



UNITED WAY

2-1-1

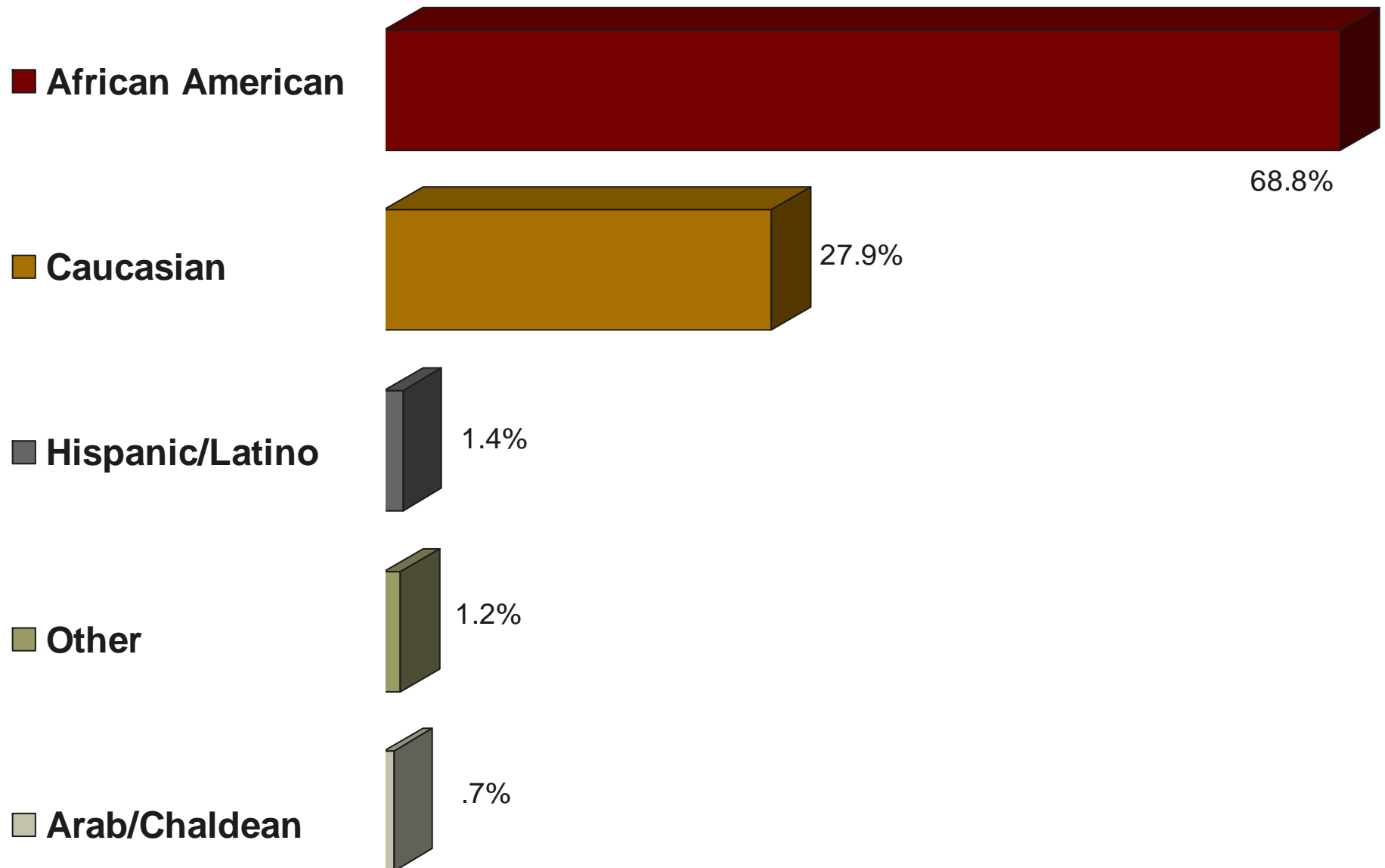
Get Connected. Get Answers.

CALL CENTER STATISTICS

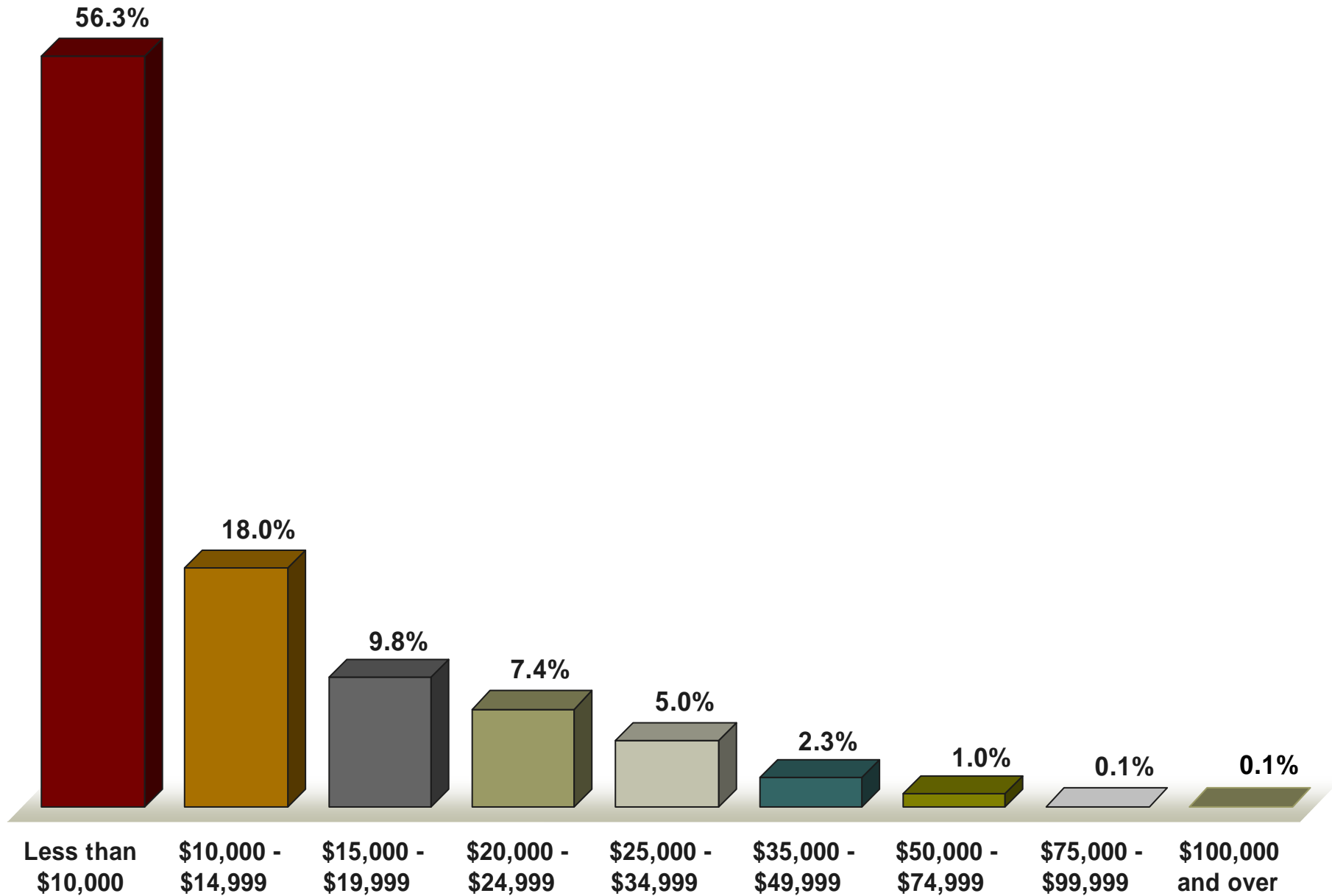
July 2007

- Call volume in July 2007 was 40% higher than July 2006.
- 2-1-1 received 11,105 calls in July 2007, a 7% increase from the previous month. Oakland County calls represented 18% of all calls, the highest since the launch of 2-1-1.
- Based upon the first two quarters of 2007, projected annual call volume is 150,000, a 50% increase from 2006.
- For the first time since the 2-1-1 launch in December 2005, the number one service request for Wayne County has changed from Utility Assistance to Food Pantries. Prior to July 2007, requests for Utility Assistance has consistently remained the number one service request in Wayne County.
- 2-1-1 continues to provide collaborative efforts to develop assistance with Mortgage Foreclosures through a statewide initiative with the Michigan State Housing Development Authority (MSHDA) and other agencies.
- In partnership with the Detroit Wayne County Long-Term Care Connection, 2-1-1 saw increased calls for the month of July as Detroit area residents continued to seek assistance for long-term care needs.
- 2-1-1 is collaborating with the Osborn Project, a Good Neighborhoods Initiative, by linking callers to information and referrals to address their overall financial needs. The Project was developed to promote economic self-sufficiency and stability for residents of this community.

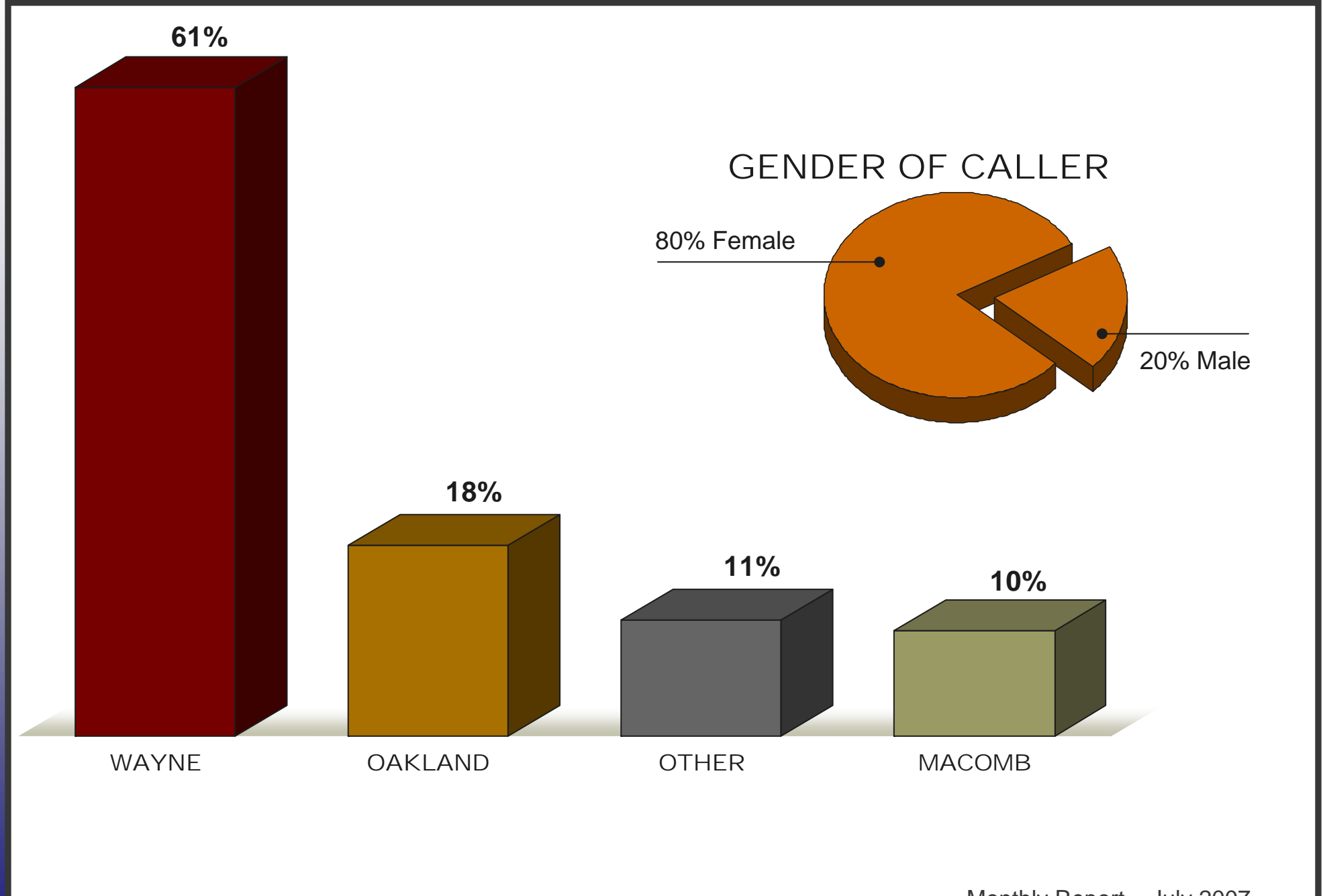
CALLS BY ETHNICITY



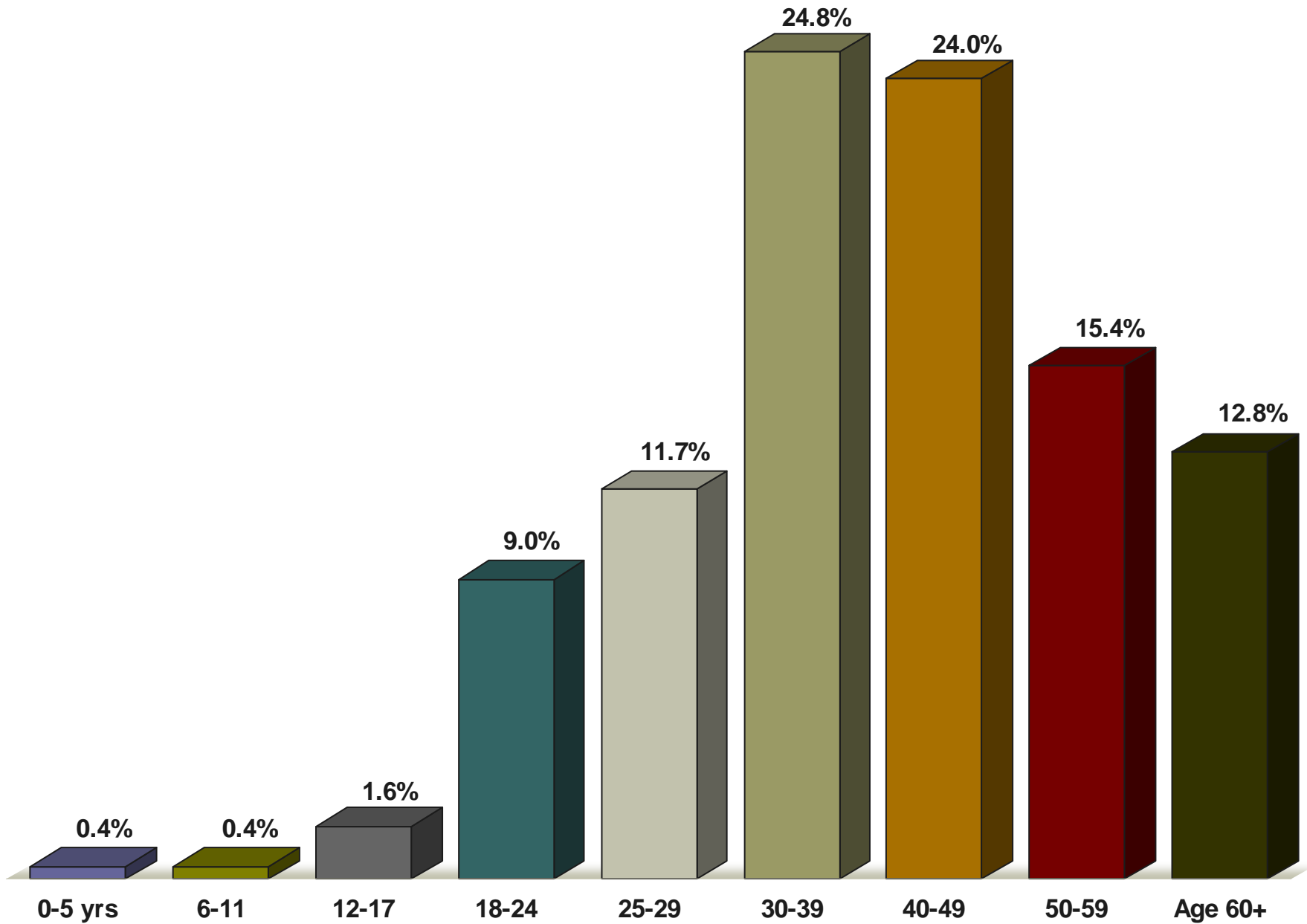
INCOME LEVEL



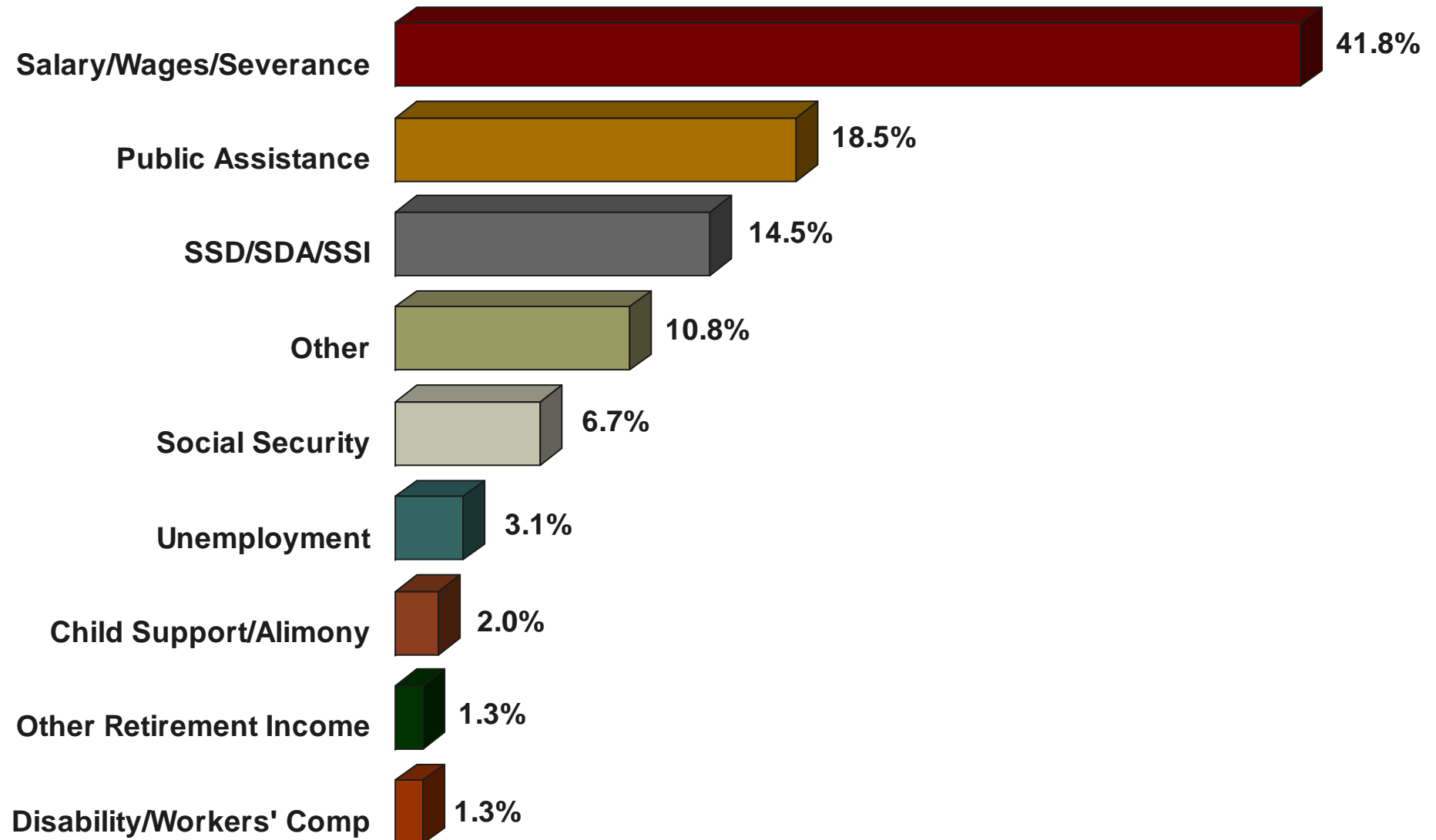
CALL VOLUME BY COUNTY



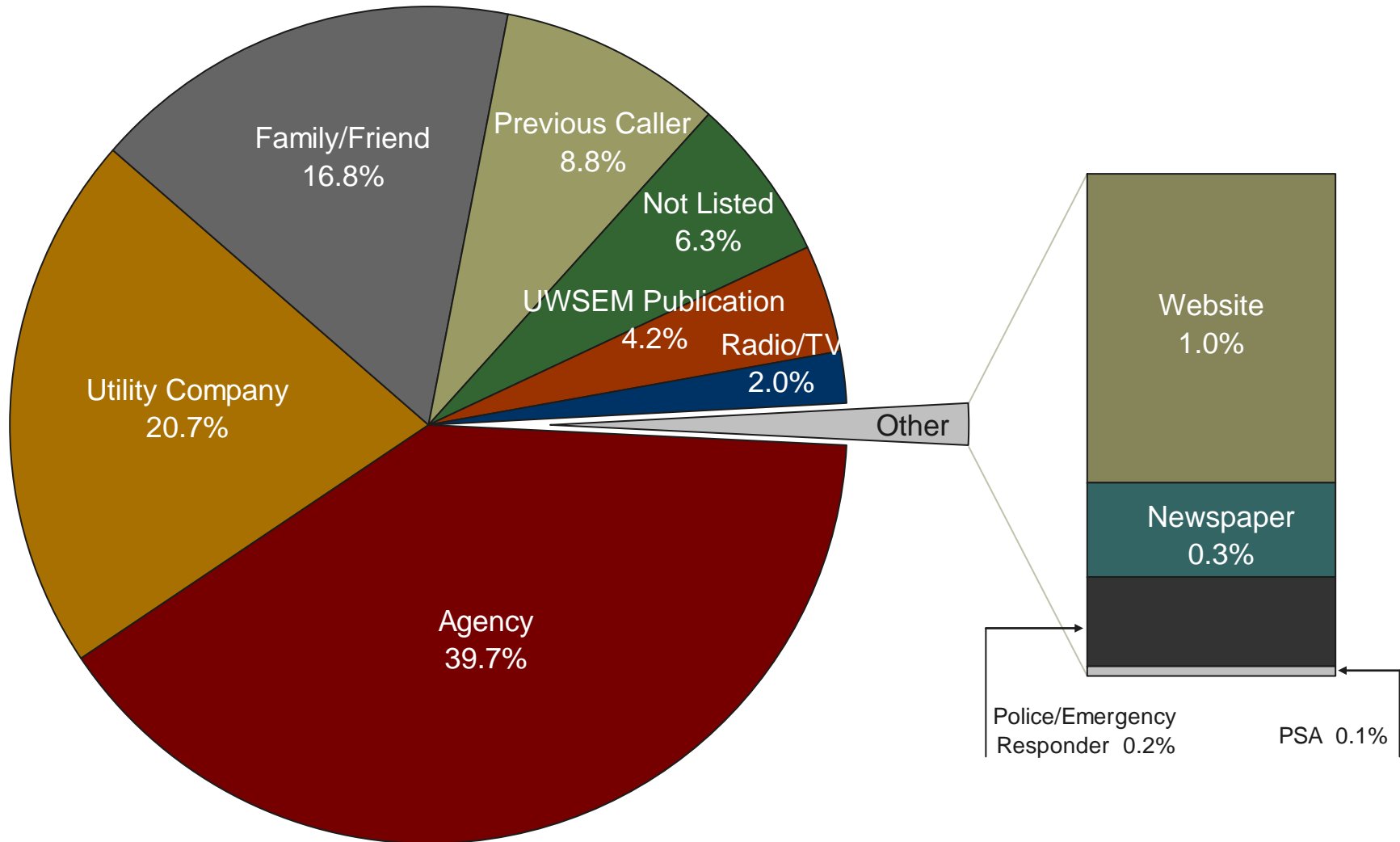
AGE RANGE OF SERVICE REQUESTS



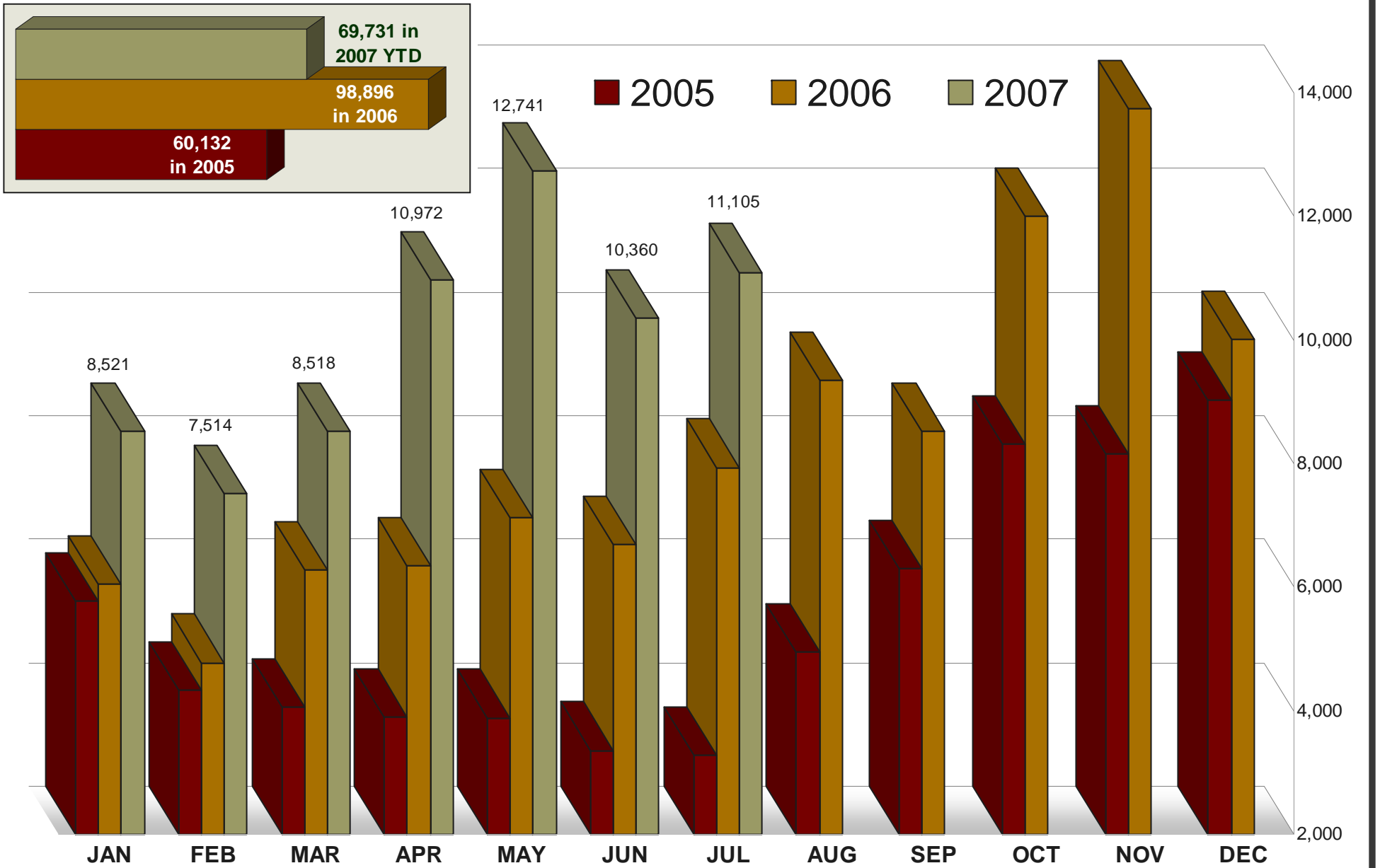
PRIMARY SOURCE OF INCOME



REFERRED BY SOURCE

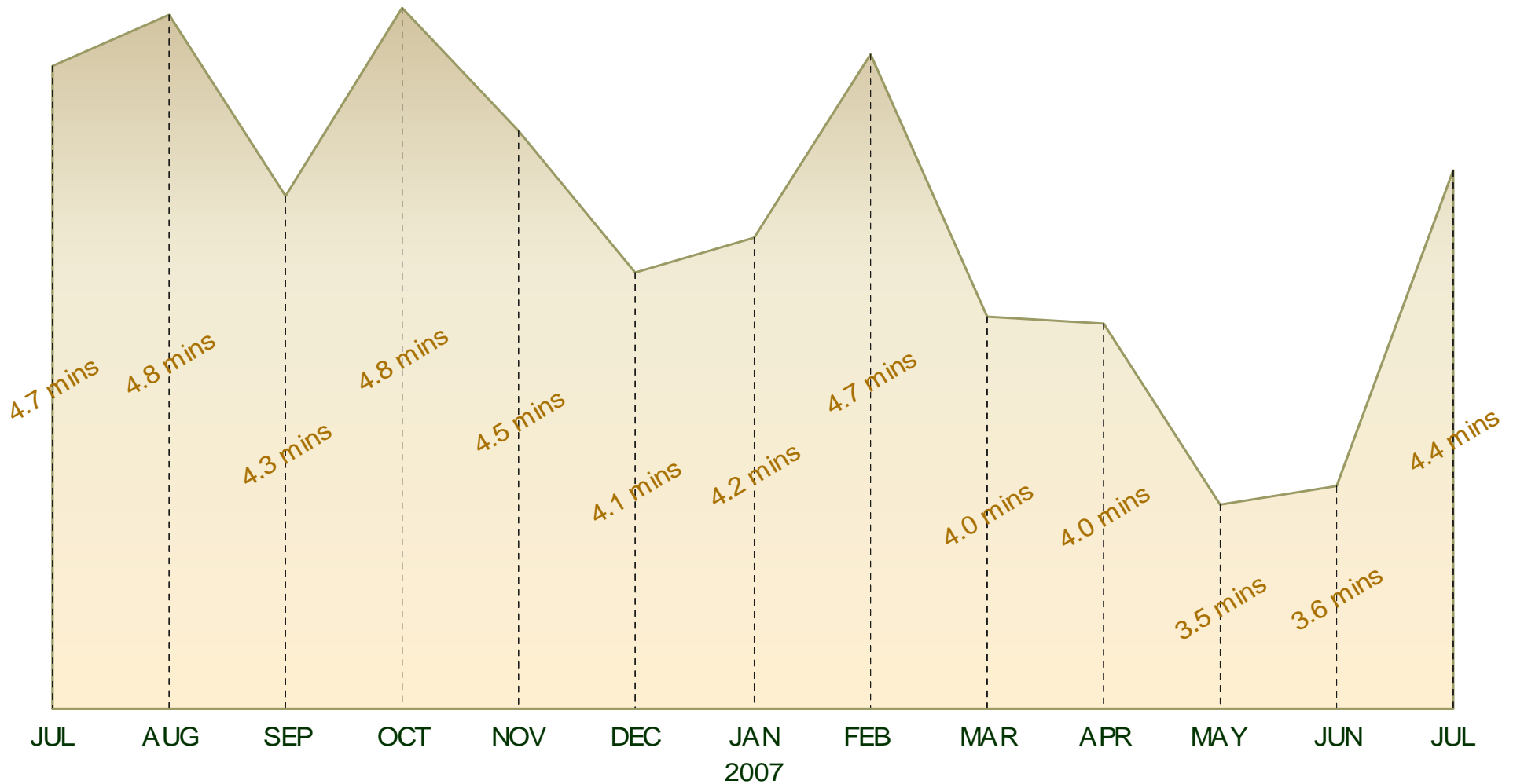


CALLS RECEIVED

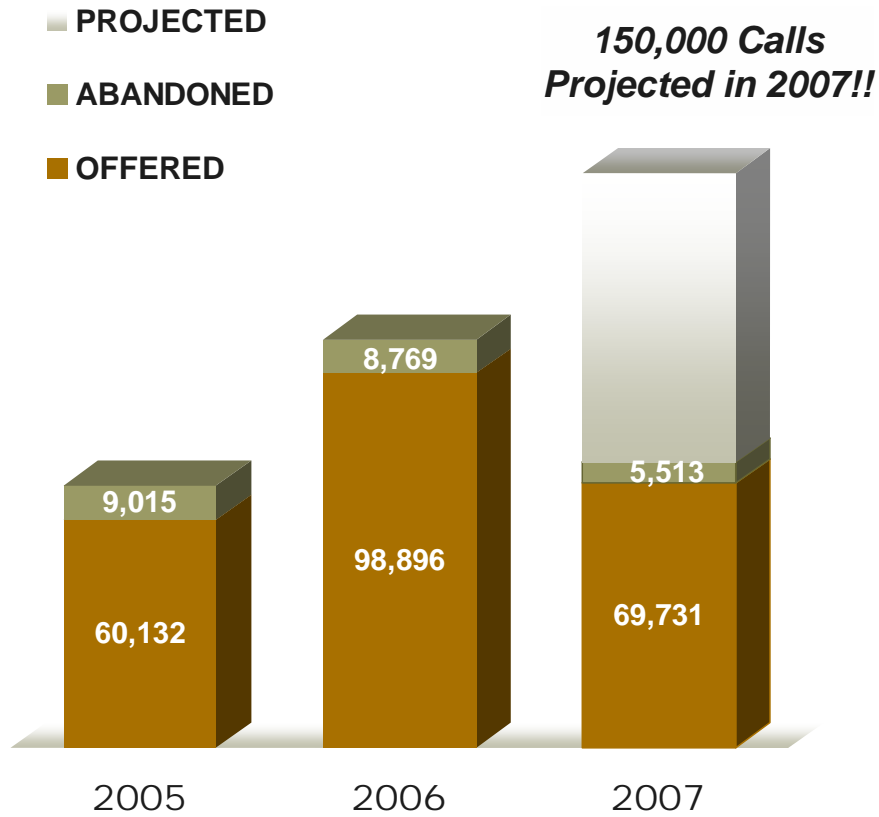


AVERAGE LENGTH OF CALL

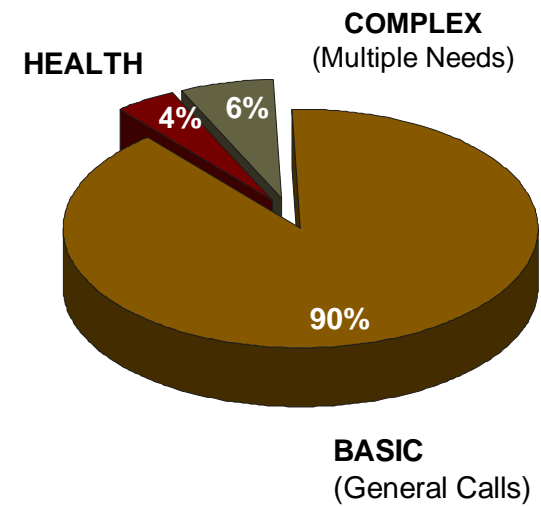
TARGET GOAL: Under Five Minutes



CALL ACTIVITY



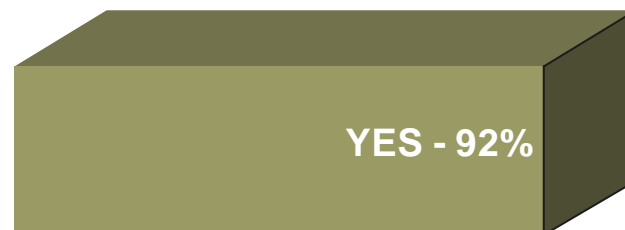
FOLLOW-UP ACTIVITY



Percent of total calls taken: 5.9%

FOLLOW-UP RESULTS

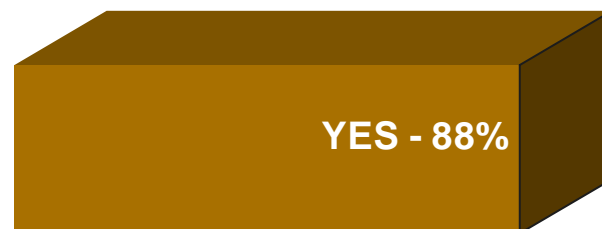
■ Would you recommend 2-1-1 to a relative or friend?



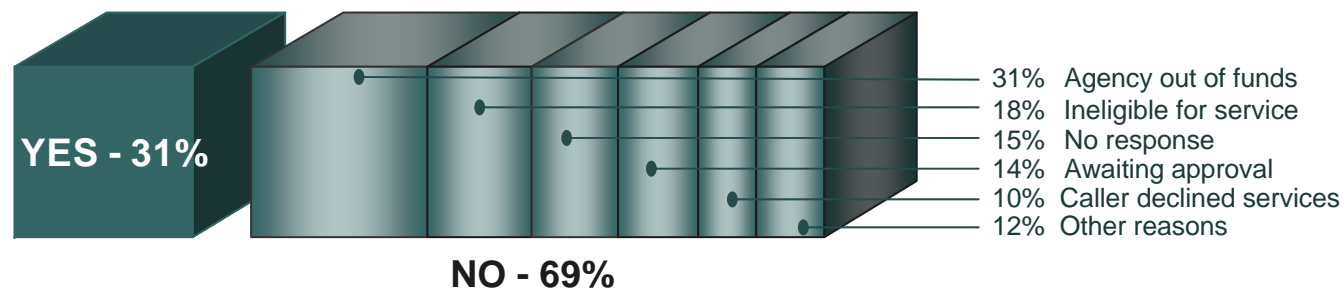
■ Did you receive agency referrals related to the services you requested?



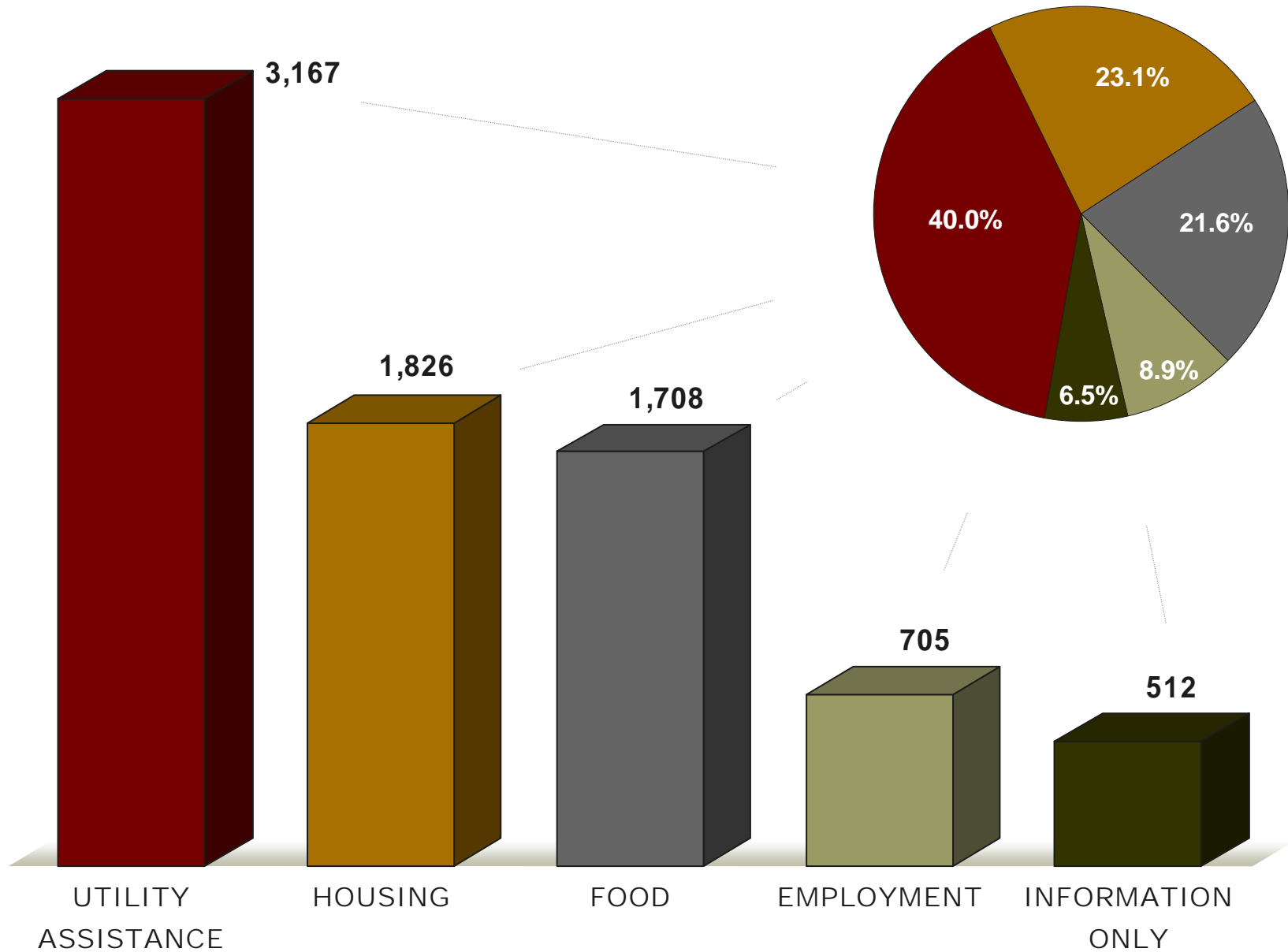
■ Did you contact the agencies to which you were referred?



■ 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	1,297	23%	Gas Bill Assistance	620	42%	Gas Bill Assistance	218	27%		
2	Gas Bill Assistance	1,267	22%	Rent Assistance	321	22%	Food Pantries	121	15%		
3	Job Search/Placement	529	9%	Food Pantries	290	20%	Homeless Shelter	103	13%		
4	Electric Bill Assistance	457	8%	Electric Bill Assistance	146	10%	Rent Assistance	88	11%		
5	Housing Search Assistance	433	8%	Information Only	145	10%	Information Only	67	8%		
6	Rent Assistance	376	7%	Temporary Financial Assistance	84	6%	Electric Bill Assistance	57	7%		
7	Information Only	300	5%	Job Search/Placement	83	6%	Job Search/Placement	38	5%		
8	Homeless Shelter	278	5%	Community Clinics	79	5%	Community Clinics	36	5%		
9	General Clothing	270	5%	Homeless Shelters	77	5%	Dental Care	33	4%		
10	Community Clinics	264	5%	General Clothing	42	3%	General Legal Aid	26	3%		
11	Subsidized Private Rental Housing	229	4%	General Legal Aid	42	3%	Disability Related Transportation	24	3%		
12	General Furniture Provisions	200	3%	Subsidized Private Rental Housing	42	3%	Housing Authorities	24	3%		
13	Water Bill Assistance	187	3%	General Counseling	42	3%	General Clothing	21	3%		
14	General Legal Aid	166	3%	Housing Authorities	35	2%	Mortgage Payment Assistance	21	3%		
15	Emergency Shelter Clearinghouse	128	2%	Mortgage Payment Assistance	33	2%	Temporary Financial Assistance	20	3%		
16	Mortgage Payment Assistance	118	2%	General Furniture Provision	30	2%	Emergency Shelter Clearinghouses	18	2%		
17	Dental Care	115	2%	Dental Care	24	2%	General Furniture Provision	16	2%		
18	Temporary Financial Assistance	83	1%	Donation Pickups	23	2%	Prescription Drug Assistance Prog.	15	2%		
19	Adult State/Local Health Insurance	74	1%	Mortgage Foreclosure Assistance	22	1%	Comprehensive Job Asst Centers	12	2%		
20	Prescription Expense Assistance	64	1%	Emergency Shelter Clearinghouses	19	1%	Ramp Construction	12	2%		

TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Michigan Dept of Human Services	1,682	29%	Michigan Dept of Human Services	642	43%	Michigan Dept of Human Services	346	44%		
2	Wayne Metro Comm Action Agency	640	11%	Lighthouse Emergency Services	358	24%	Salvation Army	133	17%		
3	Salvation Army	522	9%	St. Vincent de Paul	272	18%	St. Vincent de Paul	126	16%		
4	St. Vincent de Paul	289	5%	Oakland Livingston Human Svc Agency	173	12%	Macomb Co Comm Svcs Agency	68	9%		
5	Crossroads of Michigan	251	4%	Salvation Army	160	11%	Macomb County Rotating Shelter	40	5%		
6	Neighborhood Legal Svcs. of Michigan	231	4%	St. John's Episcopal Church	70	5%	Good Shepherd Coalition	36	5%		
7	Wayne County Veteran Affairs	200	3%	Oakland Co Employment & Training Division	57	4%	Macomb County Health Dept	32	4%		
8	Detroit Workforce Development Dept.	172	3%	Rochester Area Neighborhood House	50	3%	Macomb/St. Clair Workforce Dev	23	3%		
9	Capuchin Soup Kitchen	166	3%	Gary Burnstein Community Health Clinic	45	3%	Detroit Community Health Connection	22	3%		
10	Friendship House	153	3%	Area Agency On Aging 1-B	40	3%	Good Samaritan Coalition	22	3%		
11	Mich Dept of Labor & Economic Growth	133	2%	God's Helping Hands	36	2%	Legal Aid & Defender	20	3%		
12	Water Access Volunteer Effort Fund	129	2%	Catholic Social Services of Oakland County	34	2%	Detroit Rescue Mission	19	2%		
13	Legal Aid & Defender Association	129	2%	Baldwin Avenue United Methodist Church	34	2%	Goodwill Industries	17	2%		
14	Detroit Area Agency on Aging	128	2%	Michigan Assoc of Physicians from India	31	2%	Area Agency On Aging 1-B	16	2%		
15	Detroit Dept. of Human Services	122	2%	South Oakland Shelter	31	2%	Crossroads of Michigan	16	2%		
16	Help's On The Way	122	2%	Saint Paul Lutheran Church	28	2%	Macomb County Comm Mental Health	15	2%		
17	Advantage Health Center	121	2%	St. Paul Lutheran Church	28	2%	Mich Dept of Labor & Economic Growth	15	2%		
18	Caregivers	120	2%	Troy People Concerned	27	2%	Macomb County Interfaith Volunteers	15	2%		
19	Black Family Development	114	2%	Legal Aid & Defender Association	24	2%	United Way for Southeastern Michigan	13	2%		
20	DTE Energy	102	2%	Southfield Housing Commission	20	1%	Faith Lutheran Church	11	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 (313-226-9453)