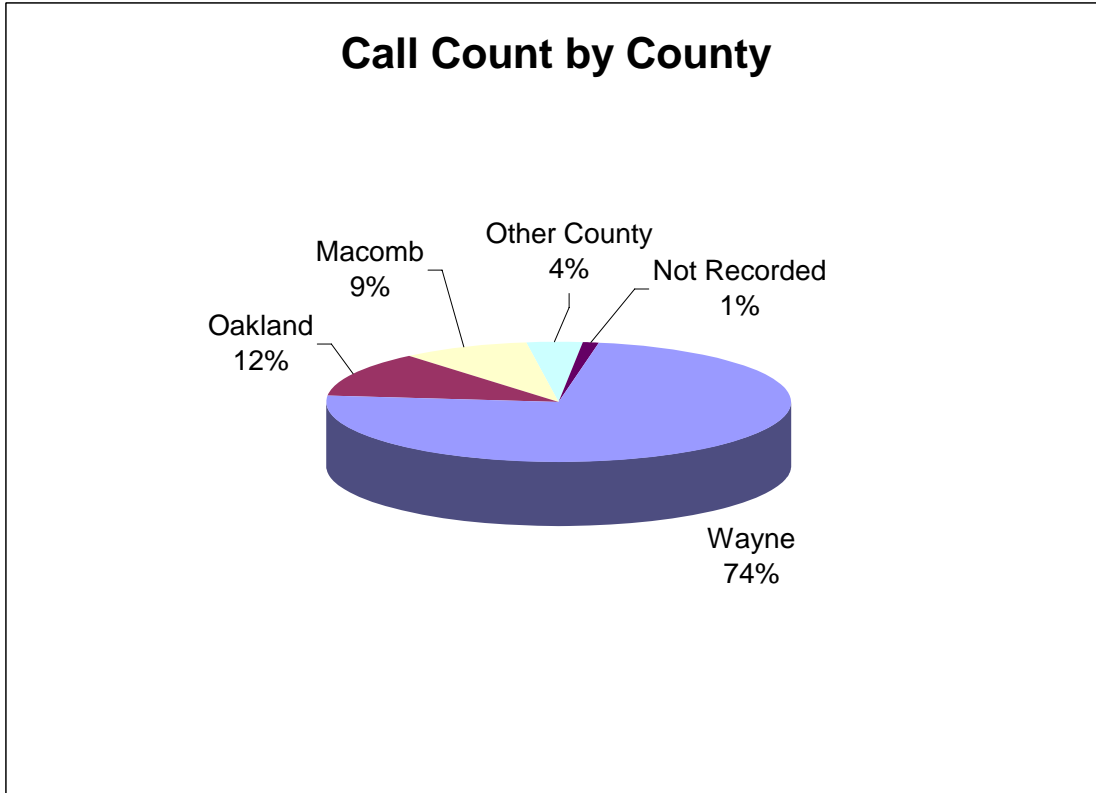


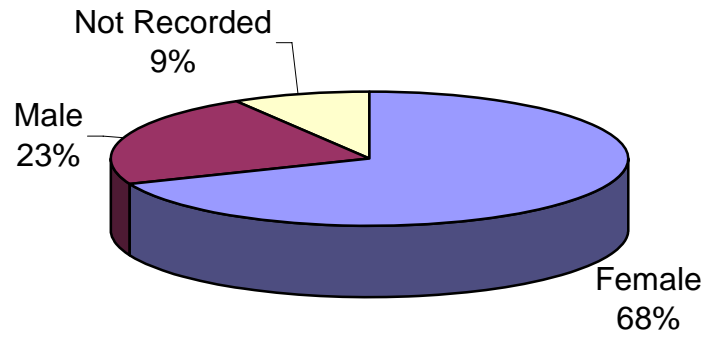
## Monthly Report – July 2006



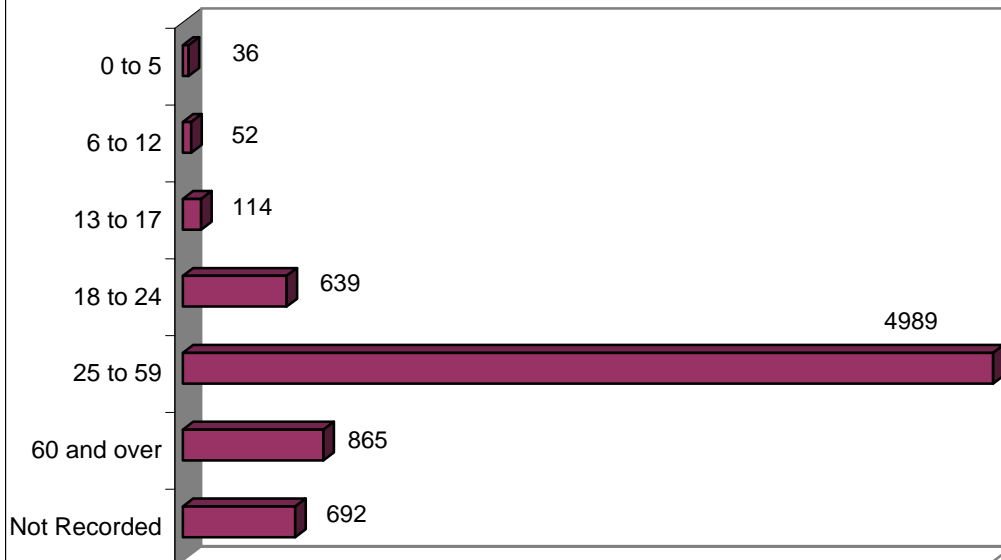
County	July 2006	Percent of Total	County Population	Percent of County Population
Wayne	5,467	74%	2,016,202	.002
Oakland	886	12%	1,213,339	< .001
Macomb	665	9%	822,660	< .001
Other Counties	295	4%		
Not Reported	74	1%		
<b>Total Answered</b>	<b>7,387</b>	<b>93%</b>		
<b>Abandoned/Lost Calls</b>	<b>556</b>	<b>7%</b>		
<b>Total Calls</b>	<b>7,943</b>	<b>100%</b>		
<b>YTD</b>	<b>Total Answered</b>	<b>Abandoned/Lost</b>	<b>Total Calls</b>	
Jan-July	42,199 93.3%	3,032 6.7%	45,231 100%	

## Monthly Report – July 2006

### Caller's Gender

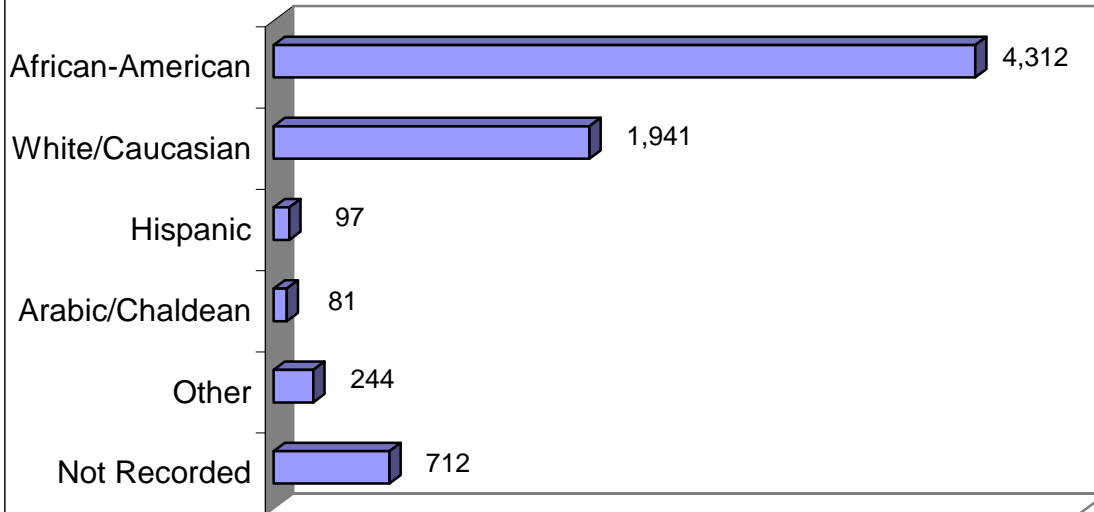


### Calls by Age Range

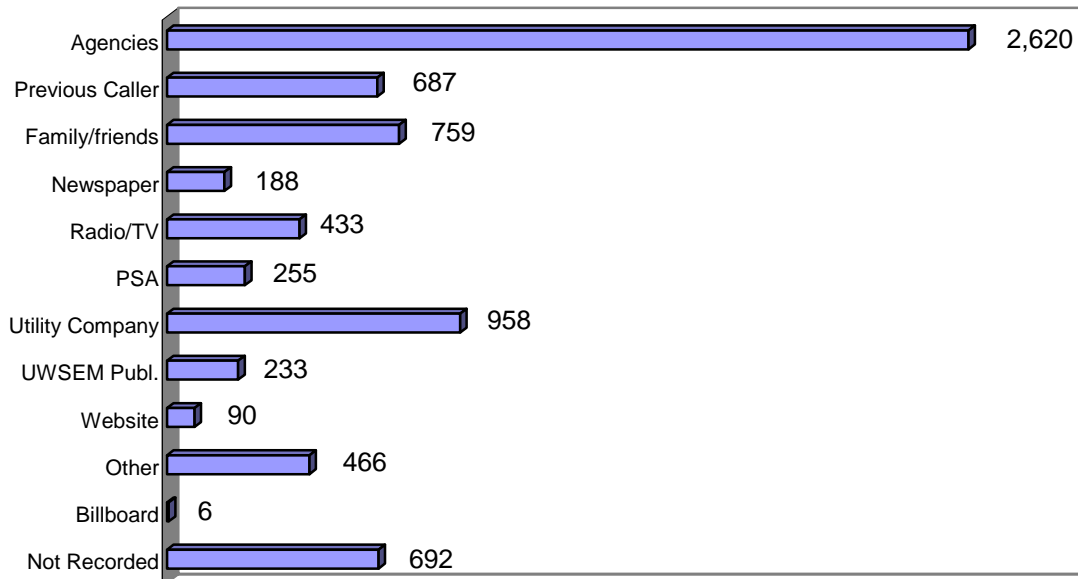


## Monthly Report – July 2006

### Distribution of Calls By Ethnicity



### Referred By Source



## Monthly Report – July 2006

### Top 20 Service Requests

Wayne	Rank	#	%
Gas Bill Assistance	1	1,665	33
Food Pantries	2	1,476	30
Job Search/Placement	3	585	12
Electric Bill Assistance	4	367	7
General Furniture Provision	5	334	7
Rent Assistance	6	297	6
General Clothing	7	295	6
Subsidized Private Rental Housing	8	290	6
Information Only	9	276	6
Housing Search Assistance	10	237	5
Home Rehab/Repair	11	228	5
Job Banks	12	199	4
Homeless Shelter	13	179	4
Community Clinics	14	179	4
General Legal Aid	15	167	3
Appliances	16	166	3
Dental Care	17	126	2
Mortgage Assistance	18	111	2
Temp. Financial Aid	19	109	2
Prescription Assistance	20	103	2

Oakland	Rank	#	%
Food Pantries	1	145	21
Rent Assistance	2	138	20
Gas Bill Assistance	3	129	18
Job Search/Placement	4	69	10
General Legal Aid	5	58	8
Information Only	6	56	8
Subsidized Private Rental Housing	7	45	6
Electric Bill Assistance	8	39	6
General Furniture Provision	9	37	5
General Clothing	10	36	5
Temp. Financial Aid	11	34	5
Mortgage Assistance	12	32	5
Homeless Shelter	13	32	5
Community Clinics	14	30	4
Adult/Child Mentoring	15	29	4
Prescription Assistance	16	27	4
Appliances	17	23	3
Job Banks	18	21	3
General Counseling Services	19	21	3
Housing Authorities	20	19	3

Macomb	Rank	#	%
Homeless Shelter	1	71	14
Gas Bill Assistance	2	70	14
Rent Assistance	3	66	13
Food Pantries	4	61	12
Subsidized Private Rental Housing	5	34	7
Job Search/Placement	6	25	5
Information Only	7	23	5
Job Banks	8	20	4
Mortgage Assistance	9	18	4
Electric Bill Assistance	10	18	4
Dental Care	11	17	3
Medical Equipment/Supplies	12	12	2
General Furniture Provision	13	11	2
General Clothing	14	10	2
Bereavement Counseling	15	10	2
Volunteer Development	16	9	2
Transitional Housing	17	9	2
Medical Transportation	18	9	2
Community Clinics	19	8	2
Homemaker Assistance	20	7	1

## Monthly Report – July 2006

### Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	1,912	38
Salvation Army	2	830	17
Wayne Metro CAA	3	486	10
Lighthouse Mission	4	341	7
St. Vincent de Paul	5	313	6
Crossroads of Michigan	6	297	6
Wayne County Veterans Affairs	7	293	6
Wayne County Neighborhood Legal Services	8	228	5
Detroit Dept. Of Human Services	9	216	4
Capuchin Soup Kitchen	10	139	3
DTE Energy	11	138	3
Detroit Urban League	12	133	3
Community Assistance Program	13	129	3
Jewish Vocational Svc	14	121	2
University of Detroit Mercy	15	120	2
United Sisters of Charity	16	120	2
Legal Aid & Defender	17	120	2
Advantage Health Centers	18	106	2
Eastside Emergency Center	19	103	2
Child Care Coordinating Council of Detroit/Wayne County	20	93	2

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	205	10
St. Vincent de Paul	2	130	7
O.L.H.S.A.	3	114	6
Lighthouse Emergency Services	4	109	6
Salvation Army	5	87	4
Legal Aid & Defender	6	37	2
Troy People Concerned	7	32	2
Southfield Human Services Department	8	30	2
Furniture Bank of Oakland County	9	28	1
Baldwin Ave. United Methodist Church	10	28	1
Catholic Social Services of Oakland County	11	25	1
Jewish Family Services	12	22	1
Jewish Vocational Svc	13	22	1
St. Paul Lutheran Church	14	21	1
Common Ground Sanctuary	15	19	<1
Project JOBS	16	17	<1
Oakland County Employment and Training Division	17	15	<1
Greenpath Debt Solutions	18	11	<1
Area Agency on Aging 1-B	19	11	<1
Oakland Family Services	20	10	<1

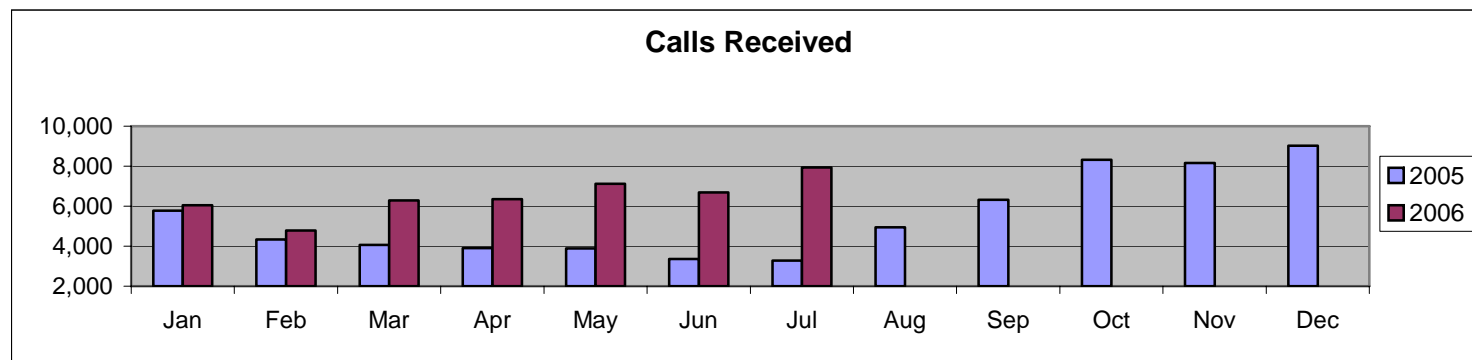
Macomb	Rank	#	%
Michigan Dept. of Human Services	1	127	13
Salvation Army	2	86	9
St. Vincent de Paul	3	80	8
Macomb County Comm. Svcs. Agency	4	52	5
Macomb County Rotating Emergency Shelter Team	5	41	4
Macomb/Saint Clair Workforce Development Board	6	27	3
Macomb County Community Mental Health Services	7	21	2
Lakeshore Legal Aid	8	18	2
S.E. Michigan Indians	9	15	2
Samaritan House	10	15	2
Macomb Family Services	11	13	1
Tri County Dental Health Council	12	13	1
Eastside Emergency Center	13	11	1
Macomb County Interfaith Volunteer Caregivers	14	10	1
Lutheran Social Services	15	9	1
Psychiatry and Behavioral Medicine Professionals	16	9	1
Michigan Dept. of Civil Service	17	8	1
World Medical Relief	18	8	1
SAFE Center	19	8	1
Catholic Social Services of Macomb	20	7	1



## Monthly Report – July 2006

<b>Call Activity</b>	<b>July 05*</b>	<b>July 06</b>		<b>Goal</b>
Calls Answered	3,116	7,387		n/a
Calls Abandoned	172	556		n/a
Total Calls	3,288	7,943		n/a
Answered %	95%	93%		90%
Abandoned %	5%	7%		10%
Average length of call	n/a	4:40		<6 mins
Average answer delay	n/a	5 secs		<60 sec
<b>Quality Assurance</b>				
Average Monitoring Scores		<b>Actual</b>	<b>Goal</b>	
Call Center Staff	n/a	94%	>85%	

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
<b>2005*</b>	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
<b>2006</b>	6,056	4,782	6,288	6,351	7,121	6,690	7,943						45,231
<b>% Change</b>	5%	10%	55%	63%	83%	99%	142%						



\* Reflects activity from the United Way Tel-Help (daytime only) service.

## Monthly Report – July 2006

### Customer Satisfaction Survey

#### Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	39	18.1%
Health (ie. prescription assistance, medical referrals, etc.)	64	29.6%
Complex (multiple needs)	111	51.4%
Volunteer/Contributor	2	0.9%
<b>Total</b>	<b>216</b>	<b>100.0%</b>

