



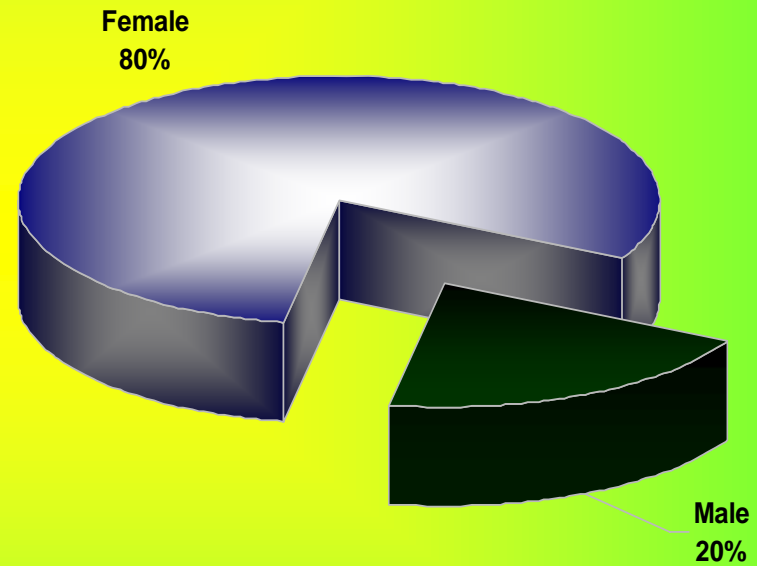
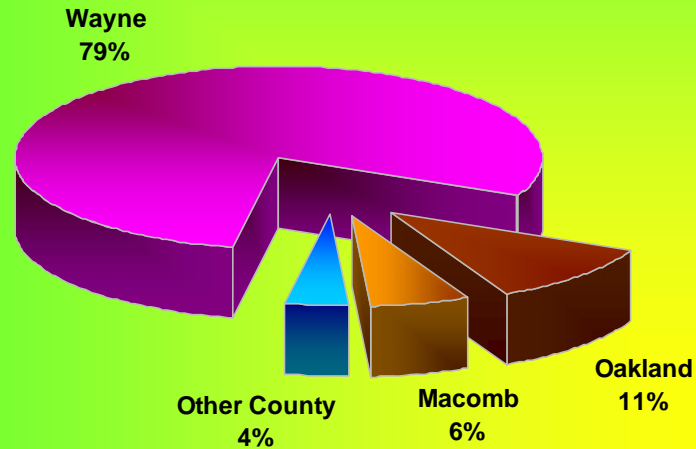
Call Center Statistics

January 2007

- **United Way 2-1-1 received 8,468 calls in January 2007, a 23% reduction from the previous month.**
- **Call activity for January 07 was 40% higher than January 06.**
- **Reasons for the lower call volume were the unseasonably warm weather in our region in early January; a reduction of calls pertaining to immediate needs associated with the holiday season; and an historical tradition of health & human services experiencing reduced requests in the month of January.**
- **Service requests for Community Clinics, Job Search & Placement and Housing requests have risen substantially to be included within the top 5 caller requests. Food requests have remained elevated.**

Call Volume by County

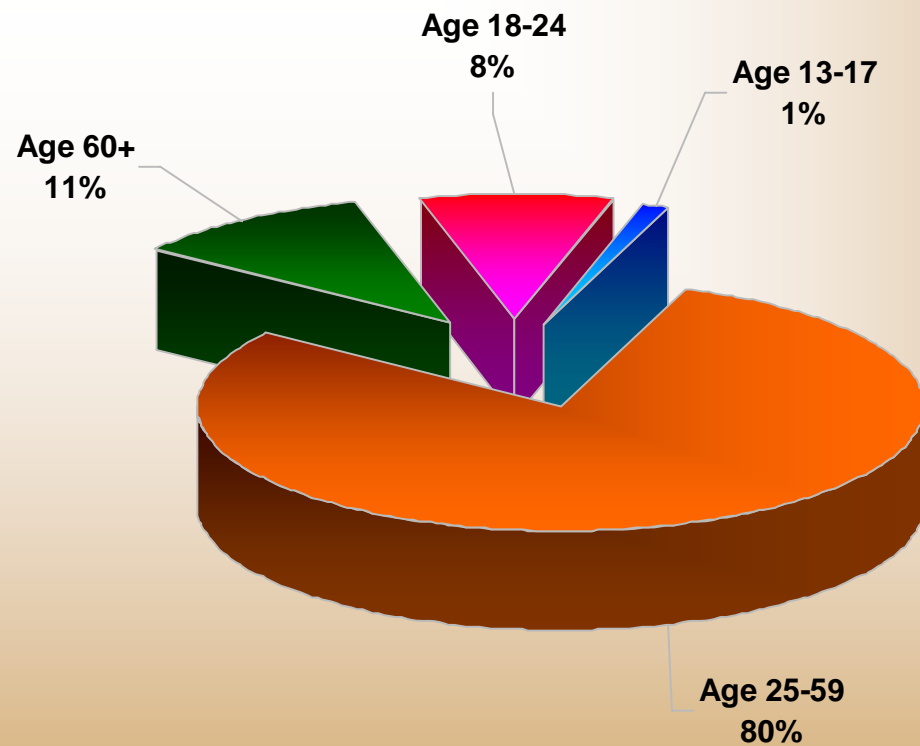
Monthly Report January 2007



Gender of Caller

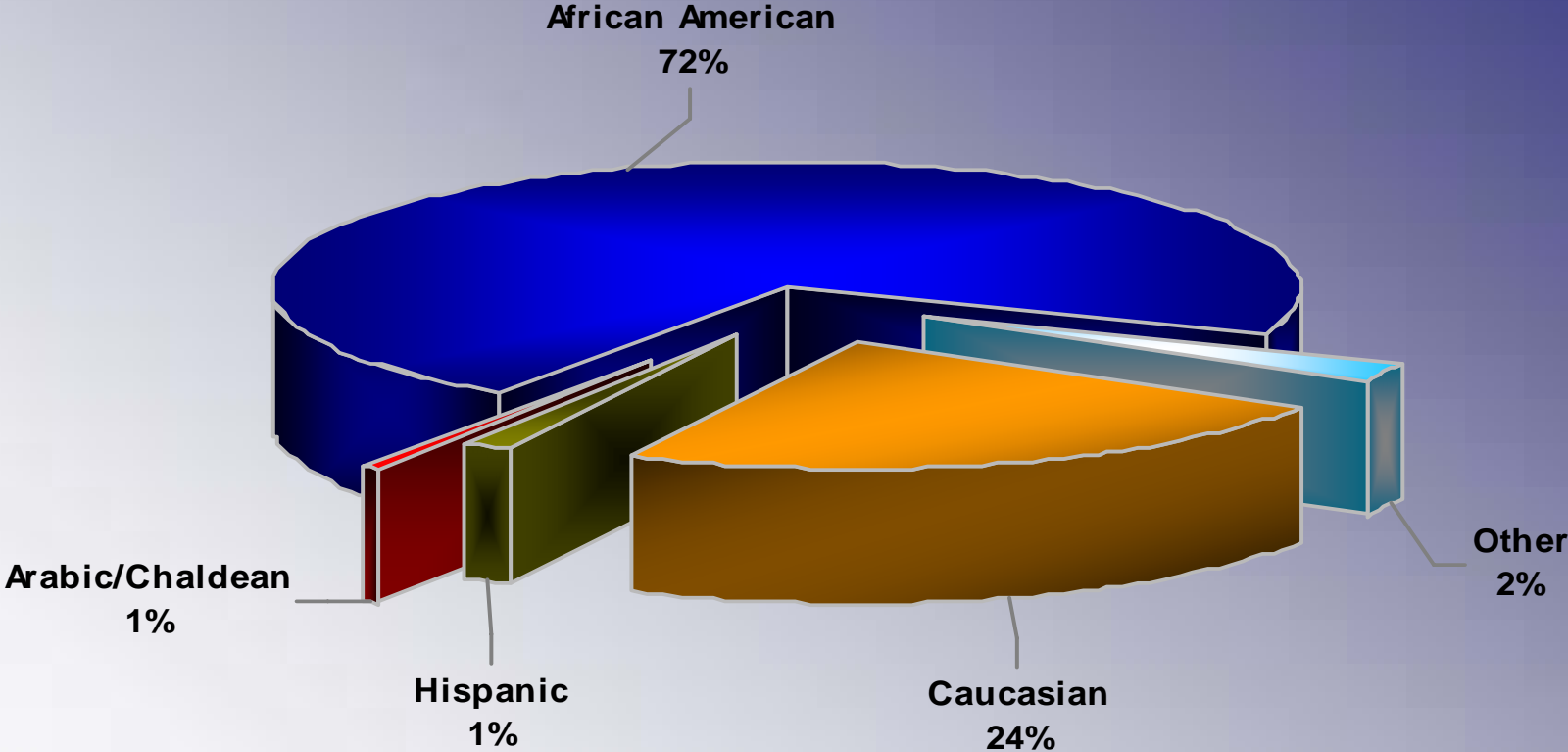
Age Range of Services Provided

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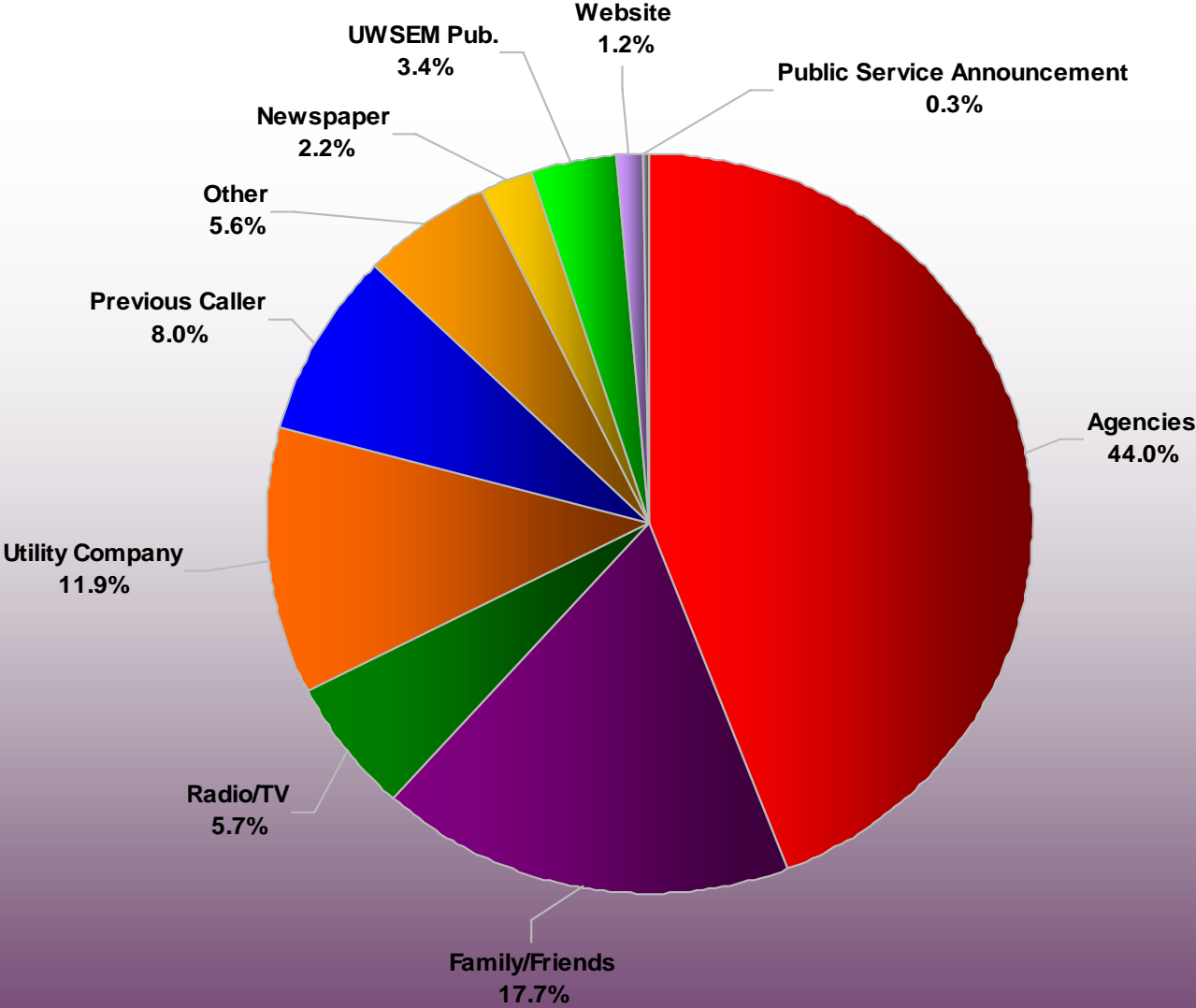
Distribution of Calls by Ethnicity

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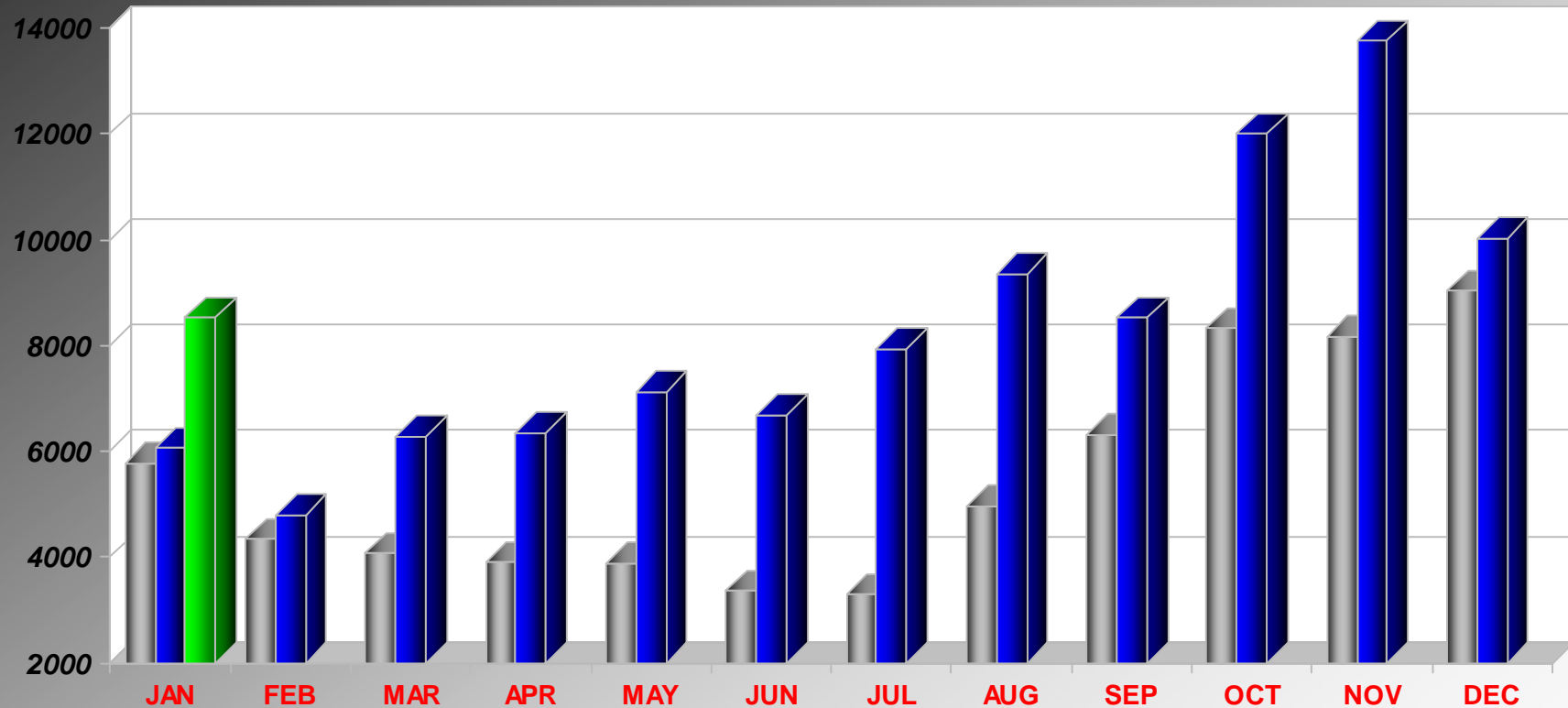
Referred by Source

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Month To Date Calls Received

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2005 YTD 60,132

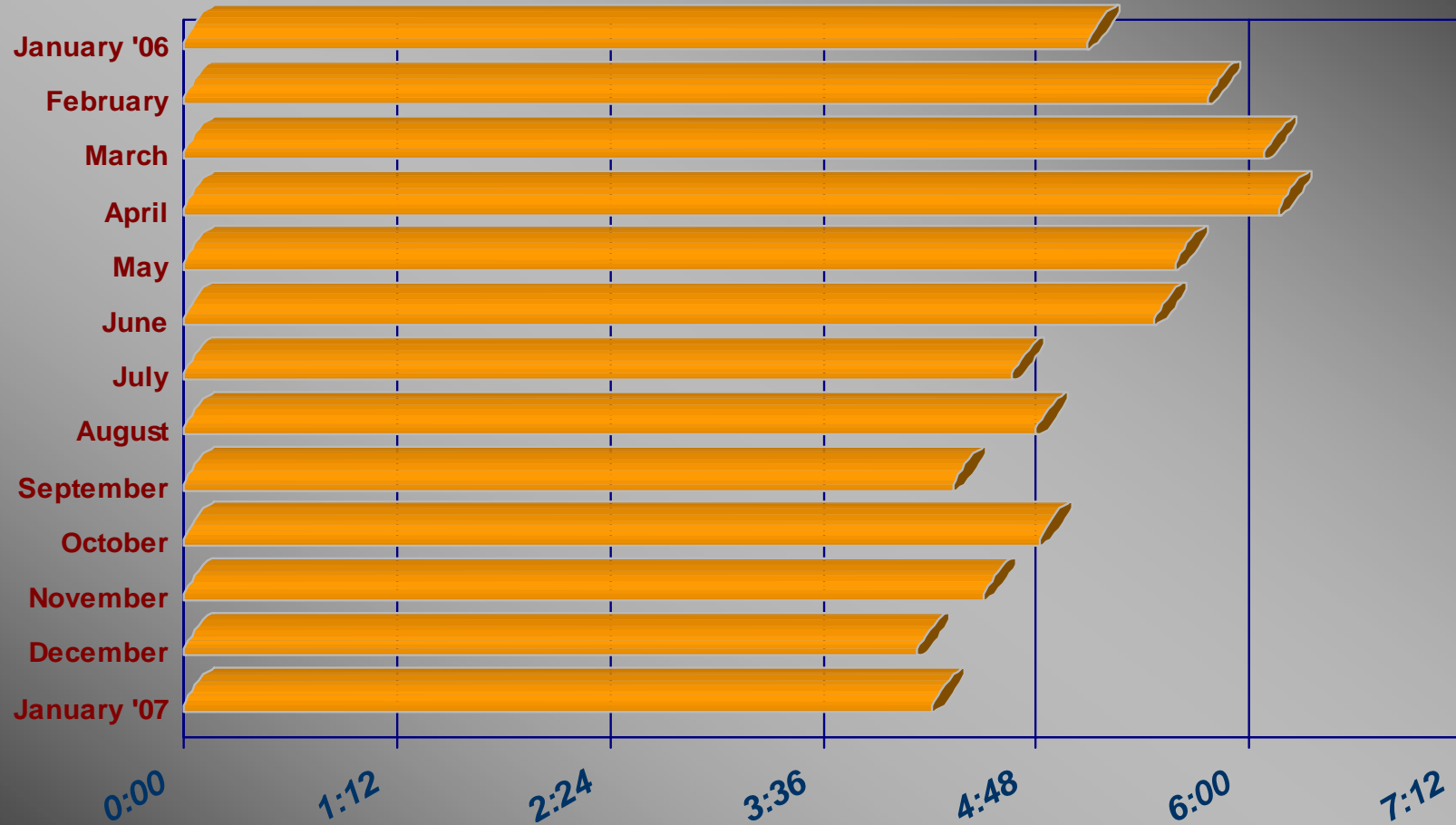
2006 YTD 98,896

2007 YTD 8,521



Average Length of Call

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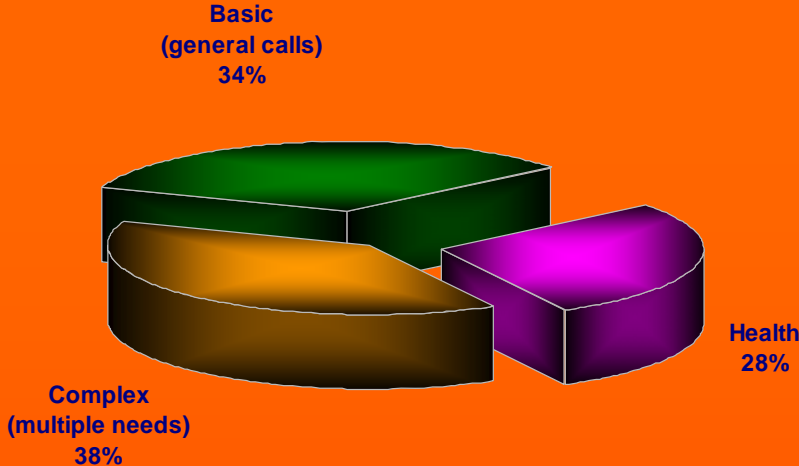


Target Goal : under 6 minutes

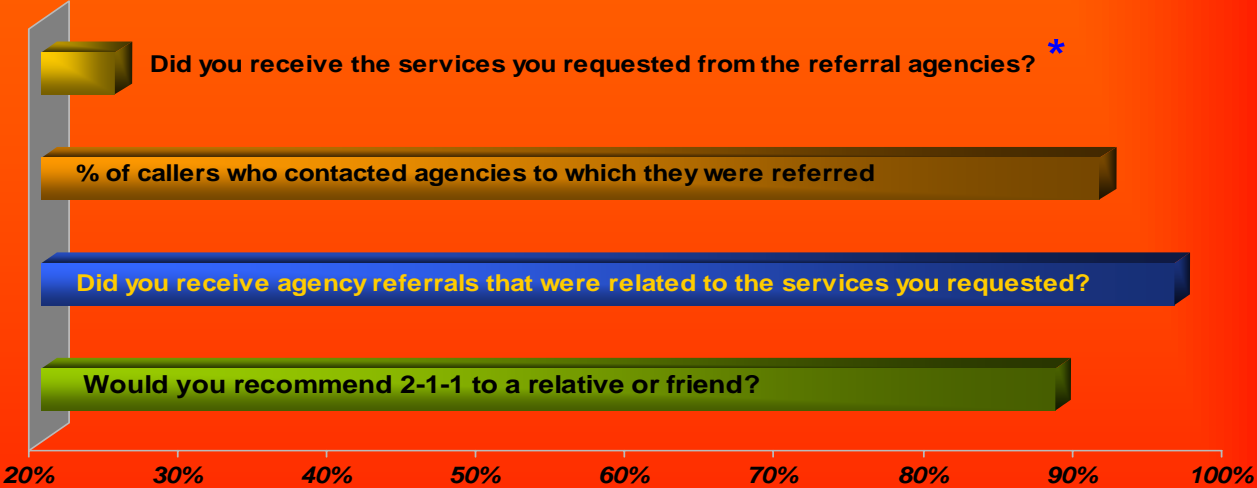


Follow-up Activity

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Referral Results

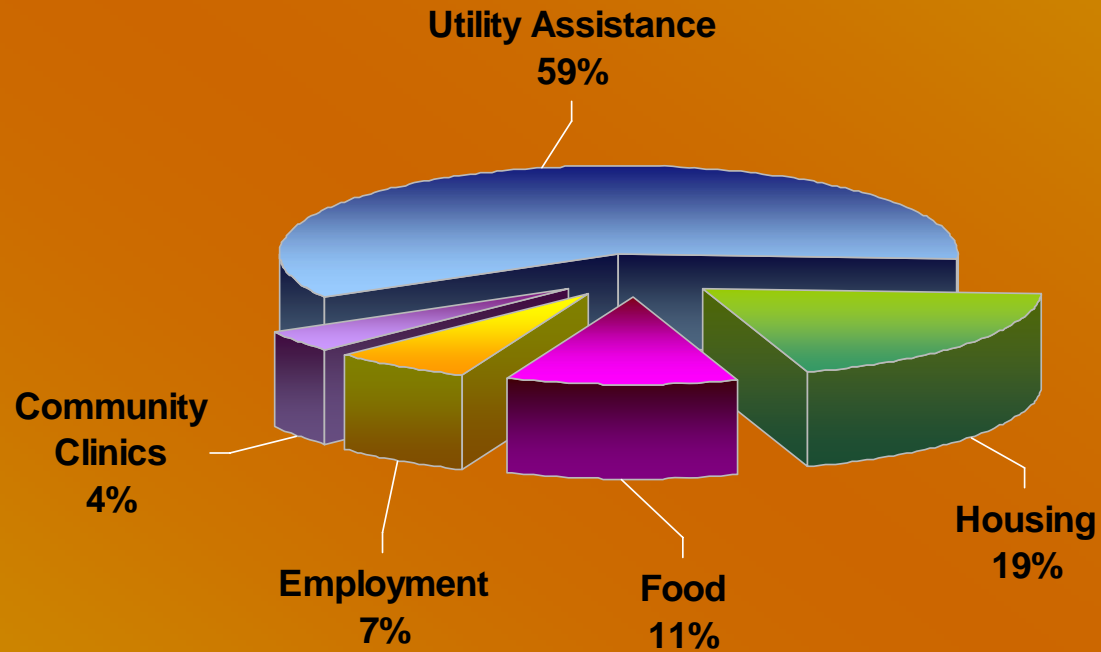


* Top reasons for not receiving services are 1) awaiting approval, 2) ineligible for service, and 3) no response from agency



Top 5 Service Request Categories

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Top 20 Service Requests

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Wayne	Rank	#	%
Gas Bill Assistance	1	3,507	60%
Electric Bill Assistance	2	1224	21%
Food Pantries	3	785	13%
Job Search/Placement	4	486	8%
Rent Assistance	5	322	5%
Housing Search Assistance	6	314	5%
General Furniture Provisions	7	280	5%
Information Only	8	268	5%
Community Clinics	9	260	4%
Homeless Shelter	10	241	4%
Subsidized Private Rental Housing	11	239	4%
General Clothing	12	201	3%
Home Rehab/Repair	13	189	3%
Dental Care	14	158	3%
Income Tax Assistance	15	135	2%
General Legal Aid	16	131	2%
Temporary Financial Ass	17	131	2%
Appliances	18	116	2%
Mortgage Payment Assis	19	94	2%
Water Bill Assistance	20	86	1%

Oakland	Rank	#	%
Rent Assistance	1	200	25%
Gas Bill Assistance	2	165	21%
Food Pantries	3	121	15%
Electric Bill Assistance	5	90	11%
Job Search/Placement	8	56	7%
Subsidized Private Rental Housing	15	51	6%
Information Only	9	49	6%
Community Clinics	11	41	5%
Counseling Services	4	35	4%
Mortgage Assistance	19	34	4%
Housing Authorities	17	34	4%
General Legal Aid	14	32	4%
Temp Financial Aid	18	28	4%
Rental Deposit Assistance	16	27	3%
Homeless Shelters	7	21	3%
Dental Care	6	21	3%
Prescription Drug Payme	13	20	3%
General Furniture Provisions	10	20	3%
Appliances	20	17	2%
Domestic Violence Shelters	12	16	2%

Macomb	Rank	#	%
Gas Bill Assistance	1	78	17%
Food Pantries	2	69	15%
Rent Assistance	3	61	13%
Electric Bill Assistance	4	53	11%
Job Search/Placement	5	39	8%
Community Clinics	6	32	7%
Subsidized Private Rental Housing	7	29	6%
Homeless Shelter	8	29	6%
Dental Care	9	26	6%
Mortgage Payment Assistance	10	26	6%
Temp Financial Aid	11	23	5%
Information Only	12	19	4%
General Furniture Provisions	13	17	4%
General Clothing	14	17	4%
General Legal Aid	15	16	3%
Prescription Drug Assistance	16	16	3%
Mortgage Foreclosure Assistance	17	14	3%
Automobile Donation	18	12	3%
Automobiles	19	11	2%
Disability Related Transp	20	10	2%



Top 20 Referrals Provided

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Wayne	Rank	#	%
Salvation Army	1	1,542	29%
Detroit Dept. of Human Services	2	1,510	28%
Michigan Dept of Human Services	3	1,340	25%
Wayne Metro Comm. Action Agency	4	569	11%
Neighborhood Service Organization	5	427	8%
Mother Waddles Mission	6	287	5%
ACCESS	7	286	5%
Crossroads of MI	8	276	5%
Delray United Action	9	247	5%
St. Vincent de Paul	10	244	5%
Friendship House	11	201	4%
DTE Energy	12	201	4%
Neighborhood Legal Svcs. Of Michigan	13	155	3%
Advantage Health Center	14	149	3%
Legal Aid & Defender	15	123	2%
Perfecting Comm Care	16	114	2%
Detroit Urban League	17	114	2%
Greater Mitchell Temple	18	110	2%
SER	19	106	2%
Black Family Development	20	106	2%

Oakland	Rank	#	%
Michigan Dept of Human Services	2	180	23%
O.L.H.S.A.	3	155	20%
Salvation Army	1	132	17%
St. Vincent de Paul	5	116	15%
Lighthouse Emergency Services	4	108	14%
Southfield Human Services	8	44	6%
Jewish Family Services	7	41	5%
JVS	16	34	4%
Catholic Social Services	10	29	4%
Troy People Concerned	14	26	3%
Legal Aid & Defender	13	24	3%
MI Assoc of Physicians from India	17	23	3%
Oakland Co Employment & Training Div.	18	22	3%
Furniture Bank of Oakland County	20	18	2%
Furniture Bank of Oakland County	11	18	2%
Southfield Housing Commission	9	18	2%
Mother Waddles Mission	6	18	2%
University Detroit Mercy	19	16	2%
Common Ground Sanctuary	12	16	2%
Area Agency on Aging	15	13	2%

Macomb	Rank	#	%
Salvation Army	1	119	25%
Michigan Dept of Human Services	2	109	23%
St. Vincent de Paul	3	97	21%
Macomb County Comm. Svcs. Agency	4	64	14%
Macomb County Central Action Center	5	37	8%
Macomb Saint Clair Workforce Development	6	20	4%
Mother Waddles Mission	7	19	4%
University of Detroit Mercy	8	17	4%
Greenpath Debt Solutions	9	14	3%
Thea Bowman Wellness Institute	10	13	3%
Goodwill Industries	11	12	3%
JVS	12	12	3%
Legal Aid & Defender	13	12	3%
St. Mark Catholic Church	14	11	2%
Catholic Services Macomb	15	11	2%
Macomb Family Services	16	10	2%
Charities Motors	17	9	2%
Eastwood Clinics	18	9	2%
Macomb Co Dept Senior Citizens	19	9	2%
Samaritan House	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

