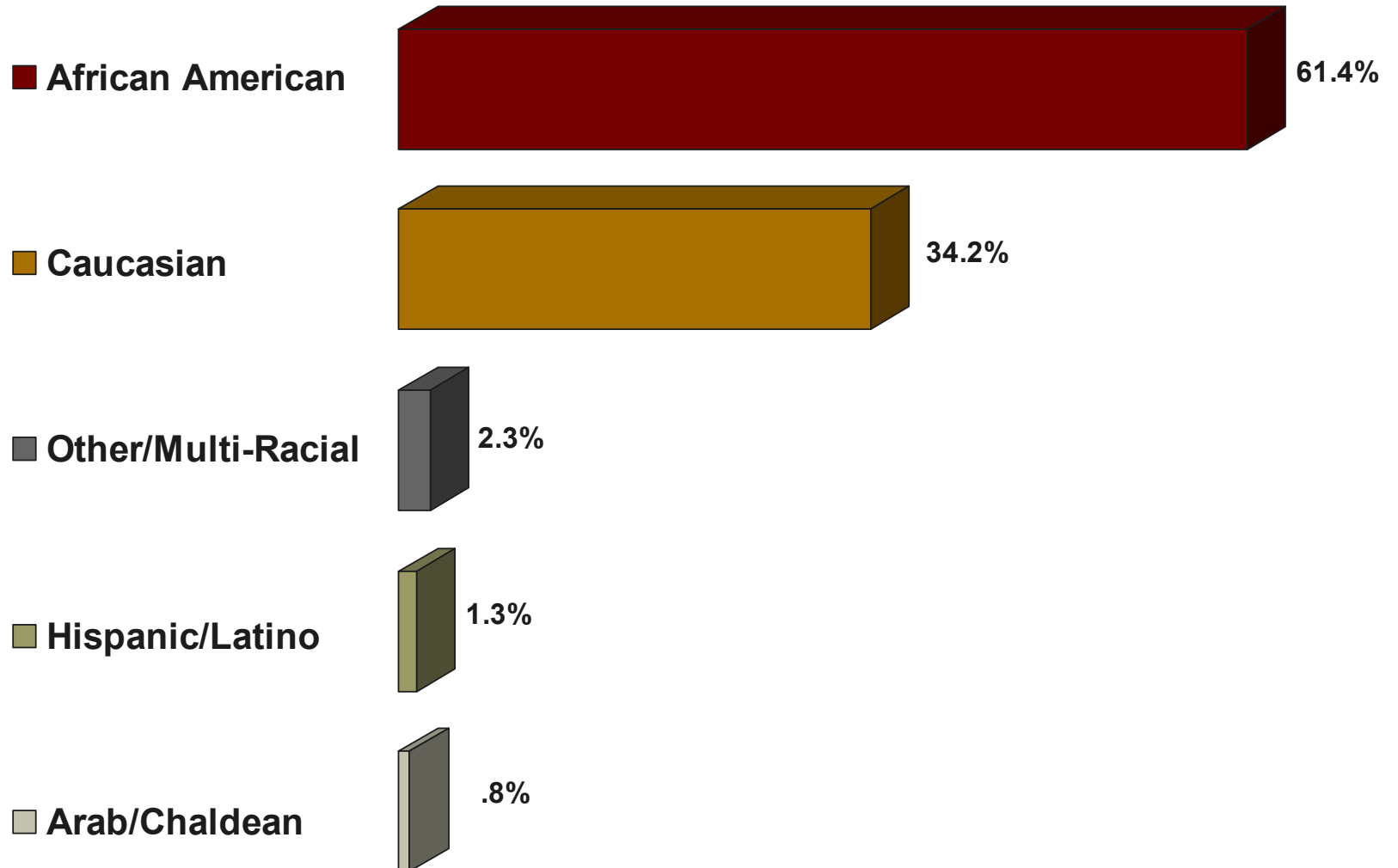
December 2007

December 2007

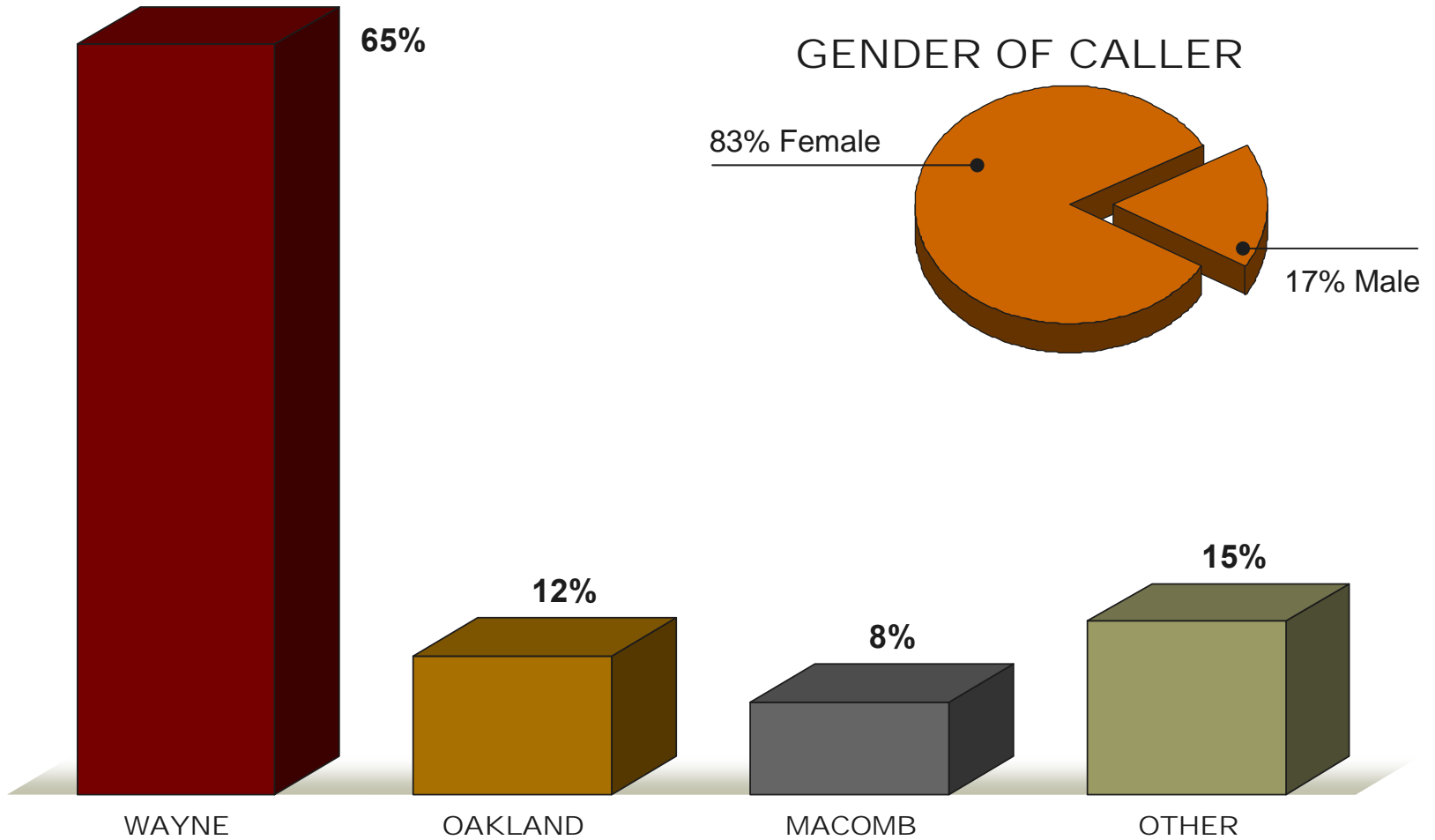


- Total calls received for 2007 was 163,659 – 65% more than 2006.
- 16,372 calls were received in December 2007, 63% more than December 2006.
- Health related service requests rose to the top 5 for the month, replacing Employment related requests of previous months.
- December showed a slight increase in the income level of callers in the \$15,000 to \$19,999 range compared to previous months.
- Contacts made to 2-1-1 through newspaper referrals increased in December from prior months.
- While following up with callers on the services they received from 2-1-1, it was learned that 32% more people successfully received the services from the agencies they were referred to compared to previous months.
- Food Pantries was the number one service request in Wayne and Macomb counties. Rent Payment Assistance was the number one service request in Oakland county. Callers looking for resources for Holiday Food accounted for the increase in food related requests in Wayne and Macomb. Rent payment assistance has remained consistent as a major need in Oakland County during the final quarter of 2007.
- The primary age range for services requested in December remained within the 30-39 year old category. Requests from parents seeking assistance for Holiday Gifts/Toys continued to be a high request service category, as expected through the end of 2007.
- 2-1-1 is actively involved with 18 different community initiatives created by 2-1-1 in response to community needs. These initiatives are both regional and statewide.

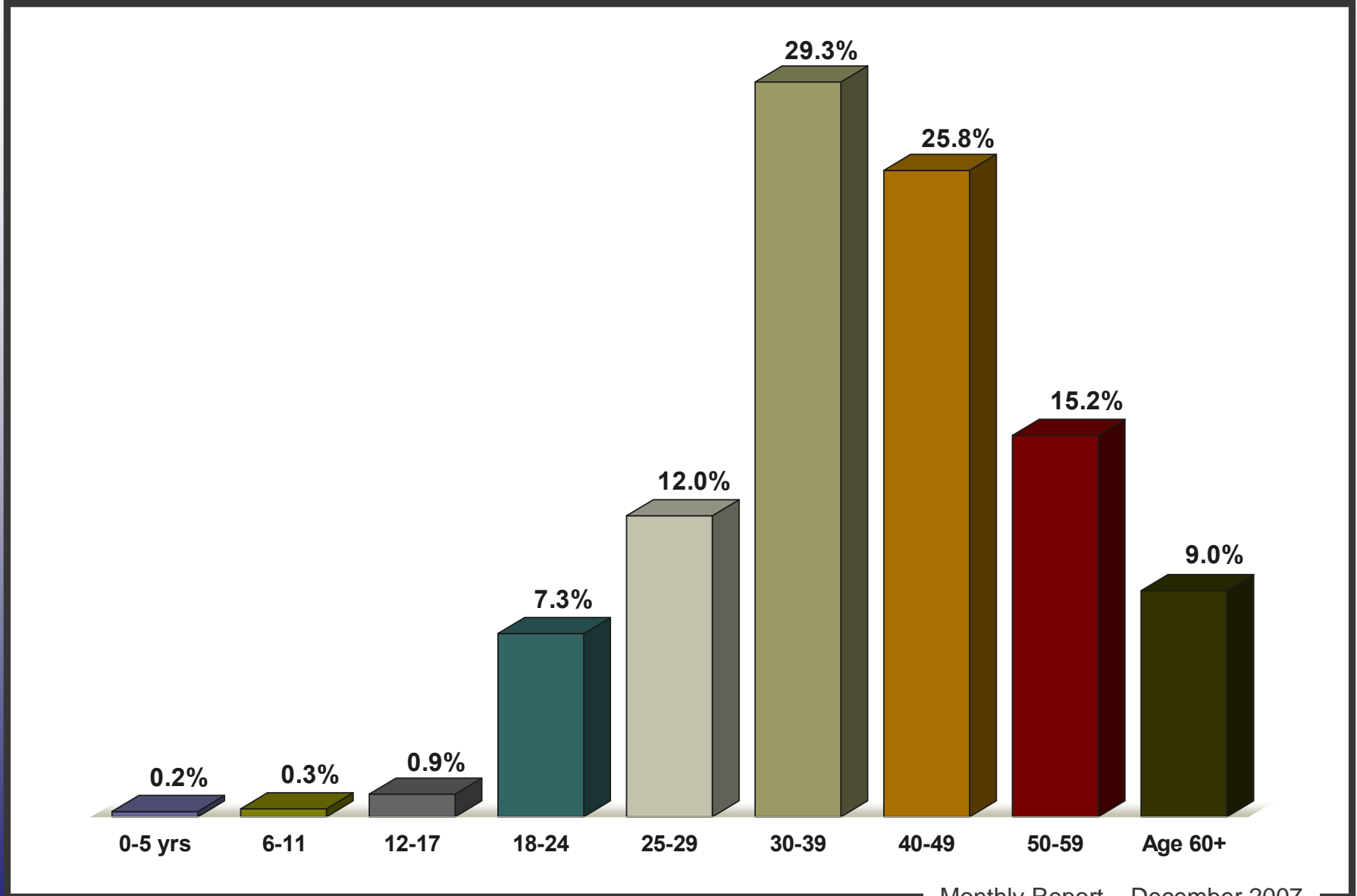
CALLS BY ETHNICITY



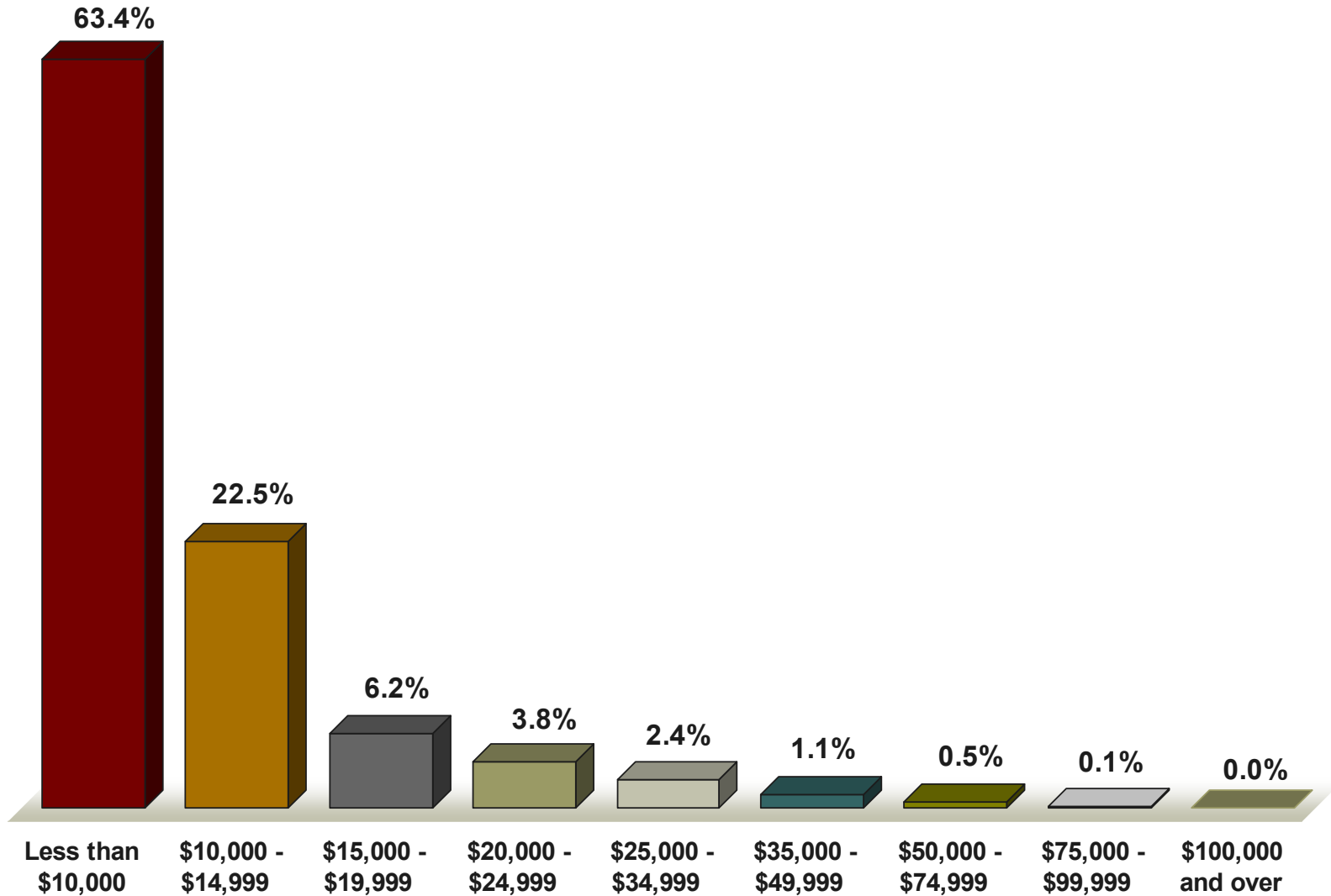
CALL VOLUME BY COUNTY



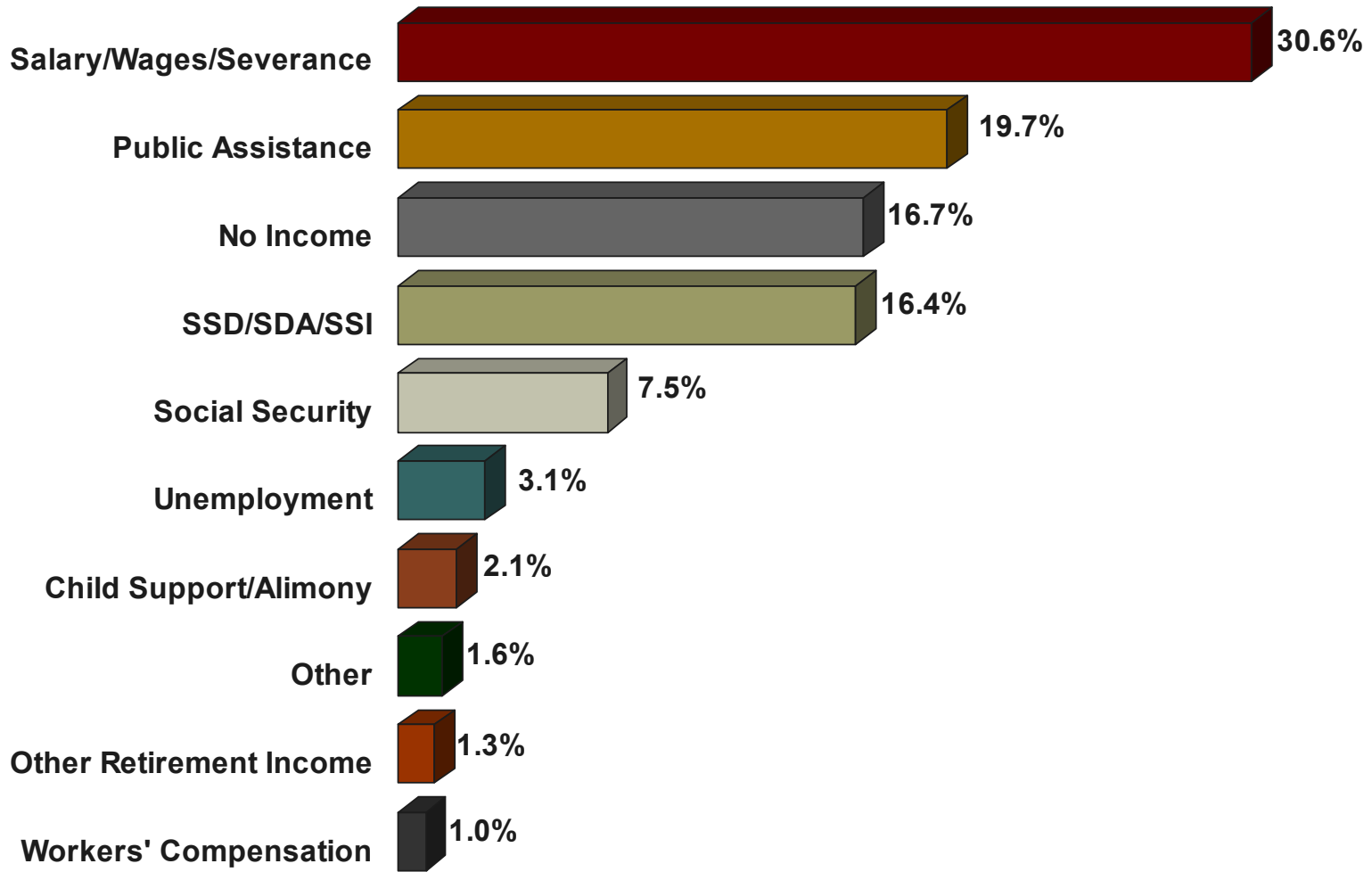
AGE RANGE OF SERVICE REQUESTS



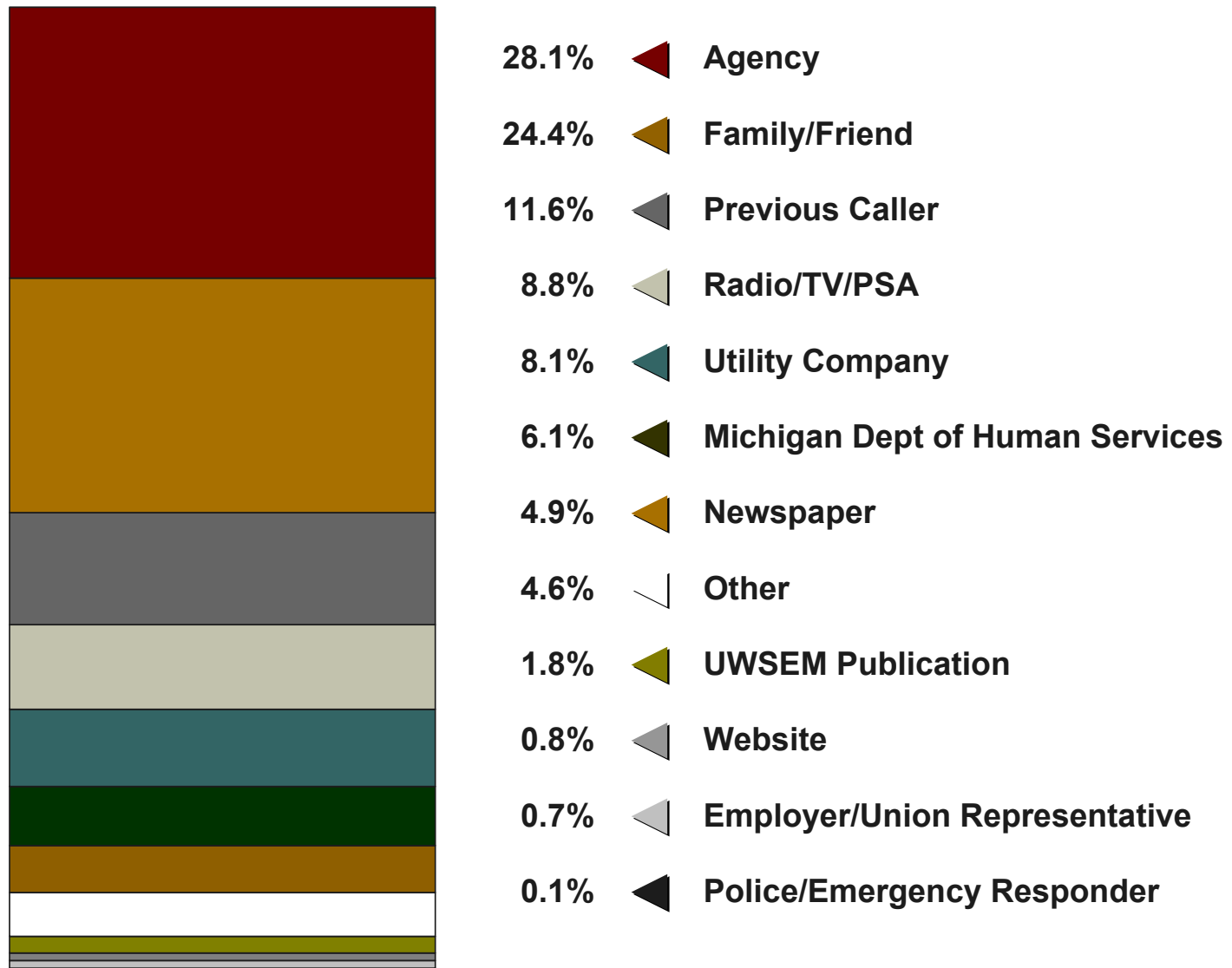
INCOME LEVEL



PRIMARY SOURCE OF INCOME

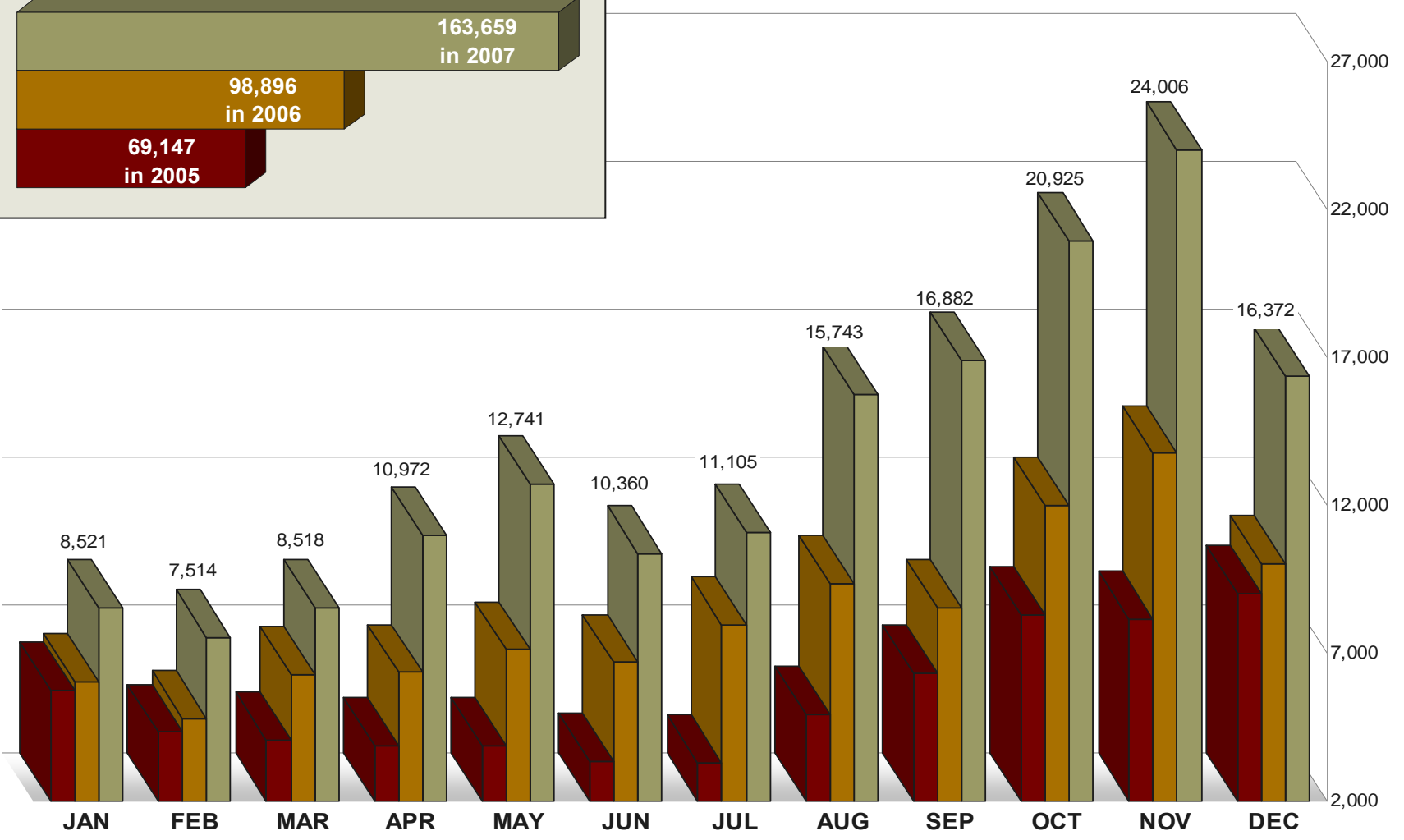
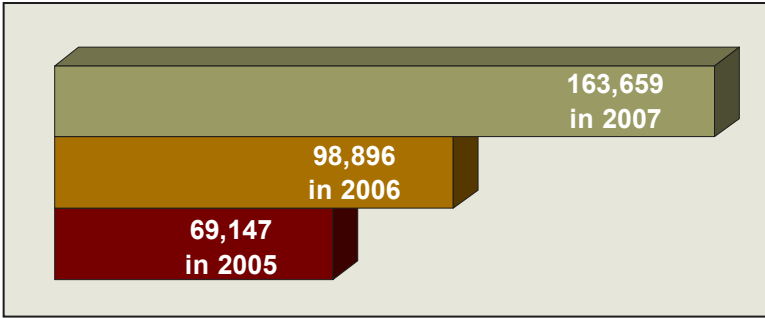


REFERRED BY SOURCE

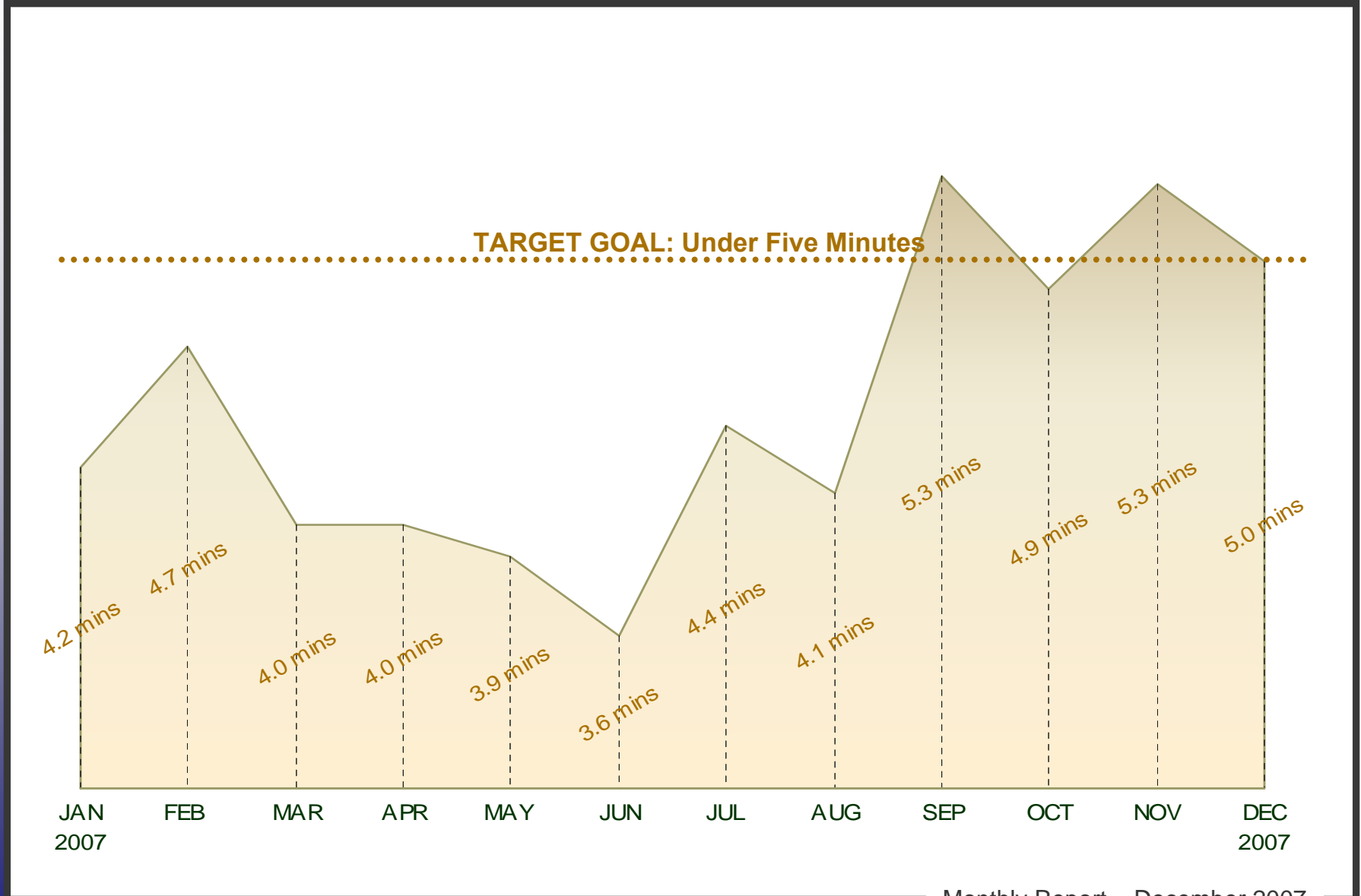


CALLS RECEIVED

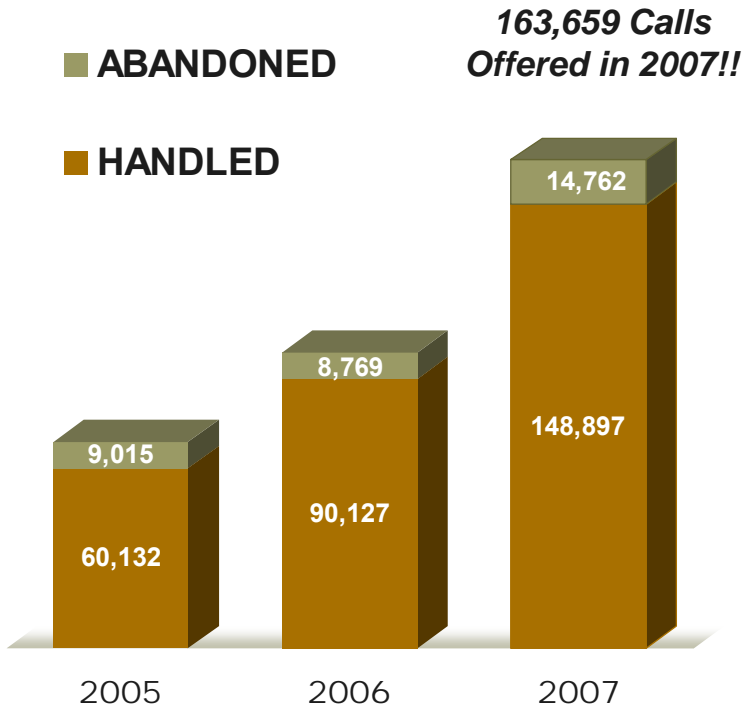
2005 2006 2007



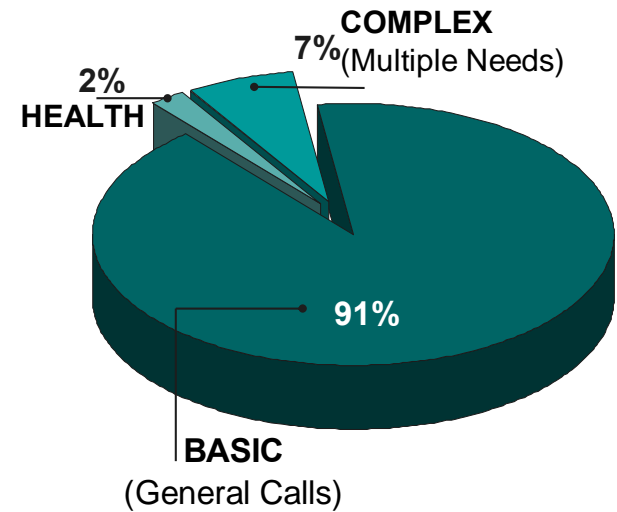
AVERAGE LENGTH OF CALL



CALL ACTIVITY



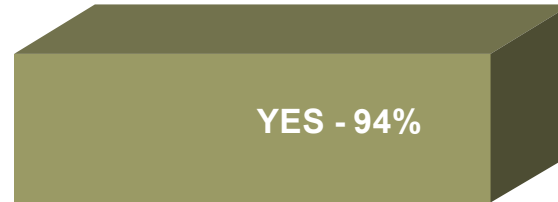
FOLLOW-UP ACTIVITY



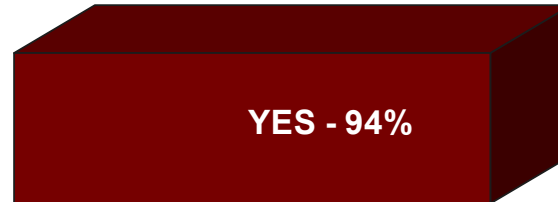
Percent of total calls taken: 1%

FOLLOW-UP RESULTS

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



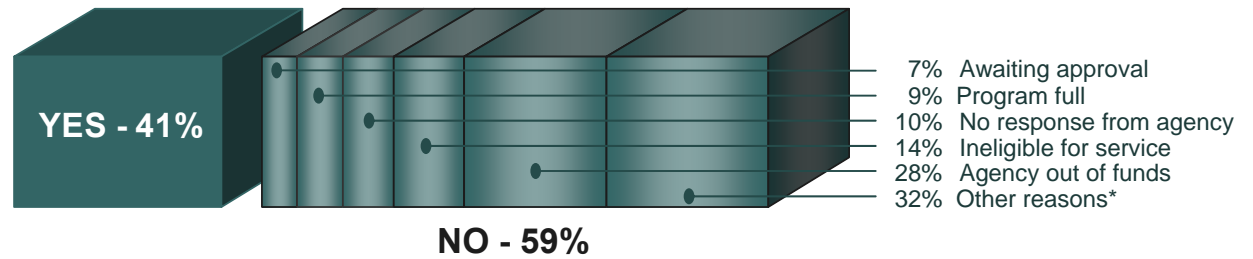
■ Did you receive agency referrals related to the services you requested?



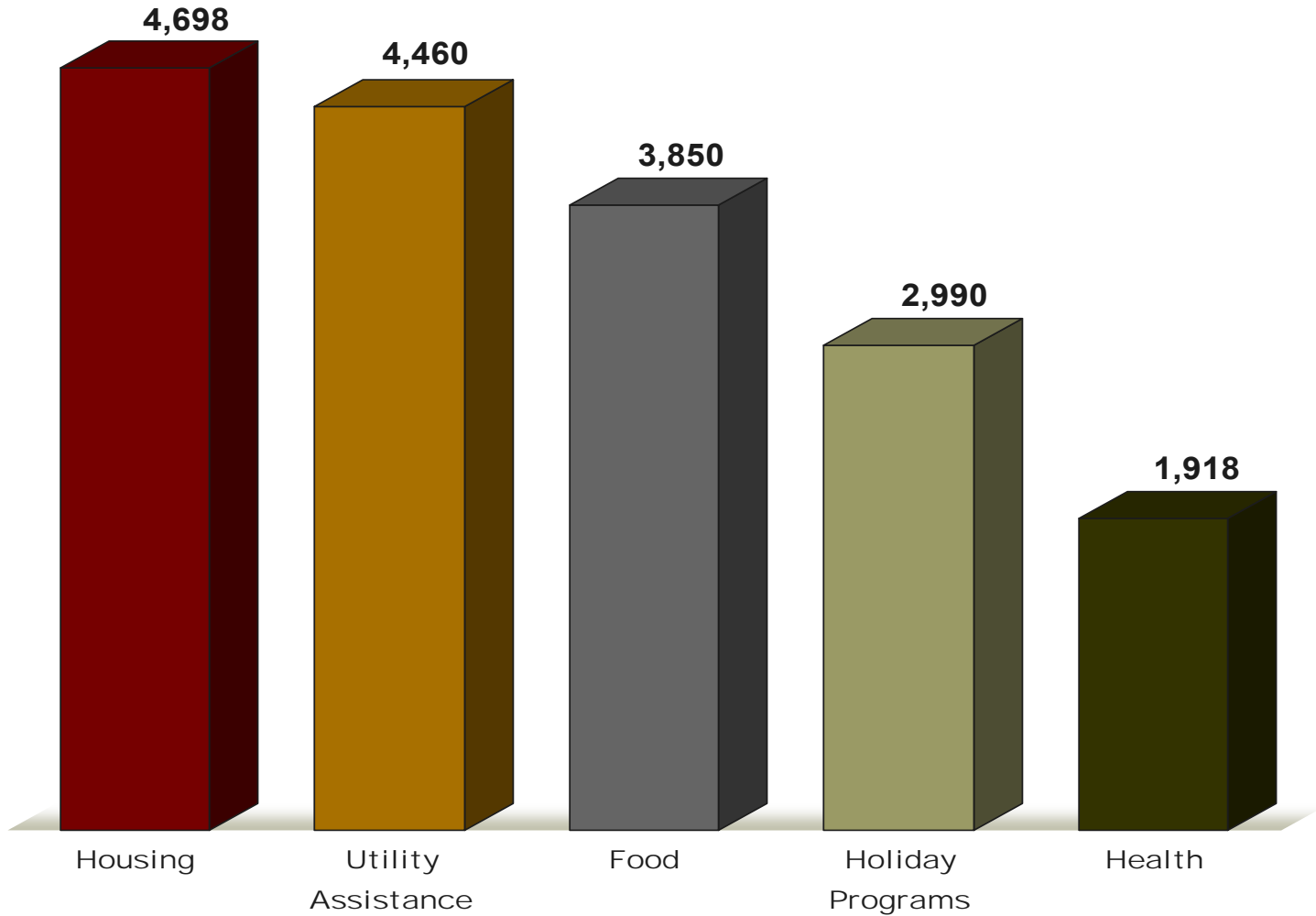
■ Did you contact the agencies to which you were referred?



■ 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 | Food Pantries | 2,221 | 11% | Rent Payment Assistance | 465 | 13% | Food Pantries | 269 | 12% | | |
| 2 | Holiday Gifts/Toys | 1,808 | 9% | Food Pantries | 388 | 11% | Rent Payment Assistance | 246 | 11% | | |
| 3 | Gas Bill Payment Assistance | 1,793 | 9% | Gas Bill Payment Assistance | 235 | 7% | Holiday Adoption Programs | 236 | 10% | | |
| 4 | Electric Bill Payment Assistance | 1,631 | 8% | Electric Bill Payment Assistance | 210 | 6% | Holiday Gifts/Toys | 216 | 10% | | |
| 5 | Job Search/Placement | 884 | 4% | Holiday Gifts/Toys | 156 | 4% | Gas Bill Payment Assistance | 130 | 6% | | |
| 6 | General Clothing | 798 | 4% | Holiday Adoption Programs | 119 | 3% | Electric Bill Payment Assistance | 114 | 5% | | |
| 7 | Rent Payment Assistance | 749 | 4% | Homeless Shelter | 108 | 3% | Homeless Shelter | 87 | 4% | | |
| 8 | Information Only | 625 | 3% | Information Only | 104 | 3% | Job Search/Placement | 66 | 3% | | |
| 9 | Homeless Shelter | 577 | 3% | General Clothing | 87 | 2% | Information Only | 56 | 2% | | |
| 10 | Housing Search Assistance | 479 | 2% | Job Search/Placement | 80 | 2% | Christmas Baskets | 40 | 2% | | |
| 11 | Holiday Adoption Programs | 451 | 2% | Temporary Financial Assistance | 61 | 2% | General Clothing | 39 | 2% | | |
| 12 | General Furniture Provision | 441 | 2% | Community Clinics | 60 | 2% | Temporary Financial Assistance | 33 | 1% | | |
| 13 | Christmas Baskets | 381 | 2% | General Legal Aid | 60 | 2% | Mortgage Payment Assistance | 32 | 1% | | |
| 14 | Community Clinics | 339 | 2% | Mortgage Payment Assistance | 53 | 1% | Community Clinics | 30 | 1% | | |
| 15 | General Legal Aid | 302 | 2% | Housing Authorities | 50 | 1% | Subsidized Private Rental Housing | 28 | 1% | | |
| 16 | Subsidized Private Rental Housing | 285 | 1% | Rental Deposit Assistance | 45 | 1% | Dental Care | 27 | 1% | | |
| 17 | Water Bill Payment Assistance | 238 | 1% | General Furniture Provision | 43 | 1% | Mortgage Foreclosure Assistance | 27 | 1% | | |
| 18 | Comprehensive Job Assistance Ctrs | 188 | 1% | Subsidized Private Rental Housing | 39 | 1% | Emergency Food Clearinghouses | 22 | 1% | | |
| 19 | Emergency Shelter Clearinghouses | 169 | 1% | Mortgage Foreclosure Assistance | 39 | 1% | Automotive Repair | 21 | 1% | | |
| 20 | Mortgage Payment Assistance | 164 | 1% | Prescription Expense Assistance | 35 | 1% | Emergency Shelter Clearinghouses | 21 | 1% | | |

TOP 20 REFERRALS PROVIDED



| WAYNE COUNTY | | | | OAKLAND COUNTY | | | | MACOMB COUNTY | | | |
|--------------|--------------------------------------|--------|-----|--|--------|-----|--|---------------|-----|--|--|
| Rank | | Number | Pct | | Number | Pct | | Number | Pct | | |
| 1 | Michigan Dept of Human Services | 2,108 | 10% | Michigan Dept of Human Services | 435 | 11% | Salvation Army | 383 | 16% | | |
| 2 | Salvation Army | 1,928 | 9% | Oakland Livingston Human Svce Agcy | 405 | 10% | Michigan Dept of Human Services | 297 | 12% | | |
| 3 | Detroit Dept of Human Services | 1,200 | 5% | St. Vincent de Paul | 319 | 8% | St. Vincent de Paul | 260 | 11% | | |
| 4 | Wayne Metro Comm Action Agency | 962 | 4% | Salvation Army | 313 | 8% | Macomb County Comm Svcs Agcy | 192 | 8% | | |
| 5 | St. Vincent de Paul | 685 | 3% | Lighthouse Emergency Services | 245 | 6% | Solid Ground | 174 | 7% | | |
| 6 | US Marine Corps Reserve | 660 | 3% | Volunteers of America Michigan | 100 | 3% | US Marine Corps Reserve | 104 | 4% | | |
| 7 | Crossroads of Michigan | 537 | 2% | Saint John's Episcopal Church | 89 | 2% | Samaritan House | 47 | 2% | | |
| 8 | United Community Housing Coalition | 500 | 2% | US Marine Corps Reserve | 78 | 2% | Volunteers of America Michigan | 45 | 2% | | |
| 9 | Old Newsboys' Goodfellow Fund | 418 | 2% | Baldwin Ave United Methodist Church | 68 | 2% | Safe Center | 43 | 2% | | |
| 10 | Neighborhood Service Organization | 402 | 2% | Oakland County Emplmnt & Training Div | 63 | 2% | Macomb Cty Rotating Emerg Shelter | 39 | 2% | | |
| 11 | Detroit Workforce Development Dept | 361 | 2% | Furniture Bank of Oakland County | 58 | 1% | Michigan State Housing Dev Authority | 37 | 2% | | |
| 12 | Capuchin Soup Kitchen | 348 | 2% | Michigan State Housing Dev Authority | 51 | 1% | Macomb/St. Clair Workforce Dev Bd | 33 | 1% | | |
| 13 | Cass Community Social Services | 341 | 2% | God's Helping Hands | 48 | 1% | Crossroads of Michigan | 29 | 1% | | |
| 14 | Neighborhood Legal Services | 304 | 1% | Common Ground Sanctuary | 45 | 1% | God's Helping Hands | 29 | 1% | | |
| 15 | Arab Comm Ctr for Econ/Social Svcs | 284 | 1% | South Oakland Shelter | 43 | 1% | Goodwill Industries of Greater Detroit | 27 | 1% | | |
| 16 | Michigan State Housing Dev Authority | 276 | 1% | Saint Paul Lutheran Church | 41 | 1% | South Eastern Michigan Indians | 22 | 1% | | |
| 17 | United Sisters of Charity | 255 | 1% | Gary Burnstein Community Health Clinic | 39 | 1% | Detroit Community Health Connection | 21 | 1% | | |
| 18 | Detroit Rescue Mission Ministries | 254 | 1% | Catholic Social Svcs of Oakland County | 33 | 1% | Detroit Rescue Mission Ministries | 18 | 1% | | |
| 19 | Eastside Emergency Center | 211 | 1% | Southfield Human Services Dept | 29 | 1% | Capuchin Soup Kitchen | 16 | 1% | | |
| 20 | Legal Aid and Defender Association | 201 | 1% | Area Agency on Aging 1-B | 28 | 1% | Legal Aid and Defender Association | 16 | 1% | | |

UNITED WAY 2-1-1 PARTNERSHIP



- United Way for Southeastern Michigan
- The Information Center, Inc.
- United Way 2-1-1 for 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)