

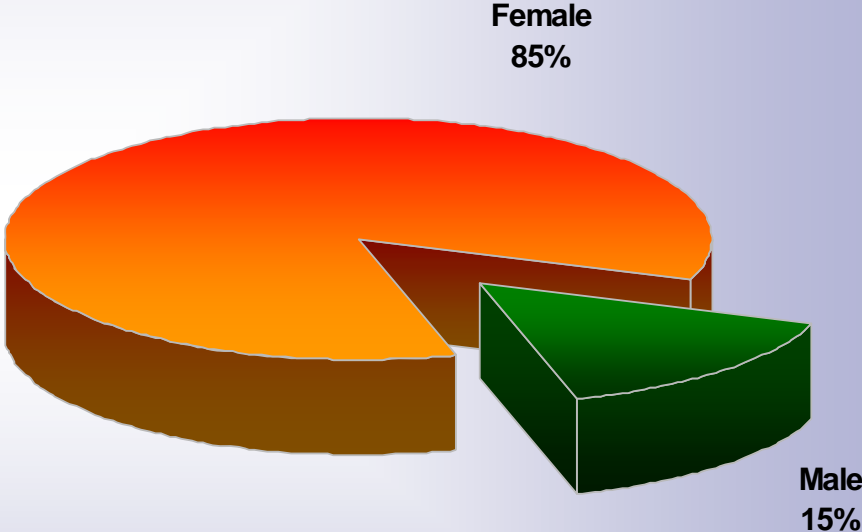
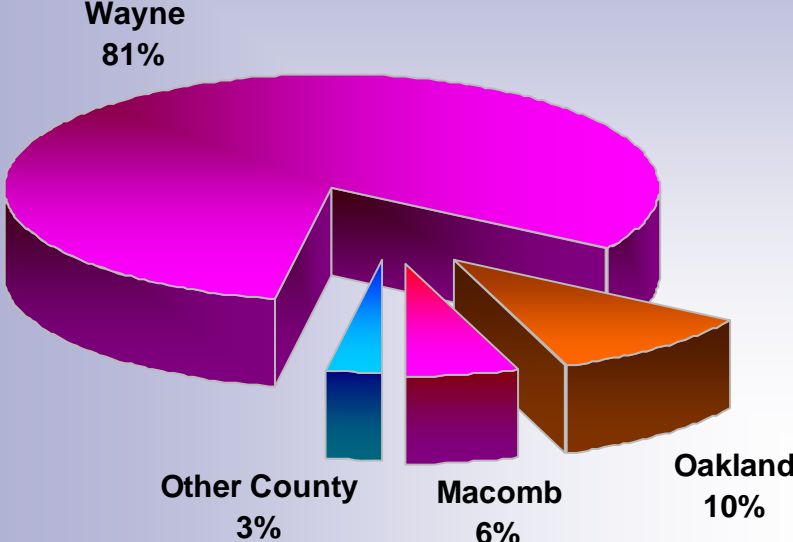


# Call Center Statistics

November 2006

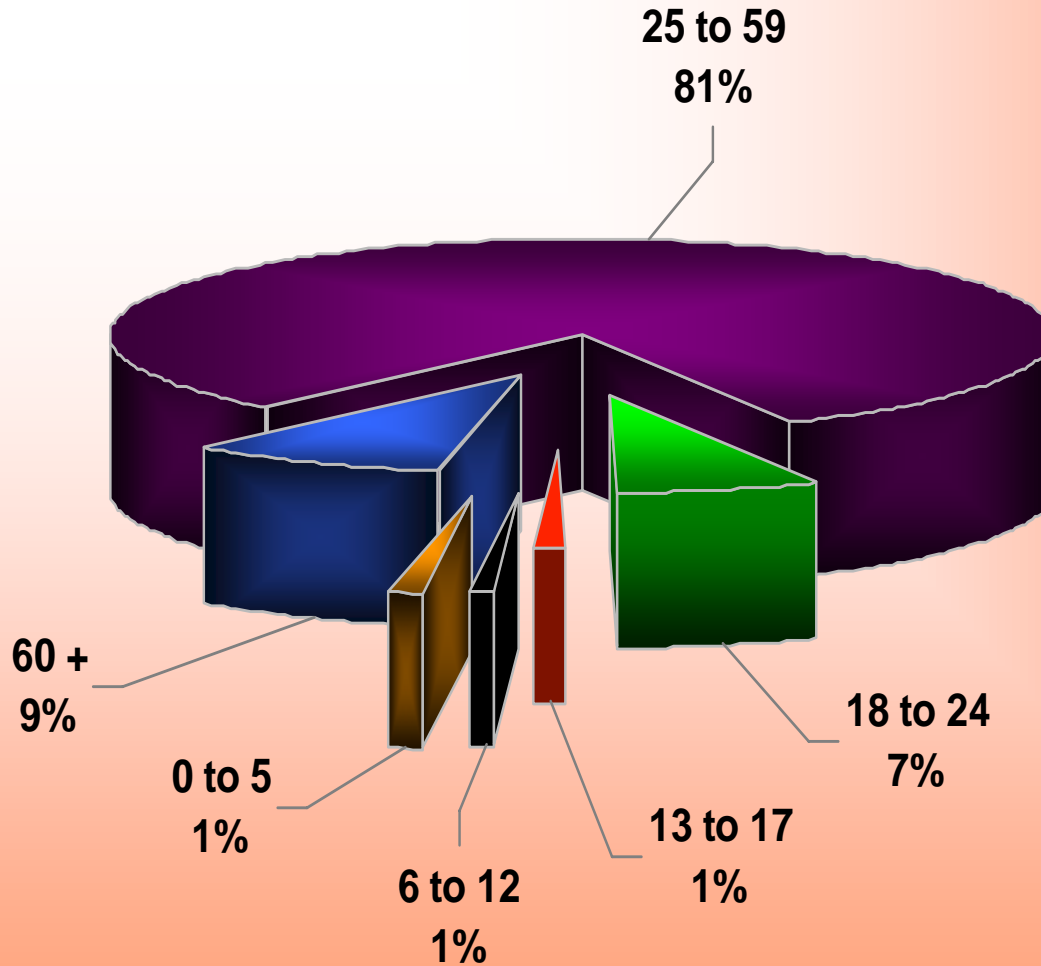
- **United Way 2-1-1 received 13,757 calls in November 2006, representing a 15% increase from the previous month.**
- **Reasons for the higher call volume are:  
greater awareness of 2-1-1 from outreach efforts,  
utility assistance calls and seasonal holiday requests.**
- **Call activity for November 2006 was 59% higher than  
November 2005.**
- **Leading service requests for November were:  
Utility Assistance, Food Assistance and Holiday Assistance**

# Call Volume by County

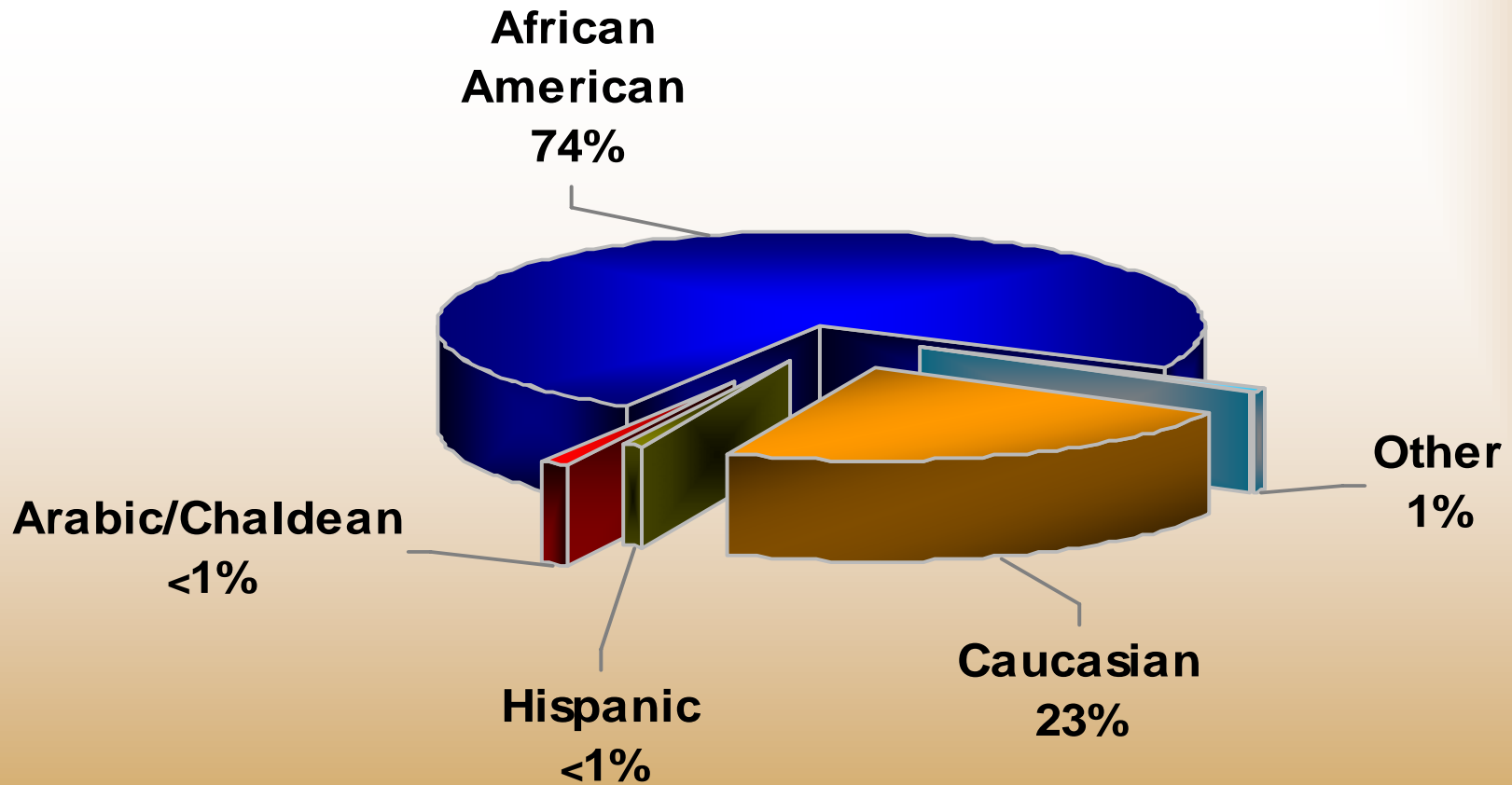


# Gender of Caller

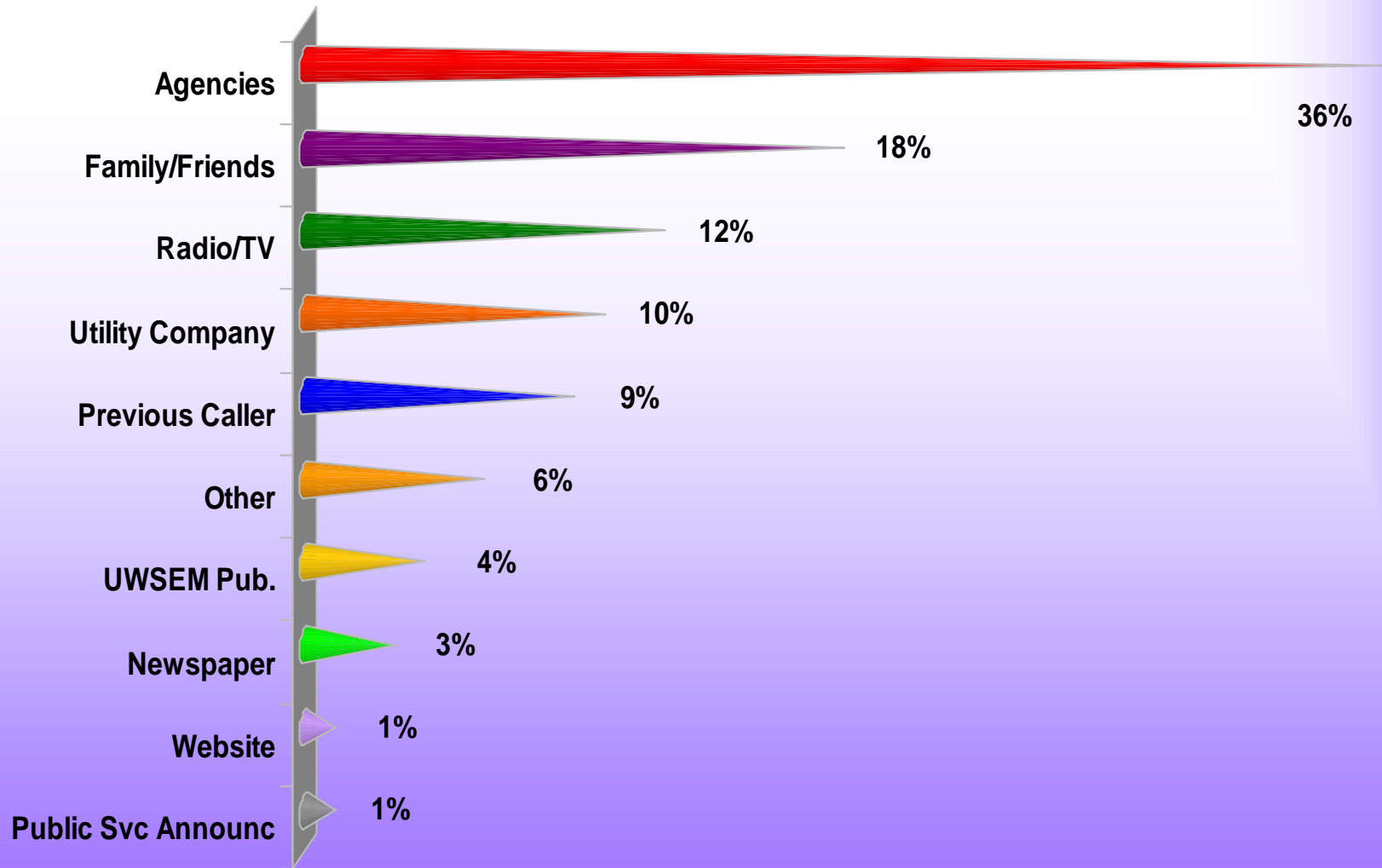
# Age Range of Services Provided



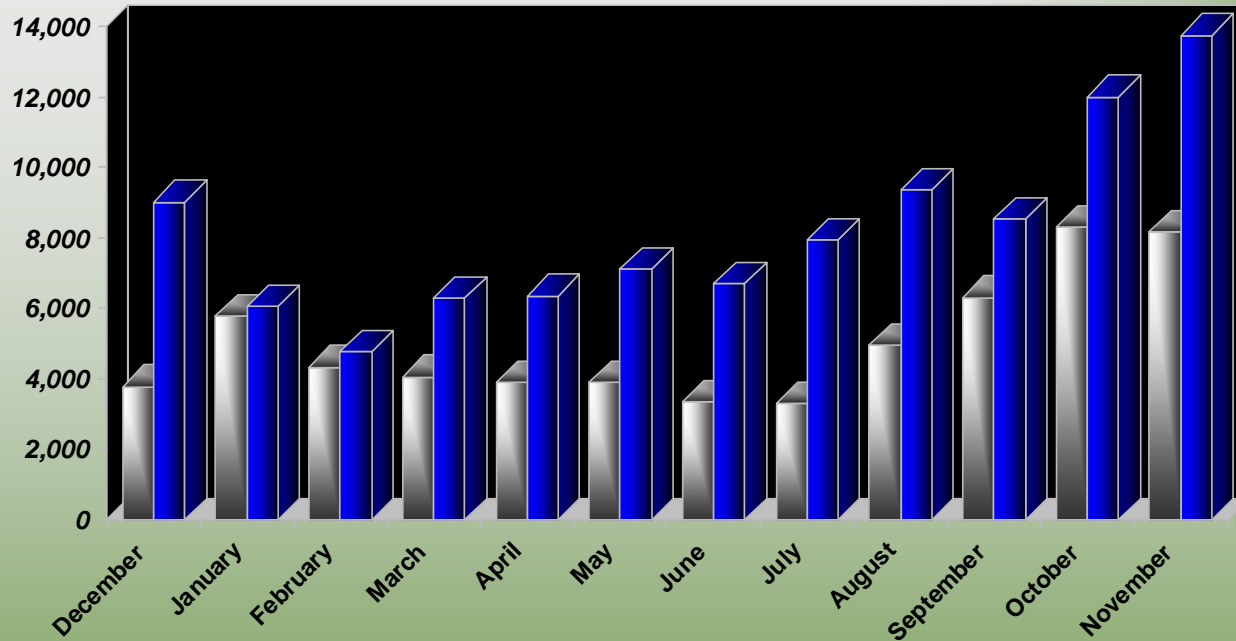
# Distribution of Calls by Ethnicity



# Referred by Source



# Month To Date Calls Received

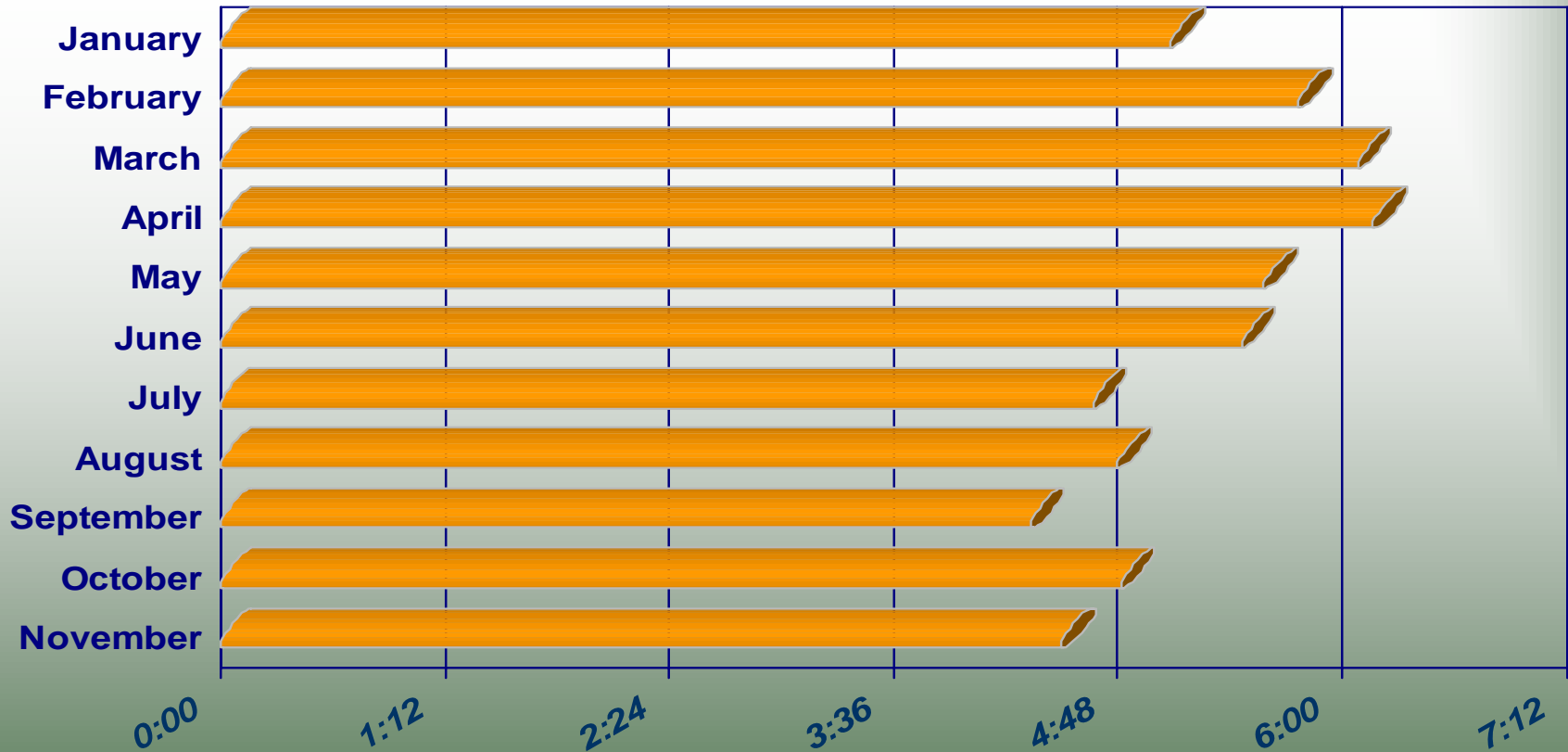


Previous Year **56,346**
 First Year of 2-1-1 **97,959 +58%**

# Call Activity

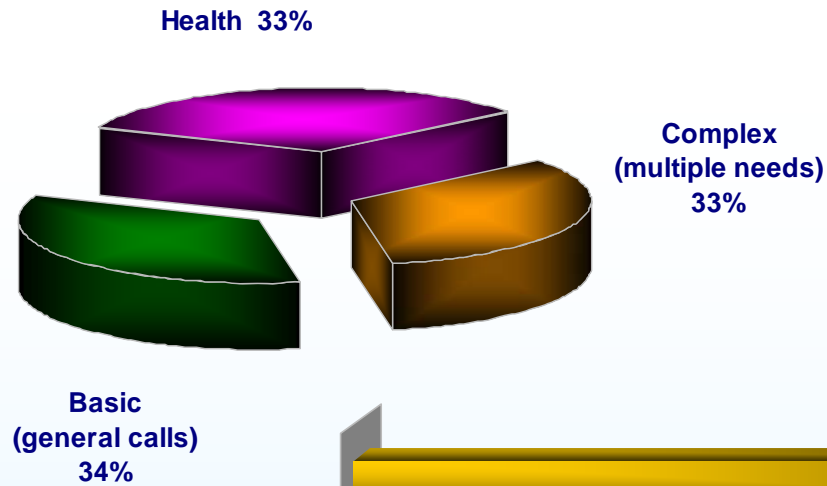


# Average Length of Call

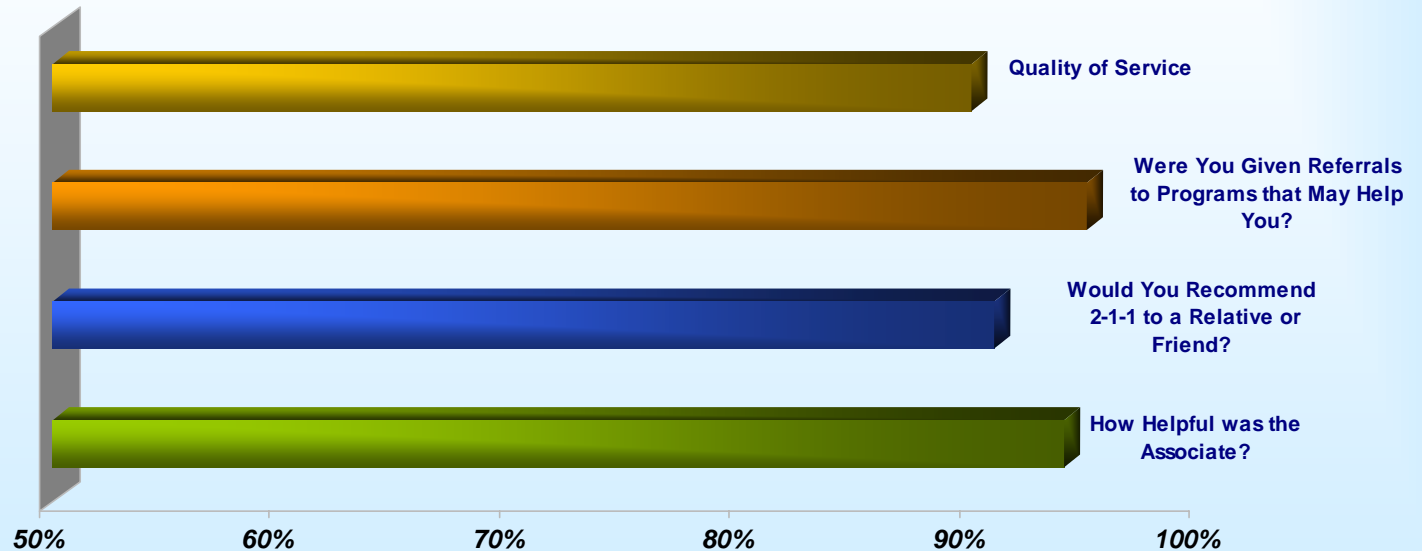


**Target Goal : under 6 minutes**

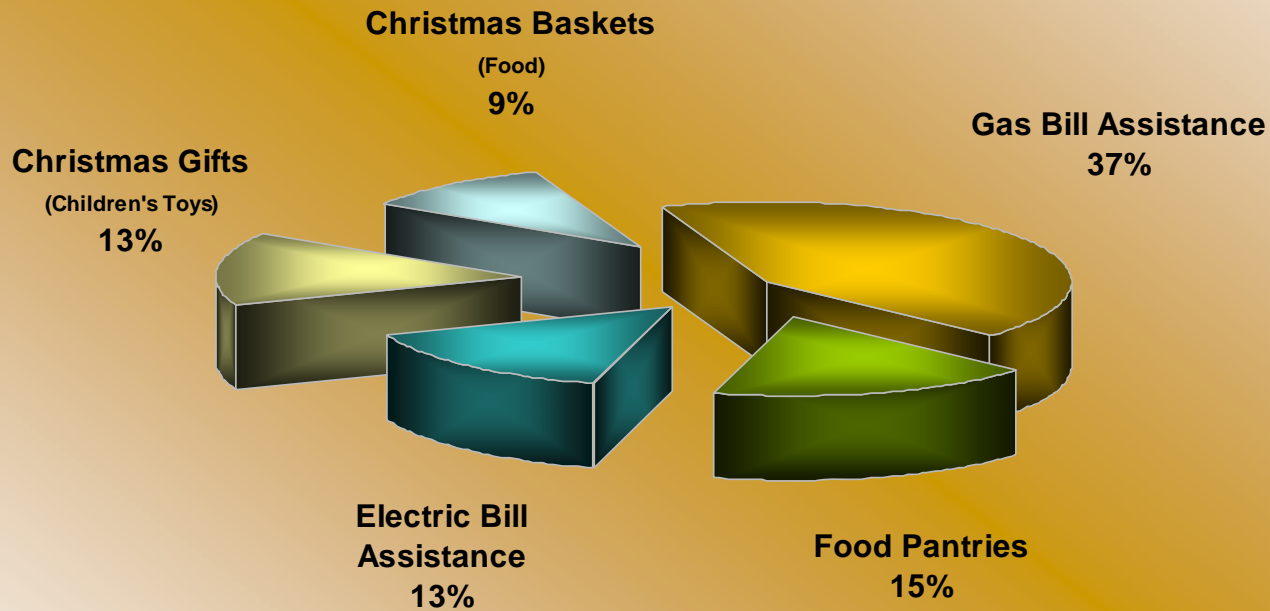
# Follow-up Activity



# Customer Satisfaction



# Top 5 Service Request Categories



# Top 20 Service Requests

Monthly Report November 2006

Wayne	Rank	#	%
Gas Bill Assistance	1	3,694	42%
Food Pantries	2	1,415	16%
Electric Bill Assistance	3	1323	15%
Christmas Gifts	4	1137	13%
Christmas Baskets	5	864	10%
Job Search/Placement	6	527	6%
General Furniture Provisions	7	438	5%
Rent Assistance	8	418	5%
General Clothing	9	407	5%
Subsidized Private Rental Housing	10	327	4%
Information Only	11	324	4%
Holiday Adoption	12	322	4%
Thanksgiving Baskets	13	271	3%
Homeless Shelter	14	250	3%
Housing Search Assistance	15	222	3%
Home Rehab/Repair	16	190	2%
Mortgage Assistance	17	185	2%
Dental Care	18	171	2%
Community Clinics	19	170	2%
General Legal Aid	20	158	2%

Oakland	Rank	#	%
Rent Assistance	1	220	20%
Gas Bill Assistance	2	157	14%
Food Pantries	3	136	12%
Christmas Gifts	4	99	9%
Subsidized Private Rental Housing	5	75	7%
Electric Bill Assistance	6	72	7%
Homeless Shelter	7	68	6%
Information & Referral	8	52	5%
Christmas Baskets	9	51	5%
Job Search/Placement	10	52	5%
Holiday Adoption	11	48	4%
Prescription Assistance	12	41	4%
General Clothing	13	40	4%
Community Clinics	14	40	4%
General Counseling	15	34	3%
Mortgage Assistance	16	32	3%
Rental Deposit Assistance	17	30	3%
Housing Authorities	18	28	3%
General Furniture Provisions	19	26	2%
General Legal Aid	20	23	2%

Macomb	Rank	#	%
Christmas Gifts	1	89	15%
Gas Bill Assistance	2	76	12%
Food Pantries	3	74	12%
Rent Assistance	4	62	10%
Christmas Baskets	5	60	10%
Electric Bill Assistance	6	46	8%
Subsidized Private Rental Housing	7	36	6%
Holiday Adoption	8	35	6%
Homeless Shelter	9	32	5%
General Counseling	10	26	4%
Housing Authority	11	25	4%
General Clothing	12	24	4%
Information Only	13	23	4%
Community Clinics	14	20	3%
General Legal Aid	15	20	3%
Job Search/Placement	16	18	3%
General Furniture Provisions	17	18	3%
Food Banks/Suppliers	18	18	3%
Temp Financial Aid	19	13	2%
Dental Care	20	13	2%

# Top 20 Referrals Provided

Monthly Report November 2006

Wayne	Rank	#	%
Detroit Dept. of Human Services	1	2,118	27%
Salvation Army	2	1,798	23%
Michigan Dept of Human Services	3	1,752	22%
Neighborhood Service Organization	4	989	13%
Wayne Metro Comm. Action Agency	5	767	10%
US Marine Corps (Toys for Tots)	6	601	8%
Cass Community Social Services	7	522	7%
ACCESS	8	461	6%
Capuchin Soup Kitchen	9	393	5%
Mother Waddles Mission	10	383	5%
St. Vincent de Paul	11	355	5%
Crossroads of MI	12	335	4%
Friendship House	13	309	4%
Heavenly Helps	14	263	3%
Wayne County Veterans Affairs	15	185	2%
Neighborhood Legal Svcs. Of Michigan	16	183	2%
United Sisters of Charity Advantage Health Center	17	170	2%
SER	18	147	2%
Detroit Urban League	19	122	2%
	20	93	1%

Oakland	Rank	#	%
Salvation Army	1	200	18%
Michigan Dept of Human Services	2	197	18%
O.L.H.S.A.	3	182	17%
St. Vincent de Paul	4	160	15%
Lighthouse Emergency Services	5	130	12%
US Marines Corps (Toys for Tots)	6	65	6%
Volunteers of America	7	37	3%
Jewish Family Services	8	36	3%
South Oakland Shelter	9	36	3%
Southfield Human Services	10	33	3%
Catholic Social Svcs of Oakland County	11	32	3%
United Way for Southeastern MI	12	30	3%
Prescription Hope	13	26	2%
MI Dept Labor & Economic Growth	14	24	2%
Furniture Bank of Oakland County	15	23	2%
MI Assoc Physician from India	16	23	2%
Troy People Concerned	17	22	2%
Capuchin Soup Kitchen	18	20	2%
DTE	19	18	2%
Mother Waddles Mission	20	18	2%

Macomb	Rank	#	%
Salvation Army	1	168	29%
Michigan Dept of Human Services	2	94	16%
Macomb County Comm. Svcs. Agency	3	92	16%
St. Vincent de Paul	4	89	15%
US Marine Corps (Toys for Tots)	5	52	9%
Macomb County Central Action Center	6	21	4%
Macomb Family Services	7	19	3%
United Way for Southeastern MI	8	18	3%
Mother Waddles Mission	9	17	3%
Volunteers of America Michigan	10	15	3%
Detroit Rescue Mission	11	13	2%
Samaritan House	12	13	2%
Capuchin Soup Kitchen	13	12	2%
DTE	14	11	2%
South Eastern MI Indians	15	11	2%
Macomb Saint Clair Workforce Development	16	11	2%
Catholic Svcs. Macomb	17	10	2%
Eastpointe Housing Commission	18	9	2%
Macomb County Rotating Emergency Shelter Team	19	8	1%
Legal Aid & Defender	20	4	1%

## The United Way 2-1-1 Partnership Includes:

- **United Way for Southeastern Michigan**
- **The Information Center, Inc.**
- **Neighborhood Service Organization**
- **United Way 2-1-1 for Livingston, Monroe & Washtenaw Counties / Huron Valley Ambulance**
- **The Detroit Public Library**
- **Macomb Crisis Center**
- **Common Ground Sanctuary**

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