



UNITED WAY

2-1-1

Get Connected. Get Answers.

CALL CENTER STATISTICS

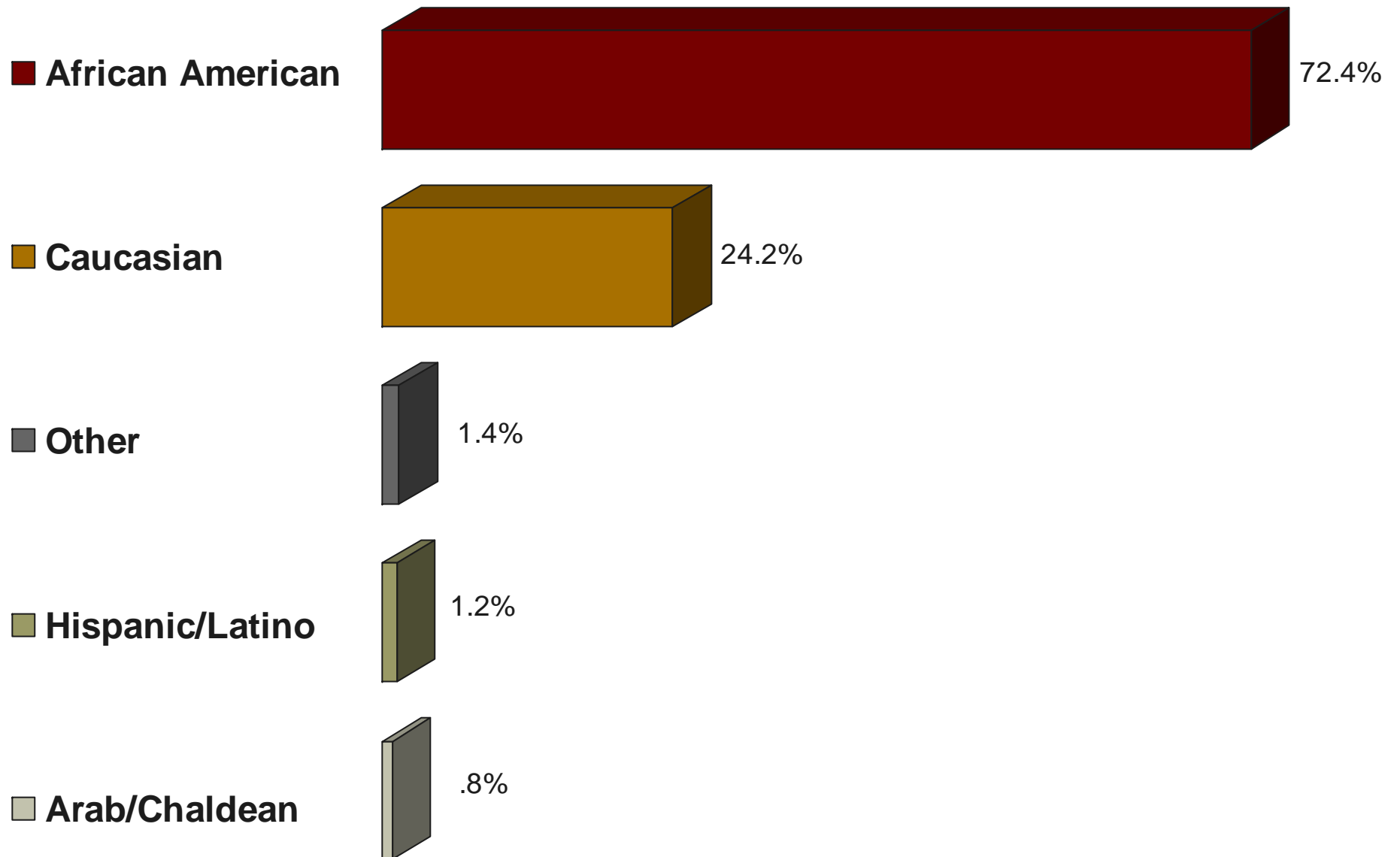
May 2007

May 2007

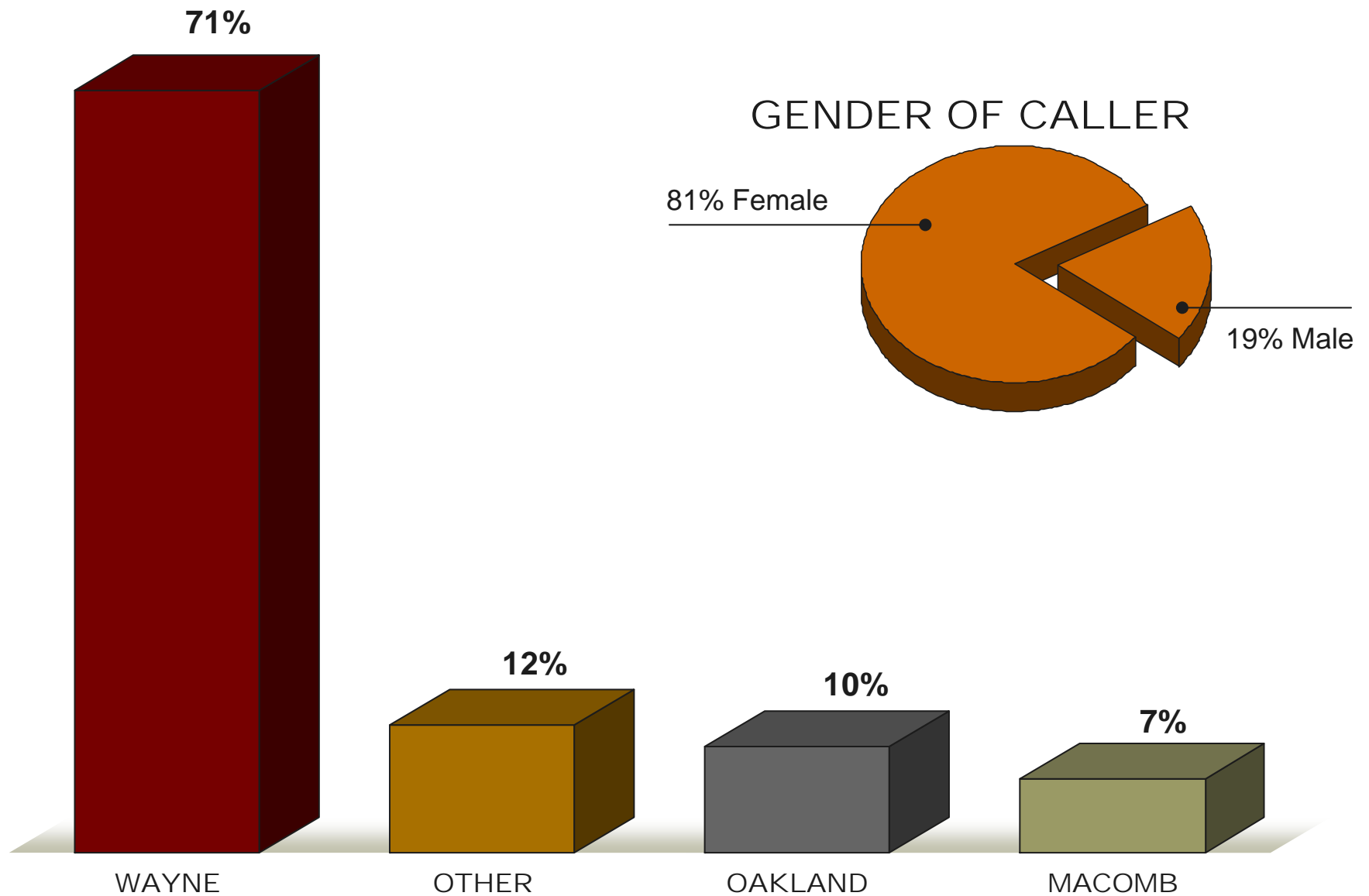


- Call activity in May 2007 was 79% higher than May 2006.
- We received 12,741 calls in May 2007, a 16% increase from the previous month.
- Following the first quarter of 2007, projected annual call volume is 150,000, a 50% increase from the previous year.
- Requests for Community Clinics have risen substantially to account for nearly 5% of service requests.
- Reasons for the continued increased call volume:
 - increase in requests for Rent Assistance, Mortgage Payment Assistance and Mortgage Foreclosure Assistance
 - increased requests for Job Search/Placement Assistance
 - increased requests for Food Assistance
- Requests for Utility Assistance accounted for 49% of all calls in May 2007.
- Nearly 61% of referrals to 2-1-1 come from Human Service Agencies and Utility Companies.

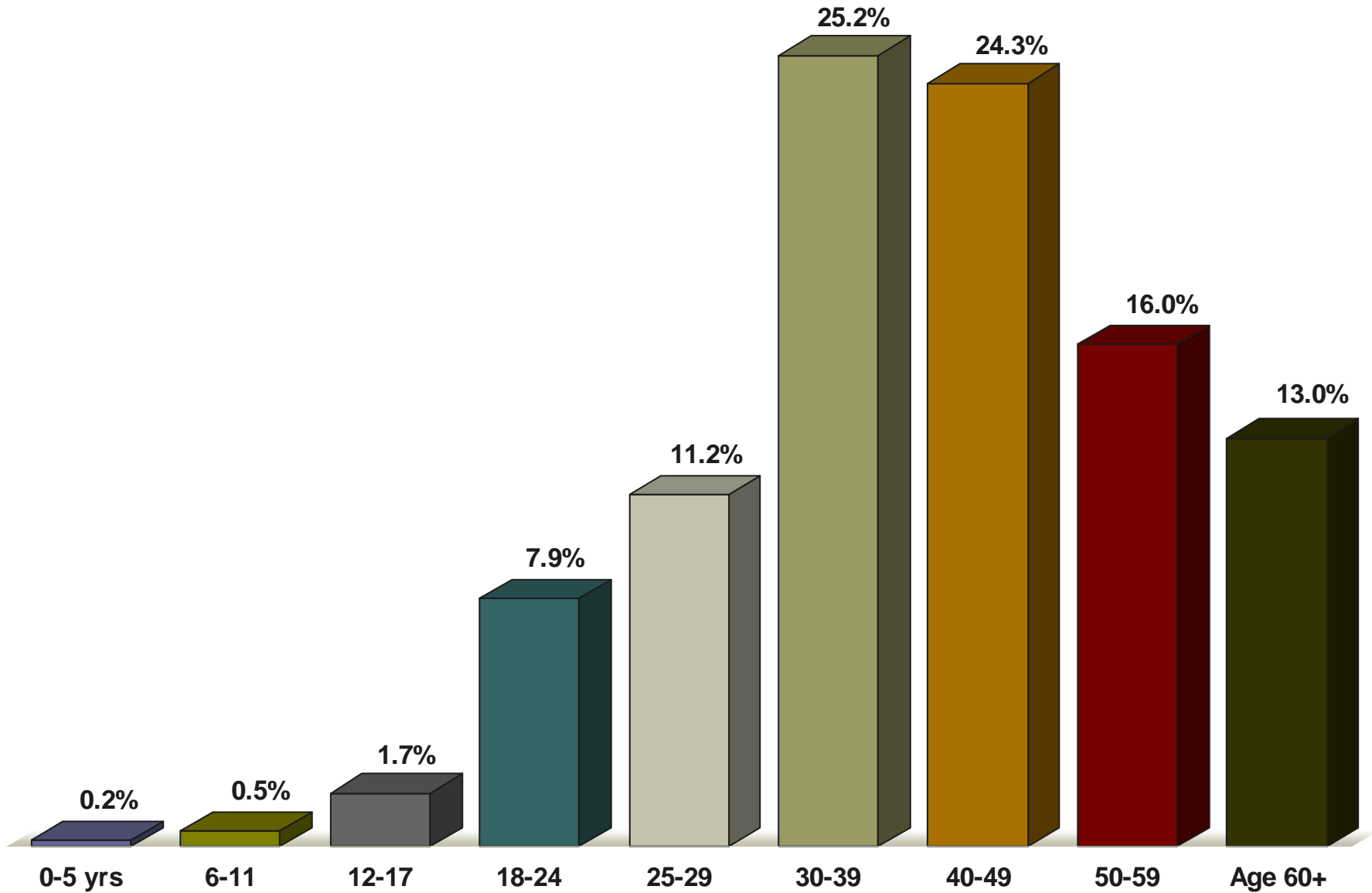
CALLS BY ETHNICITY



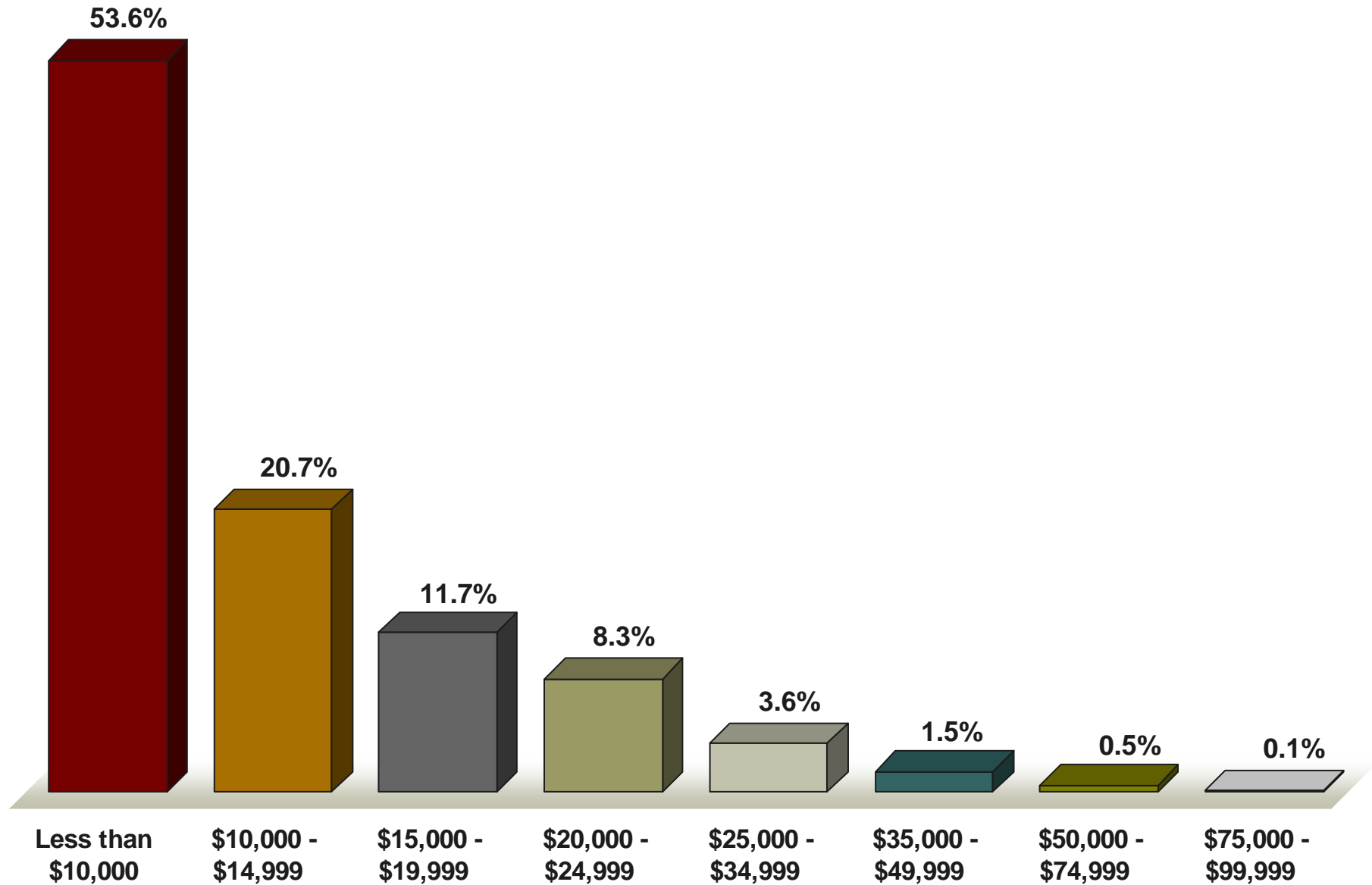
CALL VOLUME BY COUNTY



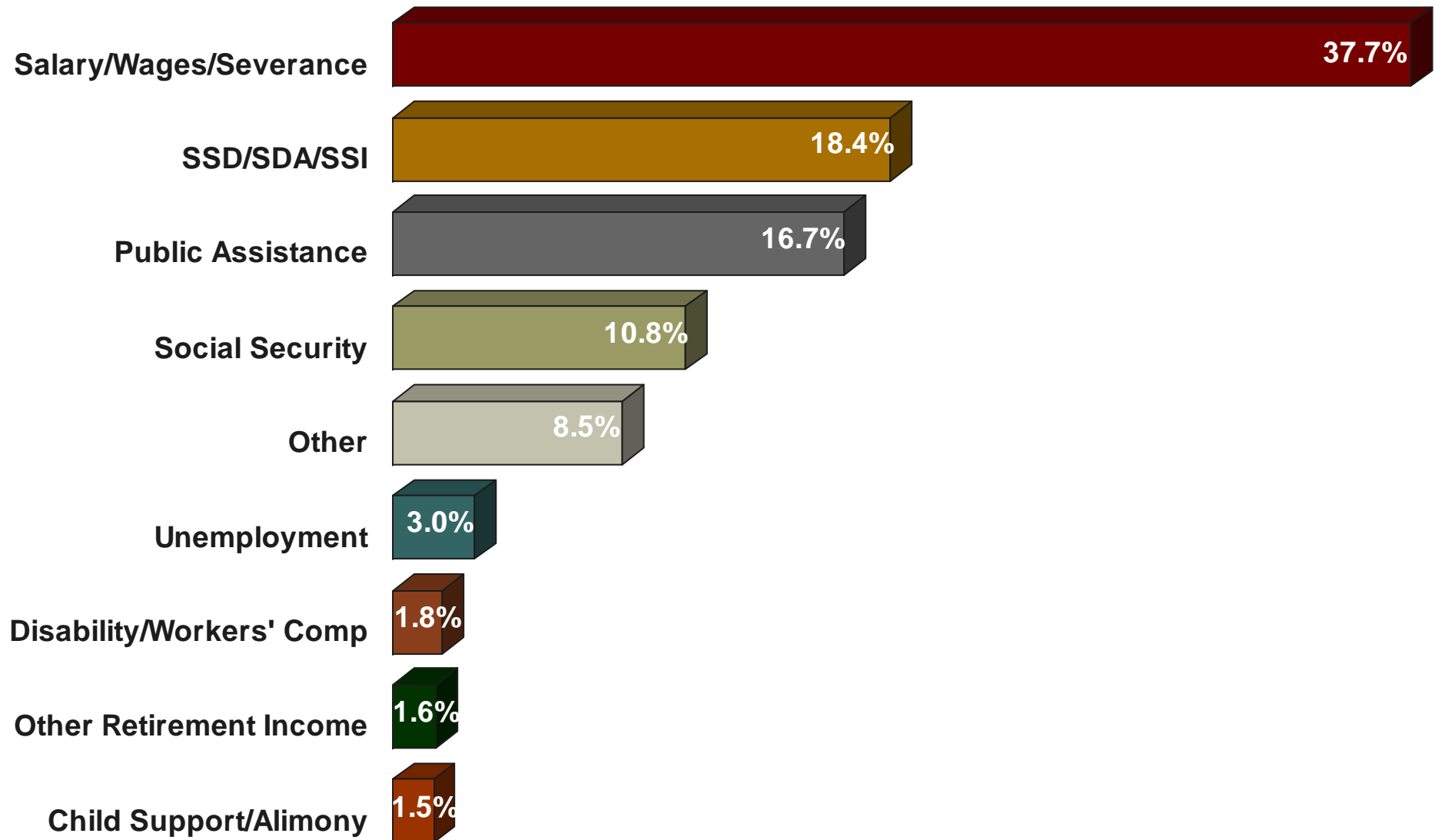
AGE RANGE OF SERVICE REQUESTS



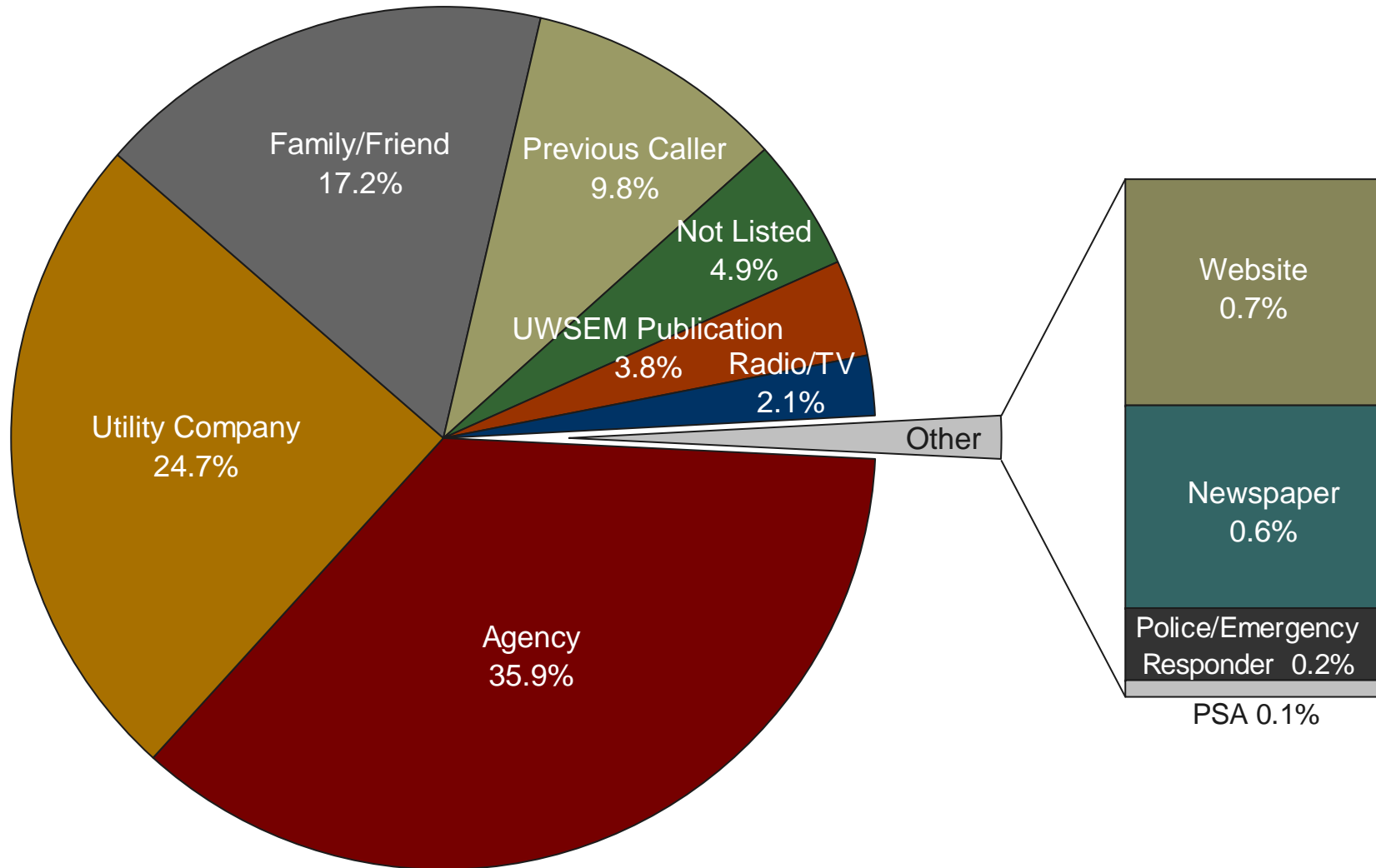
INCOME LEVEL



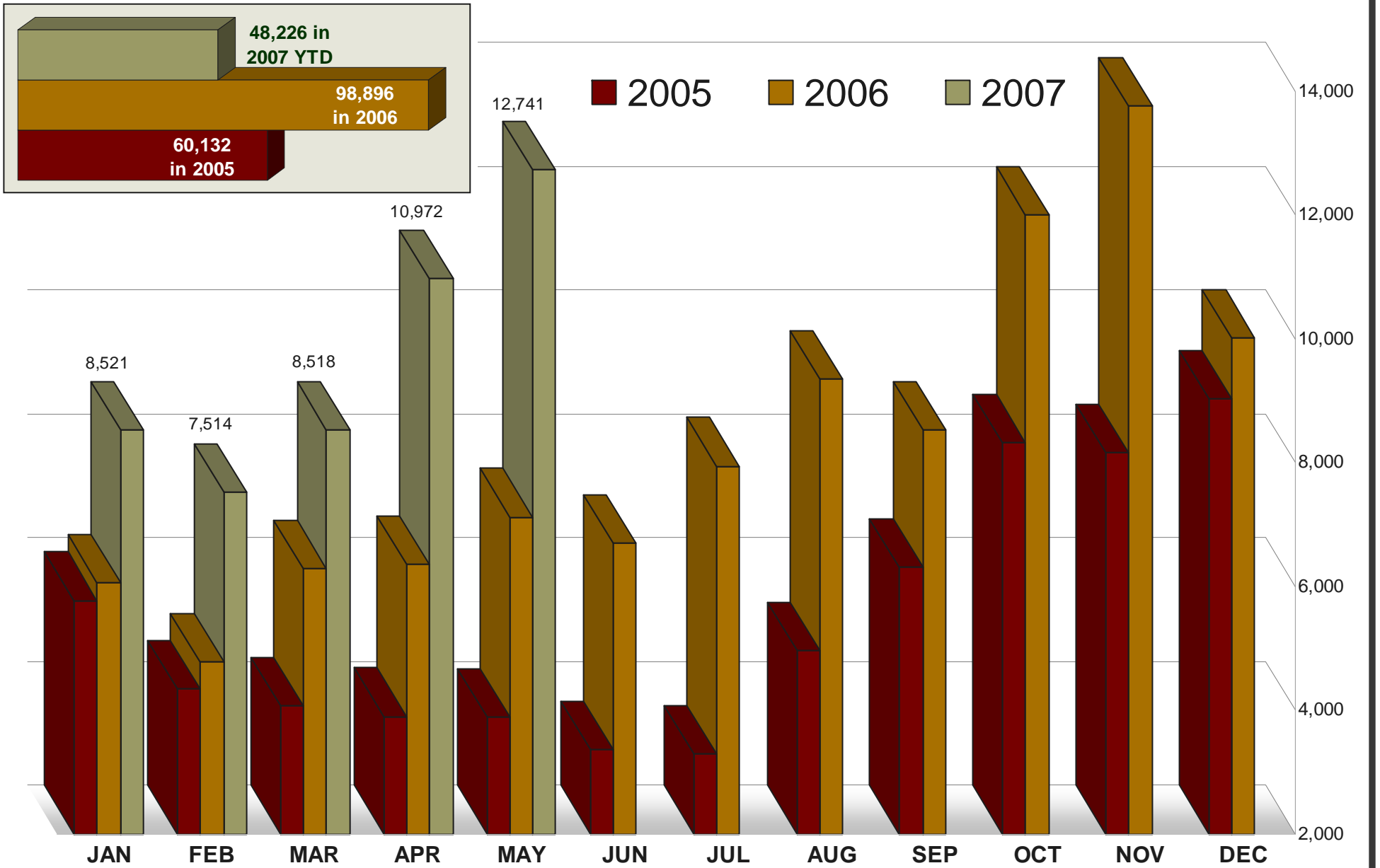
PRIMARY SOURCE OF INCOME



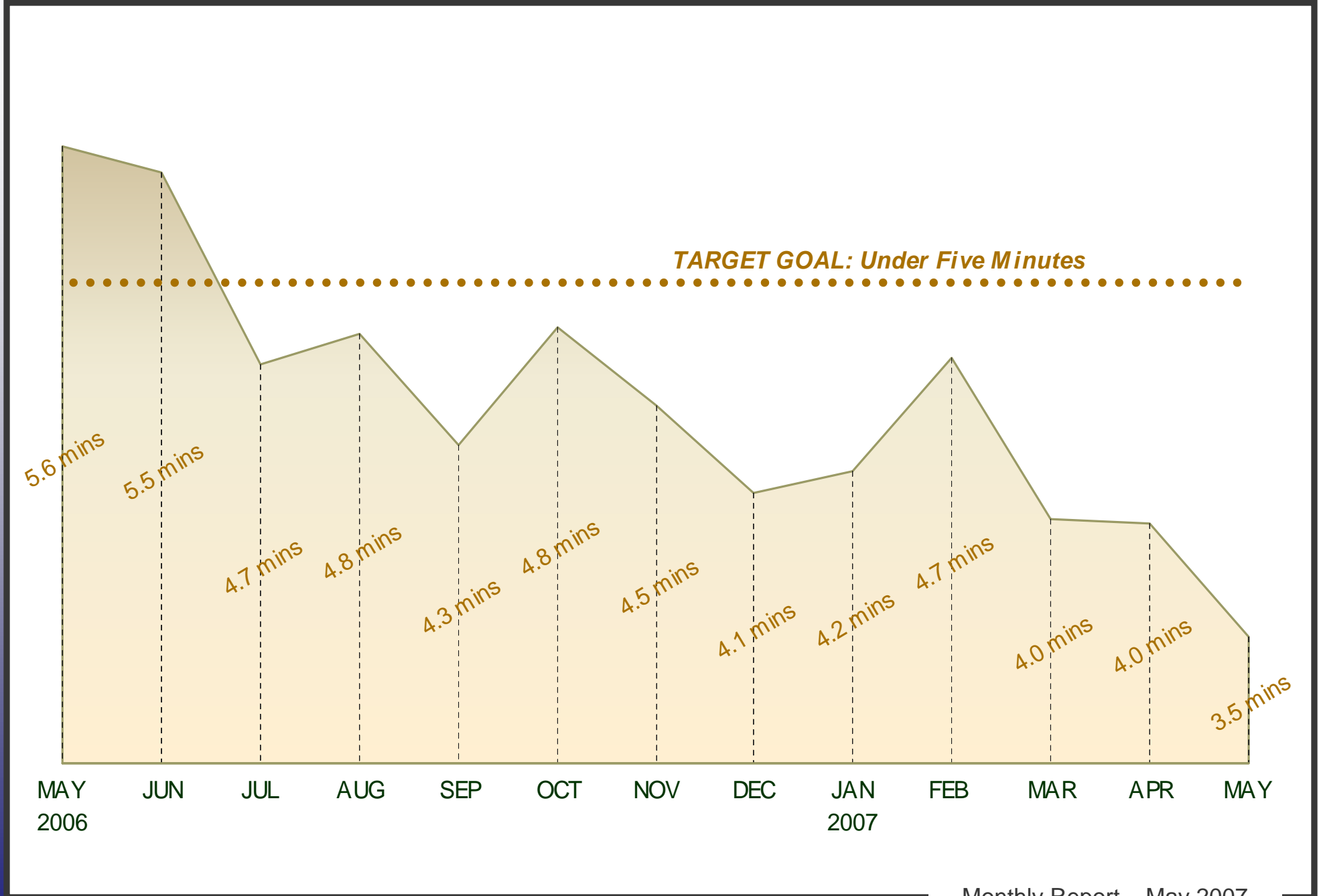
REFERRED BY SOURCE



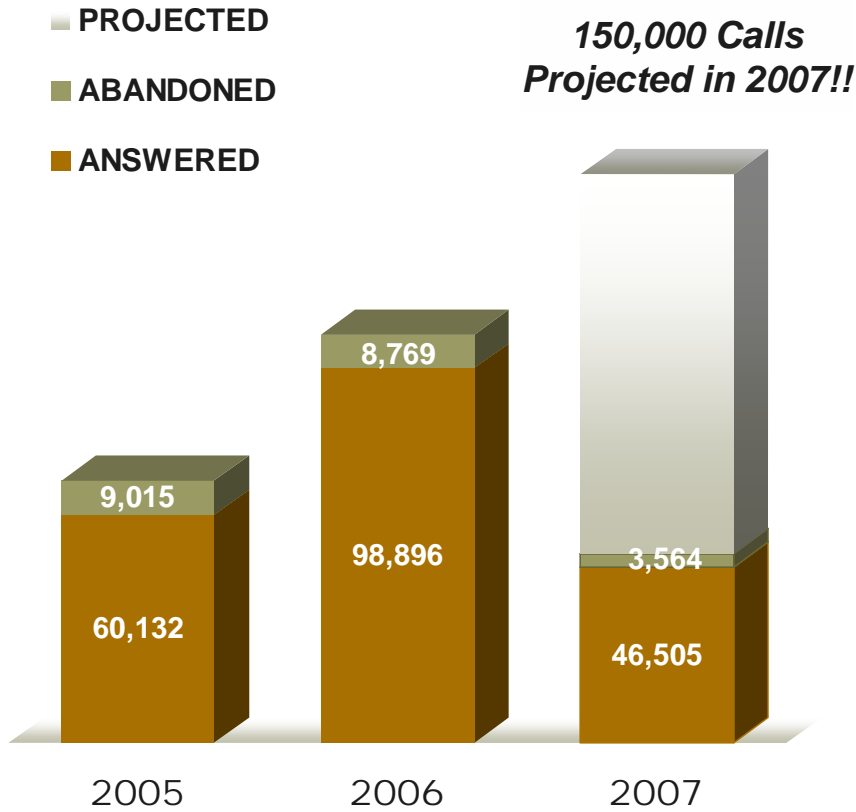
CALLS RECEIVED



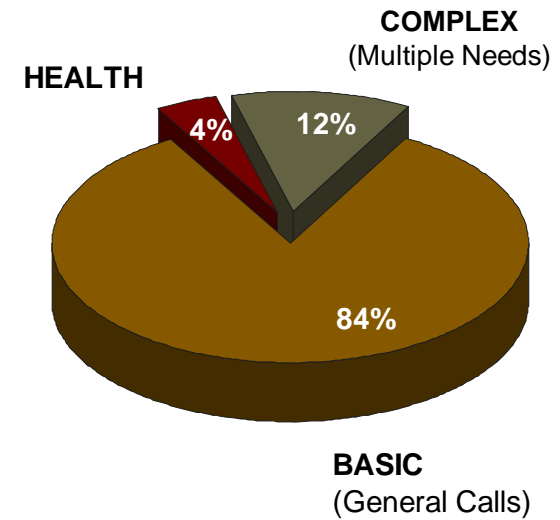
AVERAGE LENGTH OF CALL



CALL ACTIVITY



FOLLOW-UP ACTIVITY



Percent of Total Calls Taken 4.4%

FOLLOW-UP RESULTS

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



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



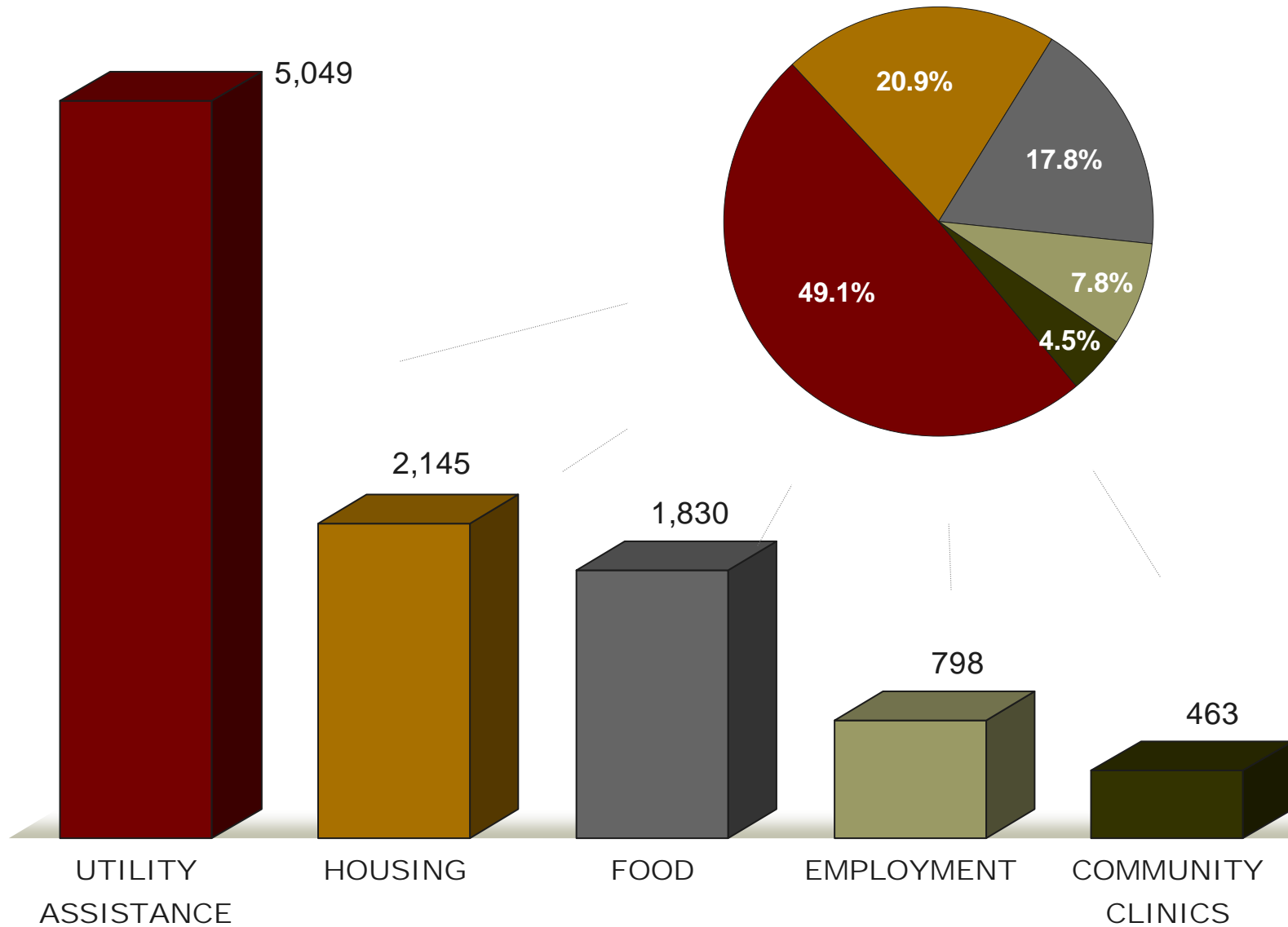
■ Did you contact the agencies to which you were referred?



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



SERVICE REQUESTS



TOP FIVE CATEGORIES

TOP 20 SERVICE REQUESTS



WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Gas Bill Assistance	3,110	37%	Gas Bill Assistance	597	46%	Gas Bill Assistance	316	36%		
2	Food Pantries	1,520	18%	Rent Assistance	249	19%	Food Pantries	91	10%		
3	Electric Bill Assistance	651	8%	Food Pantries	219	17%	Rent Assistance	88	10%		
4	Job Search/Placement	636	8%	Electric Bill Assistance	114	9%	Electric Bill Assistance	72	8%		
5	Housing Search Assistance	398	5%	Job Search/Placement	95	7%	Job Search/Placement	67	8%		
6	Rent Assistance	377	5%	Community Clinics	62	5%	Information Only	63	7%		
7	Community Clinics	372	4%	Information Only	57	4%	Mortgage Payment Assistance	40	5%		
8	Information Only	329	4%	General Clothing	49	4%	Homeless Shelter	35	4%		
9	General Clothing	289	3%	Mortgage Payment Assistance	42	3%	Temporary Financial Assistance	33	4%		
10	General Furniture Provisions	258	3%	General Legal Aid	41	3%	Community Clinics	29	3%		
11	Homeless Shelter	246	3%	Housing Authorities	38	3%	Subsidized Private Rental Housing	26	3%		
12	Dental Care	212	3%	Temporary Financial Assistance	34	3%	Disability Related Transportation	26	3%		
13	Subsidized Private Rental Housing	184	2%	Subsidized Private Rental Housing	32	2%	Dental Care	23	3%		
14	General Legal Aid	173	2%	Rental Deposit Assistance	32	2%	General Legal Aid	20	2%		
15	Water Bill Assistance	163	2%	Homeless Shelters	29	2%	Housing Authorities	18	2%		
16	Temporary Financial Assistance	127	2%	Housing Search Assistance	28	2%	Mortgage Foreclosure Assistance	16	2%		
17	Emergency Shelter Clearinghouse	117	1%	General Counseling	27	2%	Adult/Child Mentoring Programs	14	2%		
18	Mortgage Payment Assistance	113	1%	Emergency Shelter Clearinghouse	22	2%	Utility Complaints	13	1%		
19	Adult State/Local Health Insurance	109	1%	Dental Care	21	2%	Utility Tax Exemption Information	13	1%		
20	Prescription Expense Assistance	97	1%	Mortgage Foreclosure Assistance	15	1%	Welfare Rights Assistance	13	1%		

TOP 20 REFERRALS PROVIDED

WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Michigan Dept of Human Services	2,302 28%	Michigan Dept of Human Services	548 43%	Michigan Dept of Human Services	347 40%		
2	Wayne Metro Comm Action Agency	810 10%	Lighthouse Emergency Services	307 24%	St. Vincent de Paul	147 17%		
3	Salvation Army	749 9%	Salvation Army	184 14%	Salvation Army	127 15%		
4	Wayne County Veteran Affairs	395 5%	Oakland Livingston Human Svc Agency	183 14%	Macomb Co Comm Svcs Agency	107 12%		
5	Detroit Dept. of Human Services	387 5%	St. Vincent de Paul	163 13%	Samaritan House	54 6%		
6	DTE Energy	335 4%	Oakland Co Employment & Training Division	55 4%	Macomb/St. Clair Workforce Dev	40 5%		
7	St. Vincent de Paul	329 4%	St. John's Episcopal Church	48 4%	DTE Energy	27 3%		
8	Friendship House	311 4%	Rochester Area Neighborhood House	43 3%	Legal Aid & Defender	24 3%		
9	Crossroads of Michigan	303 4%	JVS	40 3%	Goodwill Industries	24 3%		
10	Neighborhood Service Organization	287 3%	DTE Energy	37 3%	Macomb County Health Dept	21 2%		
11	Neighborhood Legal Svcs. of Michigan	222 3%	Michigan Assoc of Physicians from India	36 3%	South Eastern Michigan Indians	20 2%		
12	ACCESS	197 2%	Jewish Family Services	32 2%	Greenpath Debt Solutions	19 2%		
13	SER, Metro Detroit	192 2%	Troy People Concerned	30 2%	Macomb Co Rotating Emergency Shelter	19 2%		
14	Advantage Health Center	191 2%	Southfield Human Services	29 2%	Mich Dept of Labor & Economic Growth	18 2%		
15	JVS	161 2%	Michigan Dept of Labor & Economic Growth	28 2%	United Way for Southeastern Michigan	17 2%		
16	Capuchin Soup Kitchen	153 2%	St. Paul Lutheran Church	27 2%	Good Samaritan Coalition	15 2%		
17	Detroit Community Health Connection	148 2%	Baldwin Avenue United Methodist Church	22 2%	Detroit Community Health Connection	15 2%		
18	Detroit Urban League	140 2%	Caregivers	21 2%	Good Shepherd Coalition	13 1%		
19	Detroit Area Agency on Aging	137 2%	Greenpath Debt Solutions	21 2%	Interfaith Volunteer Caregivers	13 1%		
20	Grace Temple Church	112 1%	Common Ground Sanctuary	13 1%	Eastpointe Housing Commission	11 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

For additional information, contact Bill.Sullivan@uwsem.org (313-226-9453)