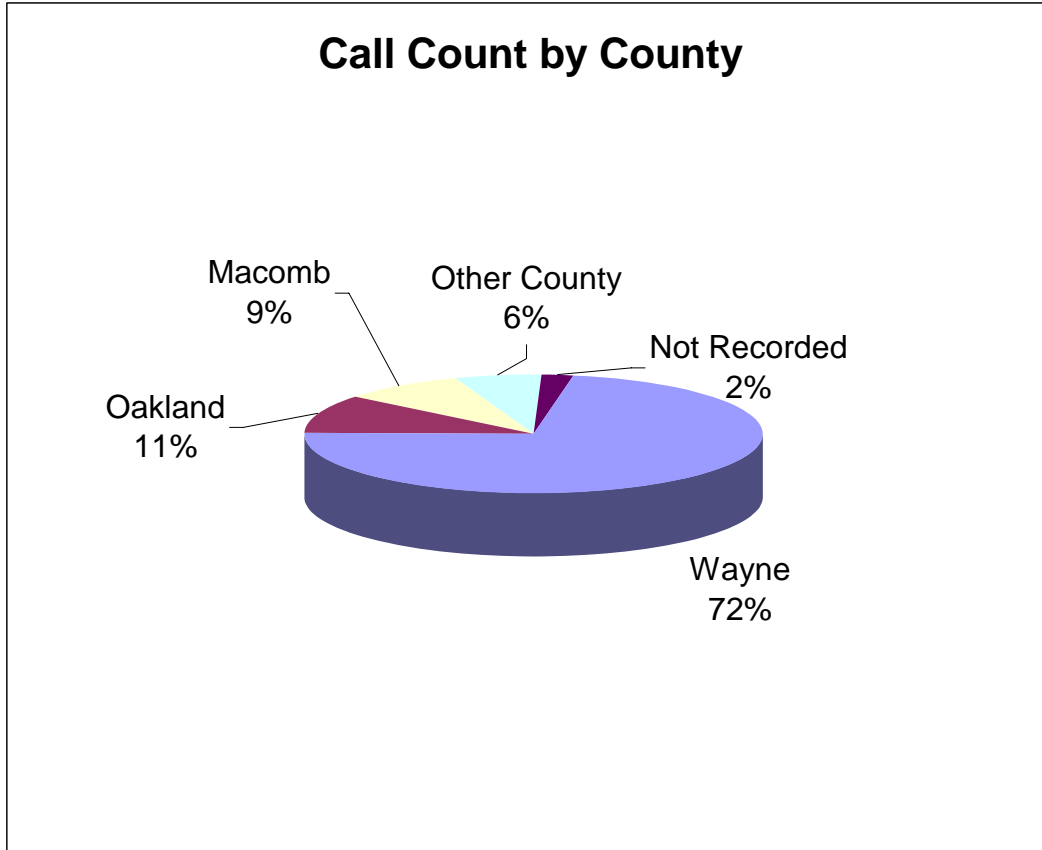


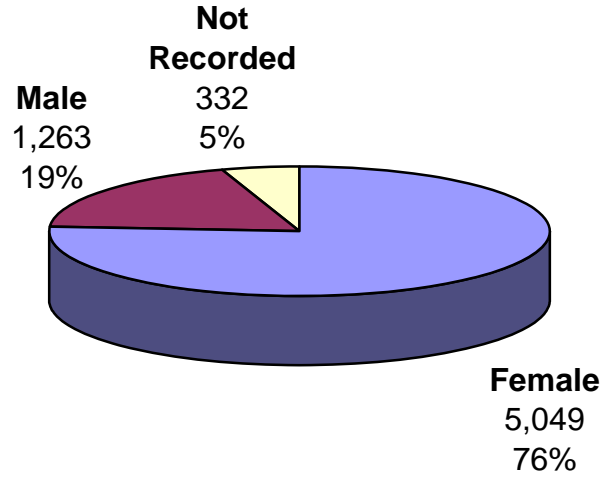
Monthly Report – May 2006



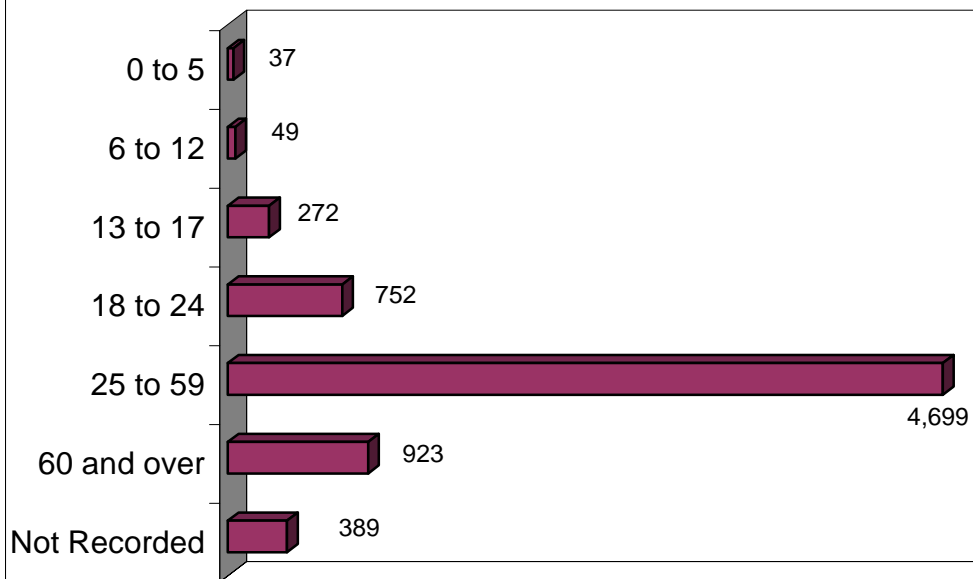
County	April 2006	Percent of Total	County Population	Percent of County Population
Wayne	4,821	72%	2,016,202	.002
Oakland	703	11%	1,213,339	< .001
Macomb	565	9%	822,660	< .001
Other Counties	404	6%		
Not Reported	151	2%		
Total Answered	6,644	93%		
Abandoned/Lost Calls	477	7%		
Total Calls	7,121	100%		
YTD	Total Answered		Abandoned/Lost	
Jan-May	28,523	93%	2,075	7%
	Total Calls			
	30,598	100%		

Monthly Report – May 2006

Calls by Gender

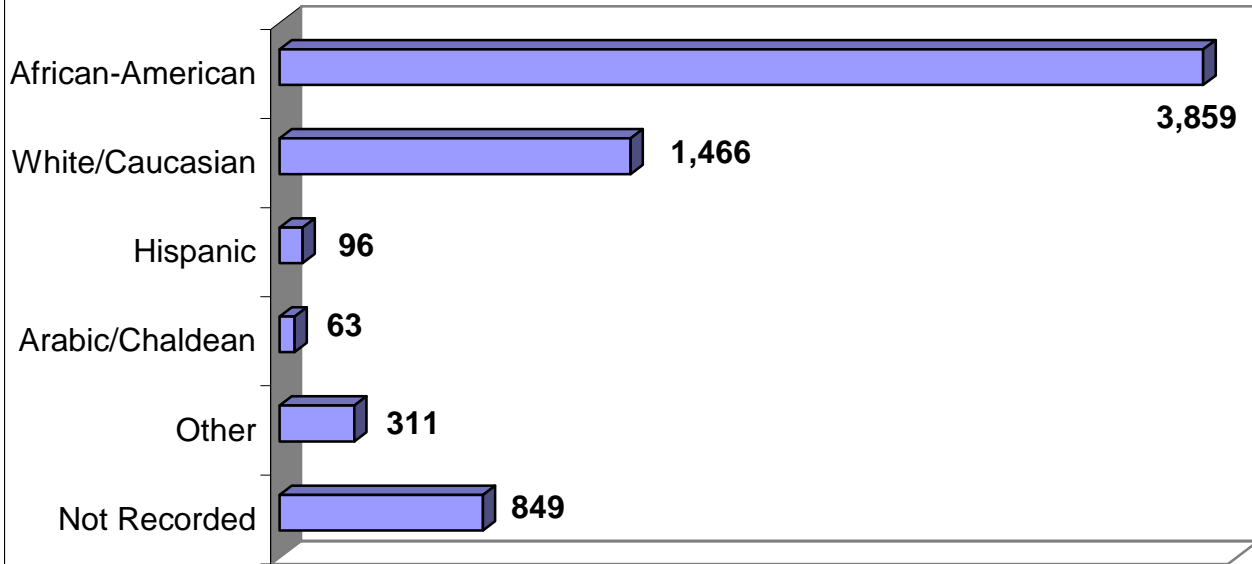


Calls by Age Range

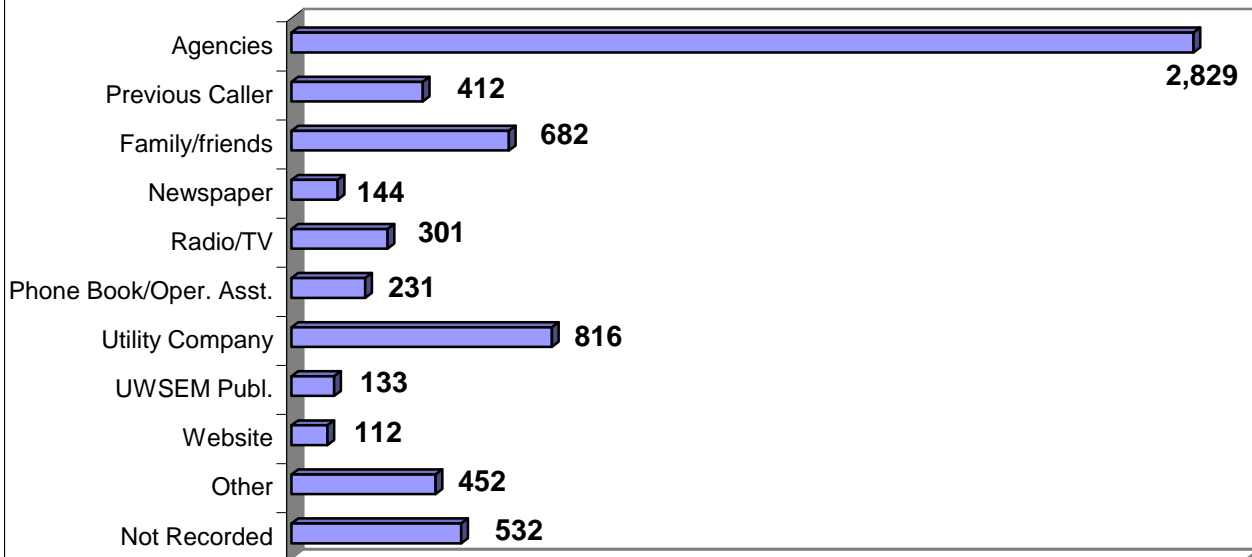


Monthly Report – May 2006

Calls By Ethnicity



Referred by Source



Monthly Report – May 2006

Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	2,680	33
Job Search	2	1,493	19
Rent Assistance	3	445	6
Food Pantries	4	416	5
Furniture/Appliances	5	218	3
Weatherization	6	143	2
Clothing	7	139	2
Low Income/Subsidized Housing	8	131	2
Legal Aid	9	128	2
Home Rehab/Repair	10	125	2
Temp. Financial Asst.	11	100	1
Mortgage Assistance	12	98	1
Homeless Shelter	13	79	1
Housing Search Assist.	14	74	1
Community Clinics	15	72	1
Dental Care	16	71	1
Case/Care Management	17	53	1
Prescription Assistance	18	51	1
Donation Pickups	19	31	< 1
Ramp Construction	20	30	< 1

Oakland	Rank	#	%
Utility Assistance	1	103	10
Rent Assistance	2	89	9
Job Search	3	72	7
Food Pantries	4	51	5
Temp. Financial Asst.	5	44	4
Legal Aid	6	32	3
Low Income/Subsidized Housing	7	28	3
Homeless Shelter	8	25	3
Mortgage Assistance	9	19	2
Adult/Child Mentoring	10	15	2
Clothing	11	14	1
Furniture/Appliances	12	13	1
Donation Pickups	13	11	1
Dental Care	14	11	1
Domestic Violence Shelters	15	9	1
Prescription Assistance	16	9	1
Auto Donation Program	17	8	1
Case Management	18	8	1
Anger Management	19	7	1
Child Custody Asst.	20	5	1

Macomb	Rank	#	%
Utility Assistance	1	92	10
Rent Assistance	2	47	6
Food Pantries	3	41	5
Job Search	4	40	5
Temp. Financial Asst.	5	29	4
Low Income/Subsidized Housing	6	21	4
Mortgage Assistance	7	18	3
Clothing	8	17	3
Legal Aid	9	15	3
Homeless Shelter	10	15	3
Housing Authority	11	13	2
Furniture/Appliances	12	12	2
Medically Indigent Adult Programs	13	11	2
Community Clinics	14	9	2
Dental Care	15	9	2
Disability/Med. Related Transportation	16	9	2
Adult/Child Mentoring	17	7	2
Home Maintenance	18	6	1
Med. Equipment and Supplies	19	6	1
Weatherization	20	6	1

Monthly Report – May 2006

Top 20 Referrals Provided

Wayne	Rank	#	%
T.H.A.W. Sites	1	1,733	17
Michigan Dept. of Human Services	2	1,490	15
Mother Waddles Perpetual Mission	3	1,245	12
A.C.C.E.S.S.	4	1,188	12
Salvation Army	5	986	10
Wayne Metro C.A.A.	6	461	5
Downriver Community Conference	7	351	4
Employment and Training Designs	8	261	3
St. Vincent de Paul	9	230	2
Detroit Dept. Of Human Services	10	184	2
Lighthouse Mission	11	170	2
Wayne County Veterans Affairs	12	168	2
Crossroads of Michigan	13	162	2
Jewish Vocational Svcs	14	148	1
Wayne County Neighborhood Legal Services	15	146	1
Legal Aid & Defender	16	127	1
DTE Energy	17	113	1
Wayne County Dept. of Jobs and Econ. Dev.	18	111	1
Capuchin Soup Kitchen	19	89	1
Detroit Urban League	20	87	1

Oakland	Rank	#	%
Michigan Dept. of Human Services	1	106	9
St. Vincent de Paul	2	94	8
Salvation Army	3	88	8
O.L.H.S.A.	4	69	6
T.H.A.W. Sites	5	65	6
Lighthouse Emergency Services	6	63	6
Mother Waddles Perpetual Mission	7	51	5
Southfield Human Services Dept.	8	24	2
Troy People Concerned	9	23	2
Furniture Bank of Oakland County	10	19	2
Catholic Social Services of Oakland	11	18	2
Legal Aid & Defender	12	14	1
St. Paul Lutheran Church	13	14	1
Common Ground Sanctuary	14	13	1
Women's Survival Center of Oakland	15	13	1
Oakland Family Svc's	16	12	1
South Oakland Shelter	17	12	1
Jewish Vocational Svc	18	10	1
Pontiac Housing Commission	19	9	1
Southfield Housing Commission	20	9	1

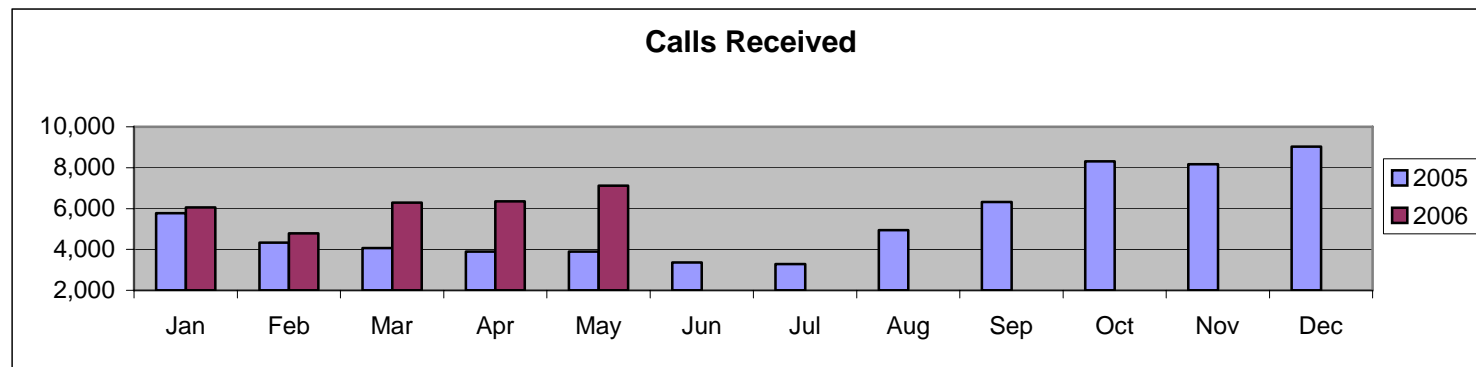
Macomb	Rank	#	%
Michigan Dept. of Human Services	1	96	10
Salvation Army	2	69	7
T.H.A.W. Sites	3	63	6
St. Vincent de Paul	4	55	6
Macomb County Comm. Svcs. Agency	5	43	4
Mother Waddles Macomb/St. Clair Workforce Dev. Board	6	41	4
S.E. Michigan Indians	7	21	2
St. John Health System	8	12	1
Crossroads of Michigan	9	10	1
Lakeshore Legal Aid	10	9	1
Samaritan House	11	8	1
Macomb Family Services	12	8	1
Safe Center	13	7	1
World Medical Relief	14	7	1
Legal Aid & Defender	15	7	1
Roseville Housing Commission	16	7	1
St. Joseph's Mercy Hospital – Macomb	17	6	1
Catholic Social Services of Macomb	18	6	1
Macomb County Dept. of Senior Citizen Serv.	19	5	1
	20	5	1



Monthly Report – May 2006

Call Activity	May 05*	May 06		Goal
Calls Answered	3,509	6,644		n/a
Calls Abandoned	378	477		n/a
Total Calls	3,887	7,121		n/a
Answered %	90%	93%		90%
Abandoned %	10%	7%		10%
Average length of call	n/a	5:35		<6 mins
Average answer delay	n/a	9 secs		<60 sec
Quality Assurance				
Average Monitoring Scores		Actual	Goal	
Call Center Staff	n/a	97.8%	>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								30,598
% Change	5%	10%	55%	63%	83%								



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

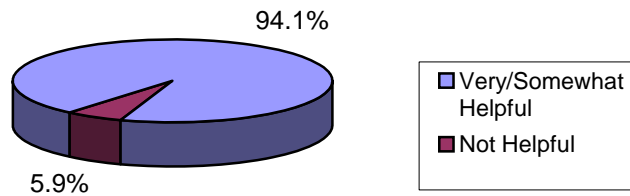
Monthly Report – May 2006

Customer Satisfaction Survey

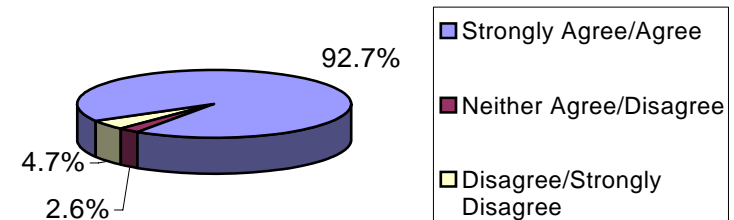
Follow-up Call Activity

Call Type	Number of Calls	Percent
Basic (general calls)	115	38.0%
Health (i.e. prescription assistance, medical referrals, etc.)	100	33.0%
Complex (multiple needs)	87	28.7%
Volunteer/Contributor	1	0.3%
Total	303	100.0%

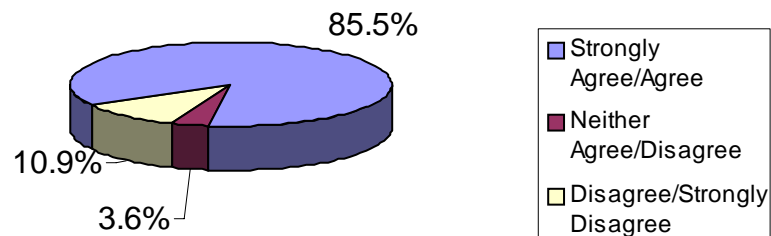
How Helpful was the 211 Associate?



Would You Recommend 211 to a Relative/Friend?



Were You Given Referrals to Programs that May Help You?



Quality of Service

