



UNITED WAY

2-1-1

Get Connected. Get Answers.

CALL CENTER STATISTICS

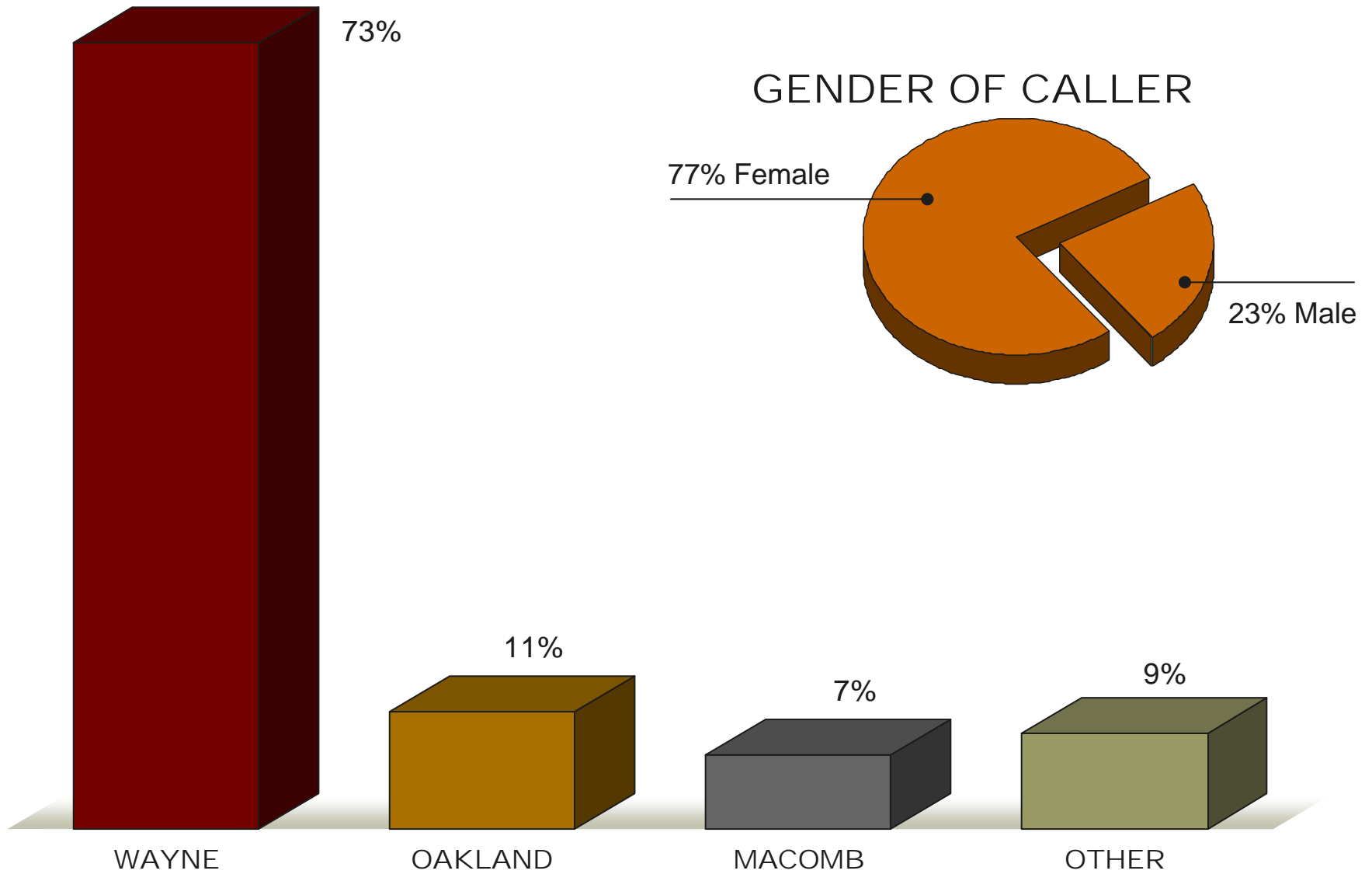
February 2007

FEBRUARY 2007

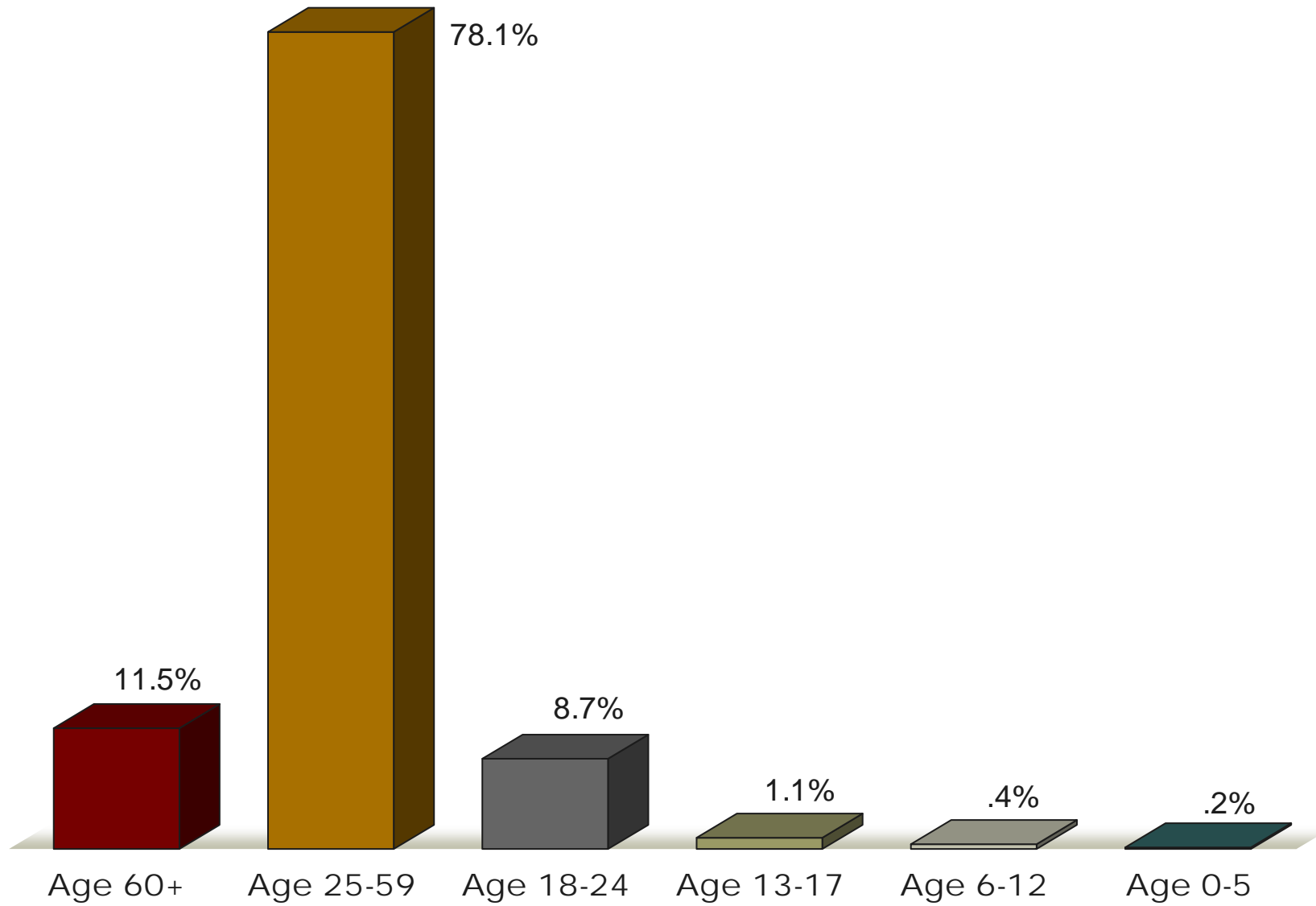


- Call activity in February 2007 was 40% higher than February 2006.
- United Way 2-1-1 received 7,514 calls in February 2007, an 11% reduction from the previous month.
- Reasons for the reduced call volume:
 - an historical tradition of health and human services experiencing reduced requests in the month of February
- Wayne, Oakland & Macomb counties saw a significant increase in requests for Mortgage Payment Assistance and Income Tax Assistance.

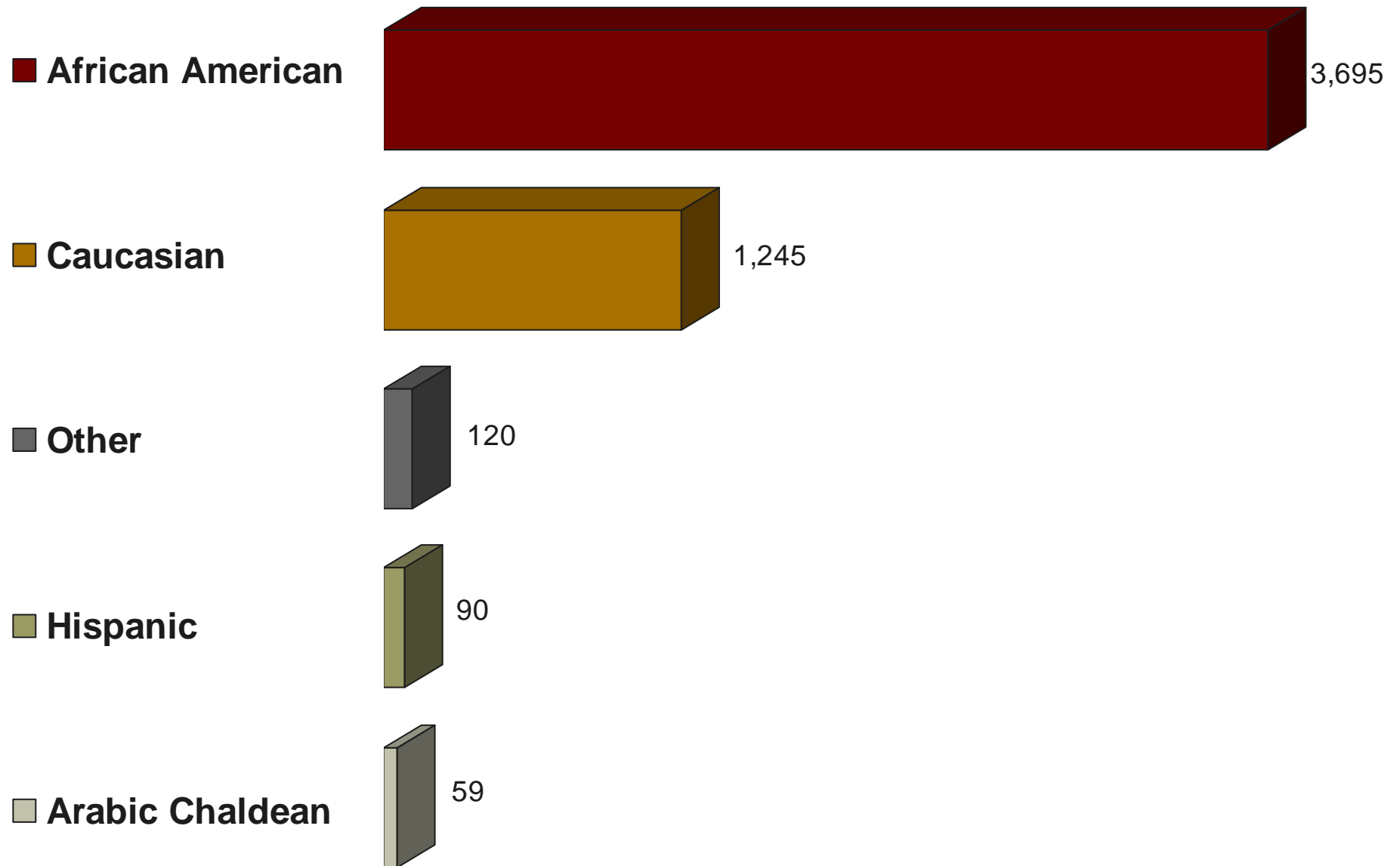
CALL VOLUME BY COUNTY



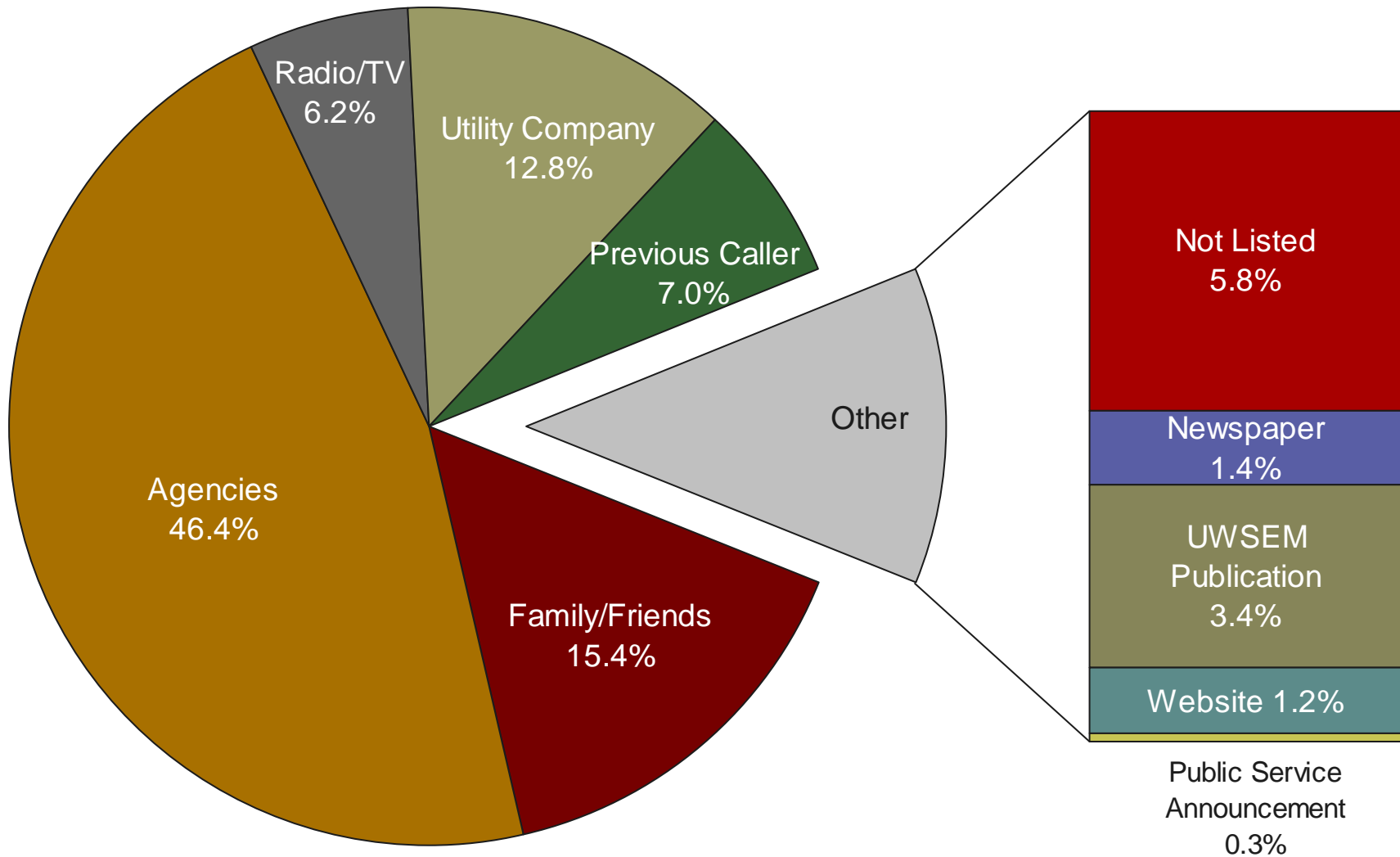
AGE RANGE OF SERVICE REQUESTS



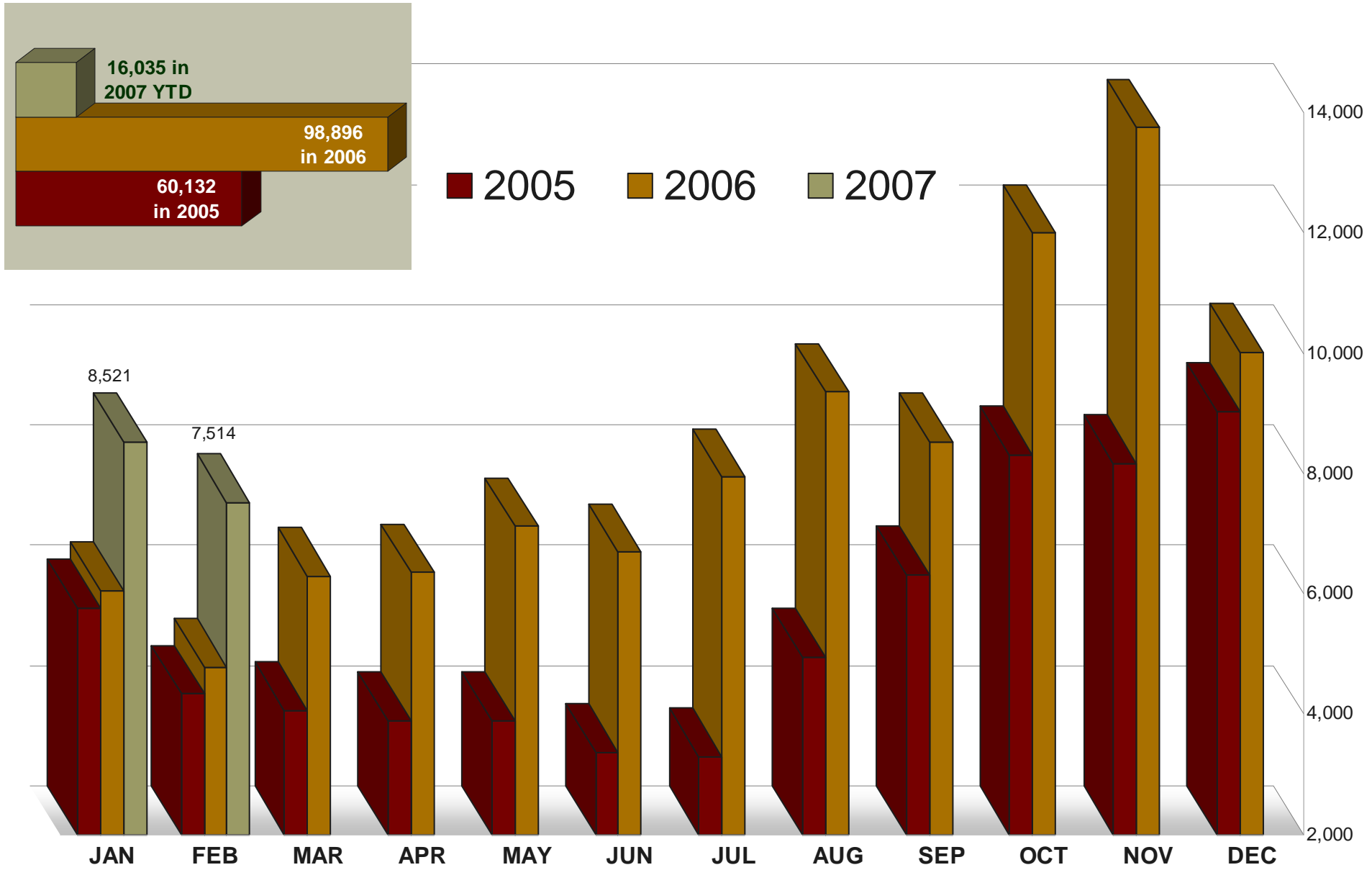
CALLS BY ETHNICITY



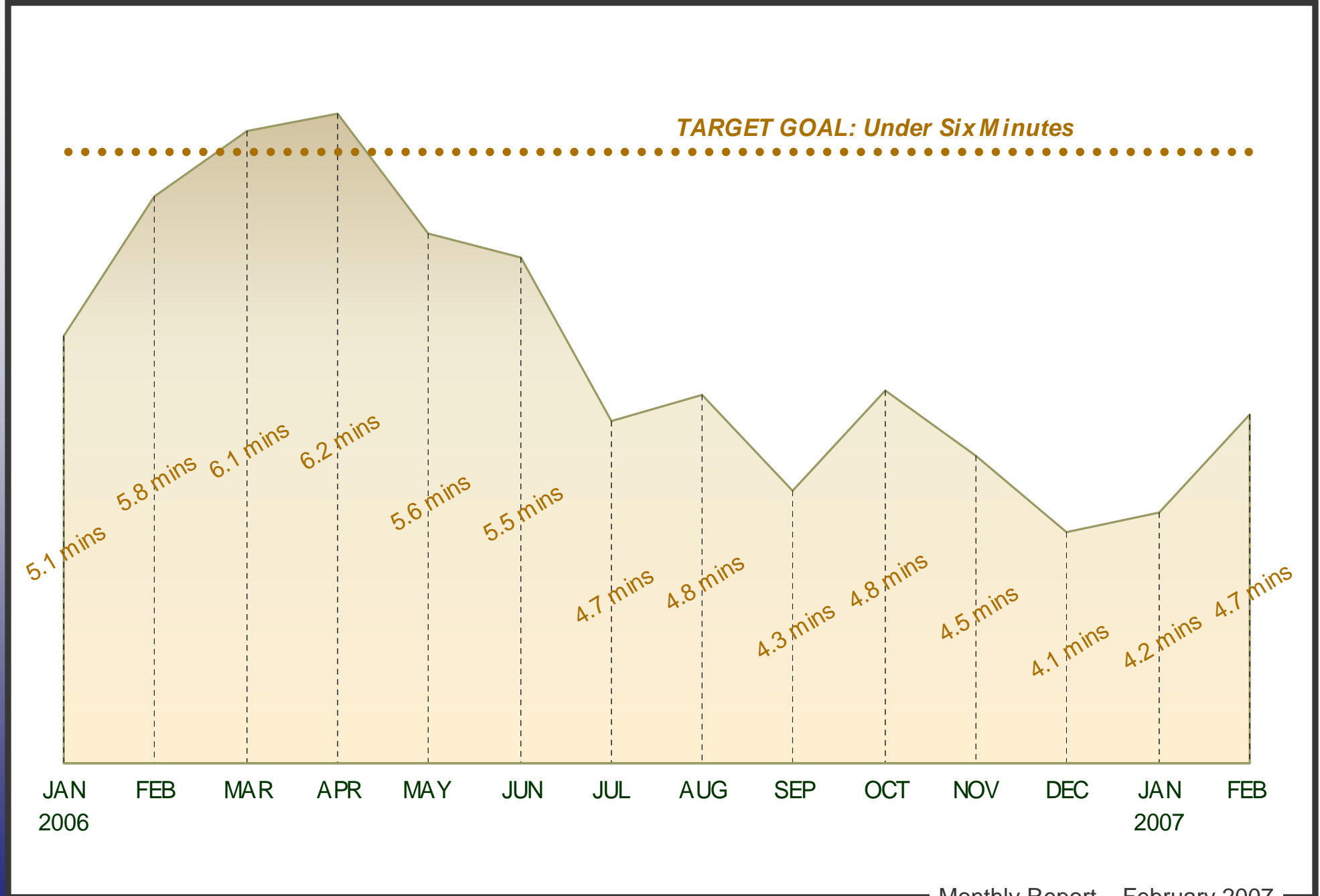
REFERRED BY SOURCE



CALLS RECEIVED



AVERAGE LENGTH OF CALL



FOLLOW-UP RESULTS

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

YES - 93%

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

YES - 99%

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

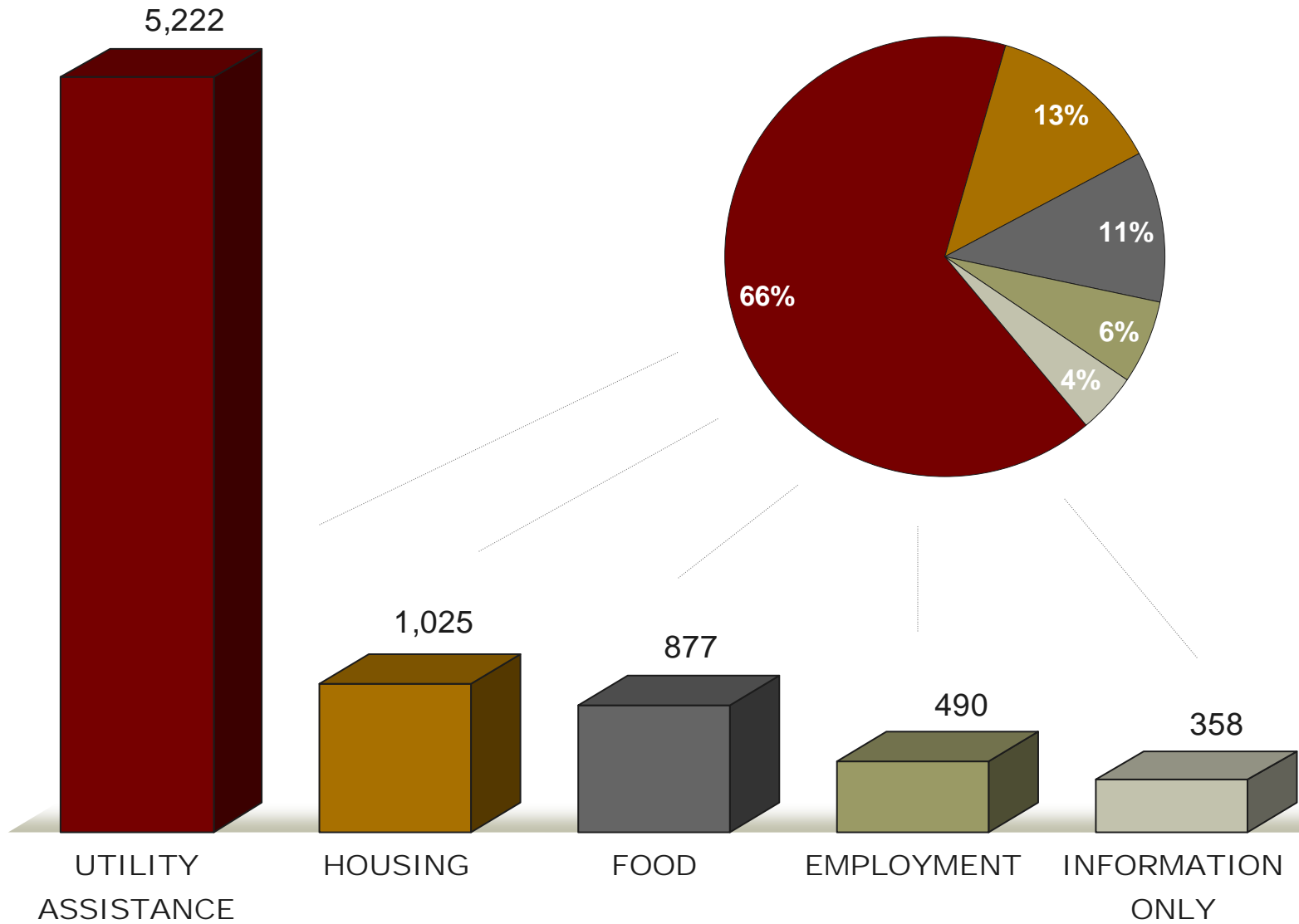
YES - 91%

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

YES - 35%

*Top three reasons for not receiving services: Awaiting Approval, Ineligible for Service and No Response.

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	3,874	78%	Gas Bill Assistance	176	26%	Gas Bill Assistance	121	26%		
2	Electric Bill Assistance	906	18%	Rent Assistance	132	19%	Food Pantries	77	16%		
3	Food Pantries	693	14%	Food Pantries	107	16%	Rent Assistance	50	11%		
4	Job Search/Placement	403	8%	Electric Bill Assistance	100	15%	Job Search/Placement	45	10%		
5	Subsidized Private Rental Housing	316	6%	Information Only	53	8%	Housing Authorities	40	9%		
6	Housing Search Assistance	300	6%	Job Search/Placement	42	6%	Electric Bill Assistance	38	8%		
7	Information Only	279	6%	Community Clinics	40	6%	Subsidized Private Rental Housing	37	8%		
8	Home Rehab/Repair	251	5%	General Legal Aid	40	6%	Dental Care	28	6%		
9	Homeless Shelter	238	5%	Income Tax Assistance	34	5%	Information Only	26	6%		
10	Income Tax Assistance	226	5%	Dental Care	31	4%	Homeless Shelter	25	5%		
11	Community Clinics	220	4%	Temp Financial Aid	29	4%	Mortgage Payment Assistance	20	4%		
12	Rent Assistance	217	4%	Housing Search Assistance	24	3%	General Legal Aid	18	4%		
13	General Furniture Provisions	199	4%	Prescription Drug Payment Assistance	24	3%	General Clothing	16	3%		
14	General Clothing	197	4%	Subsidized Private Rental Housing	23	3%	Community Clinics	16	3%		
15	General Legal Aid	149	3%	Mortgage Assistance	23	3%	Temp Financial Aid	14	3%		
16	Dental Care	125	3%	Counseling Services	22	3%	General Counseling	10	2%		
17	Water Bill Assistance	83	2%	Homeless Shelters	22	3%	Adult/Child Mentoring	9	2%		
18	Mortgage Payment Assistance	75	2%	General Clothing	22	3%	Income Tax Assistance	6	1%		
19	Temporary Financial Assistance	72	1%	General Furniture Provisions	21	3%	Baby Furniture	6	1%		
20	Appliances	62	1%	Home Rehab/Repair	21	3%	Automobiles	5	1%		

TOP 20 REFERRALS PROVIDED



WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Detroit Dept. of Human Services	1,360 26%	Michigan Dept of Human Services	147 19%	Salvation Army	115 25%		
2	Salvation Army	1,272 24%	Salvation Army	140 18%	Michigan Dept of Human Services	104 22%		
3	Michigan Dept of Human Services	1,194 22%	Oakland Livingston Human Svc Agency	137 17%	St. Vincent de Paul	81 17%		
4	Neighborhood Service Organization	609 11%	Lighthouse Emergency Services	108 14%	Macomb Co Comm Svcs Agency	70 15%		
5	Wayne Metro Comm Action Agency	502 9%	St. Vincent de Paul	99 12%	Macomb Co Central Action Center	34 7%		
6	ACCESS	356 7%	Jewish Family Services	42 5%	Macomb/St. Clair Workforce Dev	18 4%		
7	Crossroads of Michigan	222 4%	Southfield Human Services	37 5%	University of Detroit Mercy	18 4%		
8	Delray United Action Council	209 4%	Common Ground Sanctuary	28 4%	Crossroads of Michigan	17 4%		
9	St. Vincent de Paul	198 4%	Legal Aid & Defender	23 3%	Detroit Community Health Connection	17 4%		
10	Friendship House	159 3%	Lakeshore Legal	20 3%	Mich Dept of Labor & Economic Growth	17 4%		
11	Neighborhood Legal Svcs. of Mich	159 3%	Troy People Concerned	20 3%	Macomb Family Services	14 3%		
12	Advantage Health Center	121 2%	Lighthouse Community Development	19 2%	Eastpointe Housing Commission	13 3%		
13	Capuchin Soup Kitchen	119 2%	Prescription HOPE	19 2%	Safe Center	13 3%		
14	Greater Mitchell Temple	111 2%	United Way for Southeastern Michigan	19 2%	United Way for Southeastern Michigan	13 3%		
15	Legal Aid & Defender	104 2%	Mich Assoc of Physicians from India	18 2%	Clinton Twp. Housing Commission	12 3%		
16	Black Family Development	102 2%	Furniture Bank of Oakland County	17 2%	Goodwill Industries	12 3%		
17	Detroit Urban League	90 2%	Greenpath Debt Solutions	16 2%	Catholic Services of Macomb	11 2%		
18	Mother Waddles Perpetual Mission	87 2%	Michigan Dept of Labor & Economic Growth	16 2%	World Medical Relief	11 2%		
19	SER	83 2%	University of Detroit Mercy	16 2%	Legal Aid & Defender	10 2%		
20	CareGivers	71 1%	Catholic Social Services	13 2%	South Eastern Michigan Indians	7 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 or 313-226-9453.