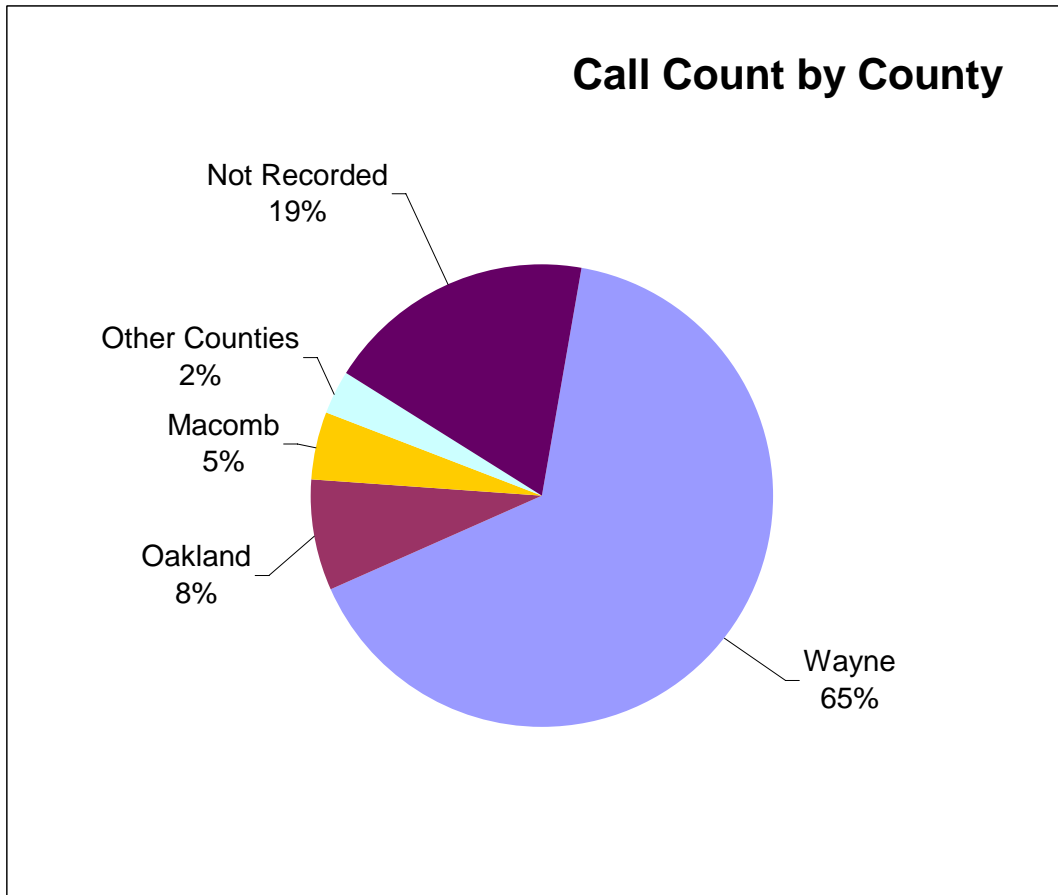
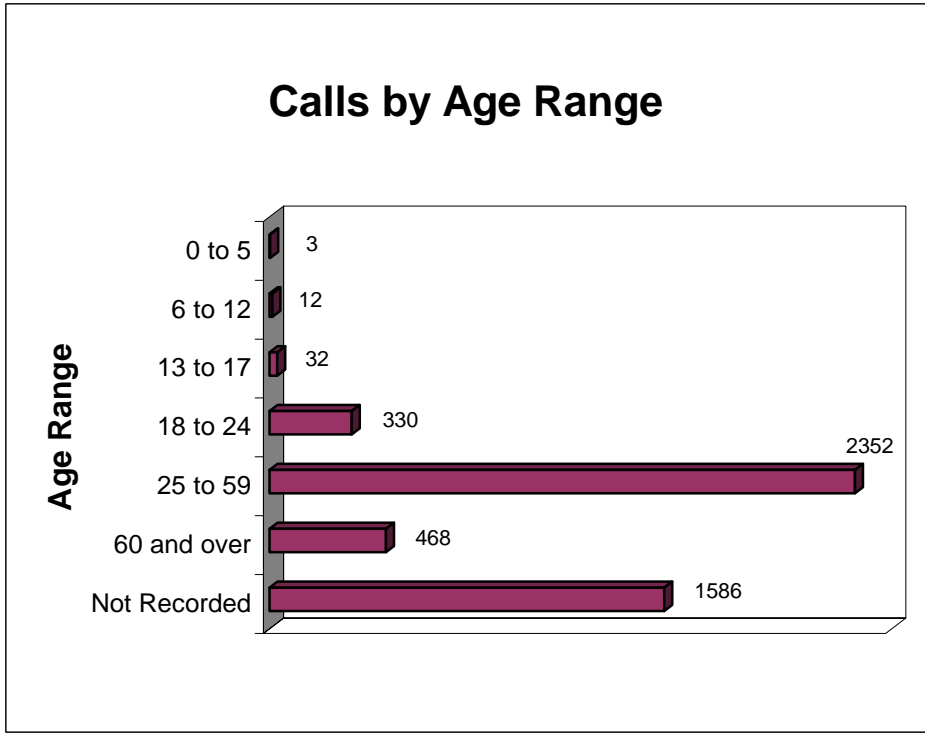
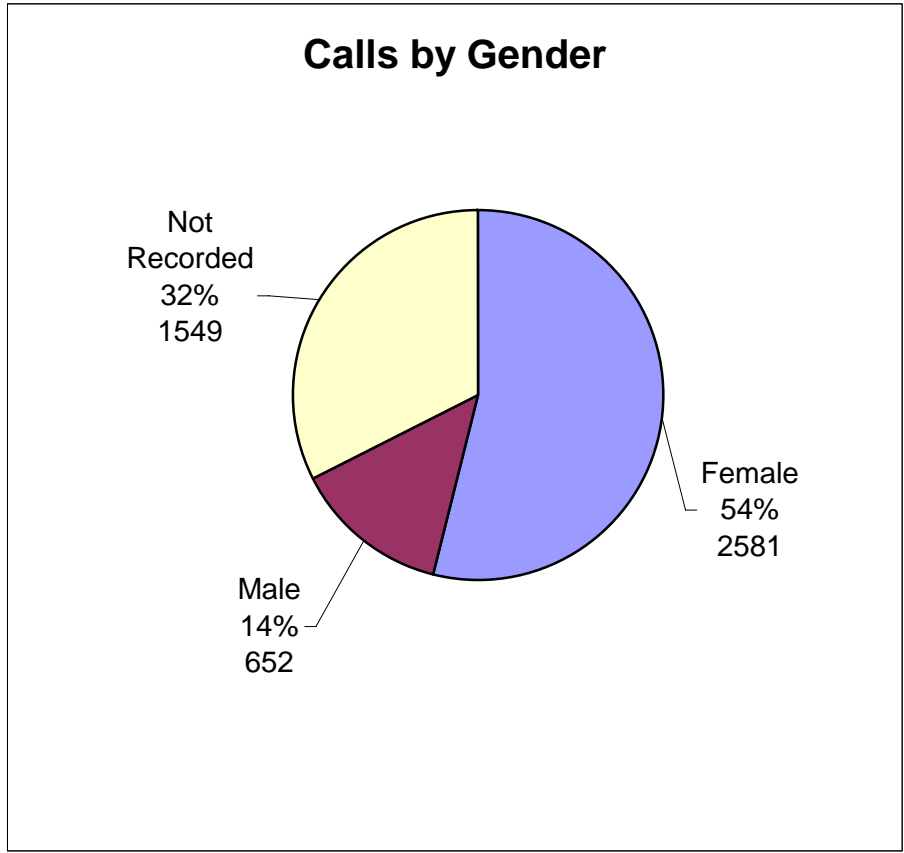


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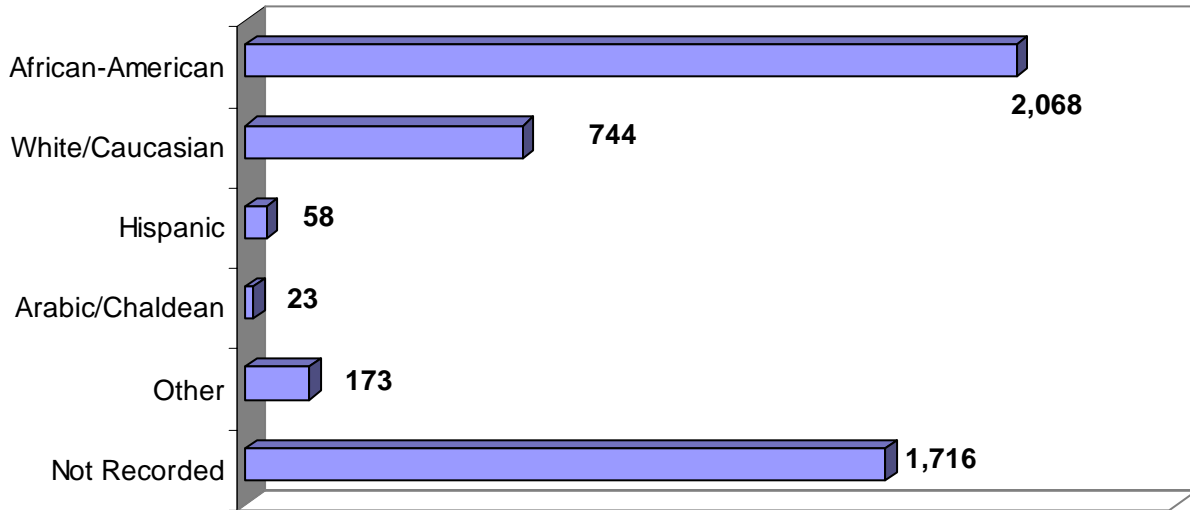
County	February 2006	Percent of Total	County Population	Percent of County Population
Wayne	2878	65%	2,016,202	.002
Oakland	339	8%	1,213,339	.001
Macomb	209	5%	822,660	.001
Other Counties	125	3%		
Not Reported	832	19%		
Total Answered	4383	92%		
Abandoned/Lost Calls	399	8%		
Total Calls	4782	100%		
YTD	Total Answered	Abandoned/Lost	Total Calls	
	10,048	93%	790	7%
			10,838	100%

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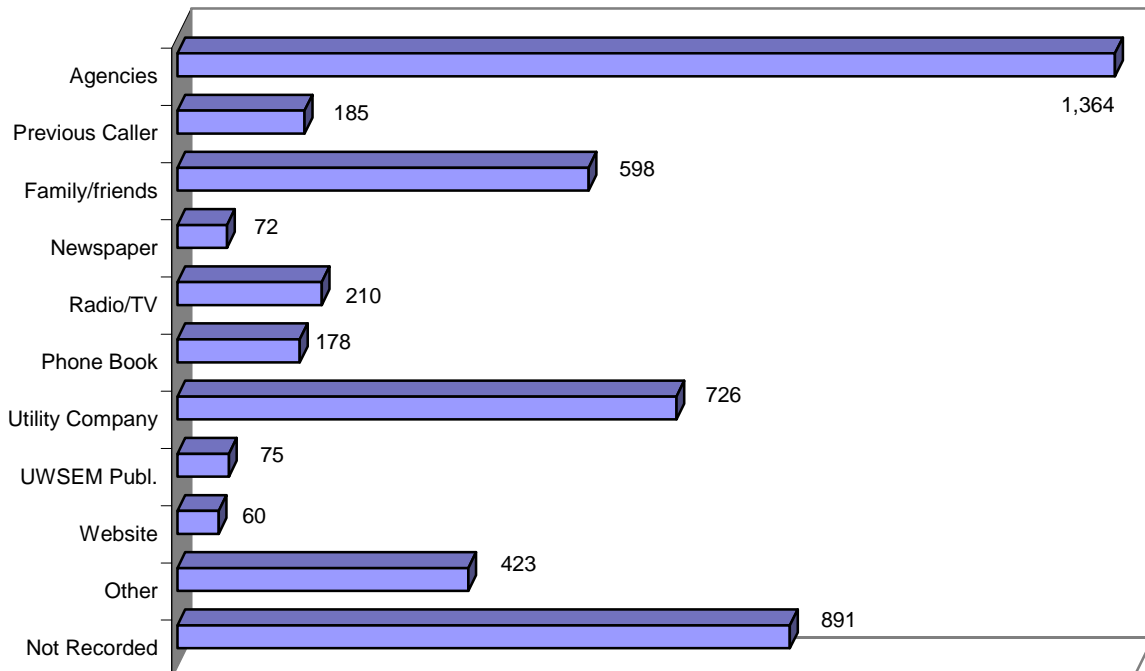


Monthly Report – February 2006

Calls by Ethnicity



Referred By Source



Monthly Report – February 2006

Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	1,594	32
Job Search	2	1,427	29
Food Pantries	3	288	6
Rent Assistance	4	283	6
Weatherization	5	215	4
Tax Preparation	6	198	4
Unemployment Insurance	7	166	3
Furniture/Appliances	8	142	3
Housing Assistance	9	120	2
Clothing	10	100	2
Temp. Financial Asst.	11	88	2
Home Repair/Rehab	12	85	2
Legal Aid	13	84	2
Dental Care	14	78	2
Mortgage Assistance	15	68	1
Med. Clinics	16	66	1
Child Care Resources	17	44	1
Prescription Assistance	18	43	1
Adult/Child Mentoring	19	29	1
Medical Transportation	20	25	1

Oakland	Rank	#	%
Utility Assistance	1	92	15
Rent Assistance	2	78	13
Job Search	3	39	7
Food Pantries	4	29	5
Housing	5	26	5
Mortgage Assistance	6	21	4
Med. Clinics	7	20	4
Weatherization	8	19	3
Counseling	9	19	3
Furniture/Appliances	10	17	3
Home Repair/Rehab	11	16	3
Temp. Financial Asst.	12	16	3
Prescription Assist.	13	15	3
Dental Care	14	14	2
Legal Aid	15	13	2
Transportation	16	10	2
Child Care Resources	17	8	1
Tax Preparation	18	7	1
Adult/Child Mentoring	19	5	1
Medicaid	20	4	<1

Macomb	Rank	#	%
Utility Assistance	1	55	18
Rent Assistance	2	32	11
Job Search	3	27	9
Food Pantries	4	21	7
Mortgage Assistance	5	16	5
Temp. Financial Asst.	6	12	4
Housing	7	12	4
Legal Aid	8	9	3
Dental Care	9	8	3
Furniture/Appliances	10	8	3
Med. Clinics	11	7	3
Weatherization	12	6	2
Clothing	13	6	2
Credit Counseling	14	6	2
Donations	15	5	2
Home Repair/Rehab	16	5	2
In-Home Care	17	4	1
Prescription Assistance	18	4	1
Medical Transportation	19	4	1
Camp Referrals	20	3	1

Monthly Report – February 2006 Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	1,230	26
T.H.A.W. Sites	2	1,094	22
ACCESS	3	419	8
Mother Waddles Perpetual Mission	4	412	8
Salvation Army	5	361	7
Downriver Community Conference	6	342	7
Detroit Dept. of Human Services	7	269	5
Child Care Coord. Council of Det/Wayne	8	250	5
Employment and Training Designs	9	234	5
Wayne Metro	10	190	4
SER, Metro-Detroit	11	186	4
Mich. Dept. of Labor	12	178	4
Ross Education	13	177	4
St. Vincent de Paul	14	171	4
Crossroads of Michigan	15	143	3
Lighthouse Mission	16	123	3
Jewish Voc. Svc's	17	105	2
DTE Energy	18	104	2
Wayne County Neighborhood Legal	19	101	2
Legal Aid and Defender	20	86	2

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	101	10
St. Vincent de Paul	2	56	6
T.H.A.W. Sites	3	54	5
O.L.H.S.A.	4	53	5
Lighthouse Emergency Services	5	48	5
Salvation Army	6	38	4
Mother Waddles Perpetual Mission	7	26	3
Southfield Human Services	8	22	2
Oakland Family Svc's	9	15	2
Troy People Concerned	10	13	1
Catholic Social Services-Oakland	11	11	1
Baldwin Ave. Church	12	10	1
Furniture Bank of Oakland County	13	10	1
Common Ground	14	9	1
Mich. Dept. of Labor	15	9	1
Saint John Health System	16	9	1
Jewish Voc. Svc's	17	9	1
DTE Energy	18	8	1
Saint Paul Lutheran	19	8	1
Greenpath Debt Sol.	20	8	1

Macomb	Rank	#	%
Michigan Dept. of Human Services	1	48	10
T.H.A.W. Sites	2	43	9
St. Vincent de Paul	3	40	8
Salvation Army	4	32	6
Macomb Workforce Development Board	5	22	4
Mother Waddles Perpetual Mission	6	18	4
Greenpath Debt Sol.	7	8	2
Macomb County Community Svcs.	8	7	1
Saint John Health System	9	6	1
Lakeshore legal Aid	10	6	1
Mich. Dept. of Labor	11	6	1
Caregivers	12	5	1
Catholic Social Services of Macomb	13	5	1
Crossroads of Mich.	14	5	1
Southeastern Mich. Indians	15	5	1
DTE Energy	16	4	1
Legal Aid and Defender	17	4	1
Macomb County Interfaith Caregivers	18	4	1
Mich. Dept. of Comm. Health	19	4	1
Charity Motors	20	3	1



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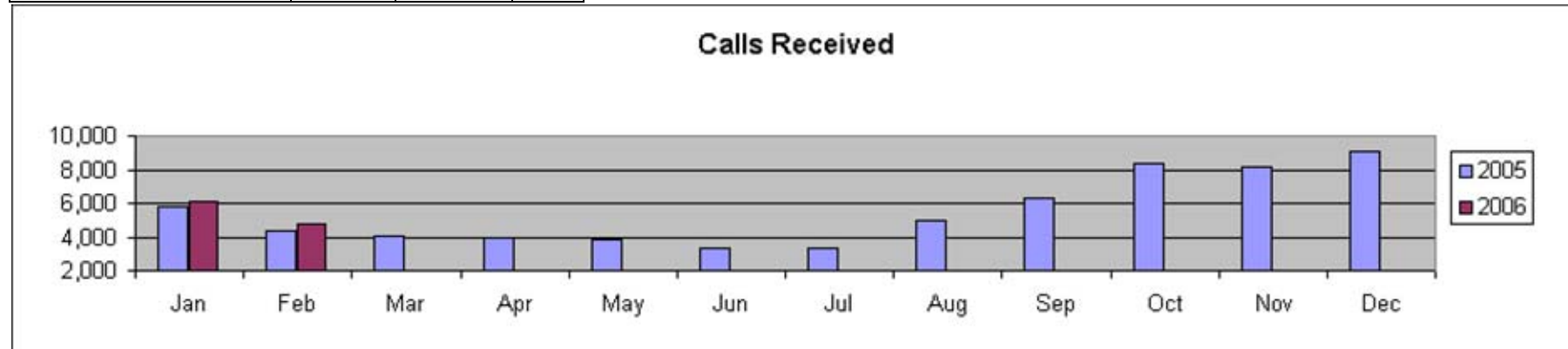
Call Activity	Feb 05	Feb 06	Goal	Activity by Shift		
				7am-5pm	5pm-10pm	10pm-7am
Calls Answered	3,904	4,383	n/a	4004	298	81
Calls Abandoned	430	399	n/a	348	25	26
Total Calls	4,334	4,782	n/a	4,352	323	107

Answered %	90%	92%	90%	92%	92%	76%
Abandoned %	10%	8%	10%	8%	8%	24%

Average length of call	n/a	5:46	<6 mins			
Average answer delay	n/a	9secs	<60 sec			

Quality Assurance

Average Monitoring Scores	Actual	Goal
Individual	n/a	85% >85%
Peer Review	n/a	93% >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											10,838
% Change	5%	10%											

United Way 2-1-1 is a partnership between United Way for Southeastern Michigan, Neighborhood Service Organization, The Information Center, Inc., The Detroit Public Library, Macomb Crisis Center and Common Ground Sanctuary. Additional information regarding this report or United Way 2-1-1 services can be requested by emailing doug.plant@uwsem.org or by calling (313) 226-9411.