

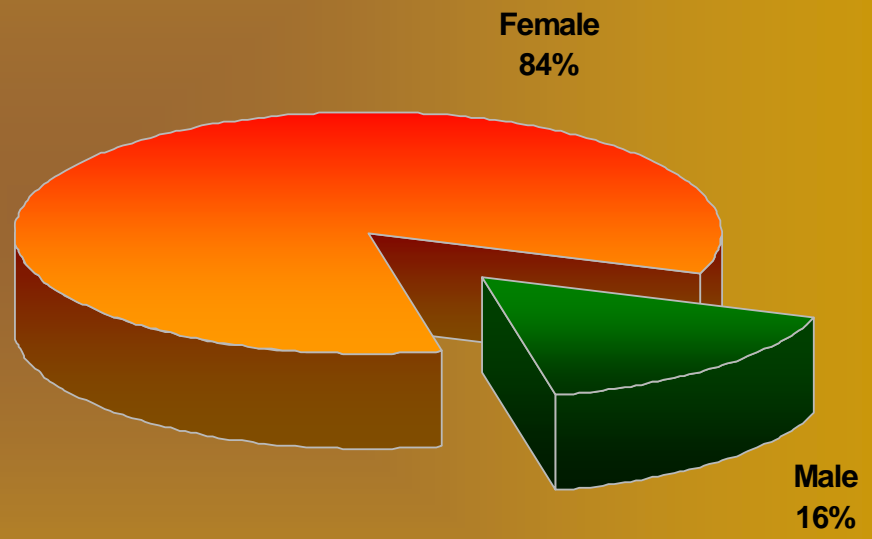
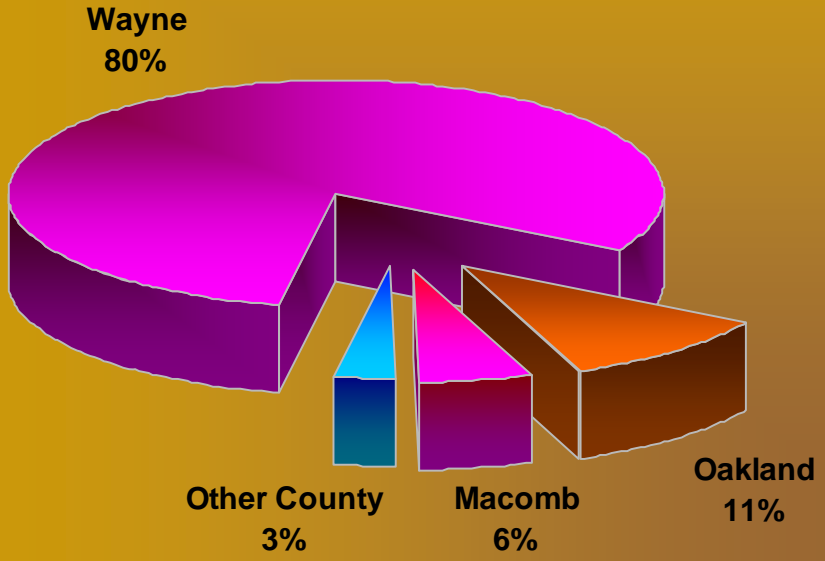


Call Center Statistics

October 2006

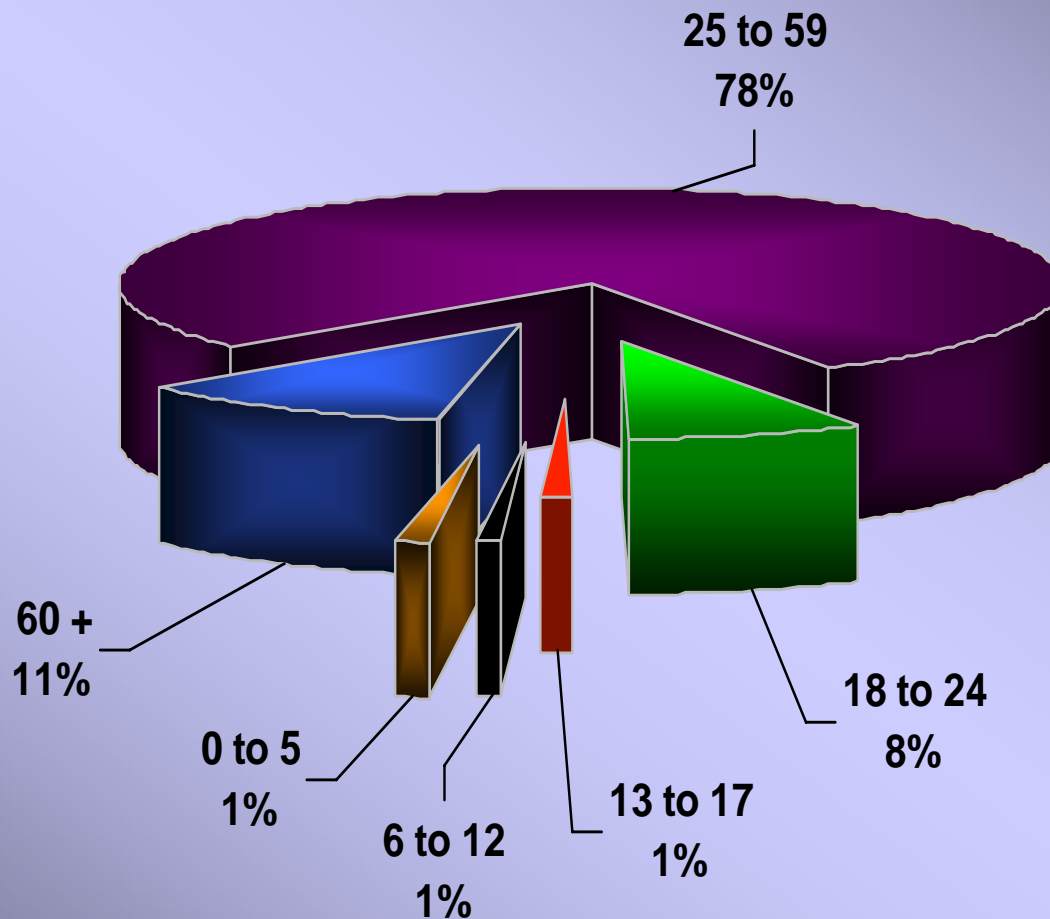
- **United Way 2-1-1 received 12,004 calls in October 2006, representing a 42% increase from the previous month.**
- **Reasons for the higher call volume are:
greater awareness of 2-1-1 from outreach efforts,
the 2006 Capital Campaign,
and the result of utility assistance calls.**
- **Call activity for October 2006 was 56% higher than October 2005.**
- **Leading service requests for October were:
Utility Assistance, Food Assistance and Holiday Assistance**

Call Volume by County



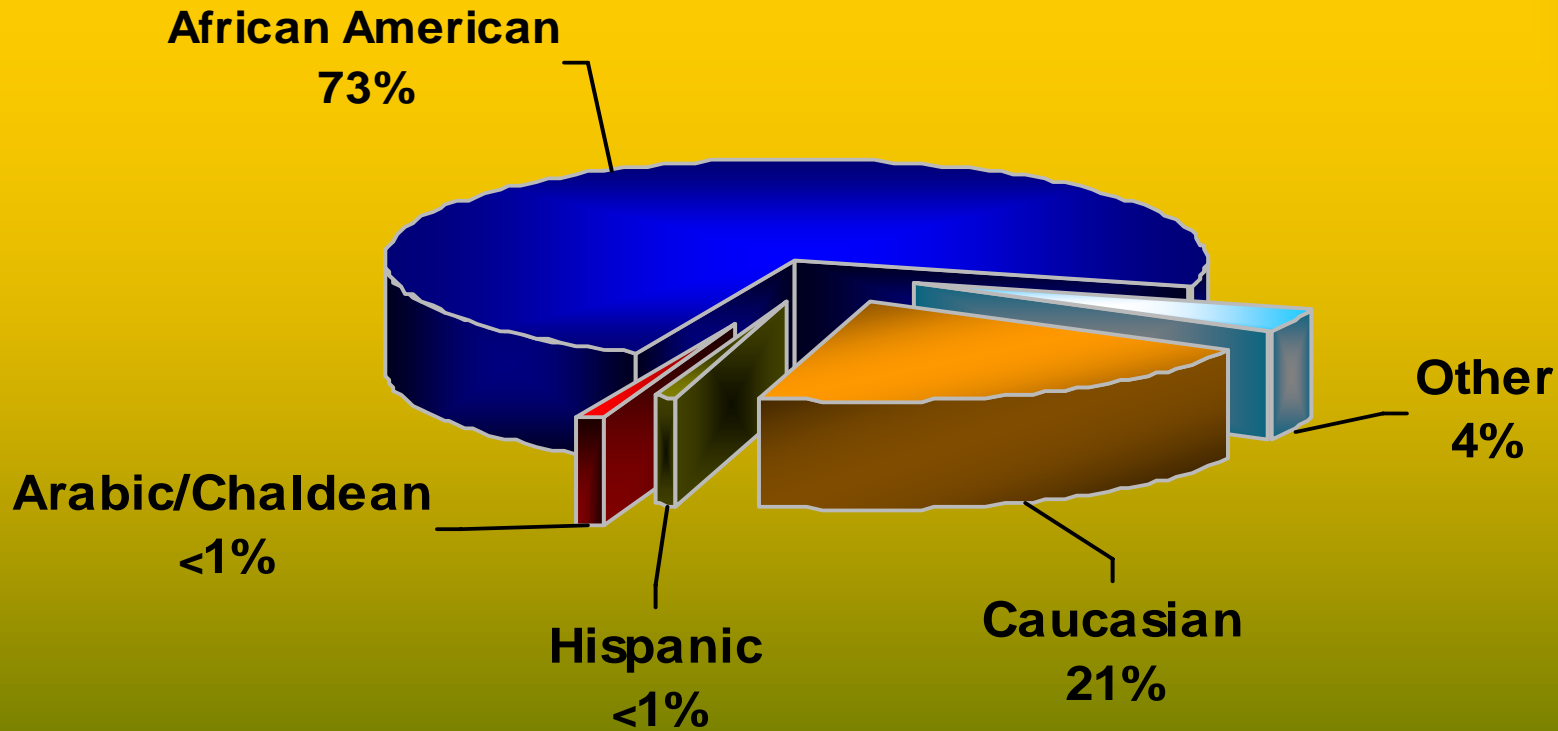
Gender of Caller

Age Range of Services Provided



Distribution of Calls by Ethnicity

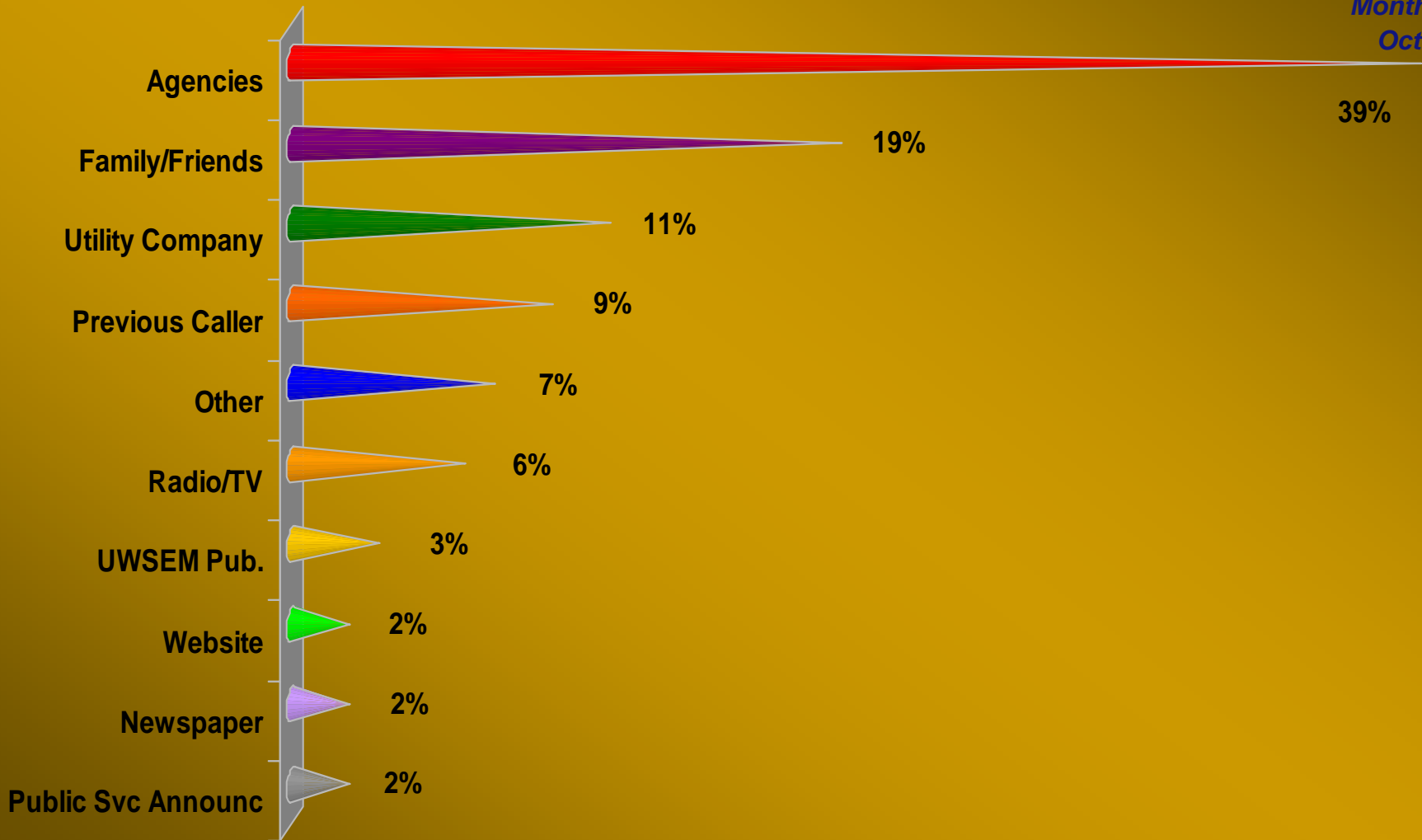
Monthly Report
October 2006



Referred by Source



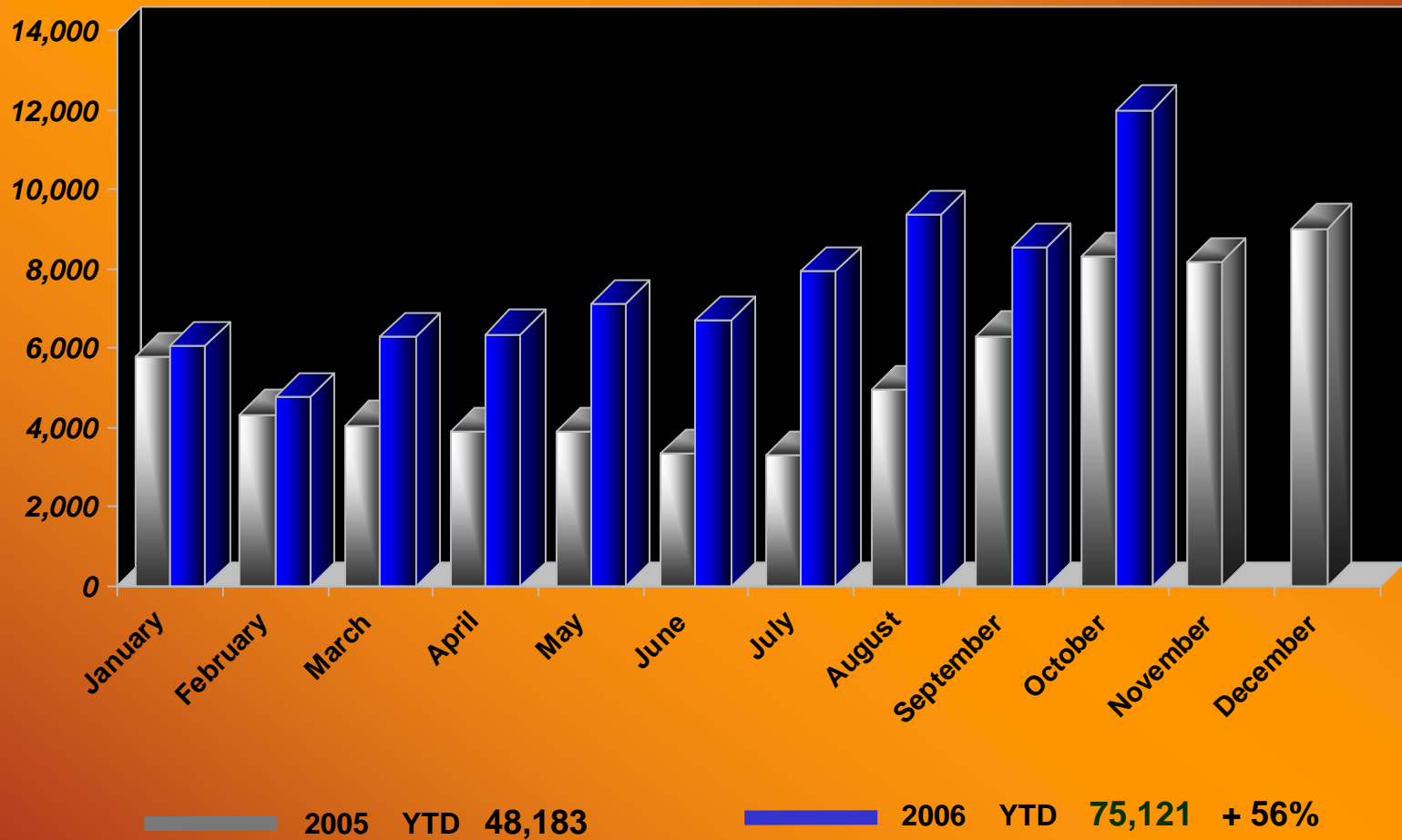
Monthly Report
October 2006



Month To Date Calls Received



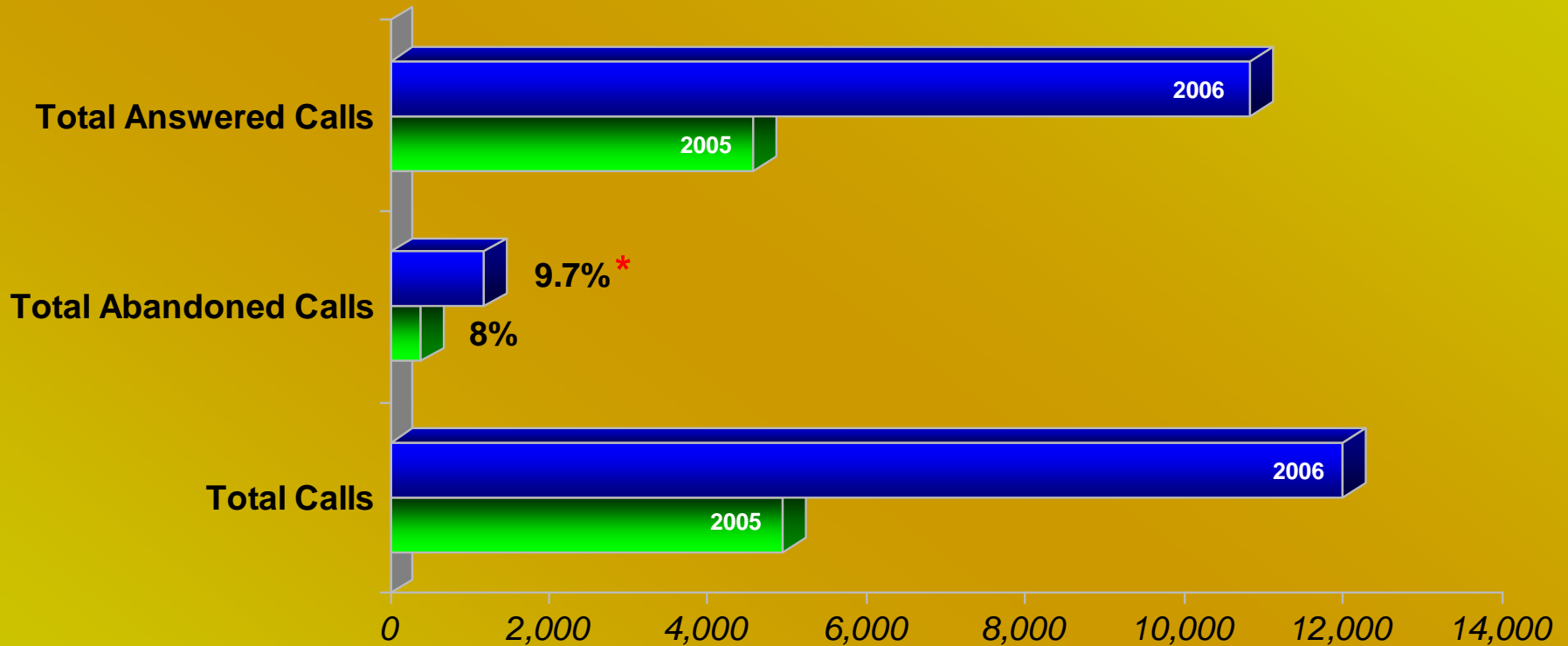
Monthly Report
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Call Activity

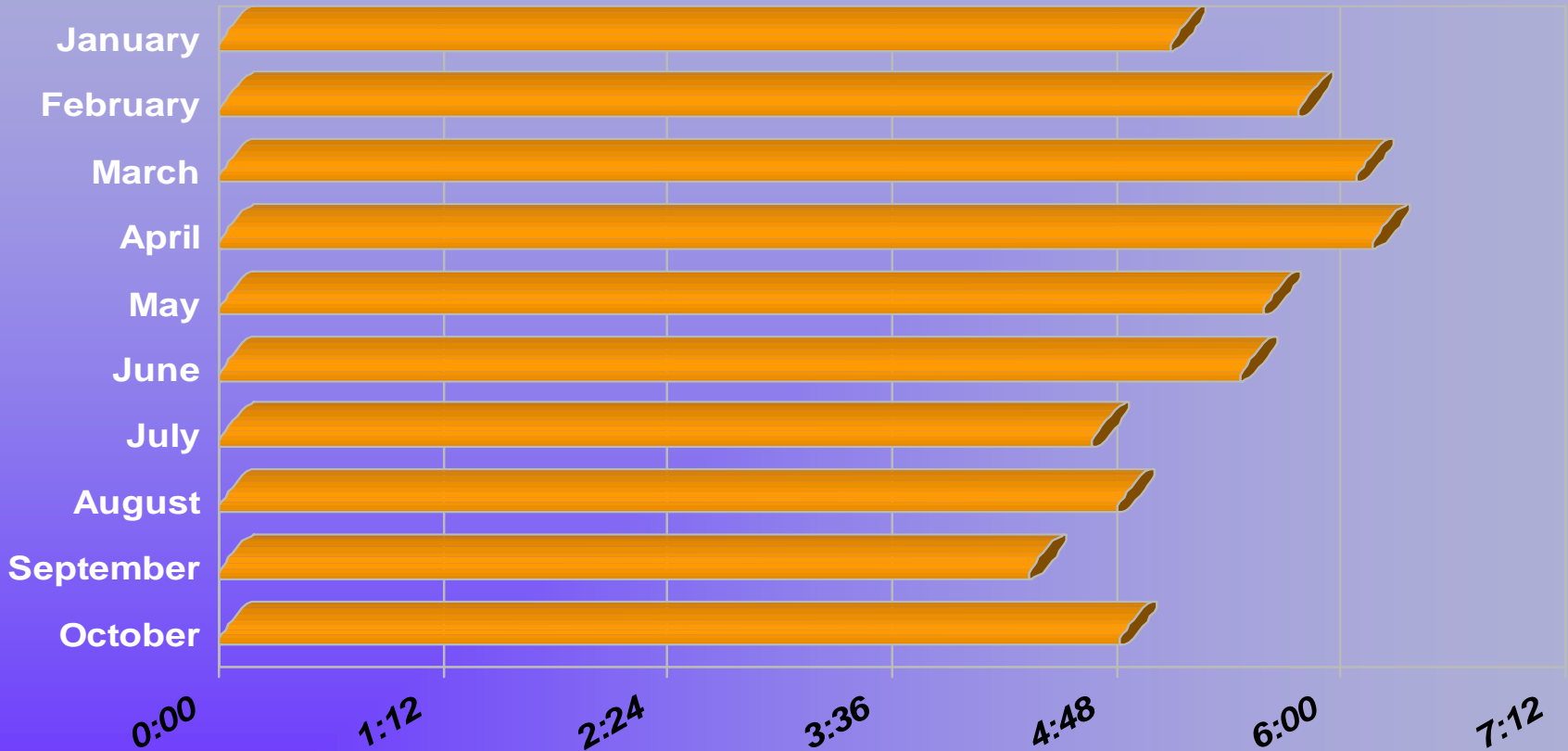


Monthly Report
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• Increased Abandoned Call Rate due to an influx of callers inquiring about eligibility of the THAW funds

Average Length of Call

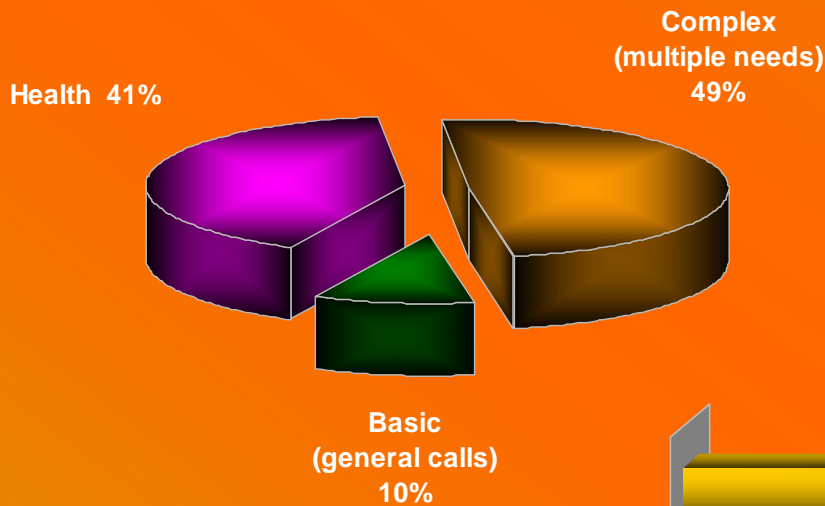


Target Goal : under 6 minutes

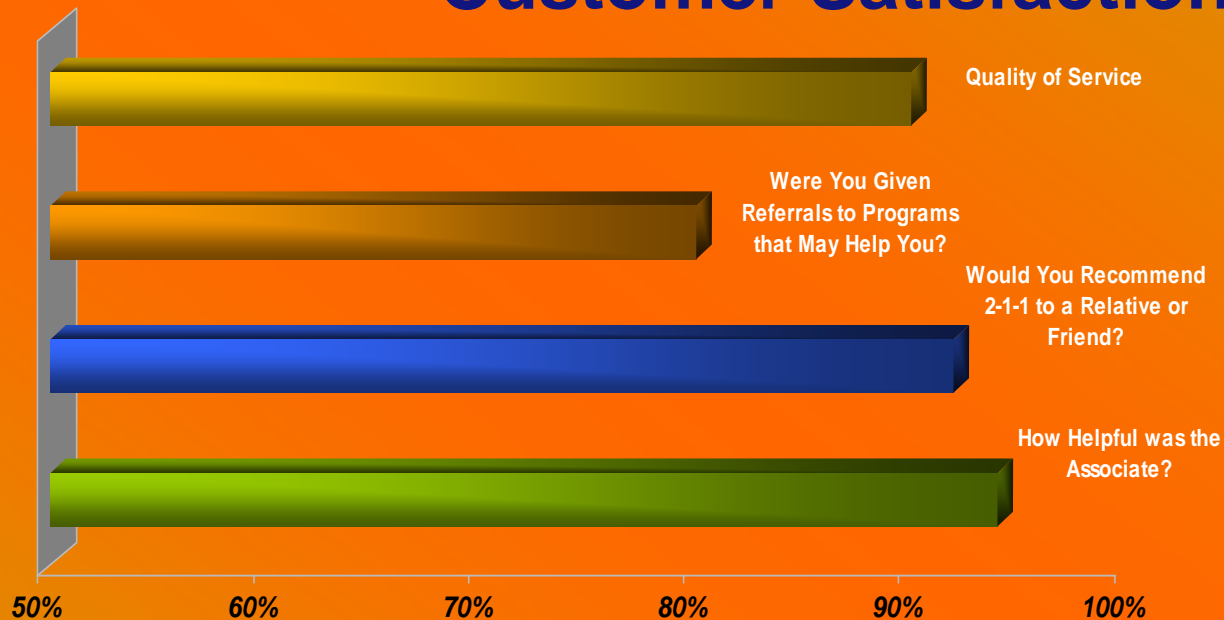
Follow-up Activity



Monthly Report
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Customer Satisfaction



Top Unmet Services*

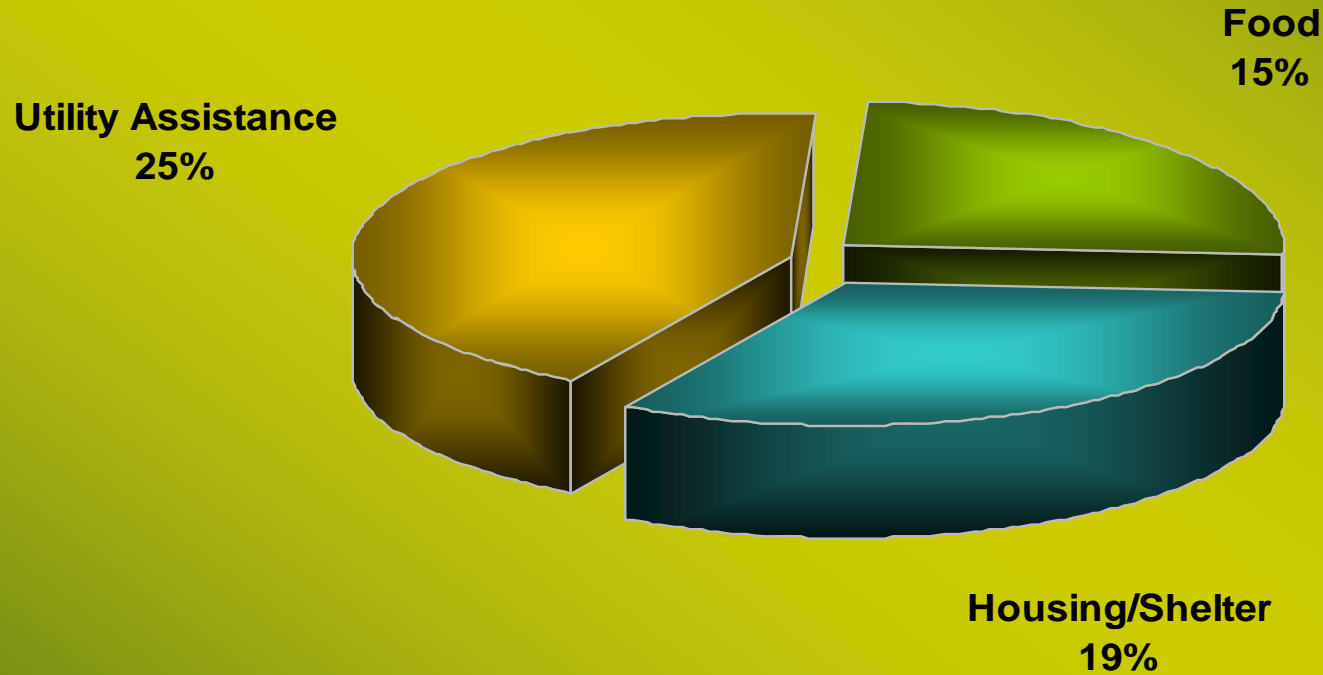


*Monthly Report
October 2006*

<u>Service</u>	<u>% of Callers</u>
•Utility Assistance	26%
•Rent Payment Assistance	2%

* Unmet services include ineligibility, no service available, all programs full or out of resources, out of service area, or service inaccessible

Top 3 Service Request Categories



Utilities: Gas Bill Assistance / Electric Bill Assistance **Food Search:** Food Pantries / Soup Kitchens **Housing/Shelter:** Subsidized Private Rental Housing / Rent Assistance / Housing Search Assistance / Homeless Shelter / Mortgage Assistance **Employment:** Job Search/Placement **Health/Dental:** Dental Care / Community Clinics **Furniture/Clothing:** General Clothing / General Furniture Provisions / School Clothing / Appliances **Information:** Information Only

Top 20 Service Requests

Monthly Report
October 2006



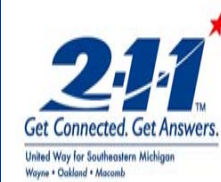
Wayne	Rank	#	%
Gas Bill Assistance	1	1,886	26%
Food Pantries	2	1,364	19%
Christmas Gifts	3	598	8%
Subsidized Private Rental Housing	4	477	7%
Electric Bill Assistance	5	466	6%
General Clothing	6	425	6%
General Furniture Provisions	7	420	6%
Job Search/Placement	8	373	5%
Rent Assistance	9	315	4%
Christmas Baskets	10	278	4%
Homeless Shelter	11	247	3%
Housing Search Assistance	12	246	3%
Community Clinics	13	168	2%
Mortgage Assistance	14	151	2%
General Legal Aid	15	132	2%
Housing Authorities	16	120	2%
Heating Bill Assistance	17	120	2%
Phone Number	18	119	2%
Information & Referral	19	93	1%
Holiday Adoption	20	86	1%

Oakland	Rank	#	%
Rent Assistance	1	155	16%
Food Pantries	2	142	15%
Gas Bill Assistance	3	112	12%
Subsidized Private Rental Housing	4	65	7%
Christmas Gifts	5	39	4%
Homeless Shelter	6	39	4%
Mortgage Assistance	7	38	4%
Electric Bill Assistance	8	36	4%
Holiday Adoption	9	36	4%
Temporary Financial Assistance	10	34	4%
Housing Authorities	11	34	4%
Prescription Assistance	12	33	3%
General Legal Aid	13	32	3%
Community Clinics	14	29	3%
Rental Deposit Assistance	15	28	3%
General Furniture Provisions	16	28	3%
Phone Number	17	27	3%
Dental Care	18	22	2%
Information & Referral	19	19	2%
Automobile Donation	20	17	2%

Macomb	Rank	#	%
Food Pantries	1	76	15%
Gas Bill Assistance	2	67	14%
Rent Assistance	3	62	13%
Housing Authorities	4	42	8%
Homeless Shelter	5	31	6%
General Clothing	6	25	5%
General Legal Aid	7	20	4%
Electric Bill Assistance	8	19	4%
Mortgage Assistance	9	18	4%
Phone Number	10	13	3%
General Furniture Provisions	11	11	2%
Prescription Drug Program	12	10	2%
Community Clinics	13	9	2%
General Counseling	14	9	2%
Temporary Financial Assistance	15	9	2%
Rental Deposit Assistance	16	9	2%
Job Assistance Ctr.	17	7	1%
Section 8 Housing Choice Vouchers	18	5	1%
Information & Referral	19	4	1%
Automobile Donation	20	3	1%

Top 20 Referrals Provided

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Wayne	Rank	#	%
Michigan Dept of Human Services	1	2,086	29%
Salvation Army	2	932	13%
Wayne Metro Comm. Action Agency	3	459	6%
Detroit Dept. of Human Services	4	434	6%
Friendship House	5	384	5%
US Marine Corps (Toys for Tots)	6	369	5%
St. Vincent de Paul	7	351	5%
Heavenly Helps	8	310	4%
Crossroads of MI	9	285	4%
Capuchin Soup Kitchen	10	260	4%
Cass Community Social Services	11	259	4%
Wayne County Veterans Affairs	12	245	3%
Neighborhood Service Organization	13	170	2%
United Sisters of Charity	14	164	2%
Neighborhood Legal Svcs. Of Michigan	15	154	2%
Neighborhood Legal	16	154	2%
Volunteers / America	17	149	2%
Legal Aid & Defender	18	141	2%
Detroit Rescue Mission	19	141	2%
Advantage Health Center	20	138	2%

Oakland	Rank	#	%
Michigan Dept of Human Services	1	244	26%
St. Vincent de Paul	2	131	14%
Lighthouse Emergency Services	3	122	13%
O.L.H.S.A.	4	120	13%
Salvation Army	5	114	12%
Volunteers of America	6	41	4%
United Way for Southeastern MI	7	30	3%
Troy People Concerned	8	28	3%
Catholic Social Svcs of Oakland County	9	27	3%
US Marines Corps (Toys for Tots)	10	27	3%
Common Ground Sanctuary	11	25	3%
Furniture Bank of Oakland County	12	23	2%
South Oakland Shelter	13	23	2%
Univ of Detroit Mercy	14	23	2%
Saint Paul Lutheran Church	15	21	2%
Oakland Family Svc	16	21	2%
MI Dept of Labor & Economic Growth	17	20	2%
Baldwin Avenue United Methodist Church	18	18	2%
MI Assoc Physicians from India	19	18	2%
Grace Centers of Hope	20	17	2%

Macomb	Rank	#	%
Michigan Dept of Human Services	1	125	25%
St. Vincent de Paul	2	93	19%
Salvation Army	3	77	16%
Macomb County Comm. Svcs. Agency	4	52	10%
Lakeshore Legal Aid	5	20	4%
Samaritan House	6	18	4%
Macomb County Rotating Emergency Shelter Team	7	16	3%
Macomb Saint Clair Workforce Development	8	14	3%
Volunteers of America Michigan	9	13	3%
Eastpointe Housing Commission	10	12	2%
Crossroads of MI	11	12	2%
Catholic Social Svcs.	12	11	2%
US Marine Corps (Toys for Tots)	13	11	2%
Capuchin Soup Kitchen	14	11	2%
Macomb Family Services	15	11	2%
South Eastern MI Indians	16	10	2%
Sterling Heights Housing Commission	17	10	2%
Legal Aid & Defender	18	9	2%
Mount Clemens Housing Commission	19	8	2%
Partnership Prescription Assistance	20	8	2%

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**
- **The Detroit Public Library**
- **Macomb Crisis Center**
- **Common Ground Sanctuary**

Additional information, contact Bill.Sullivan@uwsem.org or 313-226-9453