



UNITED WAY

2-1-1

*Get Connected. Get Answers.*

CALL CENTER STATISTICS

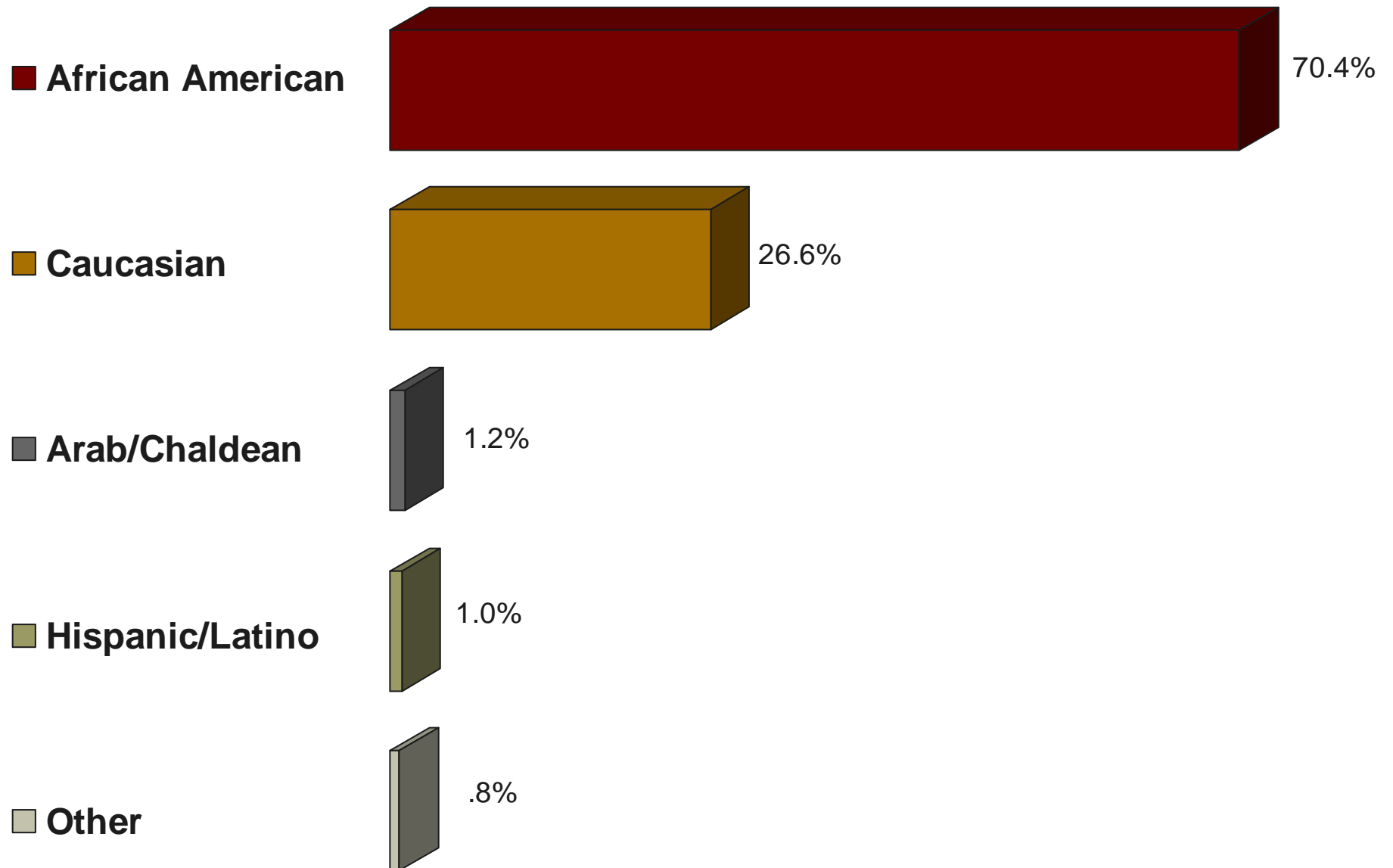
October 2007

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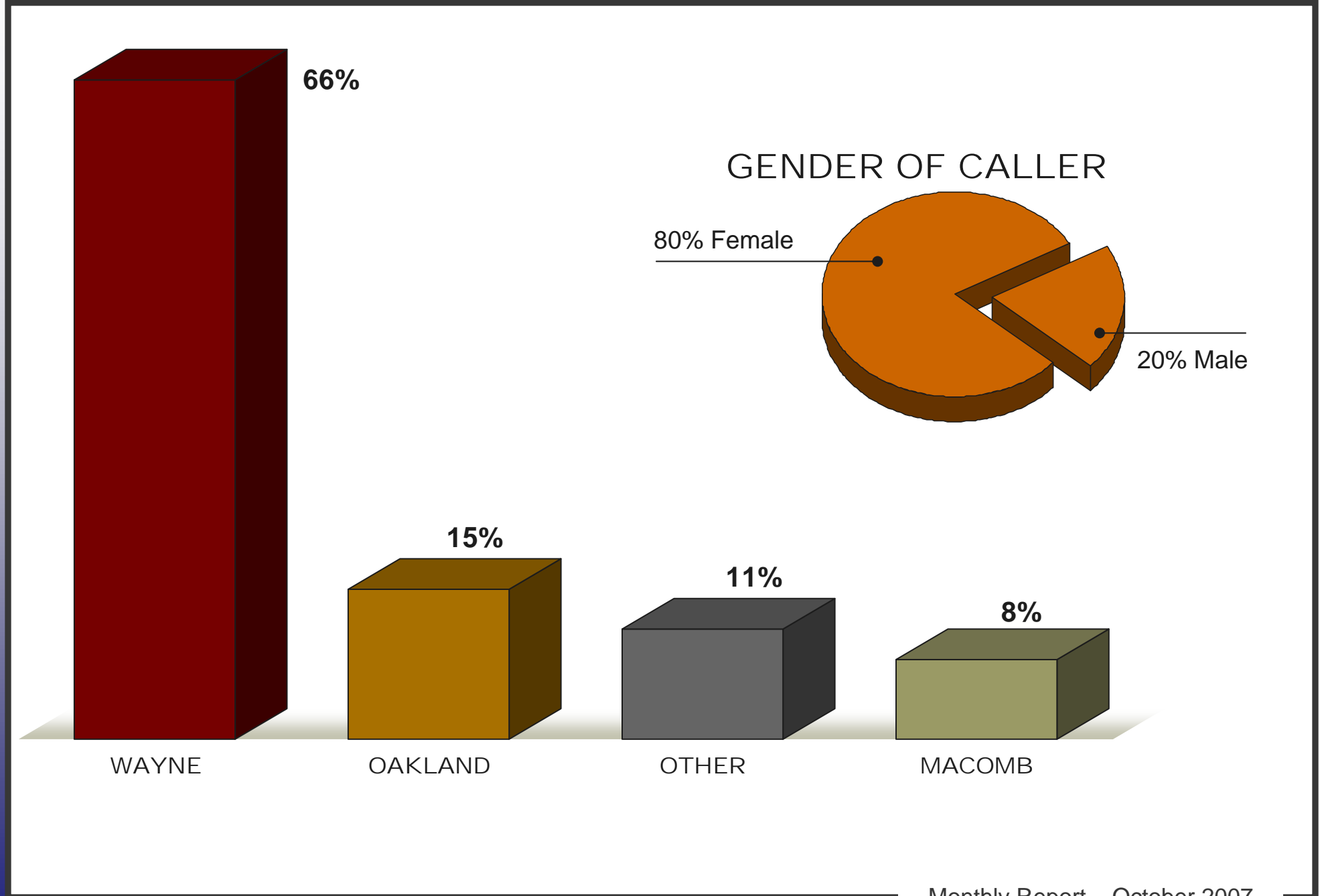


- Call volume in October 2007 was 74% higher than October 2006.
- 20,925 calls were received in October 2007, a 24% increase in call volume from the previous month. This number represents the highest monthly call volume to date.
- Based on the first three quarters of this year, projected annual call volume for 2007 is 160,000 – a 60% increase over 2006.
- Food Pantries was the number one service request in Wayne and Macomb counties. Rent Assistance was the number one service request for Oakland county.
- Gleaners Food Bank has experienced a significant decrease in food donations. 2-1-1 has partnered with Gleaners to publicly announce the shortage and assist with donations.
- 2-1-1 continues to collaborate with the Michigan State Housing Development Authority (MSHDA) and other agencies to provide Statewide Mortgage Foreclosure Assistance. United Way 2-1-1 continues to identify additional resources and is moving forward to make a website available statewide.
- Requests for holiday assistance was one of our top five service requests for the month. 2-1-1 is providing information and referrals for food, clothing and gift assistance through the Helping Hands Holiday Assistance program. 2-1-1 teamed up with The Detroit News and social service agencies in Wayne, Oakland and Macomb counties to offer holiday assistance through this program.

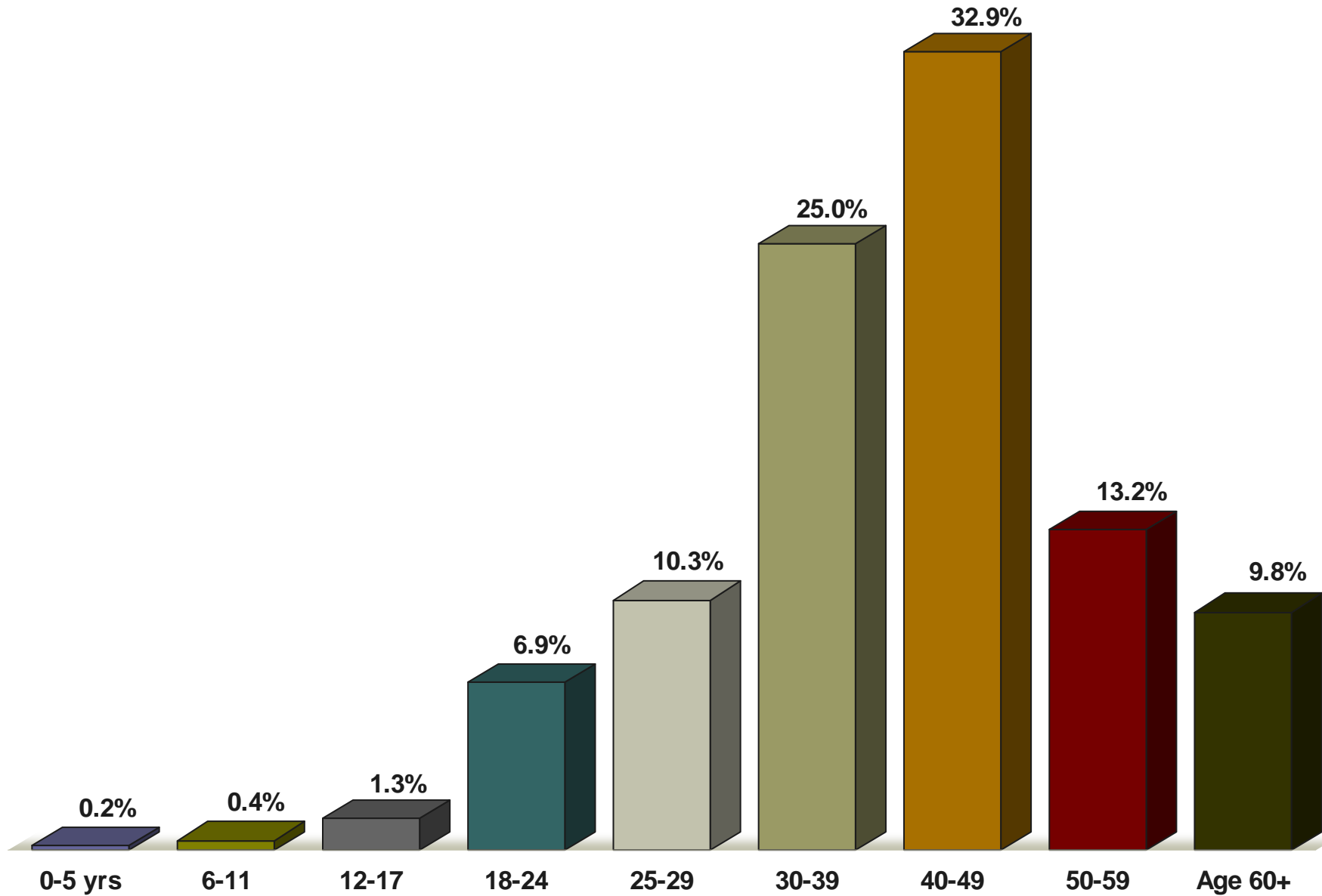
# CALLS BY ETHNICITY



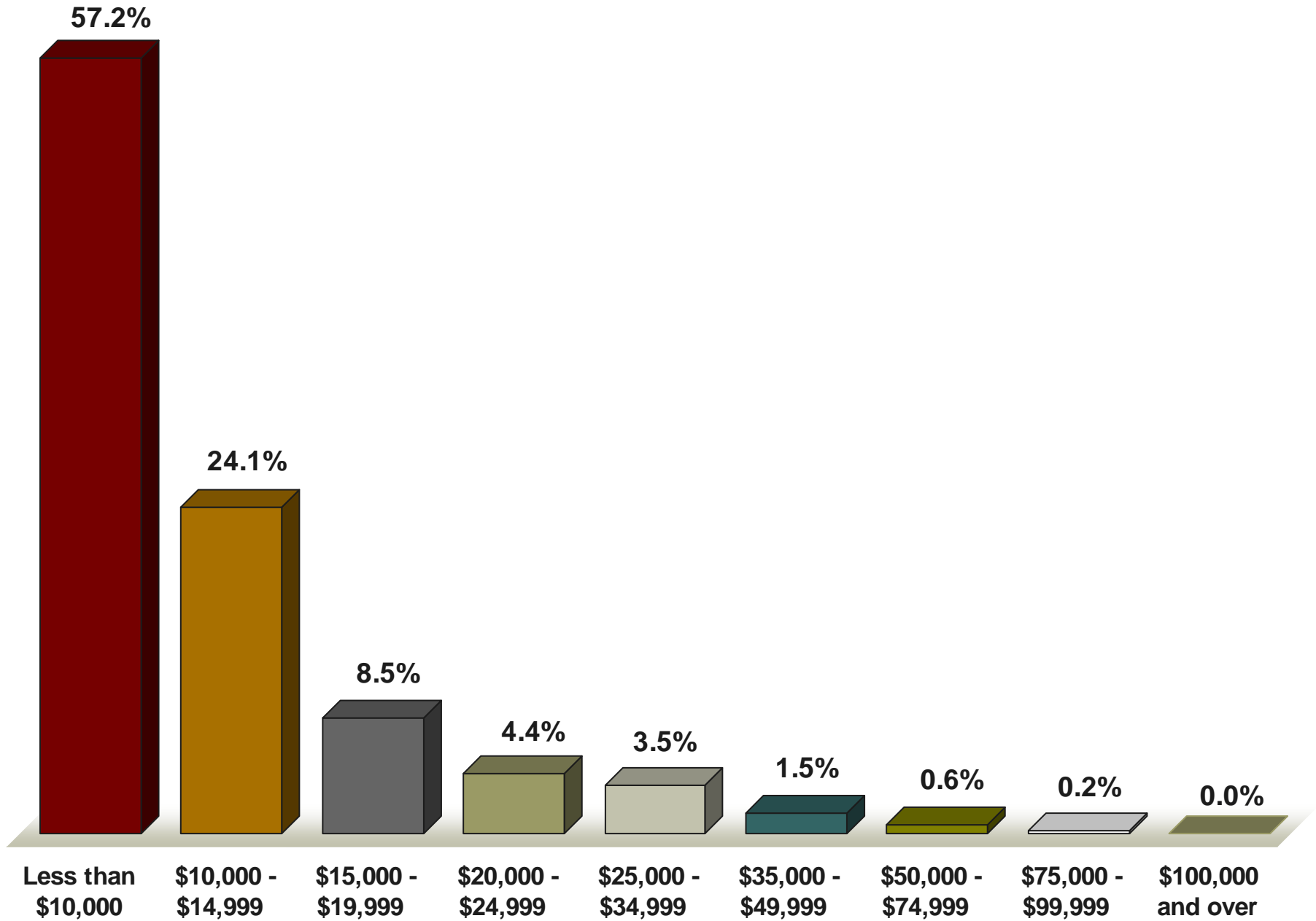
# CALL VOLUME BY COUNTY



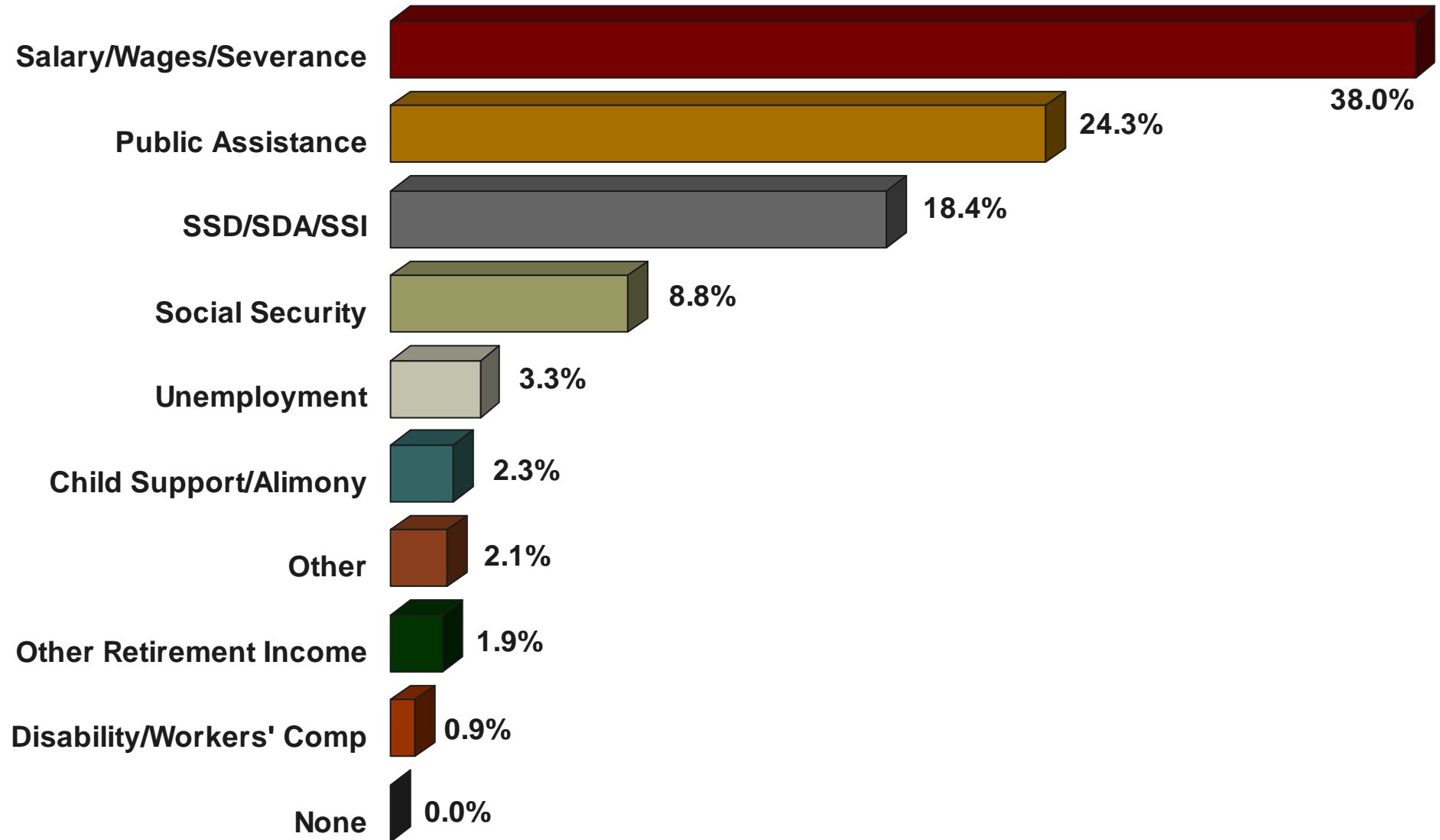
# AGE RANGE OF SERVICE REQUESTS



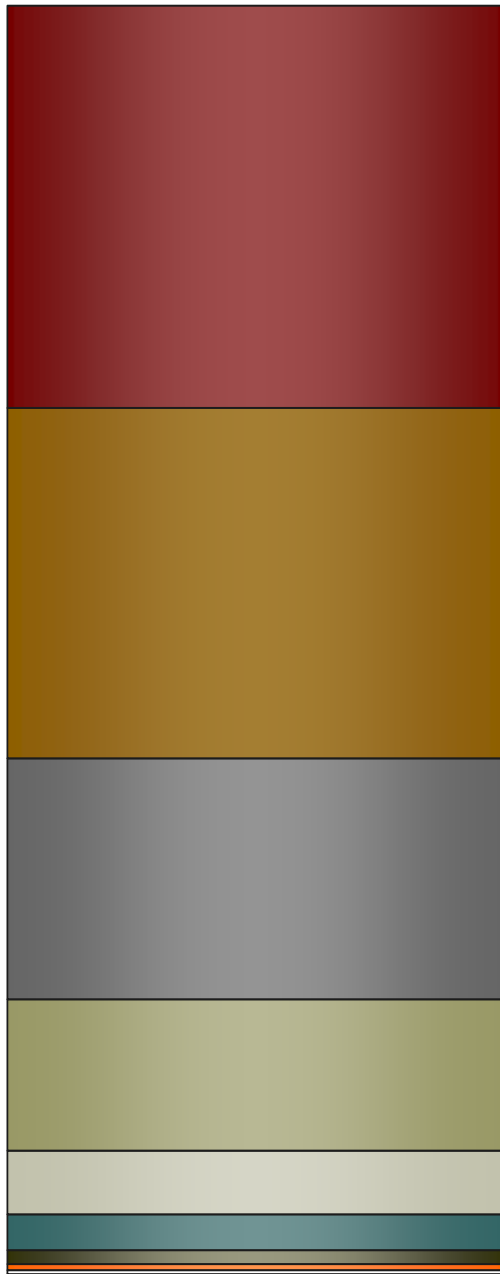
# INCOME LEVEL



# PRIMARY SOURCE OF INCOME

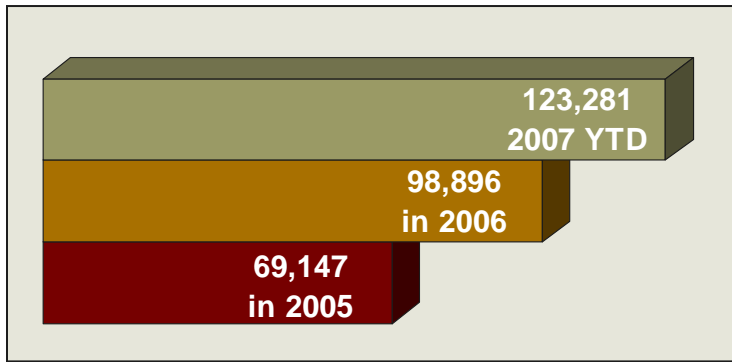


# REFERRED BY SOURCE

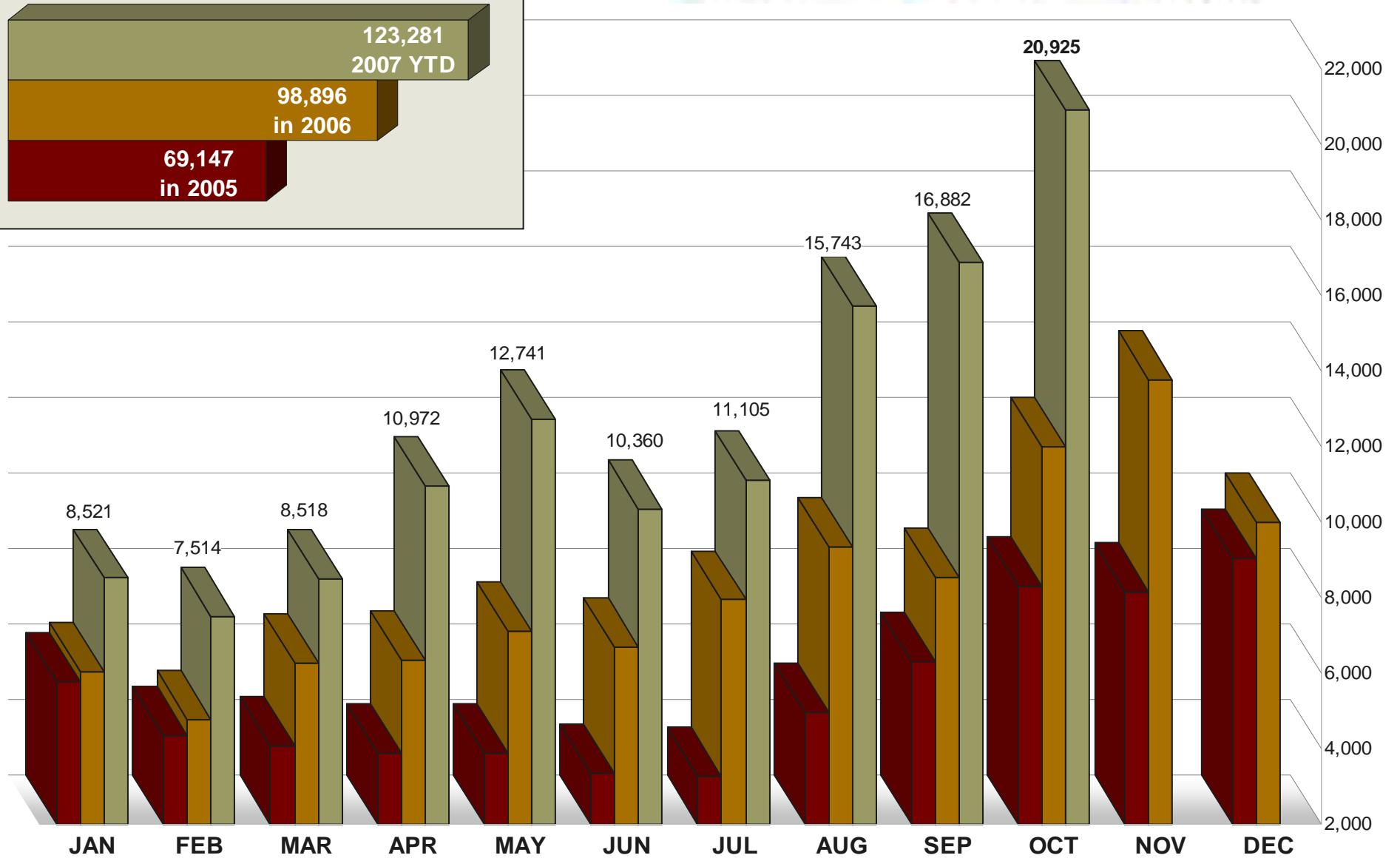


- 31.7% Agency
- 27.5% Family/Friend
- 19.0% Previous Caller
- 11.9% Utility Company
- 5.1% Not Listed
- 2.8% UWSEM Publication
- 1.1% Website
- 0.4% Newspaper
- 0.3% Radio/TV/PSA
- 0.2% Police/Emergency Responder

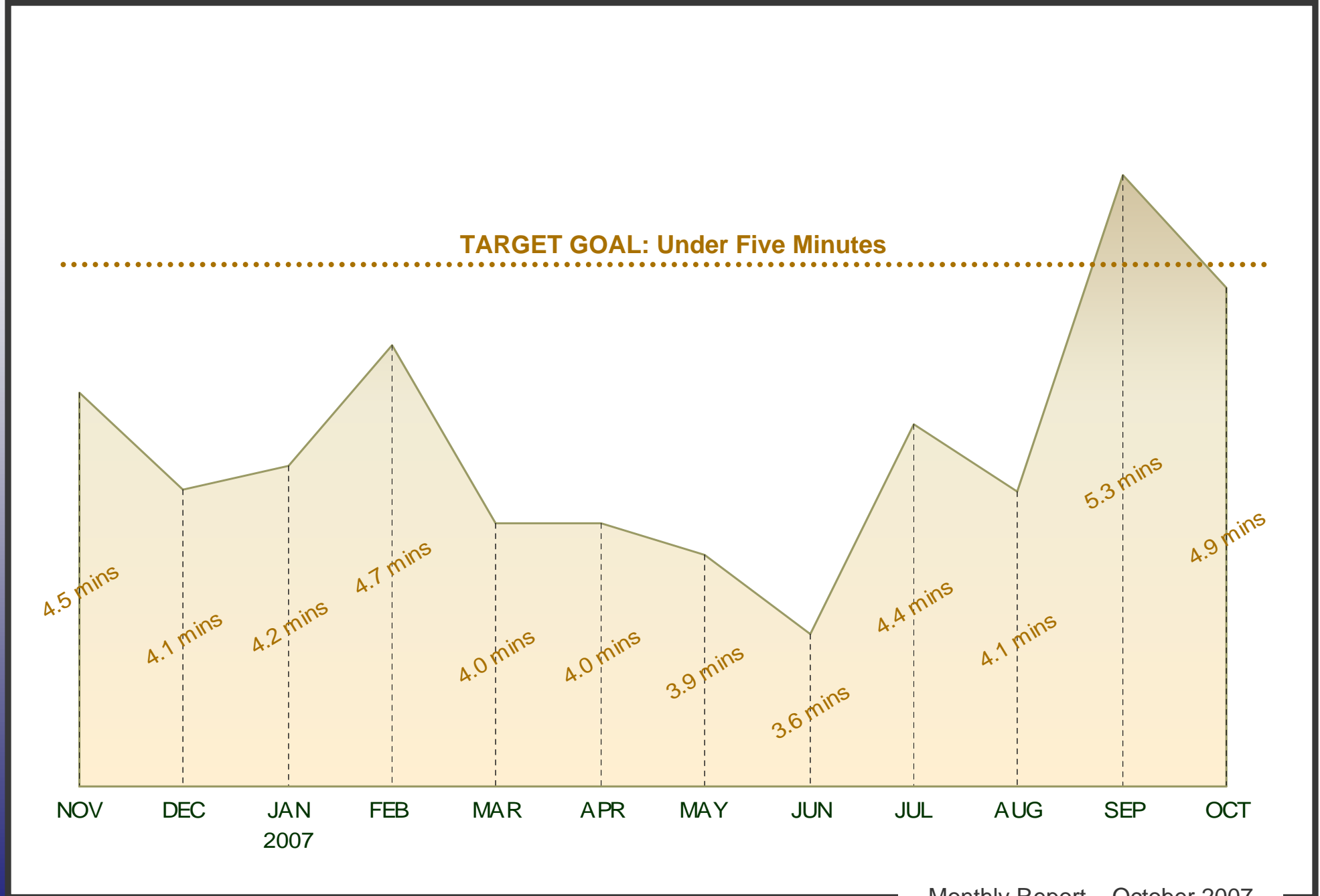
# CALLS RECEIVED



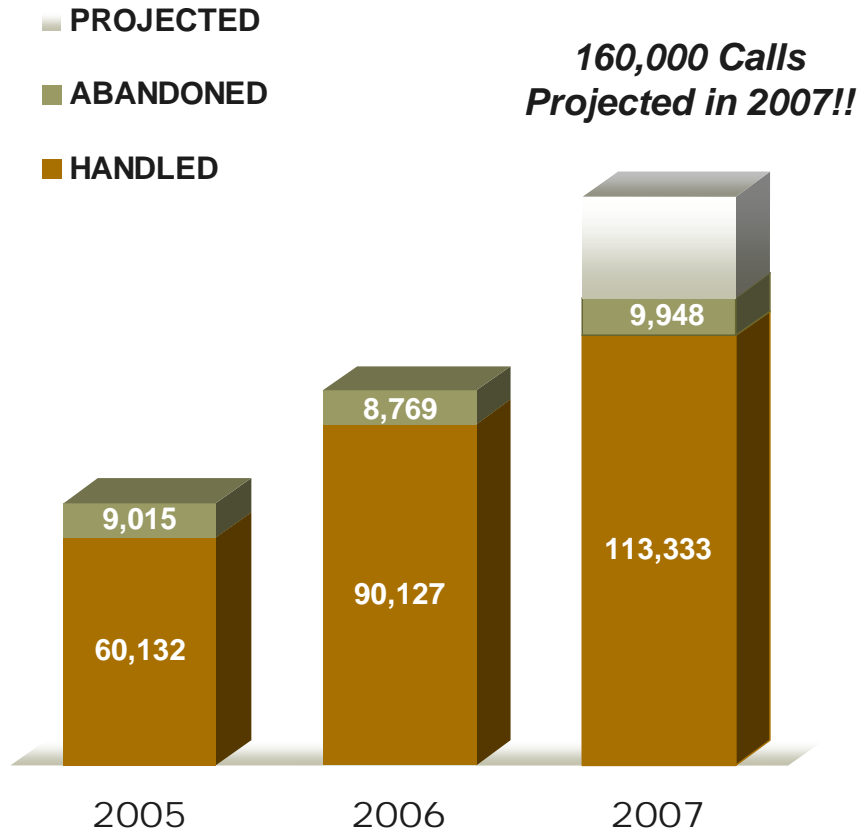
■ 2005 ■ 2006 ■ 2007



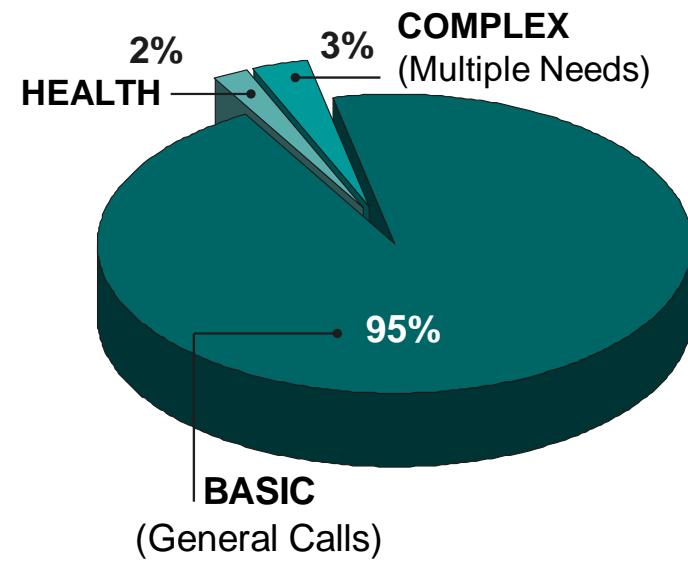
# AVERAGE LENGTH OF CALL



# CALL ACTIVITY



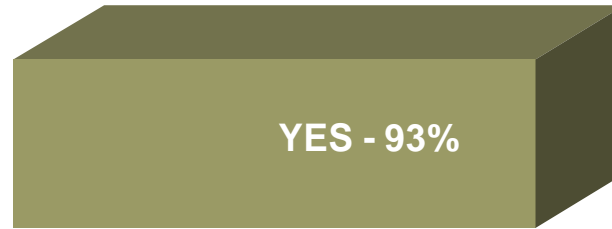
## FOLLOW-UP ACTIVITY



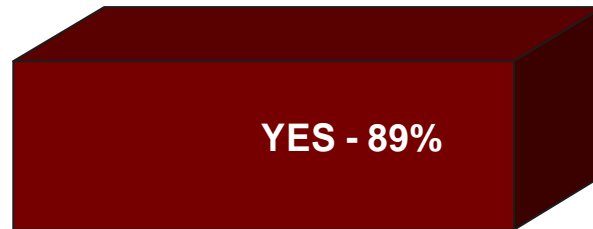
**Percent of total calls taken: 4.0%**

# FOLLOW-UP RESULTS

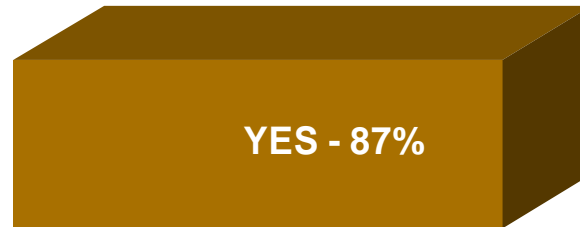
■ Would you recommend 2-1-1 to a relative or friend?



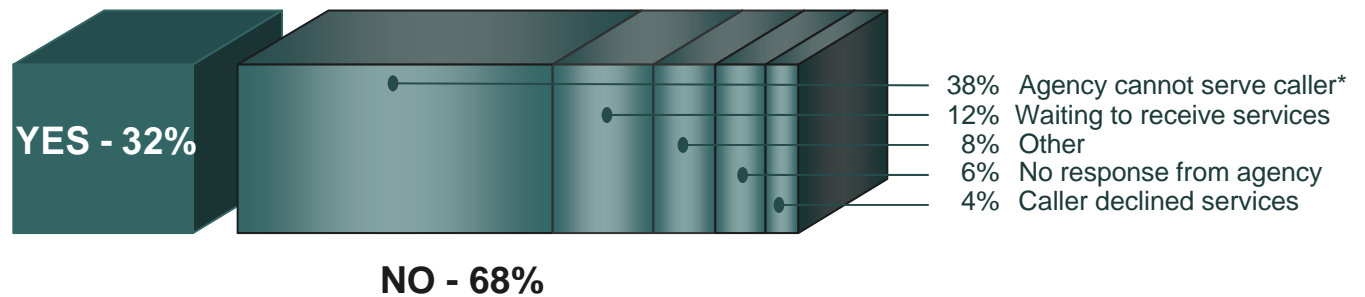
■ Did you receive agency referrals related to the services you requested?



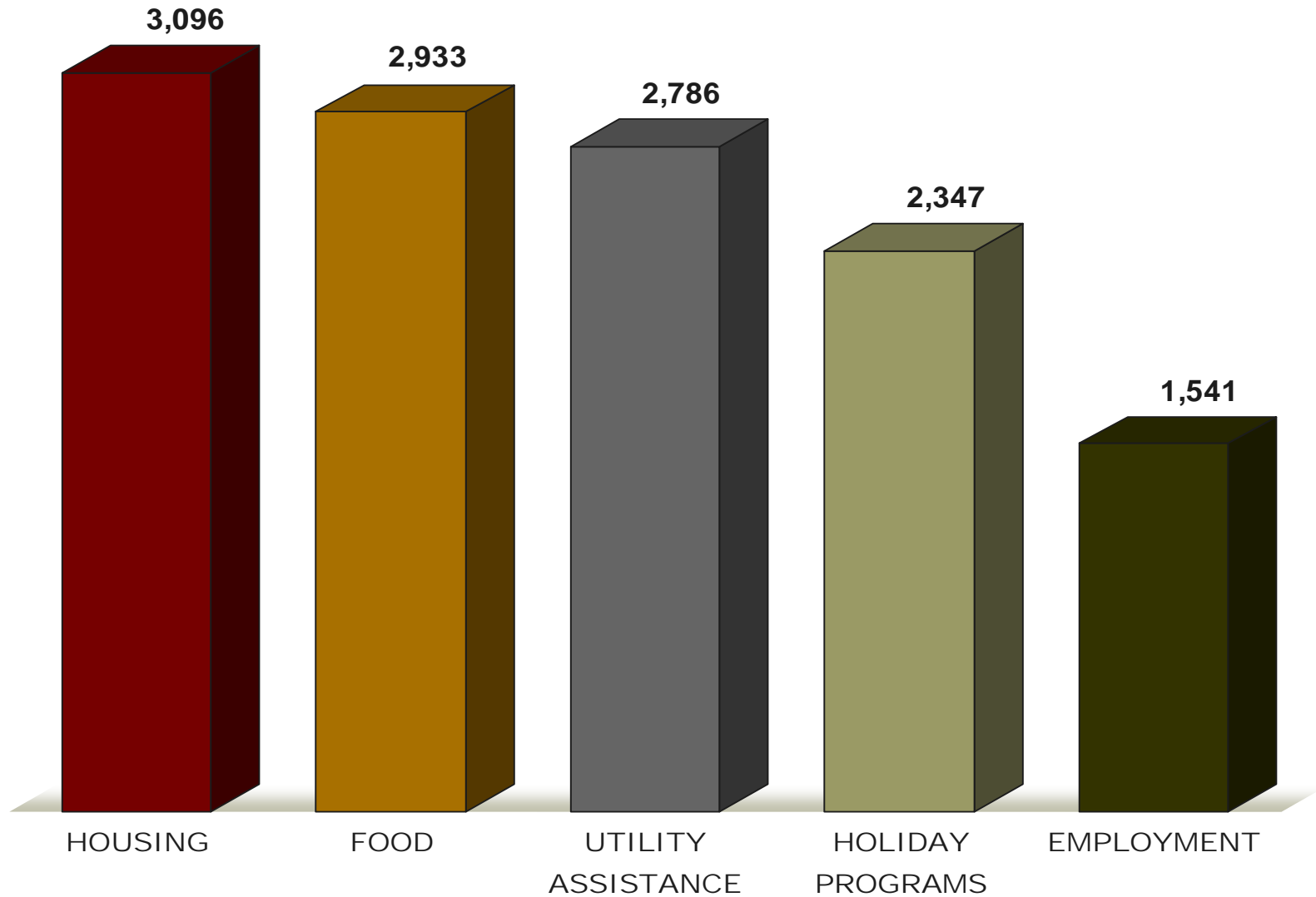
■ Did you contact the agencies to which you were referred?



■ 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	<b>Food Pantries</b>	<b>1,952</b>	<b>10%</b>	<b>Rent Assistance</b>	<b>421</b>	<b>11%</b>	<b>Food Pantries</b>	<b>189</b>	<b>6%</b>		
2	<b>Holiday Gifts/Toys</b>	<b>1,577</b>	<b>8%</b>	<b>Gas Bill Assistance</b>	<b>297</b>	<b>8%</b>	<b>Rent Assistance</b>	<b>164</b>	<b>5%</b>		
3	<b>Gas Bill Assistance</b>	<b>1,324</b>	<b>7%</b>	<b>Food Pantries</b>	<b>268</b>	<b>7%</b>	<b>Gas Bill Assistance</b>	<b>134</b>	<b>4%</b>		
4	<b>Job Search/Placement</b>	<b>1,109</b>	<b>6%</b>	<b>Job Search/Placement</b>	<b>164</b>	<b>4%</b>	<b>Holiday Gifts/Toys</b>	<b>113</b>	<b>4%</b>		
5	<b>Electric Bill Assistance</b>	<b>785</b>	<b>4%</b>	<b>Electric Bill Assistance</b>	<b>152</b>	<b>4%</b>	<b>Information Only</b>	<b>107</b>	<b>4%</b>		
6	Rent Assistance	662	4%	Holiday Gifts/Toys	131	4%	Homeless Shelter	91	3%		
7	Homeless Shelter	549	3%	Information Only	110	3%	Job Search/Placement	81	3%		
8	General Clothing	530	3%	Community Clinics	110	3%	Electric Bill Assistance	55	2%		
9	Housing Search Assistance	414	2%	Holiday Adoption Programs	97	3%	Holiday Adoption Programs	51	2%		
10	Subsidized Private Rental Housing	411	2%	Homeless Shelter	89	2%	Dental Care	40	1%		
11	Community Clinics	393	2%	Temporary Financial Assistance	77	2%	General Clothing	39	1%		
12	Information Only	388	2%	General Legal Aid	64	2%	Mortgage Payment Assistance	36	1%		
13	General Furniture Provision	342	2%	Mortgage Payment Assistance	56	2%	Temporary Financial Assistance	35	1%		
14	General Legal Aid	282	2%	Prescription Drug Assistance Progs	56	2%	Prescription Drug Assistance Progs	33	1%		
15	Dental Care	240	1%	General Clothing	49	1%	General Legal Aid	32	1%		
16	Water Bill Assistance	224	1%	General Furniture Provision	48	1%	Emergency Shelter Clearinghouses	29	1%		
17	Mortgage Payment Assistance	214	1%	General Counseling Services	45	1%	Community Clinics	28	1%		
18	Emergency Shelter Clearinghouse	182	1%	Comprehensive Job Assistance Centers	40	1%	Subsidized Private Rental Housing	26	1%		
19	Christmas Baskets	178	1%	Dental Care	39	1%	Section 8 Housing Choice Vouchers	26	1%		
20	Home Rehabilitation Grants	146	1%	Rental Deposit Assistance	30	1%	Christmas Baskets	20	1%		

# TOP 20 REFERRALS PROVIDED



WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Michigan Dept of Human Services	1,866	7%	Michigan Dept of Human Services	440	9%	Michigan Dept of Human Svcs	306	8%		
2	Salvation Army	1,545	6%	Lighthouse Emergency Services	414	8%	Salvation Army	247	6%		
3	Wayne Metro Comm Action Agcy	1,093	4%	St. Vincent de Paul	297	6%	St. Vincent de Paul	192	5%		
4	U.S. Marine Corps Toys For Tots	704	3%	Salvation Army	262	5%	Macomb Co Comm Svcs Agency	87	2%		
5	Capuchin Soup Kitchen	580	2%	Oakland Livingston Human Svc Agency	259	5%	U.S. Marine Corps Toys For Tots	67	2%		
6	Crossroads of Michigan	552	2%	Oakland Co Employment & Training Div	111	2%	Samaritan House	58	2%		
7	St. Vincent de Paul	515	2%	St. John's Episcopal Church	66	1%	Macomb/St. Clair Workforce Dev	47	1%		
8	Detroit Workforce Development Dept.	457	2%	Volunteers Of America	61	1%	Safe Center	41	1%		
9	Detroit Department of Human Services	370	1%	Area Agency On Aging 1-B	61	1%	Macomb County Rotating Shelter	36	1%		
10	Friendship House	352	1%	Baldwin Avenue United Methodist Church	55	1%	Capuchin Soup Kitchen	33	1%		
11	Wayne County Veteran Affairs	311	1%	Michigan Assoc of Physicians from India	53	1%	Detroit Comm Health Connection	32	1%		
12	Mich Dept of Labor & Economic Growth	302	1%	Gary Burnstein Community Health Clinic	52	1%	Volunteers Of America Michigan	31	1%		
13	Neighborhood Legal Svcs of Michigan	300	1%	Rochester Area Neighborhood House	51	1%	Mich Dept of Labor & Econ Growth	31	1%		
14	Eastside Emergency Services	299	1%	Furniture Bank of Oakland County	50	1%	Goodwill Industries	28	1%		
15	Detroit Urban League	258	1%	Catholic Social Services of Oakland County	49	1%	South Eastern Michigan Indians	28	1%		
16	Cass Community Social Services	233	1%	U.S. Marine Corps Toys For Tots	43	1%	Macomb County Health Department	28	1%		
17	Greater Grace Temple	232	1%	Southfield Human Services Dept.	40	1%	World Medical Relief	27	1%		
18	Legal Aid and Defender Association	218	1%	JVS	39	1%	Crossroads of Michigan	25	1%		
19	Advantage Health Center	217	1%	South Oakland Shelter	38	1%	Macomb Co Dept. Senior Citizens	24	1%		
20	Old Newsboys' Goodfellow Fund of Det.	198	1%	Legal Aid and Defender Association	36	1%	Macomb County Comm Mental Health	22	1%		

# UNITED WAY 2-1-1 PARTNERSHIP



- United Way for Southeastern Michigan
- The Information Center, Inc.
- United Way 2-1-1 for 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) (313-226-9453)*