



UNITED WAY

2-1-1

*Get Connected. Get Answers.*

CALL CENTER STATISTICS

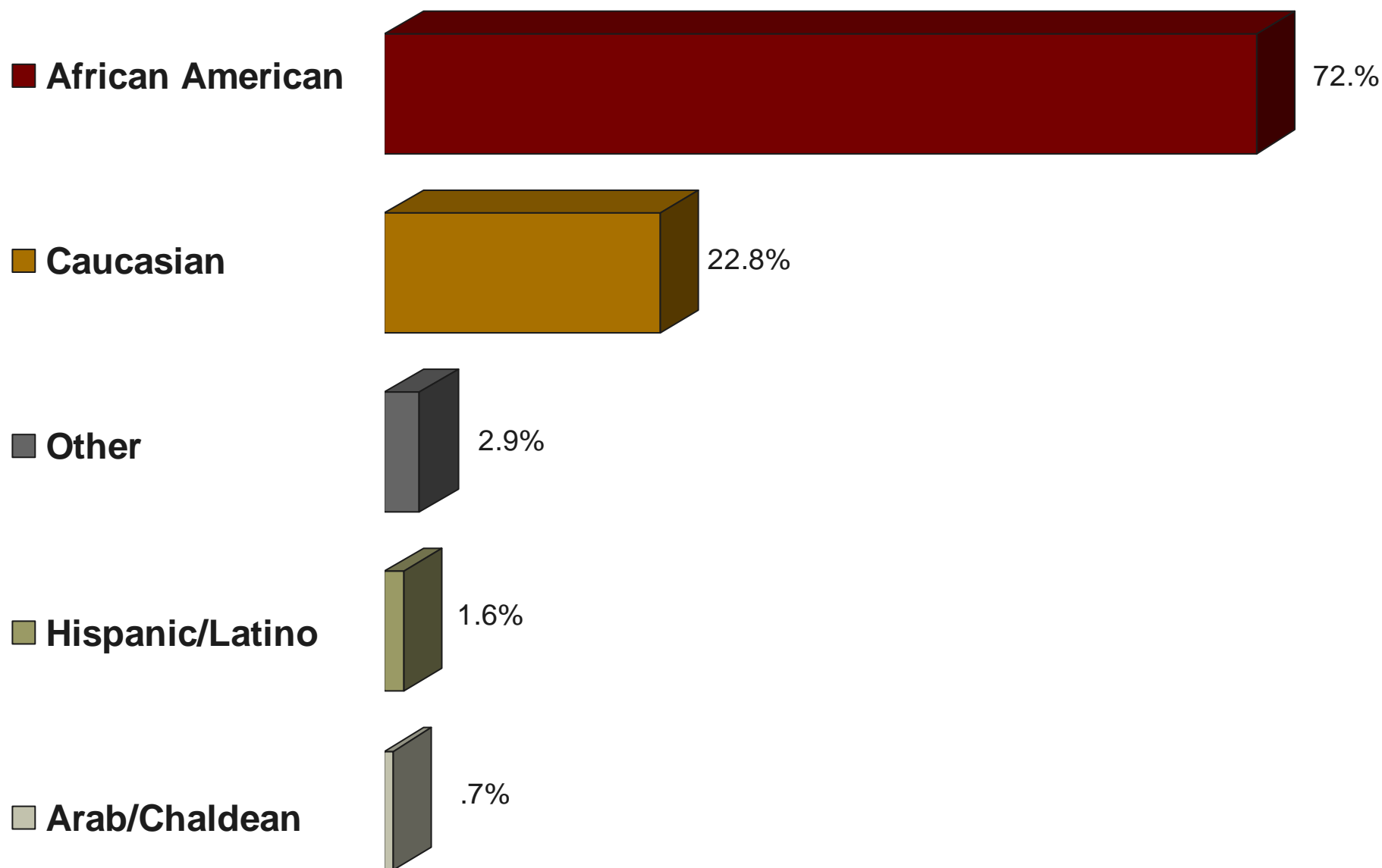
March 2007

# MARCH 2007

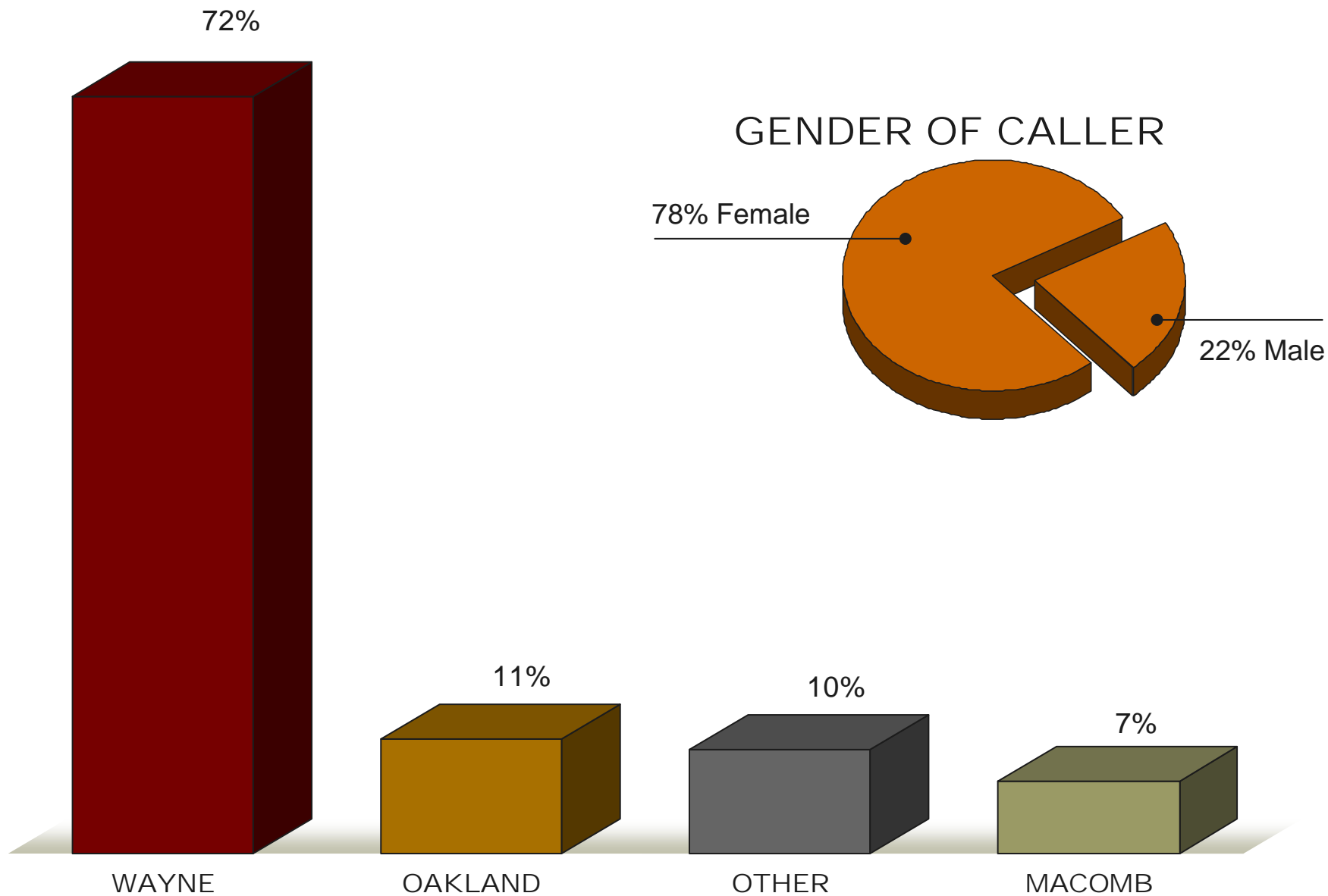


- Call activity in March 2007 was 35% higher than March 2006.
- United Way 2-1-1 received 8,518 calls in March 2007, a 13% increase from the previous month.
- Reasons for the increased call volume:
  - increase in requests for Mortgage Payment Assistance and Mortgage Foreclosure Assistance,
  - increase in requests for Rent Payment Assistance,
  - Increase in requests for General Legal Aid.
- Utility Company referrals to 2-1-1 increased 5%.
- Follow-up activity increased 17% due to additional staffing capacity.

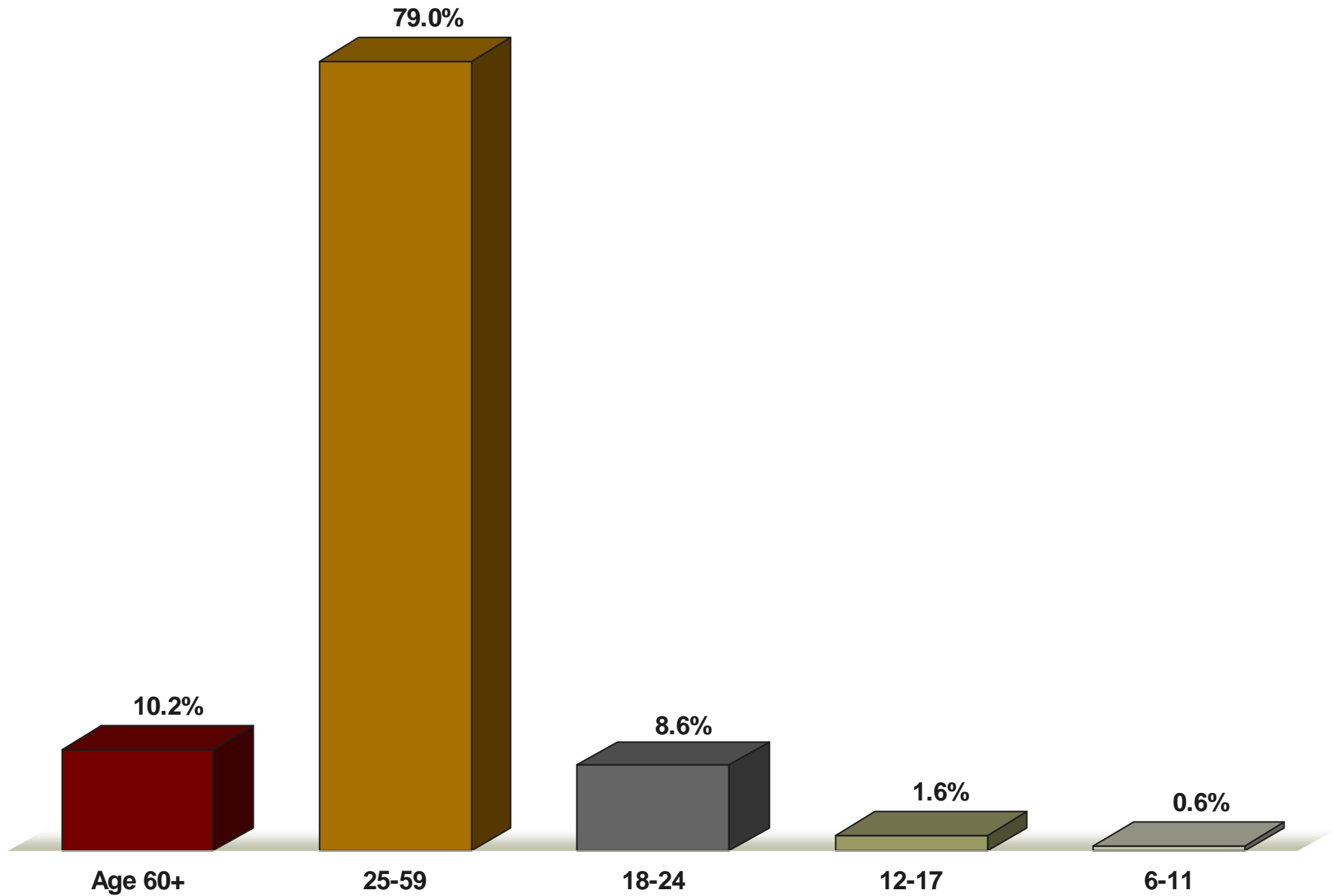
# CALLS BY ETHNICITY



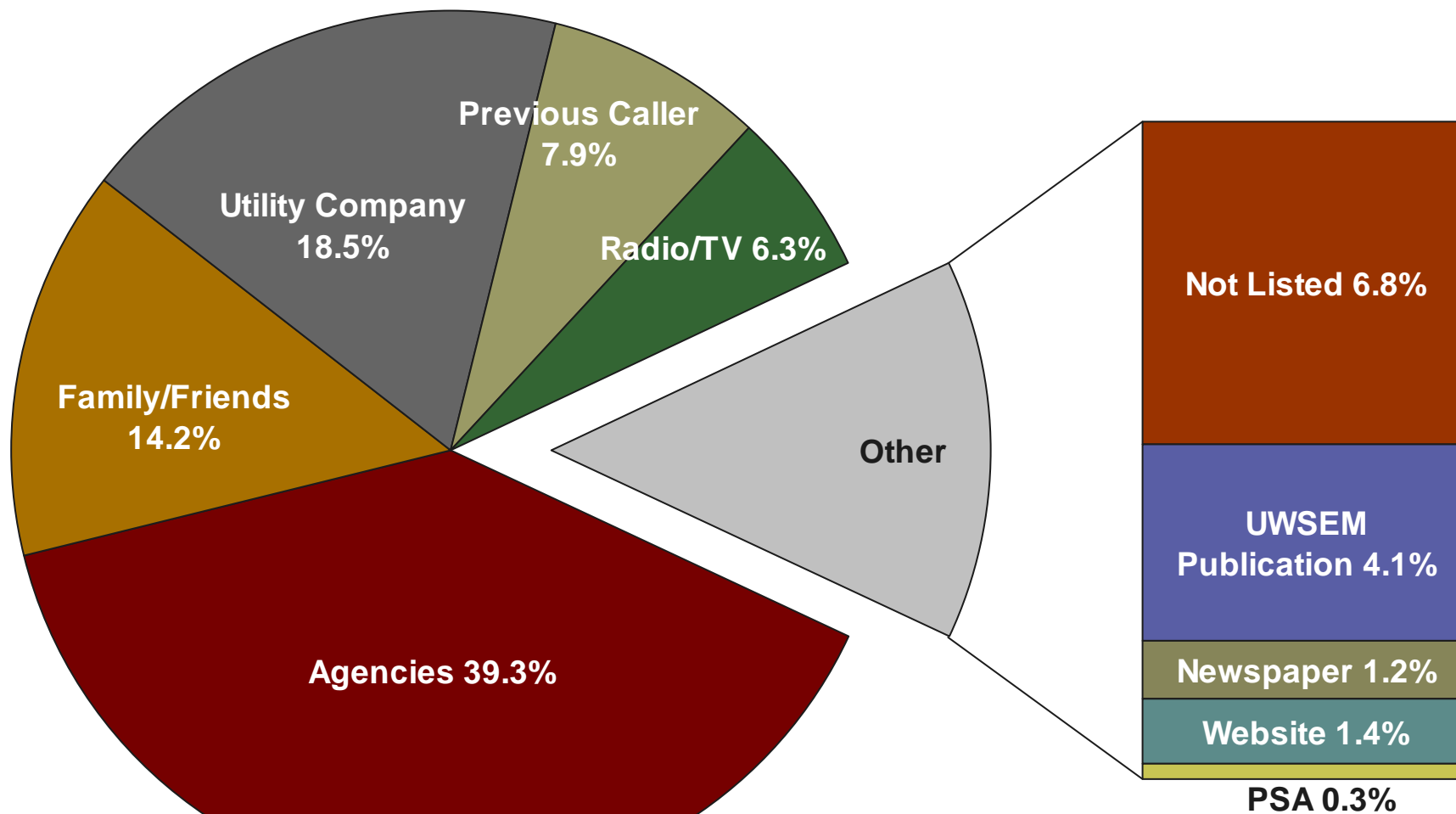
# CALL VOLUME BY COUNTY



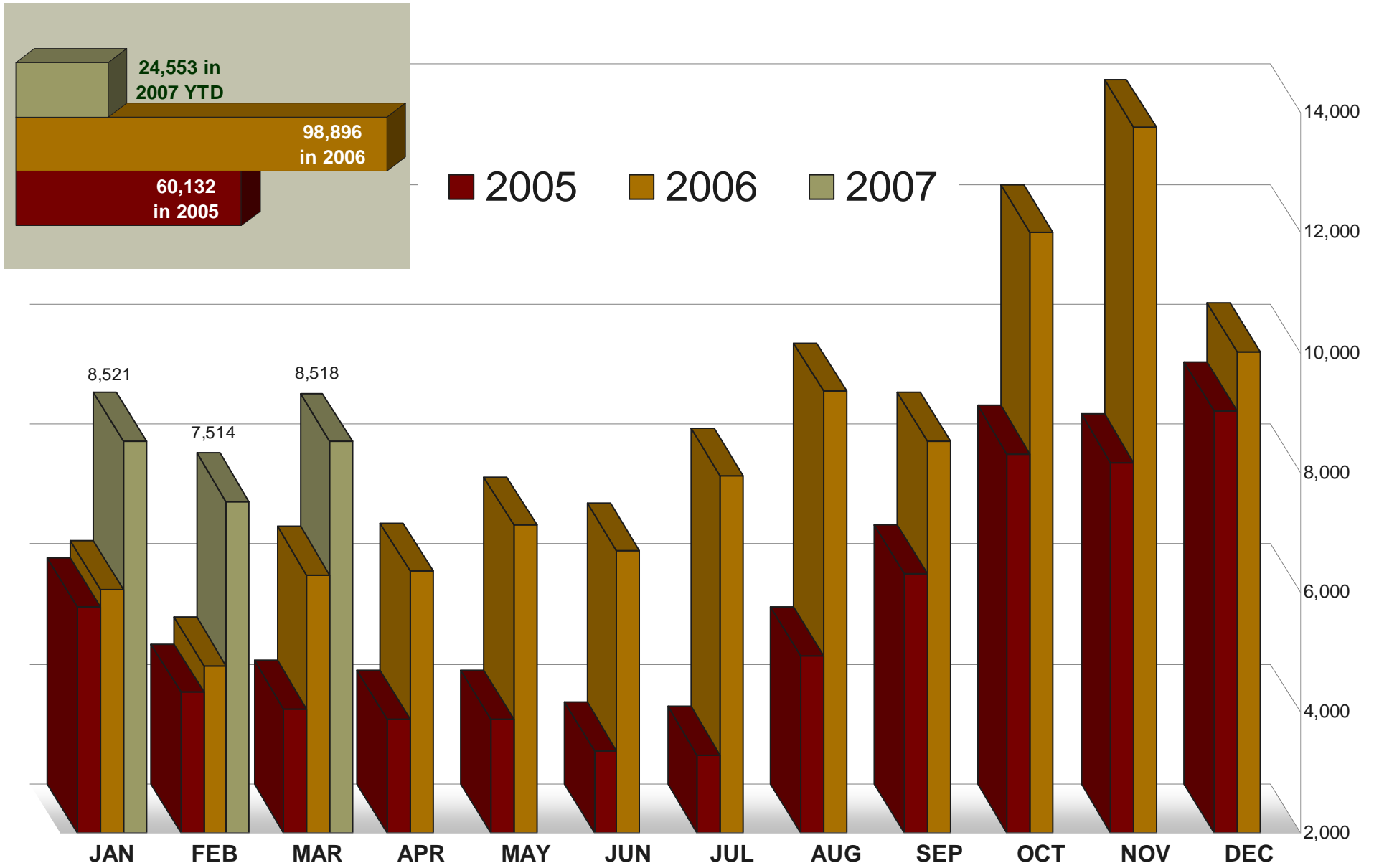
# AGE RANGE OF SERVICE REQUESTS



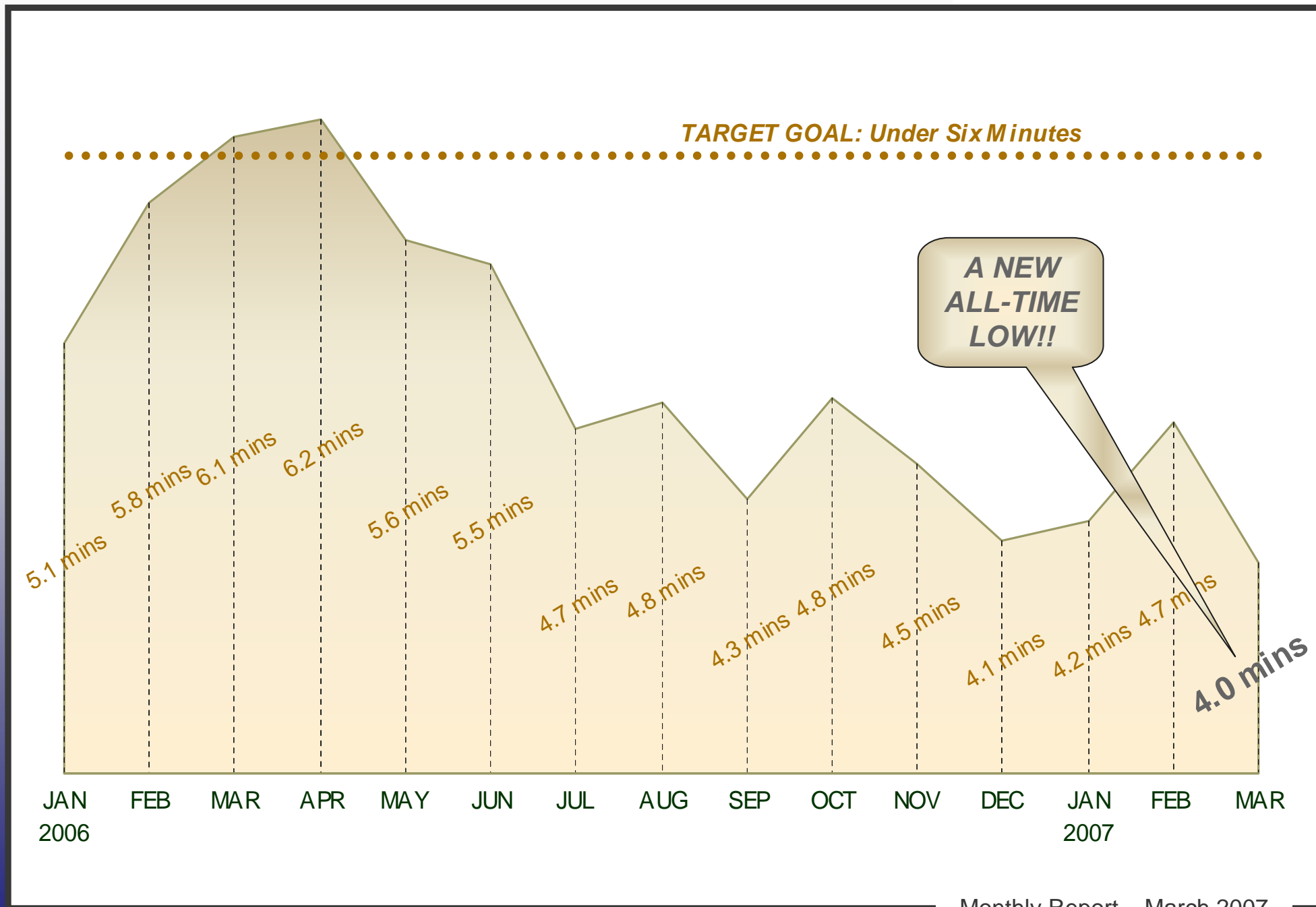
# REFERRED BY SOURCE



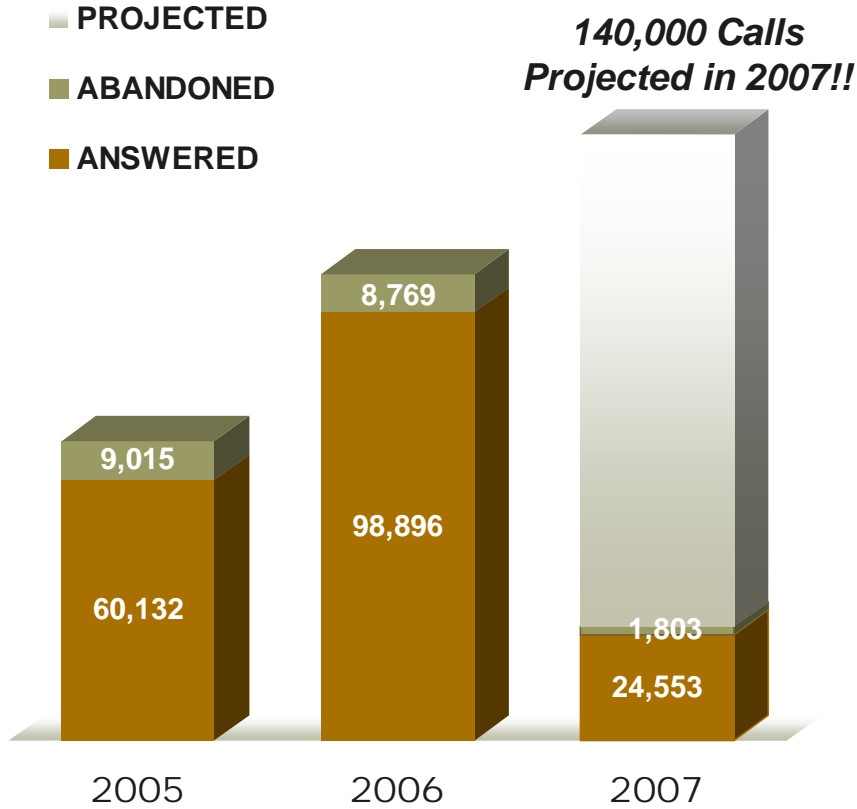
# CALLS RECEIVED



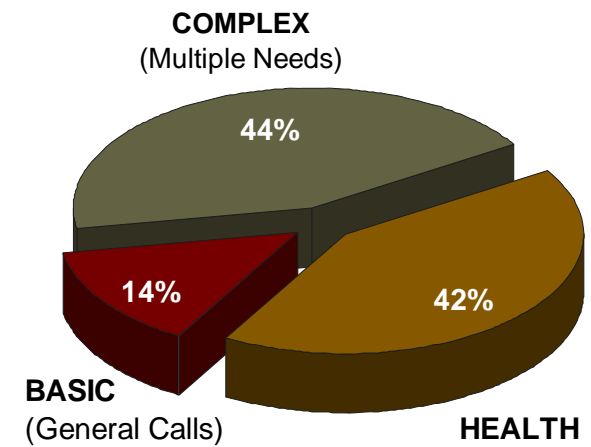
# AVERAGE LENGTH OF CALL



# CALL ACTIVITY



## FOLLOW-UP ACTIVITY



Percent of Total Calls Taken

# FOLLOW-UP RESULTS

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

YES - 89%

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

YES - 87%

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

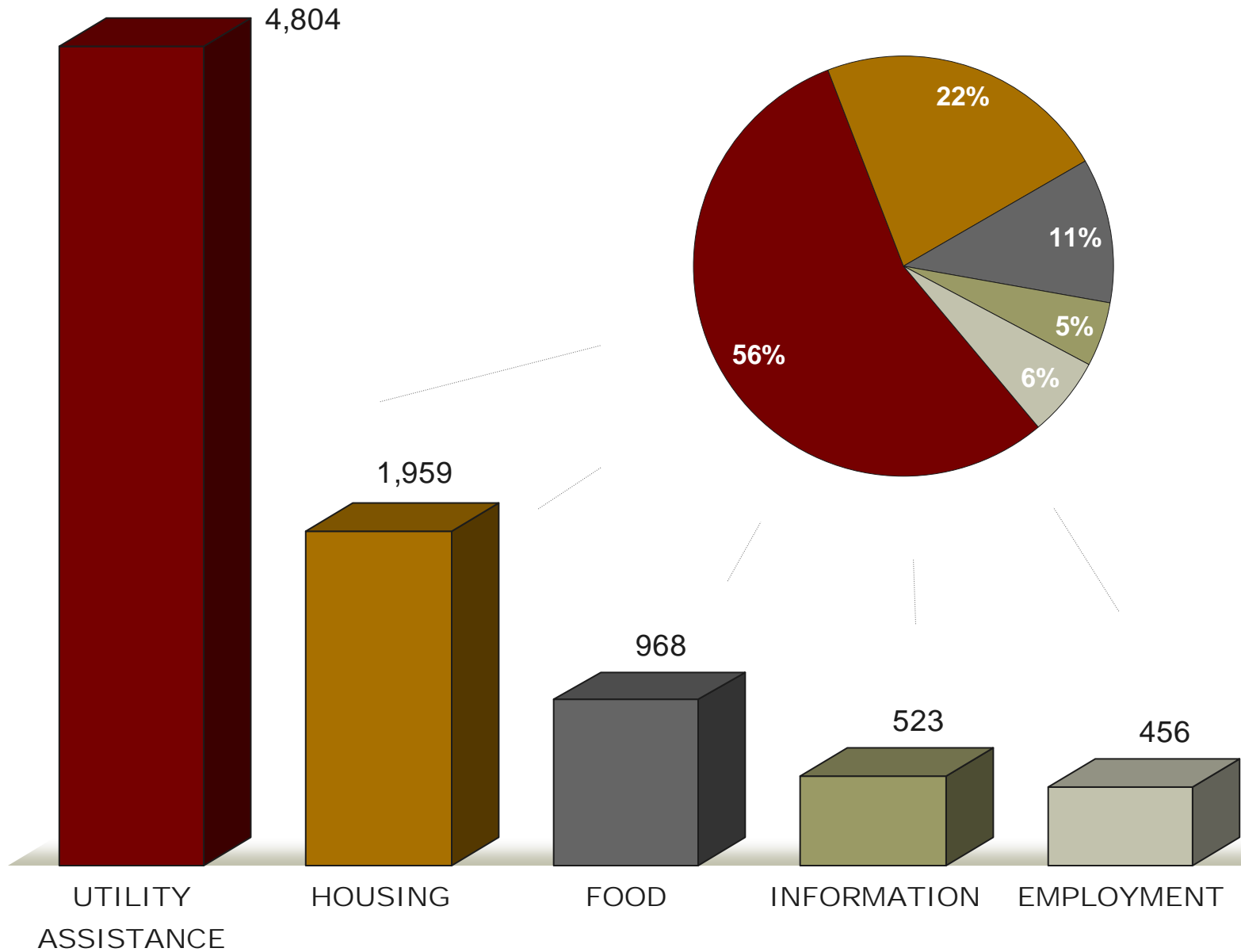
YES - 87%

■ Did you receive the services you requested from referral agencies?\*

YES - 47%

*\*Top three reasons for not receiving services: Awaiting Approval, Ineligible for Service and No Response.*

# 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>3,368 68%</b>	<b>Gas Bill Assistance</b>	<b>188 27%</b>	<b>Gas Bill Assistance</b>	<b>137 29%</b>		
2	<b>Electric Bill Assistance</b>	<b>878 18%</b>	<b>Rent Assistance</b>	<b>164 24%</b>	<b>Rent Assistance</b>	<b>69 15%</b>		
3	<b>Food Pantries</b>	<b>776 16%</b>	<b>Food Pantries</b>	<b>117 17%</b>	<b>Food Pantries</b>	<b>64 14%</b>		
4	<b>Information Only</b>	<b>401 8%</b>	<b>Information Only</b>	<b>69 10%</b>	<b>Information Only</b>	<b>53 11%</b>		
5	<b>Job Search/Placement</b>	<b>399 8%</b>	<b>Mortgage Payment Assistance</b>	<b>63 9%</b>	<b>Electric Bill Assistance</b>	<b>49 10%</b>		
6	Housing Search Assistance	366 7%	Community Clinics	52 8%	Mortgage Payment Assistance	33 7%		
7	Rent Assistance	297 6%	Mortgage Foreclosure Assistance	46 7%	Mortgage Foreclosure Assistance	32 7%		
8	General Clothing	263 5%	Electric Bill Assistance	42 6%	Homeless Shelter	31 7%		
9	General Legal Aid	253 5%	Job Search/Placement	37 5%	Subsidized Private Rental Housing	28 6%		
10	Community Clinics	244 5%	Temporary Financial Assistance	36 5%	Section 8 Housing	24 5%		
11	Subsidized Private Rental Housing	243 5%	General Legal Aid	33 5%	Job Search/Placement	20 4%		
12	General Furniture Provisions	234 5%	Subsidized Private Rental Housing	24 3%	General Legal Aid	20 4%		
13	Mortgage Payment Assistance	220 4%	General Furniture Provisions	23 3%	Temporary Financial Assistance	19 4%		
14	Home Rehab/Repair	184 4%	Homeless Shelters	22 3%	Community Clinics	18 4%		
15	Dental Care	154 3%	Dental Care	21 3%	Dental Care	17 4%		
16	Water Bill Assistance	142 3%	General Clothing	21 3%	General Clothing	16 3%		
17	Homeless Shelter	141 3%	Rental Deposit Assistance	20 3%	Disability Related Transportation	16 3%		
18	VITA Program Sites	124 3%	Home Rehab/Repair	20 3%	Housing Authorities	15 3%		
19	Emergency Shelter Clearinghouse	112 2%	Housing Authorities	19 3%	Emergency Shelter Clearinghouses	14 3%		
20	General Counseling Services	72 1%	Volunteer Development	19 3%	Food Banks / Food Suppliers	11 2%		

# TOP 20 REFERRALS PROVIDED

WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Michigan Dept of Human Services	1,355 25%	Michigan Dept of Human Services	172 22%	Macomb Co Comm Svcs Agency	139 30%		
2	Detroit Dept. of Human Services	1,336 25%	Salvation Army	147 19%	Salvation Army	129 28%		
3	Salvation Army	1,000 19%	St. Vincent de Paul	147 19%	Michigan Dept of Human Services	112 24%		
4	Neighborhood Service Organization	670 13%	Oakland Livingston Human Svc Agency	142 18%	St. Vincent de Paul	101 22%		
5	Child Care Coordinating Council	614 12%	Lighthouse Emergency Services	90 11%	Greenpath Debt Solutions	21 4%		
6	Wayne Metro Comm Action Agency	577 11%	Jewish Family Services	40 5%	Macomb Interfaith Volunteer Caregivers	18 4%		
7	ACCESS	333 6%	St. John's Episcopal Church	34 4%	Detroit Community Health Connection	17 4%		
8	St. Vincent de Paul	265 5%	Greenpath Debt Solutions	34 4%	Samaritan House	17 4%		
9	Crossroads of Michigan	244 5%	Lighthouse Community Development	29 4%	Legal Aid & Defender	16 3%		
10	Neighborhood Legal Svcs. of Mich	242 5%	Mich Assoc of Physicians from India	29 4%	Macomb Co Community Mental Health	15 3%		
11	Friendship House	233 4%	Southfield Human Services	28 4%	Macomb Family Services	13 3%		
12	Delray United Action Council	217 4%	Common Ground Sanctuary	27 3%	Pregnancy Aid	13 3%		
13	Izak's House	210 4%	Catholic Social Services	27 3%	Macomb/St. Clair Workforce Dev	12 3%		
14	Legal Aid & Defender	171 3%	Troy People Concerned	22 3%	United Way for Southeastern Michigan	12 3%		
15	Capuchin Soup Kitchen	142 3%	United Way for Southeastern Michigan	21 3%	Lighthouse Community Development	11 2%		
16	Wayne County Veteran Affairs	137 3%	Mich Dept of Labor & Economic Growth	17 2%	Clinton Twp Housing Commission	10 2%		
17	Advantage Health Center	136 3%	Mich Dept of Community Health	16 2%	Good Shepherd Coalition	10 2%		
18	Greenpath Debt Solutions	129 2%	Legal Aid & Defender	15 2%	Gods Helping Hands	10 2%		
19	Detroit Community Health Connection	122 2%	Area Agency on Aging	15 2%	Lakeshore Legal	10 2%		
20	JVS	121 2%	Oakland Co Employment & Training Div	14 2%	Crossroads of Michigan	9 2%		

# 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](mailto:Bill.Sullivan@uwsem.org) or 313-226-9453.*