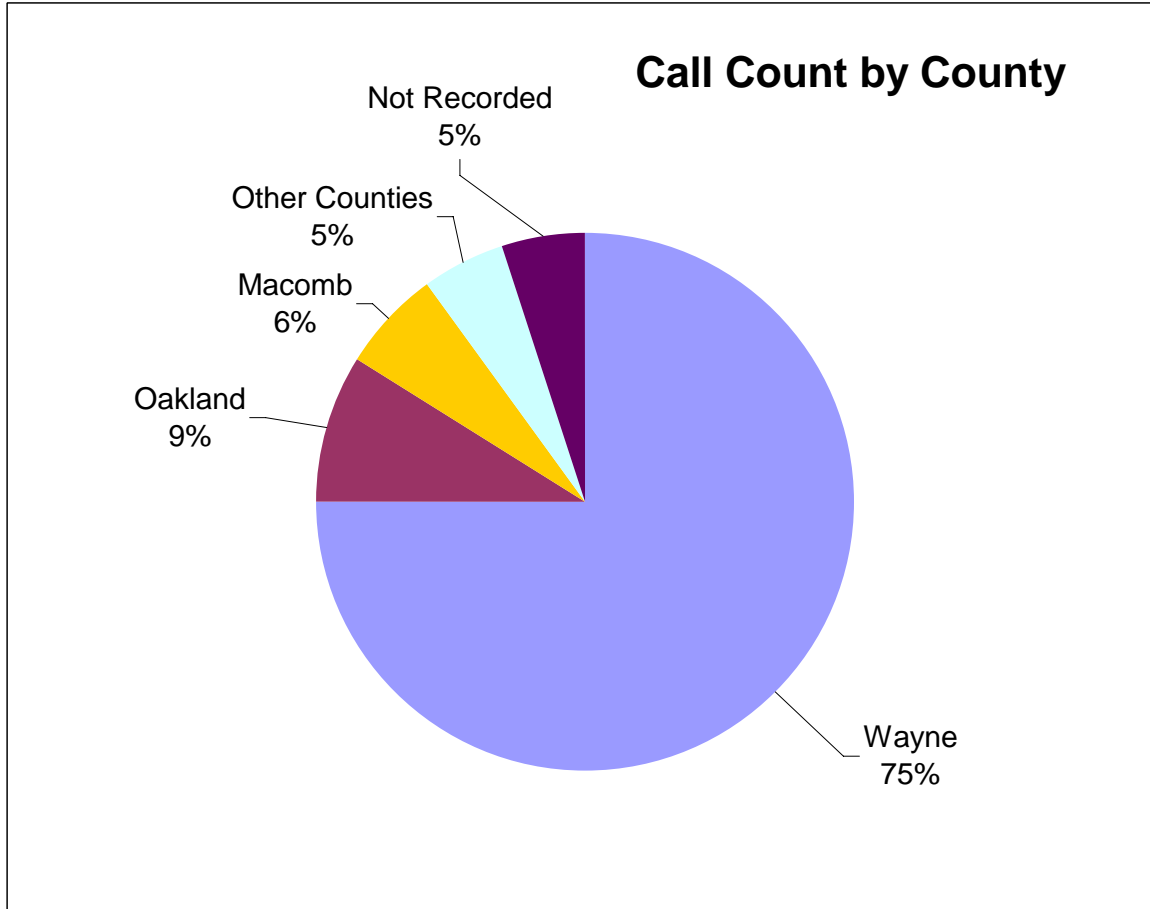
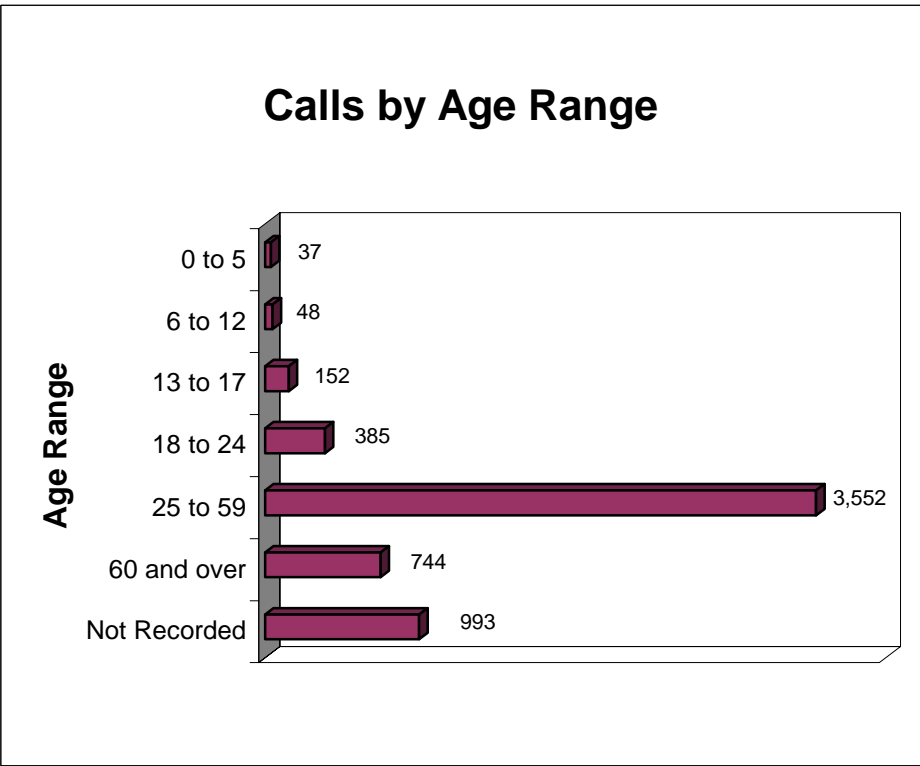
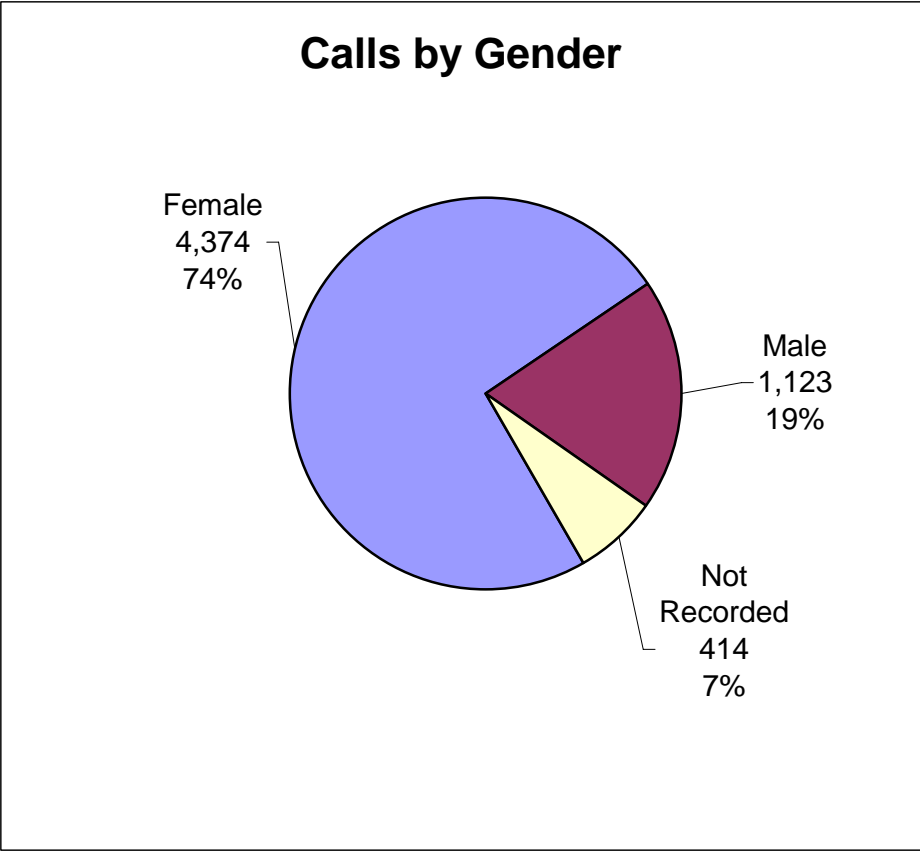


## Monthly Report – March 2006



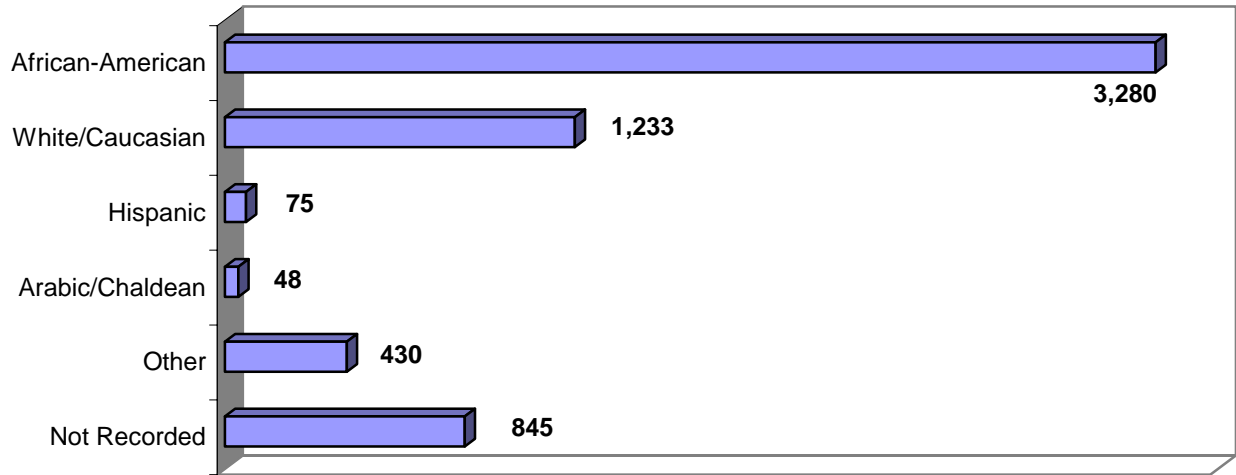
County	March 2006	Percent of Total	County Population	Percent of County Population
Wayne	4433	75%	2,016,202	.003
Oakland	532	9%	1,213,339	.001
Macomb	355	6%	822,660	.001
Other Counties	289	5%		
Not Reported	302	5%		
<b>Total Answered</b>	<b>5911</b>	<b>94%</b>		
<b>Abandoned/Lost Calls</b>	<b>377</b>	<b>6%</b>		
<b>Total Calls</b>	<b>6288</b>	<b>100%</b>		
<b>YTD</b>	<b>Total Answered</b>	<b>Abandoned/Lost</b>	<b>Total Calls</b>	
	15,959 93%	1,167 7%	17,126 100%	

# Monthly Report – March 2006

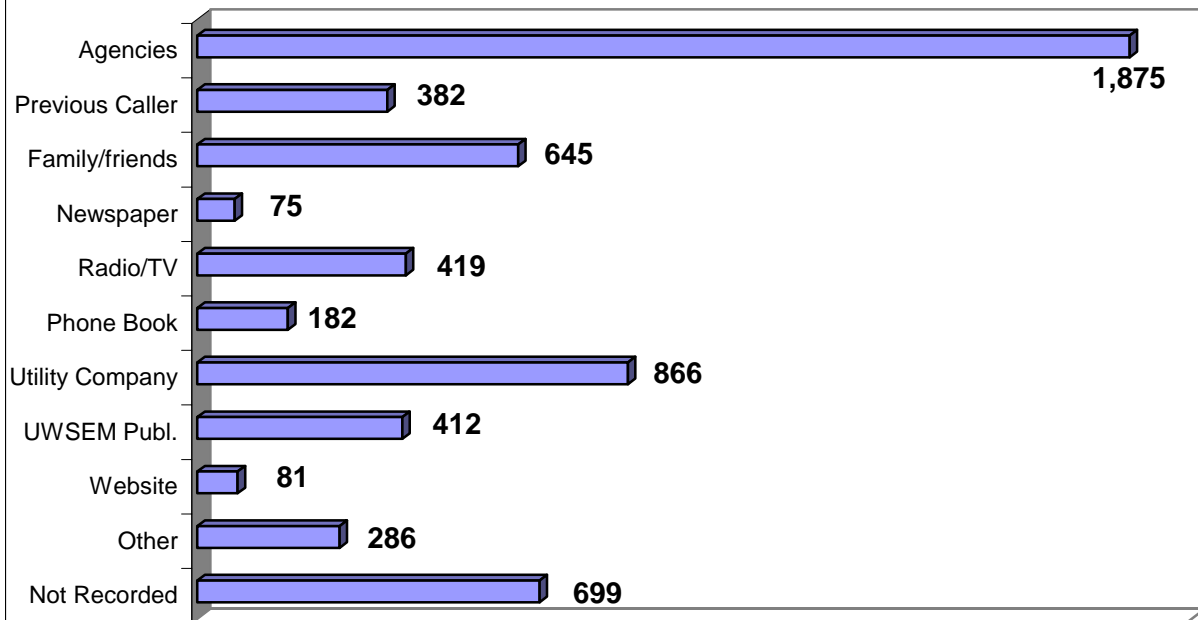


**Monthly Report – March 2006**

**Calls by Ethnicity**



**Referred by Source**



## Monthly Report – March 2006

### Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	2,015	25
Job Search	2	1,531	19
Housing Assistance	3	439	6
Food Pantries	4	367	5
Rent Assistance	5	303	4
Furniture/Appliances	6	219	3
VITA Program Sites	7	184	2
Weatherization	8	164	2
Clothing	9	152	2
Legal Aid	10	150	2
Subsidized Housing	11	118	2
Homeless Shelter	12	98	1
Home Repair/Rehab.	13	97	1
Med. Clinics	14	88	1
Dental Care	15	84	1
Temp. Financial Asst.	16	84	1
Mortgage Assistance	17	78	1
Prescription Assistance	18	74	1
Case/Care Management	19	56	1
Counseling	20	51	1

Oakland	Rank	#	%
Utility Assistance	1	131	13
Rent Assistance	2	98	10
Job Search	3	68	7
Food Pantries	4	47	5
Temp. Financial Asst.	5	41	8
Homeless Shelter	6	35	7
Prescription Assistance	7	31	6
Mortgage Assistance	8	23	5
Legal Aid	9	19	4
Subsidized Housing	10	18	4
Medical Equipment	11	15	3
Donations	12	15	3
VITA Program Sites	13	15	3
Housing Assistance	14	14	3
Clothing	15	11	2
Home Repair/Rehab.	16	10	2
Weatherization	17	10	2
Transportation	18	9	2
Medical Clinics	19	8	2
Foreclosure Assistance	20	7	1

Macomb	Rank	#	%
Utility Assistance	1	73	12
Rent Assistance	2	44	7
Job Search	3	41	7
Dental Care	4	33	6
Food Pantries	5	29	5
Homeless Shelter	6	26	5
Legal Aid	7	19	3
Furniture/Appliances	8	18	3
Clothing	9	15	3
Counseling	10	15	3
Medical Transportation	11	15	3
Prescription Assistance	12	14	2
Home Repair/Rehab.	13	14	2
Subsidized Housing	14	13	2
Temp. Financial Asst.	15	11	2
Adult/Child Mentoring	16	10	2
Foreclosure Assistance	17	10	2
Mortgage Assistance	18	9	2
Donations	19	9	2
Medical Clinics	20	9	2

## Monthly Report – March 2006

### Top 20 Referrals Provided

Wayne	Rank	#	%
Michigan Dept. of Human Services	1	1,406	18
T.H.A.W. Sites	2	1,240	16
Mother Waddles Perpetual Mission	3	864	11
ACCESS	4	799	10
Salvation Army	5	651	8
Downriver Community Conference	6	451	6
Employment and Training Designs	7	315	4
Wayne Metro	8	282	4
Detroit Dept. of Human Services	9	258	3
SER, Metro-Detroit	10	234	3
Ross Education	11	226	3
St. Vincent de Paul	12	215	3
Mich. Dept. of Labor	13	206	3
Child Care Coord. Council of Det/Wayne	14	162	2
Crossroads of Michigan	15	161	2
Lighthouse Mission	16	158	2
Wayne County Neighborhood Legal	17	155	2
Legal Aid and Defender	18	150	2
Jewish Vocational Svcs	19	123	2
DTE Energy	20	109	1

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	113	11
St. Vincent de Paul	2	68	7
Lighthouse Emergency Services	3	66	7
Mother Waddles Perpetual Mission	4	60	6
Salvation Army	5	49	5
O.L.H.S.A.	6	48	5
Southfield Human Services	7	20	2
Common Ground	8	17	2
Oakland County Emp. and Training Division	9	16	2
South Oakland Shelter	10	16	2
World Medical Relief	11	14	1
Legal Aid & Defender	12	13	1
Catholic Soc. Services of Oakland County	13	12	1
Rochester Area Neighborhood House	14	12	1
Oakland Family Svcs.	15	11	1
Saint Paul Lutheran	16	10	1
Furniture Bank of Oakland County	17	8	1
Lakeshore Legal Aid	18	8	1
DTE Energy	19	7	1
Greenpath Debt Sol.	20	7	1

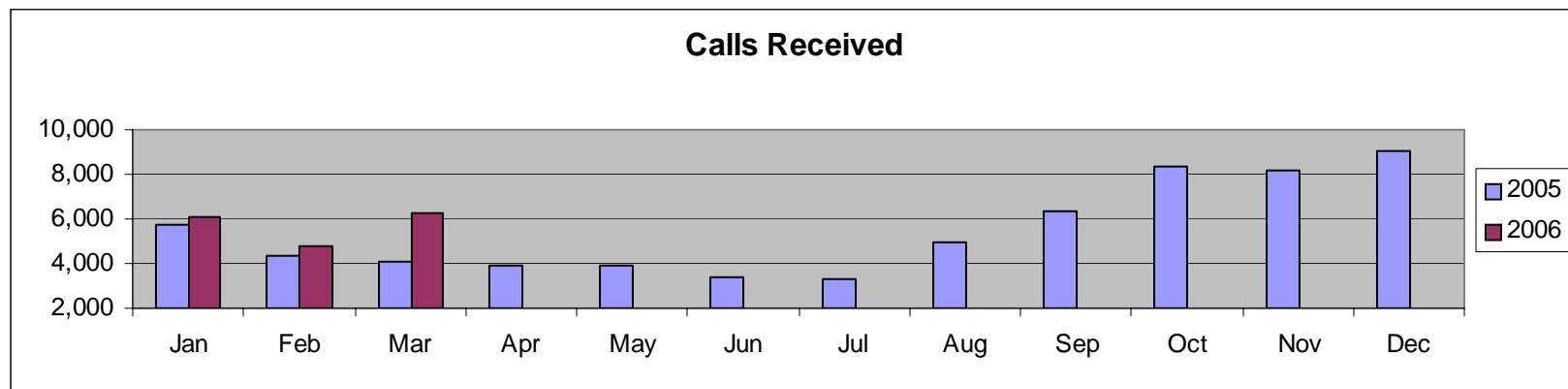
Macomb	Rank	#	%
Michigan Dept. of Human Services	1	62	10
T.H.A.W. Sites	2	49	8
Salvation Army	3	42	7
St. Vincent de Paul	4	38	6
Mother Waddles Perpetual Mission	5	31	5
Macomb Workforce Development Board	6	29	5
Macomb County Community Svcs.	7	20	3
Lakeshore legal Aid	8	15	3
Saint John Health System	9	14	2
Samaritan House	10	14	2
Legal Aid & Defender	11	10	2
Tri County Dental Health Council	12	10	2
Jewish Voc. Svcs.	13	9	2
Safe Center	14	6	1
Clinton Township Housing Commission	15	6	1
Macomb Family Svcs.	16	6	1
Macomb Oakland Regional Center	17	6	1
Emmanuel Community House	18	5	1
Greenpath Debt Sol.	19	5	1
Macomb County Interfaith Volunteer	20	5	1



## Monthly Report – March 2006

<b>Call Activity</b>	<b>Mar. 05</b>	<b>Mar. 06</b>	<b>Goal</b>
Calls Answered	3,587	5,911	n/a
Calls Abandoned	478	377	n/a
Total Calls	4,065	6,288	n/a
Answered %	88%	94%	90%
Abandoned %	12%	6%	10%
Average length of call	n/a	6:05	<6 mins
Average answer delay	n/a	11 secs	<60 sec
<b>Quality Assurance</b>			
Average Monitoring Scores		<b>Actual</b>	<b>Goal</b>
Individual	n/a	92%	>85%
Peer Review	n/a	90%	>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										17,126
<b>% Change</b>	5%	10%	55%										



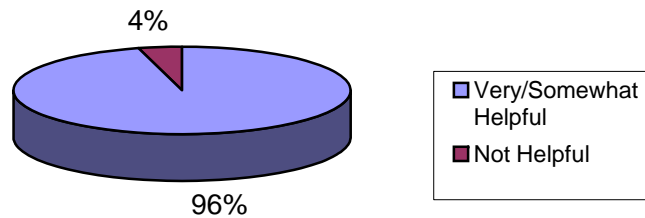
## Monthly Report – March 2006

### Customer Satisfaction Survey

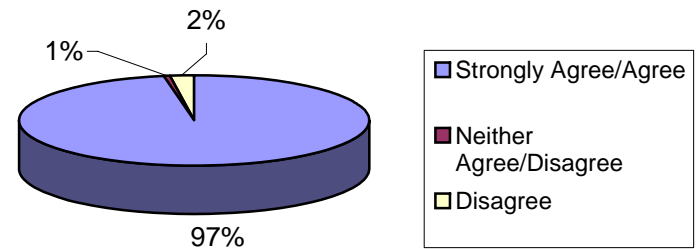
#### Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	33	24.6%
Health (prescription assistance, medical referrals, etc.)	80	54.5%
Complex (multiple needs, domestic violence, etc.)	21	15.7%
Total	134	100.0%

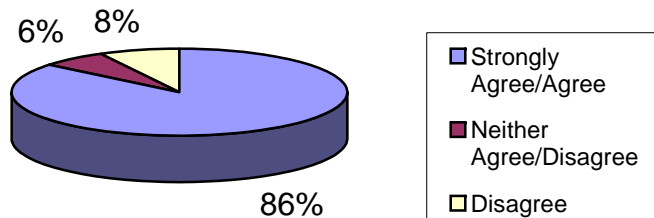
**How Helpful was the 211 Associate?**



**Would You Recommend 211 to a Relative/Friend?**



**Were You Given Referrals to Programs that May Help You?**



**Quality of Service**

