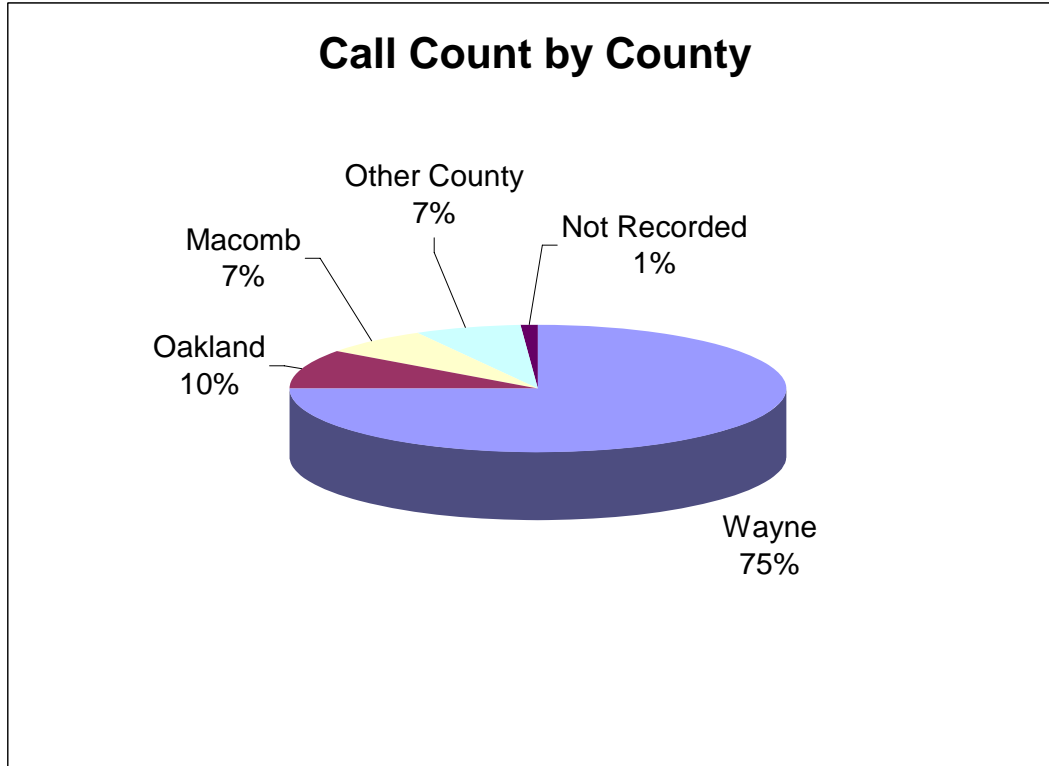


Monthly Report – June 2006

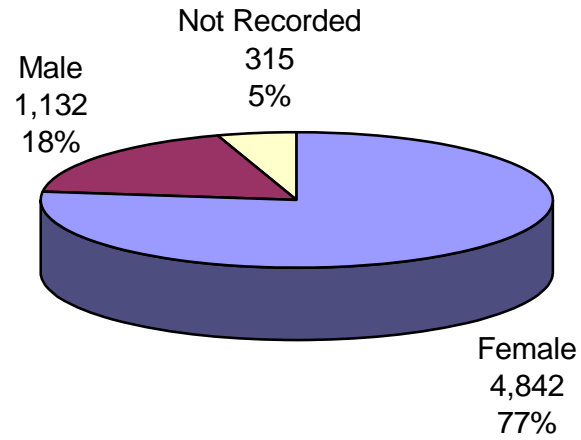


County	April 2006	Percent of Total	County Population	Percent of County Population
Wayne	4,717	75%	2,016,202	.002
Oakland	631	10%	1,213,339	< .001
Macomb	440	7%	822,660	< .001
Other Counties	423	7%		
Not Reported	78	1%		
Total Answered	6,289	94%		
Abandoned/Lost Calls	401	6%		
Total Calls	6,690	100%		
YTD	Total Answered	Abandoned/Lost	Total Calls	
Jan-June	34,812 93%	2,476 7%	37,288 100%	

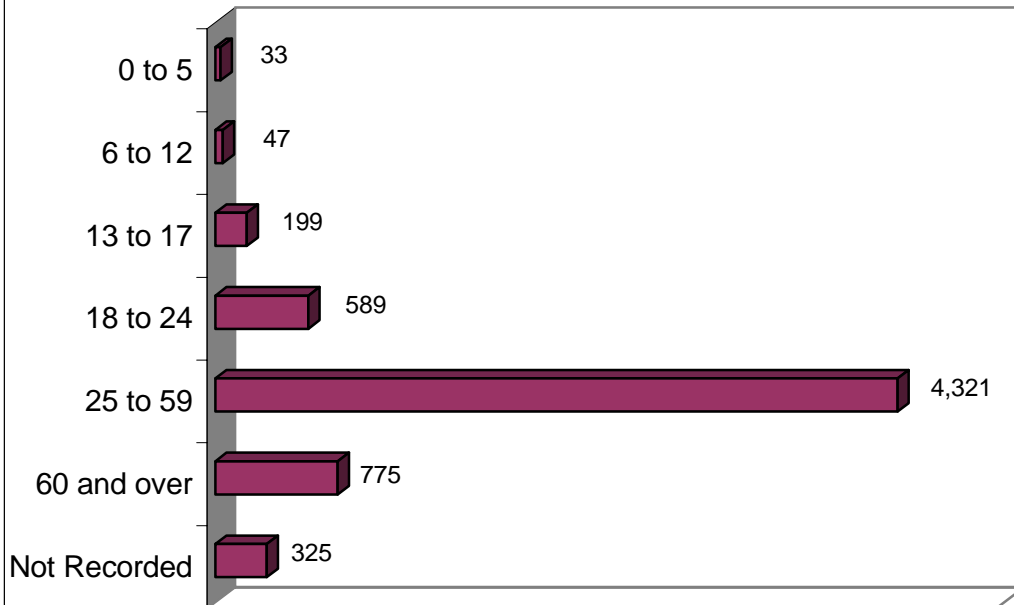
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Monthly Report – June 2006

Gender Distribution

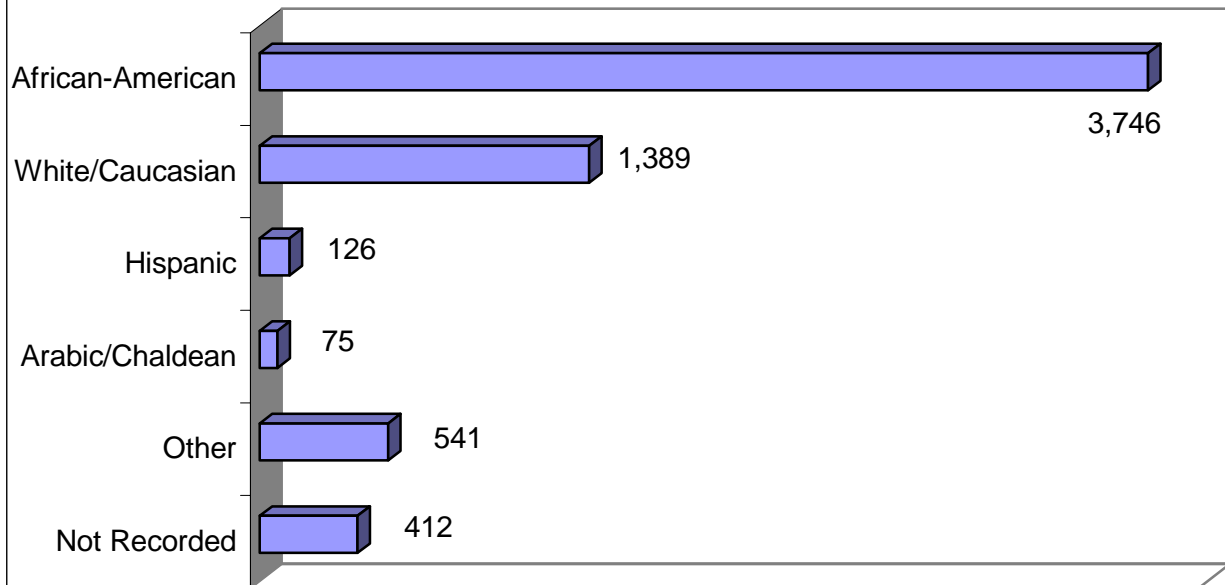


Calls by Age Range

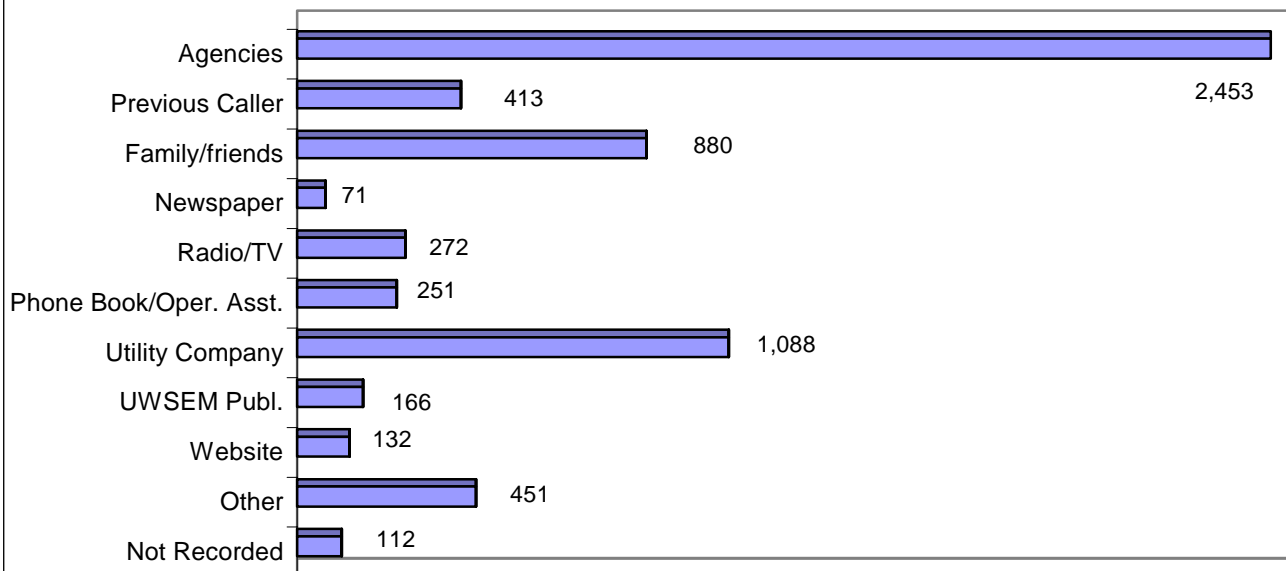


Monthly Report – June 2006

Distribution of Calls By Ethnicity



Referred By Source



Monthly Report – June 2006

Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	1,646	40
Rent Assistance	2	844	21
Job Search	3	715	17
Food Pantries	4	404	10
Information Only	5	257	6
Furniture/Appliances	6	221	5
Clothing	7	123	3
Home Rehab/Repair	8	112	3
Legal Aid	9	98	2
Temp. Financial Asst.	10	79	2
Community Clinics	11	78	2
Homeless Shelter	12	66	2
Mortgage Assistance	13	64	2
Dental Care	14	52	1
Counseling Services	15	50	1
Disability/Medical Transportation	16	48	1
Prescription Assistance	17	45	1
Weatherization	18	38	1
Ramp Construction	19	28	<1
Medical Equip/Supplies	20	22	<1

Oakland	Rank	#	%
Utility Assistance	1	98	19
Rent Assistance	2	87	17
Food Pantries	3	54	10
Information Only	4	51	10
Job Search	5	50	10
Temp. Financial Aid	6	41	8
Homeless Shelter	7	40	8
Prescription Assistance	8	35	7
Furniture/Appliances	9	31	6
Legal Aid	10	29	6
Mortgage Assistance	11	29	6
Foreclosure Assistance	12	22	4
Community Clinics	13	21	4
Counseling Services	14	20	4
Disability/Medical Transportation	15	18	4
Donations	16	15	3
Medical Equipment/Supplies	17	14	3
Adult/Child Mentoring Programs	18	14	3
Child Care	19	13	2
Dental Care	20	13	2

Macomb	Rank	#	%
Utility Assistance	1	72	18
Rent Assistance	2	54	14
Food Pantries	3	41	10
Job Search	4	38	10
Homeless Shelter	5	27	7
Temp. Financial Aid	6	21	5
Counseling Services	7	20	5
Legal Aid	8	18	5
Auto Repair Assistance	9	18	5
Clothing	10	15	4
Dental Care	11	14	4
Domestic Violence Shelters	12	10	3
Foreclosure Assistance	13	10	3
Medical Equipment/Supplies	14	10	3
Mortgage Assistance	15	9	2
Disability/Medical Transportation	16	8	2
Donations	17	8	2
Home Rehab/Repair	18	5	1
Prescription Assistance	19	5	1
Community Clinics	20	5	1

Monthly Report – June 2006

Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	1,223	18
A.C.C.E.S.S.	2	645	9
Salvation Army	3	535	8
Wayne Metro CAA	4	241	3
Mother Waddles Perpetual Mission	5	216	3
St. Vincent de Paul	6	188	3
Crossroads of Michigan	7	181	3
Lighthouse Mission	8	164	2
T.H.A.W. Sites	9	163	2
Detroit Dept. Of Human Services	10	131	2
Wayne County Veterans Affairs	11	126	2
Legal Aid & Defender	12	112	2
Detroit Urban League	13	91	1
University of Detroit Mercy	14	88	1
DTE Energy	15	86	1
United Community Housing Coalition	16	69	1
Eastside Emergency Center	17	64	1
Wayne County Neighborhood Legal Services	18	61	1
Capuchin Soup Kitchen	19	60	1
Advantage Health Centers	20	58	1

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	88	10
St. Vincent de Paul	2	71	9
O.L.H.S.A.	3	65	9
Lighthouse Emergency Services	4	64	9
Salvation Army	5	64	9
Furniture Bank of Oakland County	6	31	4
Troy People Concerned	7	22	3
Legal Aid & Defender	8	18	3
Mother Waddles Perpetual Mission	9	17	3
Common Ground Sanctuary	10	17	3
Partnership for Prescription Asst. Michigan	11	15	2
South Oakland Shelter	12	10	1
Grace Centers of Hope	13	10	1
T.H.A.W. Sites	14	10	1
Jewish Vocational Svc	15	9	1
Project JOBS	16	9	1
Southfield Human Services Department	17	8	1
Catholic Social Services of Oakland County	18	8	1
Lakeshore Legal Aid	19	8	1
Lighthouse Community Development	20	8	1

Macomb	Rank	#	%
Salvation Army	1	68	14
Michigan Dept. of Human Services	2	59	12
St. Vincent de Paul	3	48	10
Macomb County Comm. Svcs. Agency	4	29	6
Macomb/St.Clair Workforce Dev. Board	5	22	4
Catholic Social Services of Macomb	6	20	4
Lakeshore Legal Aid	7	18	4
S.E. Michigan Indians	8	18	4
University of Detroit Mercy	9	18	4
Macomb County Dept. of Senior Citizen Serv.	10	16	3
Macomb County Interfaith Volunteer Caregivers	11	16	3
Legal Aid & Defender	12	14	3
Saint John Health System	13	12	2
Charity Motors	14	12	2
Crossroads of Michigan	15	12	2
Greenpath Debt Solutions	16	11	2
Macomb Family Services	17	10	2
T.H.A.W. Sites	18	10	2
SAFE Center	19	9	2
Habitat for Humanity	20	8	2

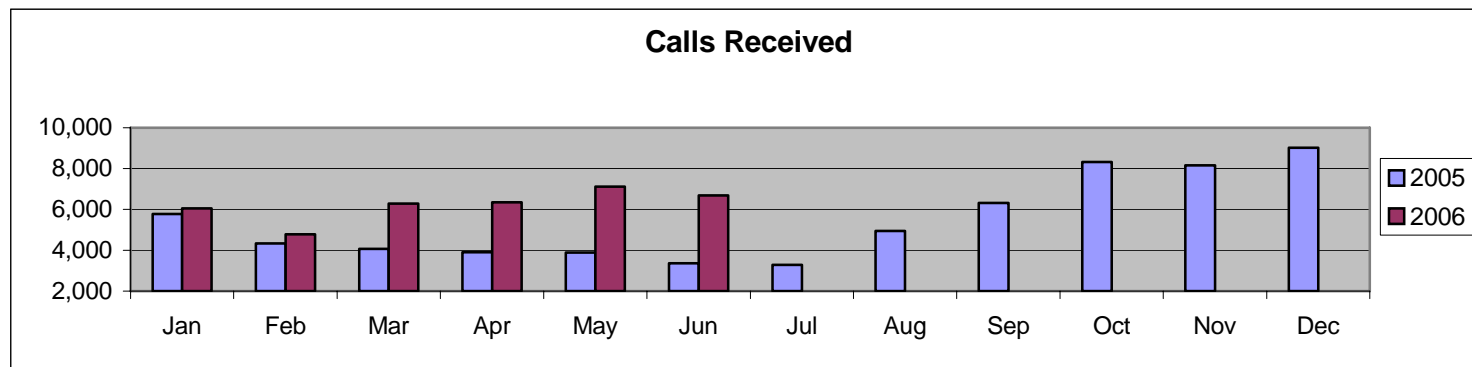
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Monthly Report – June 2006

Call Activity	June 05*	June 06		Goal
Calls Answered	3,075	6,289		n/a
Calls Abandoned	286	401		n/a
Total Calls	3,361	6,690		n/a
Answered %	91%	94%		90%
Abandoned %	9%	6%		10%
Average length of call	n/a	5:28		<6 mins
Average answer delay	n/a	8 secs		<60 sec
Quality Assurance				
Average Monitoring Scores		Actual	Goal	
Call Center Staff	n/a	95%	>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	6,288	6,351	7,121	6,690							37,288
% Change	5%	10%	55%	63%	83%	99%							



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

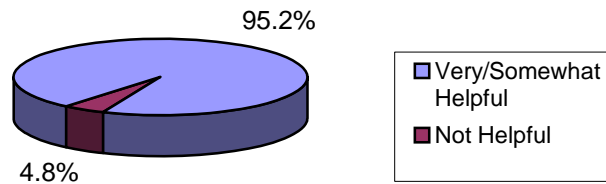
Monthly Report – June 2006

Customer Satisfaction Survey

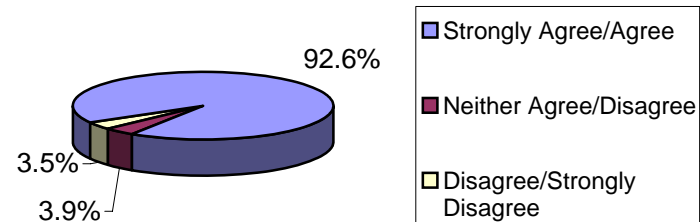
Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	80	34.8%
Complex (multiple needs)	57	24.8%
Health (i.e. prescription assistance, medical referrals, etc.)	90	39.1%
Volunteer/Contributor	3	1.3%
Total	230	100.0%

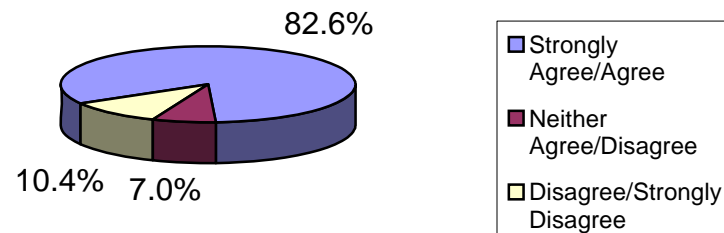
How Helpful was the 211 Associate?



Would You Recommend 211 to a Relative/Friend?



Were You Given Referrals to Programs that May Help You?



Quality of Service

