



UNITED WAY

2-1-1

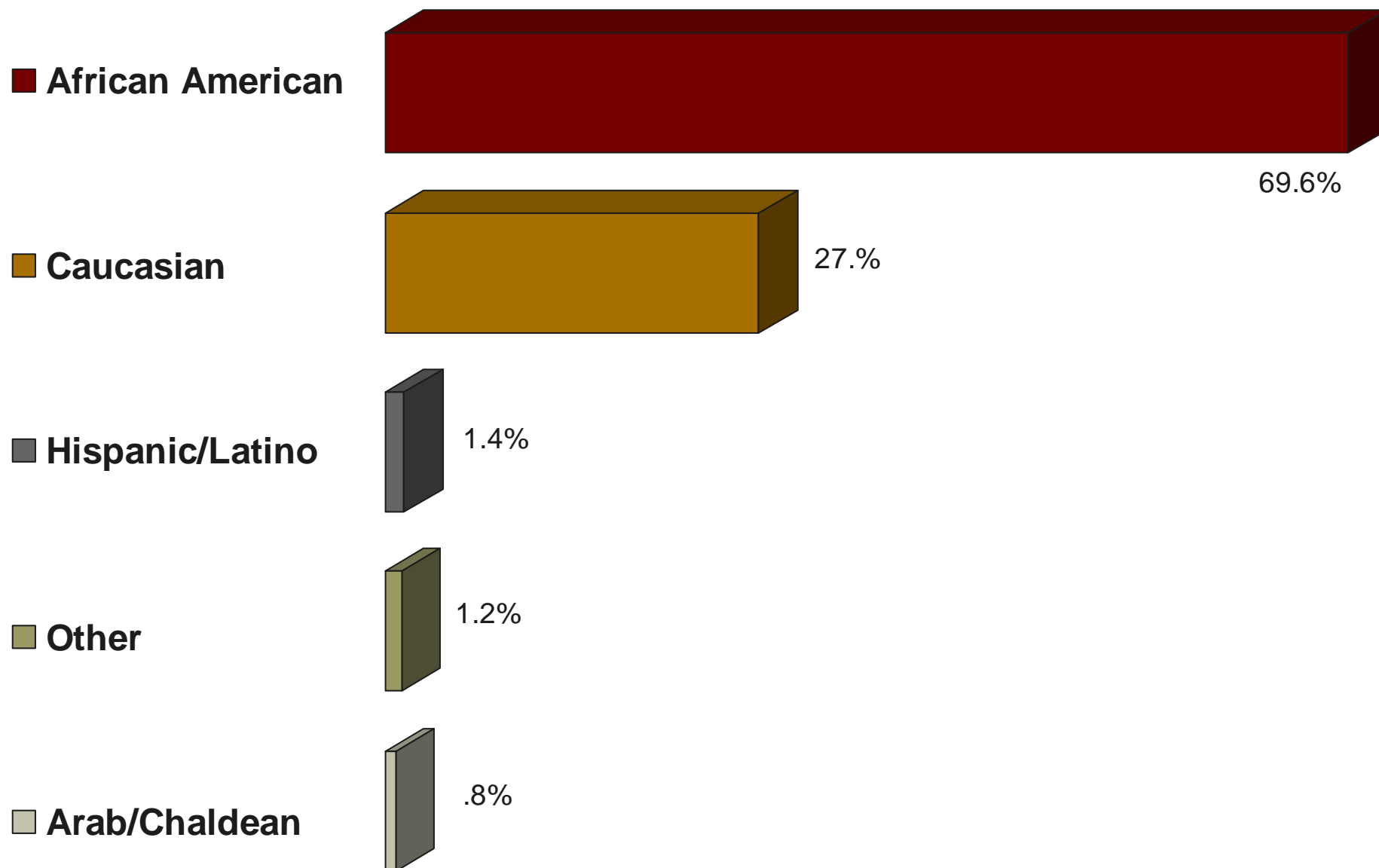
*Get Connected. Get Answers.*

CALL CENTER STATISTICS

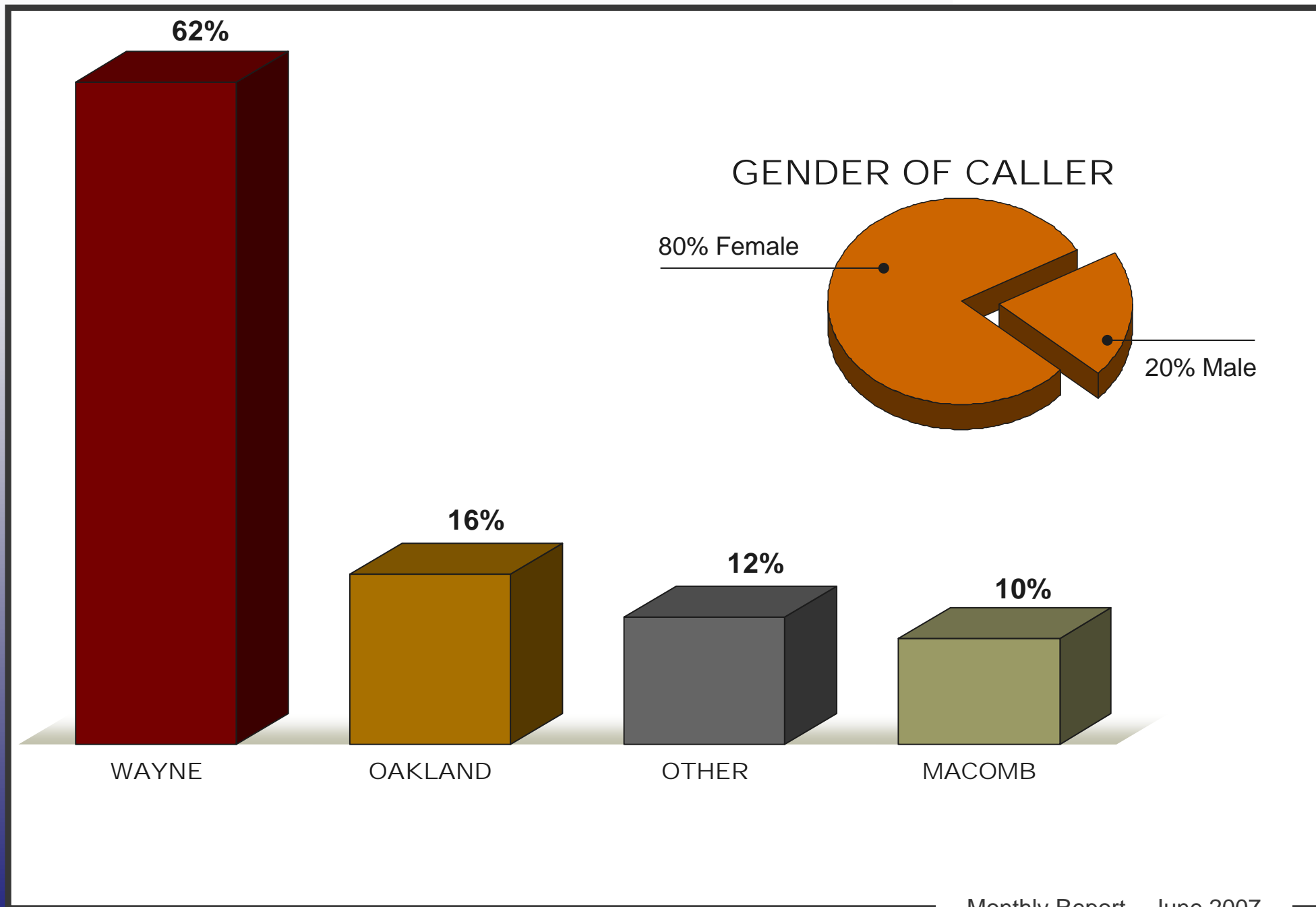
June 2007

- Call volume in June 2007 was 55% higher than June 2006
- 2-1-1 received 10,360 calls in June 2007, a 23% decrease from the previous month. Summer months traditionally invoke a lower call volume.
- Following the first two quarters of 2007, projected annual call volume is 150,000, a 50% increase from 2006.
- 2-1-1 participated in a Public Policy Survey by asking willing callers their opinions of state spending during current economic hardship.
- 2-1-1 is broadening its efforts to assist in Mortgage Foreclosure Assistance by developing a statewide initiative with the Michigan State Housing Development Authority (MSHDA). By collaborating with other 2-1-1 call centers, we are utilizing the strengths of a statewide 2-1-1 system.
- 2-1-1 has developed an initiative with the Detroit Wayne County Long-Term Care Connection. Aging residents of Detroit who require long-term assistance will have their needs assessed and documented for specialized Options Counselors who will comprehensively aid the individual.
- 2-1-1 is collaborating with the Osborn Project, a Good Neighborhoods Initiative that is aimed at promoting economic self sufficiency for families with children by assessing the economic and basic needs of the residents of Osborn and providing appropriate referrals.

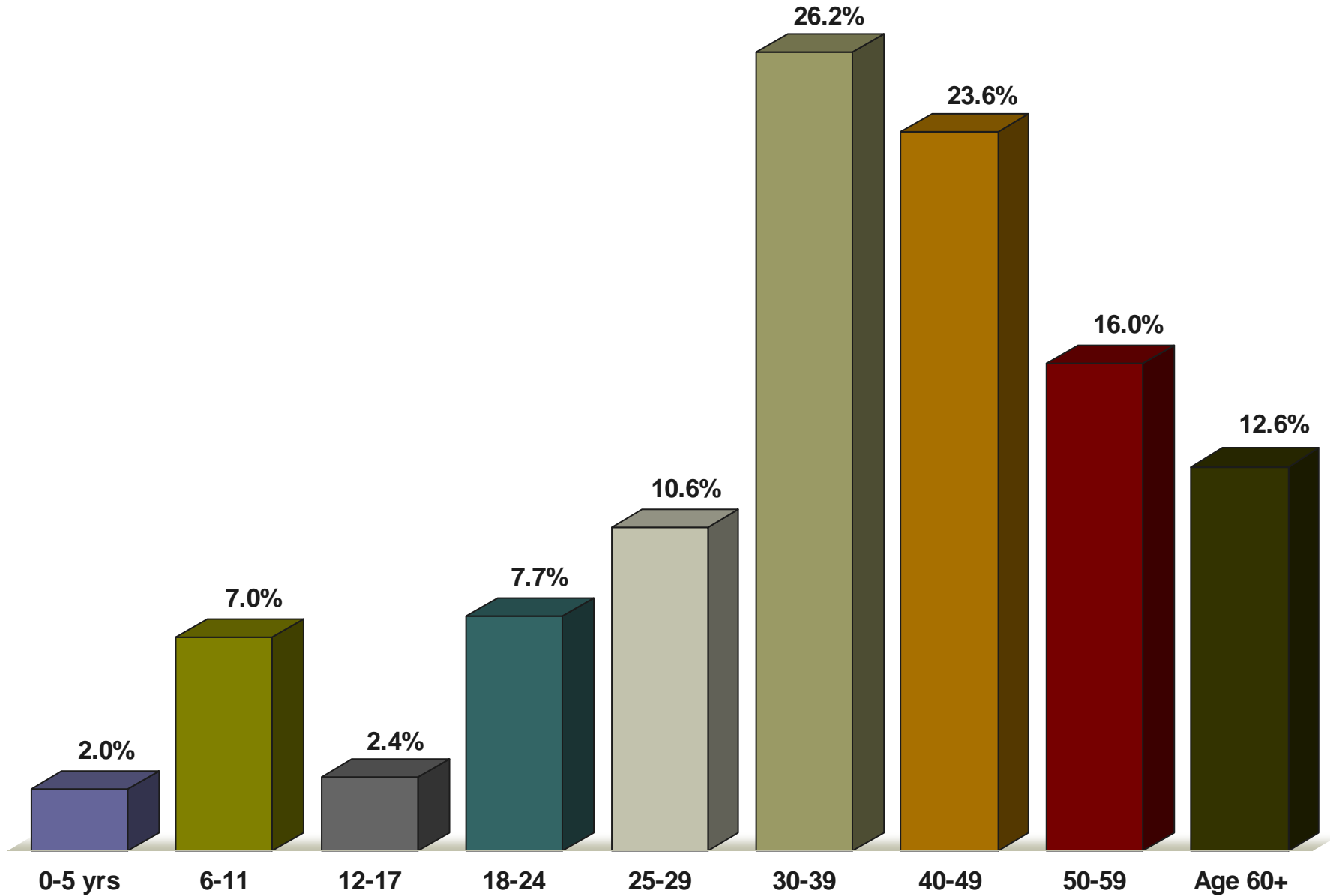
# CALLS BY ETHNICITY



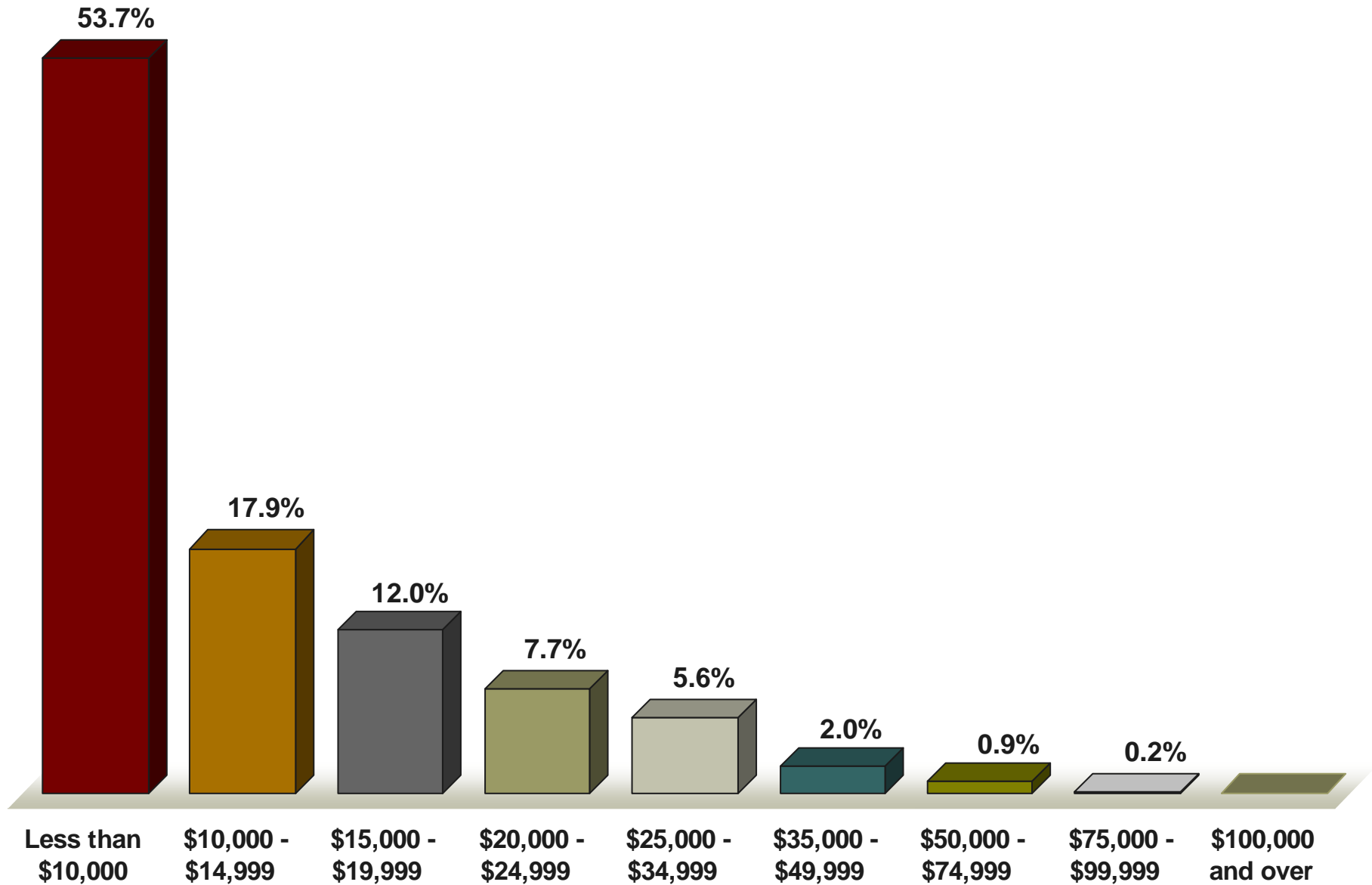
# CALL VOLUME BY COUNTY



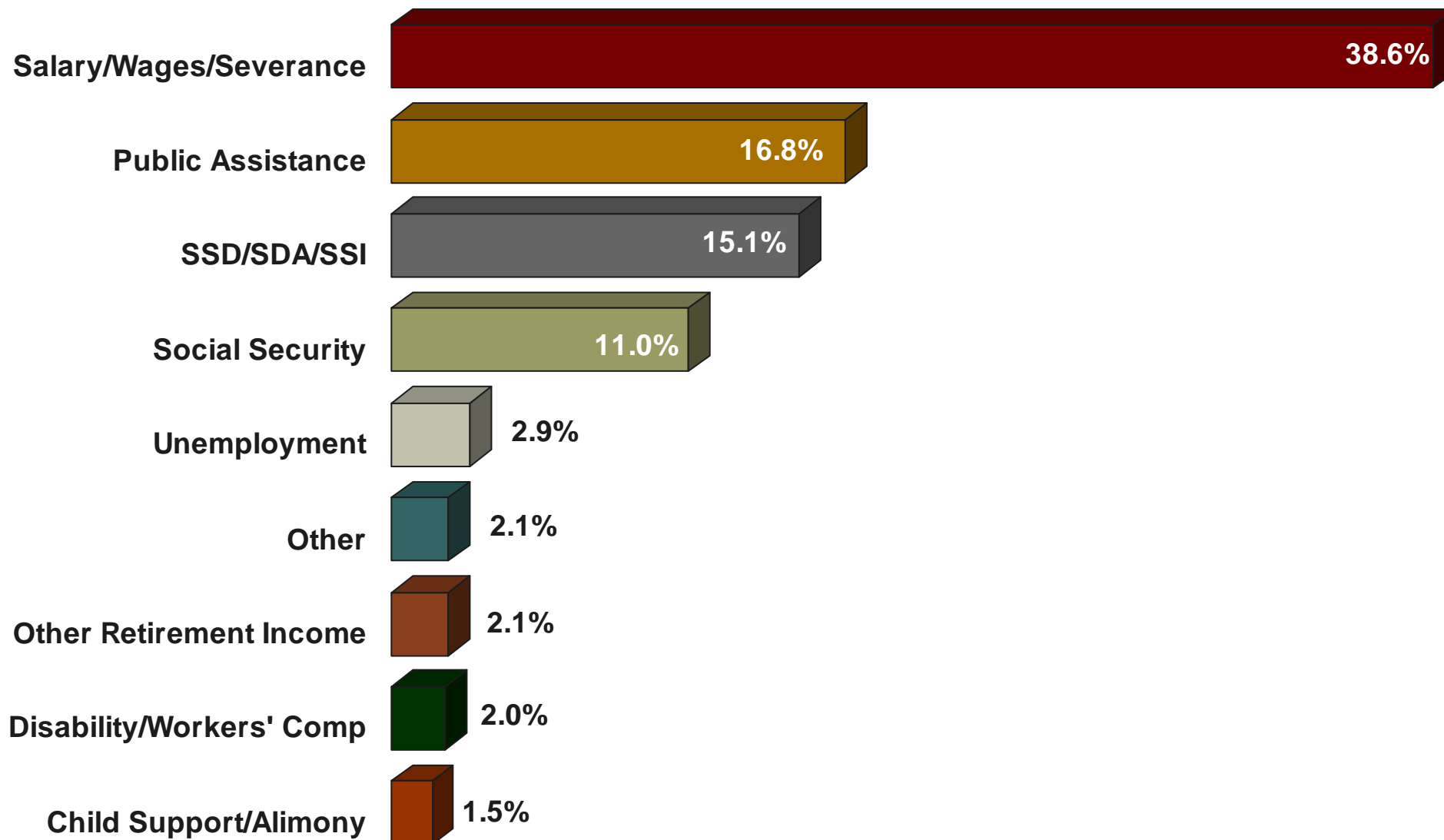
# AGE RANGE OF SERVICE REQUESTS



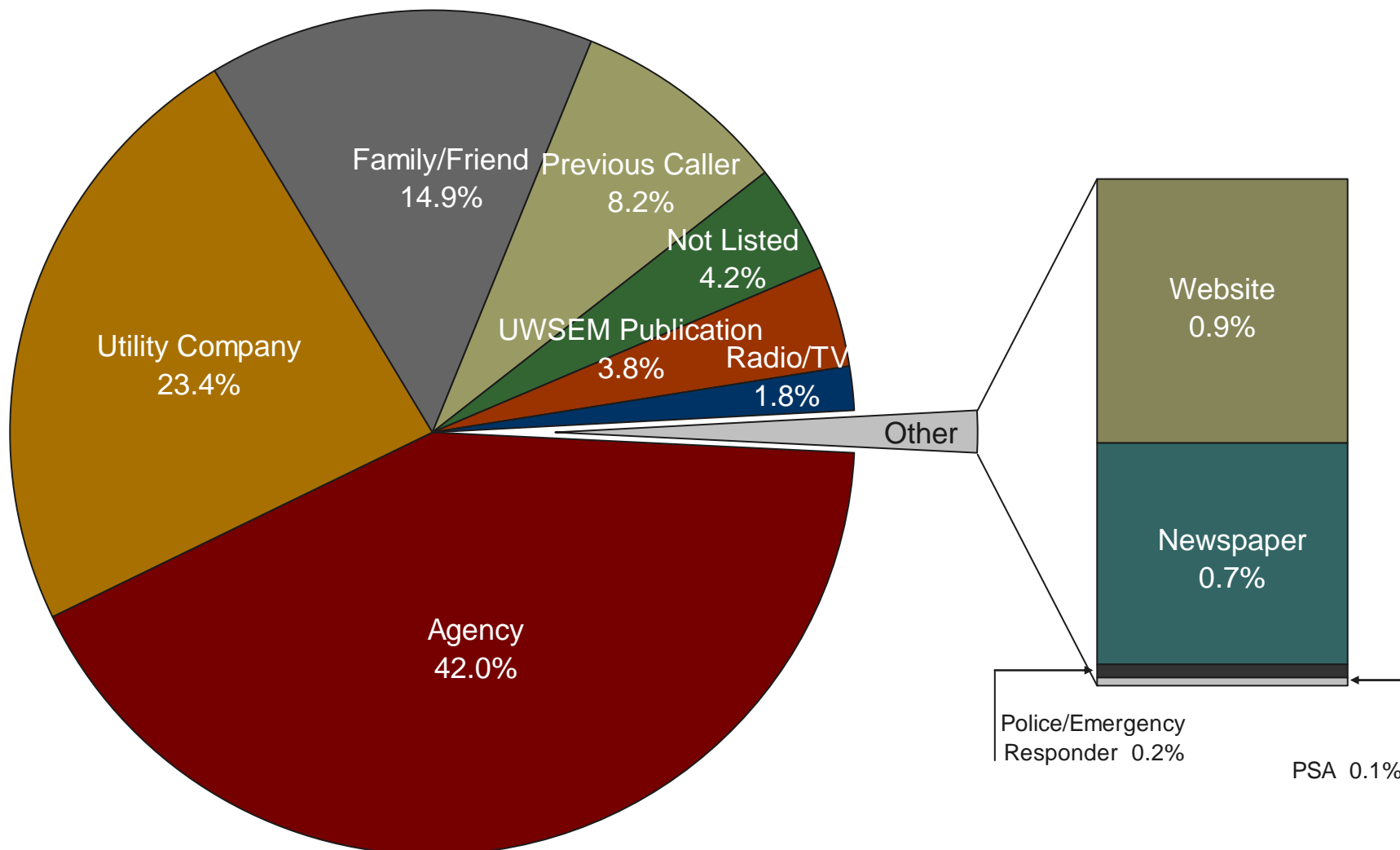
# INCOME LEVEL



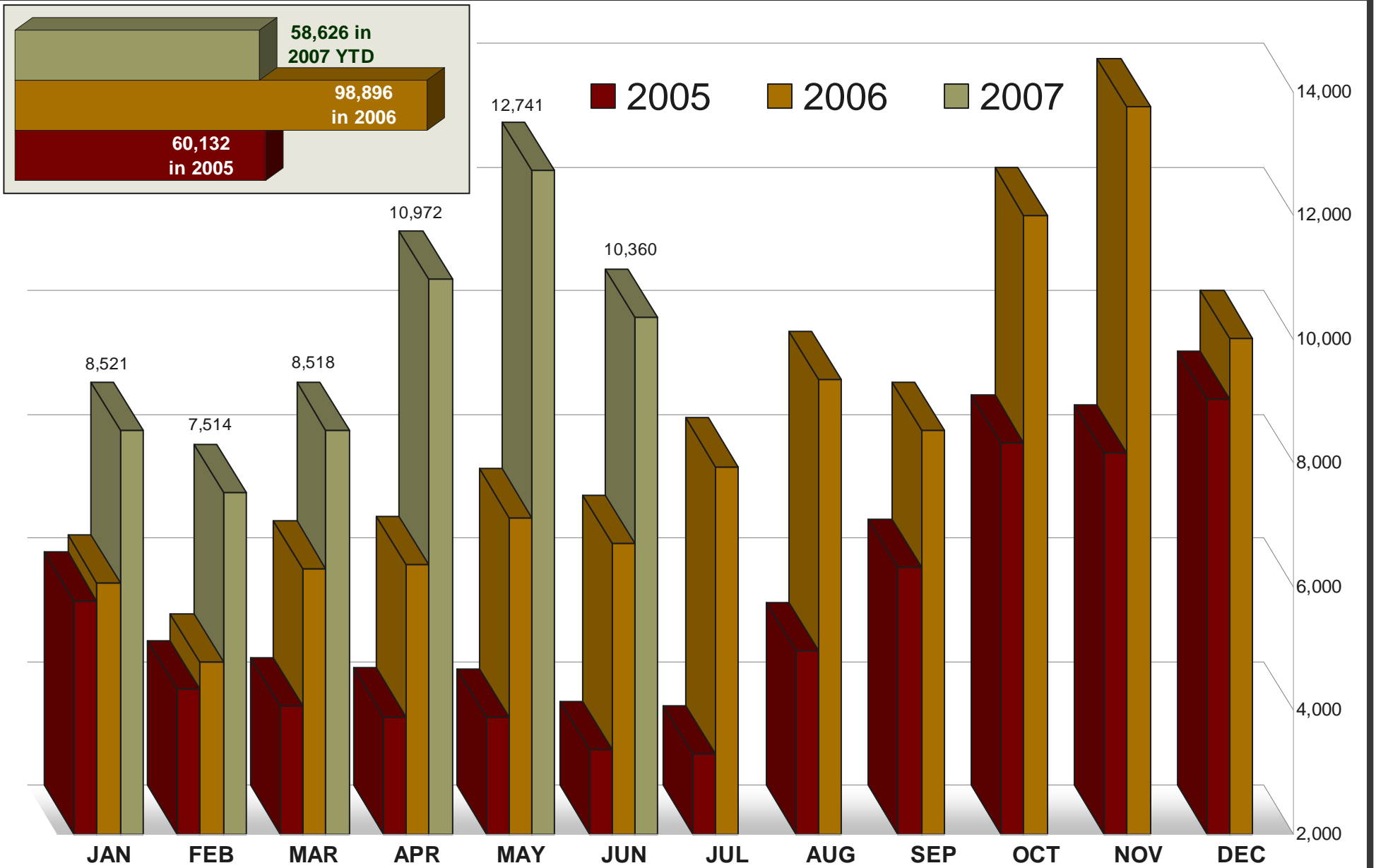
# PRIMARY SOURCE OF INCOME



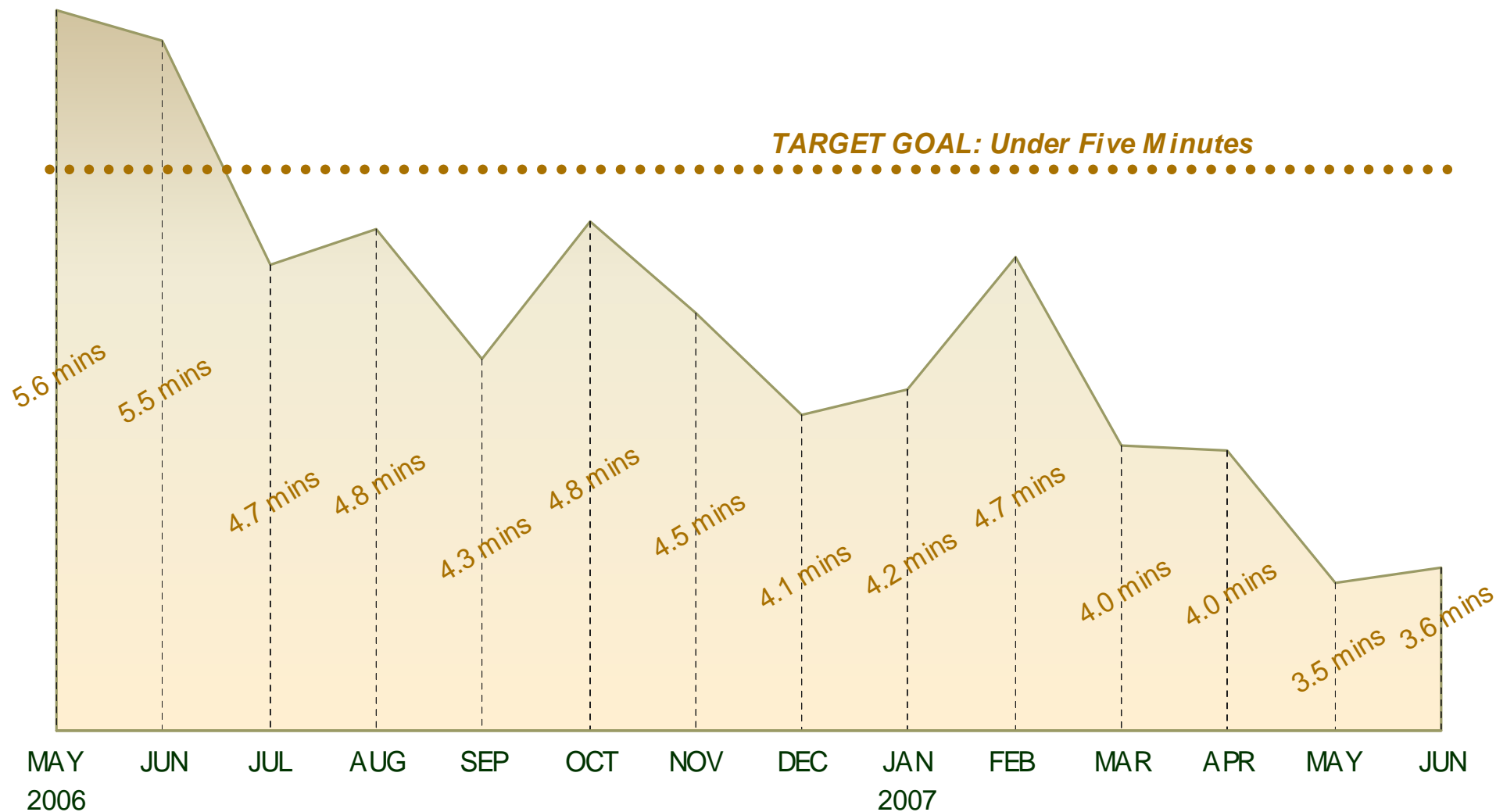
# REFERRED BY SOURCE



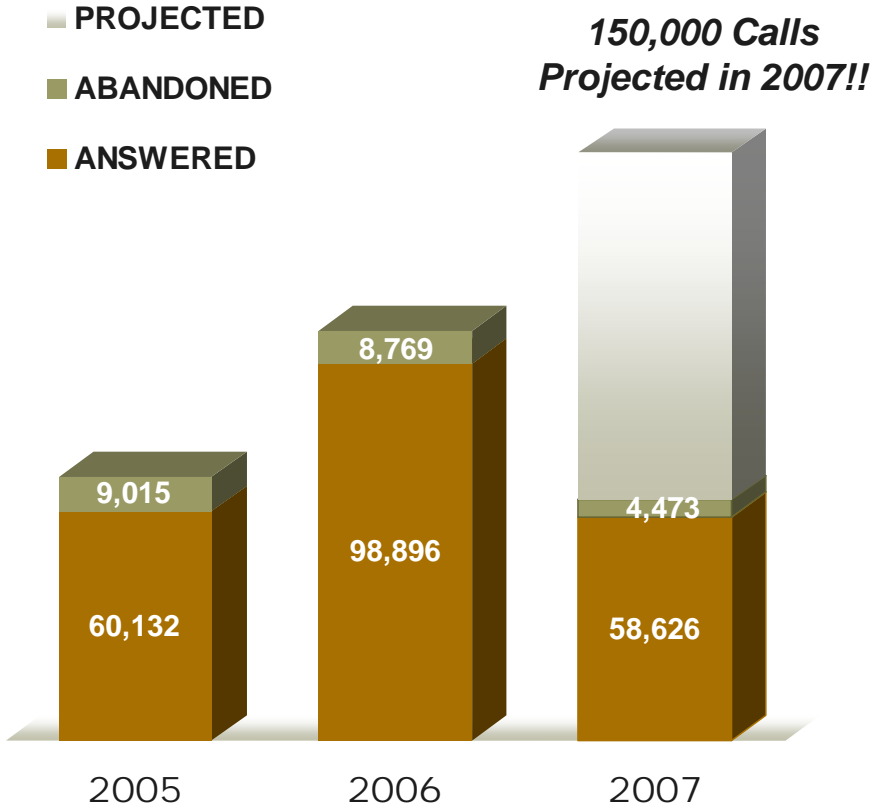
# CALLS RECEIVED



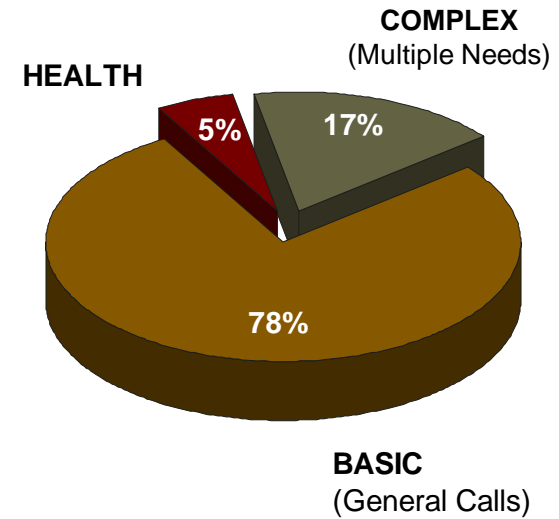
# AVERAGE LENGTH OF CALL



# CALL ACTIVITY

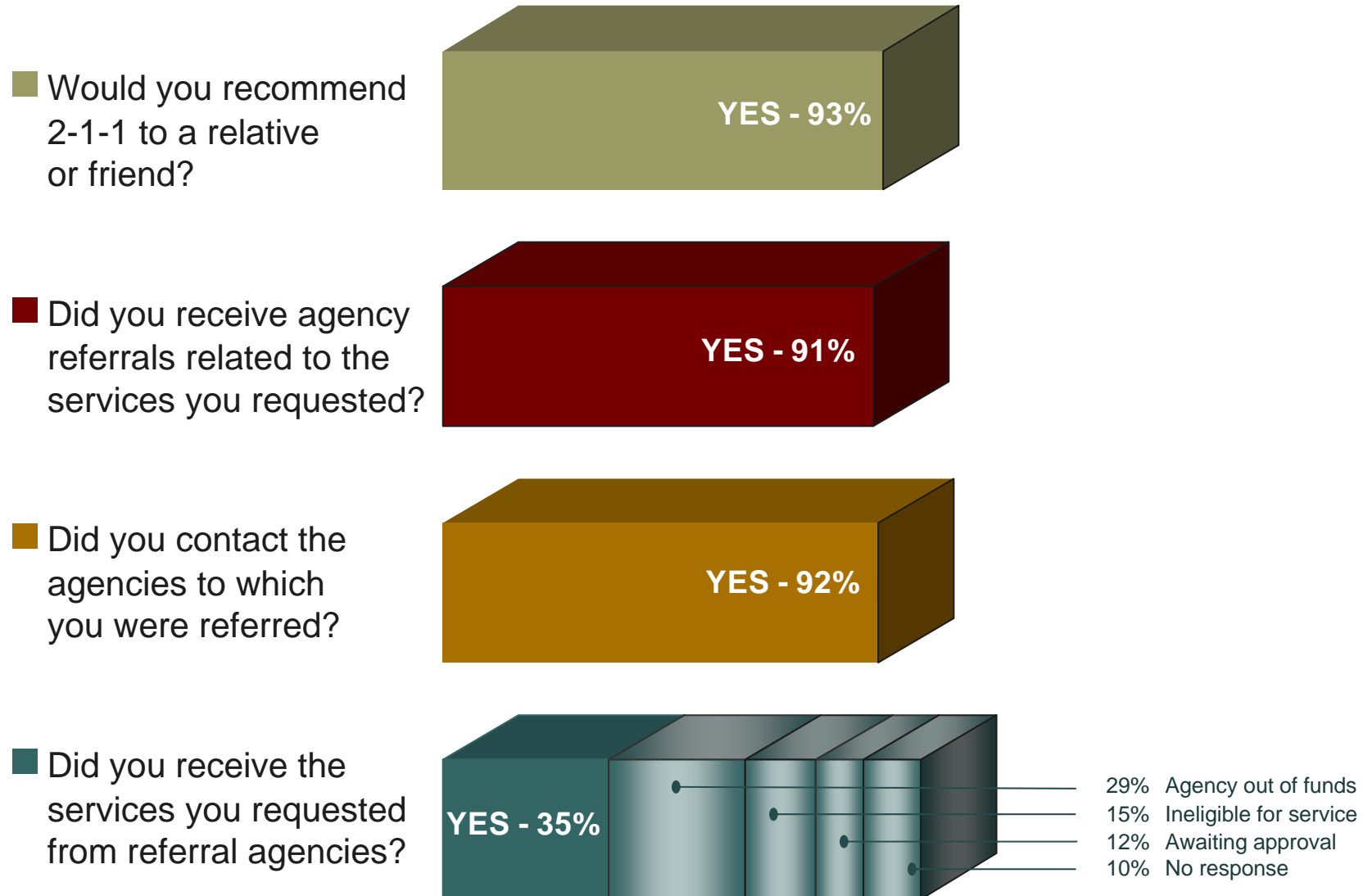


## FOLLOW-UP ACTIVITY

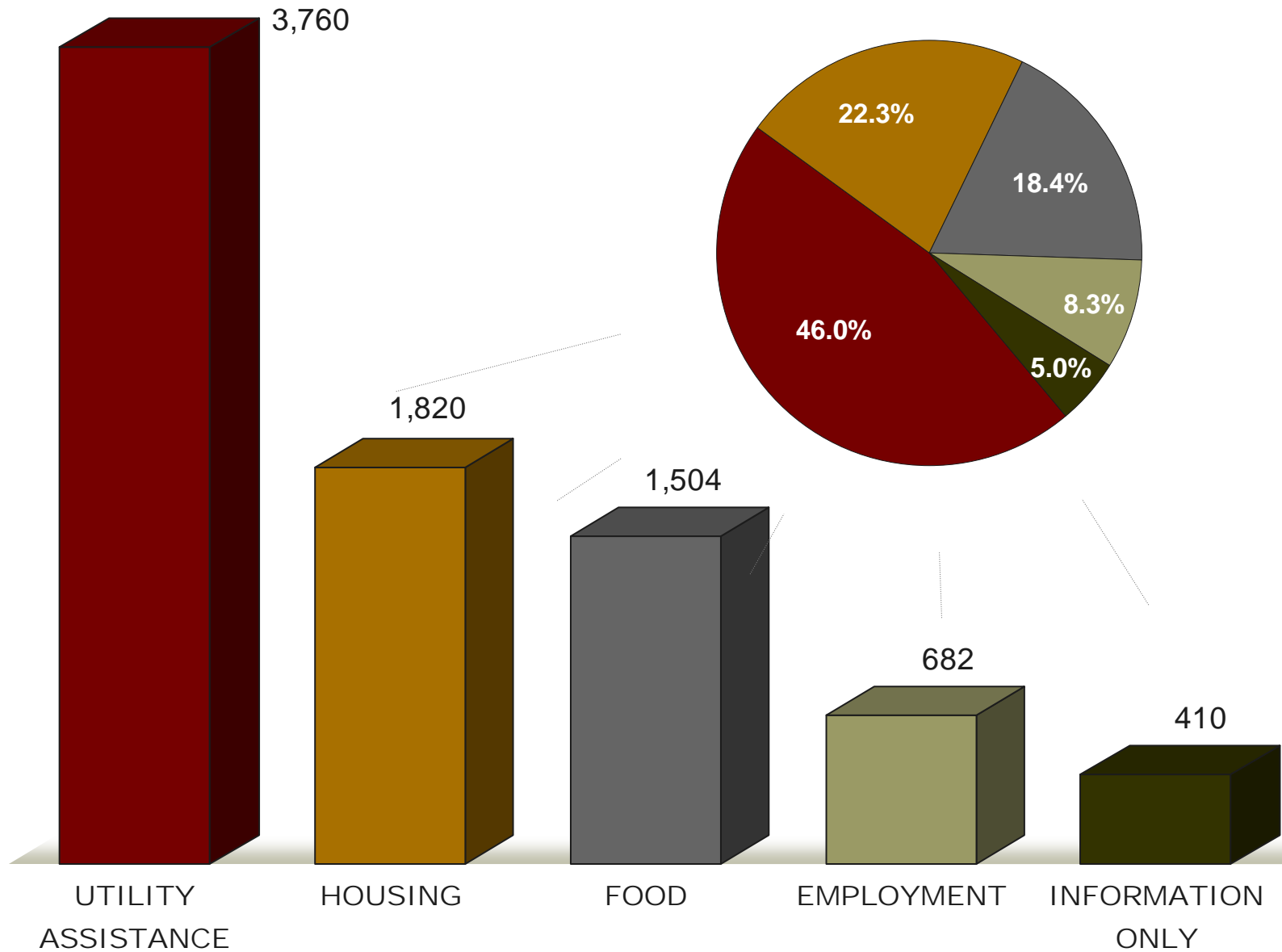


Percent of total calls taken: 4.4%

# FOLLOW-UP RESULTS



# SERVICE REQUESTS



TOP FIVE CATEGORIES

# TOP 20 SERVICE REQUESTS



WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	<b>Gas Bill Assistance</b>	<b>1,731 33%</b>	<b>Gas Bill Assistance</b>	<b>676 49%</b>	<b>Gas Bill Assistance</b>	<b>320 40%</b>		
2	<b>Food Pantries</b>	<b>1,152 22%</b>	<b>Rent Assistance</b>	<b>305 22%</b>	<b>Food Pantries</b>	<b>112 14%</b>		
3	<b>Electric Bill Assistance</b>	<b>570 11%</b>	<b>Food Pantries</b>	<b>240 17%</b>	<b>Rent Assistance</b>	<b>107 13%</b>		
4	<b>Job Search/Placement</b>	<b>551 10%</b>	<b>Electric Bill Assistance</b>	<b>129 9%</b>	<b>Electric Bill Assistance</b>	<b>62 8%</b>		
5	<b>Rent Assistance</b>	<b>409 8%</b>	<b>Information Only</b>	<b>95 7%</b>	<b>Job Search/Placement</b>	<b>47 6%</b>		
6	Housing Search Assistance	354 7%	Job Search/Placement	84 6%	Community Clinics	47 6%		
7	Homeless Shelter	299 6%	Community Clinics	68 5%	Temporary Financial Assistance	40 5%		
8	Information Only	287 5%	Homeless Shelters	66 5%	Dental Care	30 4%		
9	Water Bill Assistance	272 5%	Temporary Financial Assistance	53 4%	Information Only	28 3%		
10	General Clothing	243 5%	General Clothing	41 3%	General Legal Aid	28 3%		
11	Community Clinics	220 4%	General Legal Aid	41 3%	Homeless Shelter	27 3%		
12	General Legal Aid	210 4%	Rental Deposit Assistance	36 3%	Subsidized Private Rental Housing	24 3%		
13	Subsidized Private Rental Housing	205 4%	Subsidized Private Rental Housing	32 2%	General Clothing	23 3%		
14	Dental Care	152 3%	Mortgage Payment Assistance	27 2%	Housing Authorities	23 3%		
15	Emergency Shelter Clearinghouse	151 3%	General Furniture Provision	26 2%	Adult/Child Mentoring Programs	15 2%		
16	General Furniture Provisions	147 3%	General Counseling	22 2%	Mortgage Payment Assistance	13 2%		
17	Mortgage Payment Assistance	124 2%	Dental Care	22 2%	Emergency Shelter Clearinghouses	13 2%		
18	Temporary Financial Assistance	115 2%	Prescription Assistance	17 1%	Adolescent/Youth Counseling	11 1%		
19	Adult State/Local Health Insurance	77 1%	Day Camps	16 1%	Public Housing	9 1%		
20	Prescription Expense Assistance	77 1%	Housing Search Assistance	12 1%	Transitional Housing/Shelter	9 1%		

# TOP 20 REFERRALS PROVIDED

WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Michigan Dept of Human Services	2,164 41%	Michigan Dept of Human Services	727 52%	Michigan Dept of Human Services	412 51%		
2	Wayne Metro Comm Action Agency	597 11%	Lighthouse Emergency Services	291 21%	St. Vincent de Paul	153 19%		
3	Salvation Army	494 9%	Oakland Livingston Human Svc Agency	201 14%	Salvation Army	96 12%		
4	Wayne County Veteran Affairs	338 6%	St. Vincent de Paul	188 13%	Samaritan House	49 6%		
5	Crossroads of Michigan	251 5%	Salvation Army	122 9%	Macomb Co Comm Svcs Agency	45 6%		
6	St. Vincent de Paul	246 5%	St. John's Episcopal Church	62 4%	Macomb/St. Clair Workforce Dev	31 4%		
7	Neighborhood Legal Svcs. of Michigan	227 4%	Oakland Co Employment & Training Division	45 3%	Macomb County Health Dept	26 3%		
8	Friendship House	207 4%	DTE Energy	44 3%	Legal Aid & Defender	22 3%		
9	Water Access Volunteer Effort Fund	188 4%	Rochester Area Neighborhood House	41 3%	Safe Center	19 2%		
10	DTE Energy	181 3%	God's Helping Hands	38 3%	God's Helping Hands	18 2%		
11	Legal Aid And Defender Association	167 3%	St. Paul Lutheran Church	32 2%	Detroit Community Health Connection	17 2%		
12	Detroit Dept. of Human Services	128 2%	Troy People Concerned	28 2%	Macomb County Comm Mental Health	15 2%		
13	Detroit Area Agency on Aging	128 2%	Catholic Social Services of Oakland County	28 2%	South Eastern Michigan Indians	14 2%		
14	Advantage Health Center	122 2%	JVS	27 2%	Downriver Community Services	14 2%		
15	Detroit Urban League	122 2%	Michigan Assoc of Physicians from India	27 2%	Goodwill Industries	12 1%		
16	Mich Dept of Labor & Economic Growth	110 2%	South Oakland Shelter	27 2%	Good Samaritan Coalition	12 1%		
17	Detroit Community Health Connection	110 2%	Common Ground Sanctuary	27 2%	Thea Bowman Wellness Institute	12 1%		
18	Church Of The Messiah Housing Corp.	108 2%	Gary Burnstein Community Health Clinic	25 2%	Good Shepherd Coalition	11 1%		
19	Capuchin Soup Kitchen	104 2%	Baldwin Avenue United Methodist Church	23 2%	DTE Energy	10 1%		
20	Neighborhood Service Organization	103 2%	Legal Aid And Defender Association	23 2%	United Way for Southeastern Michigan	8 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

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