



UNITED WAY

2-1-1

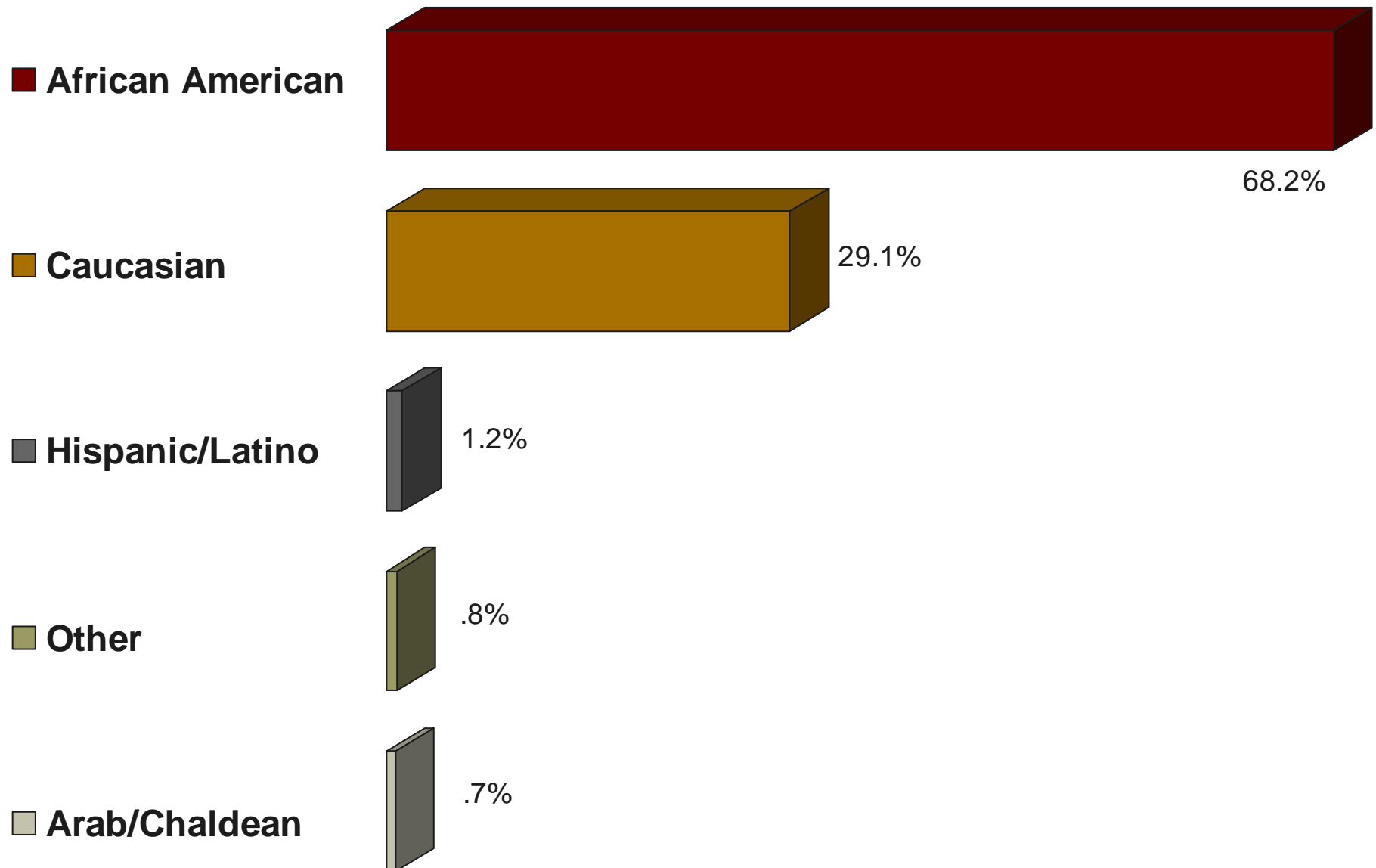
Get Connected. Get Answers.

CALL CENTER STATISTICS

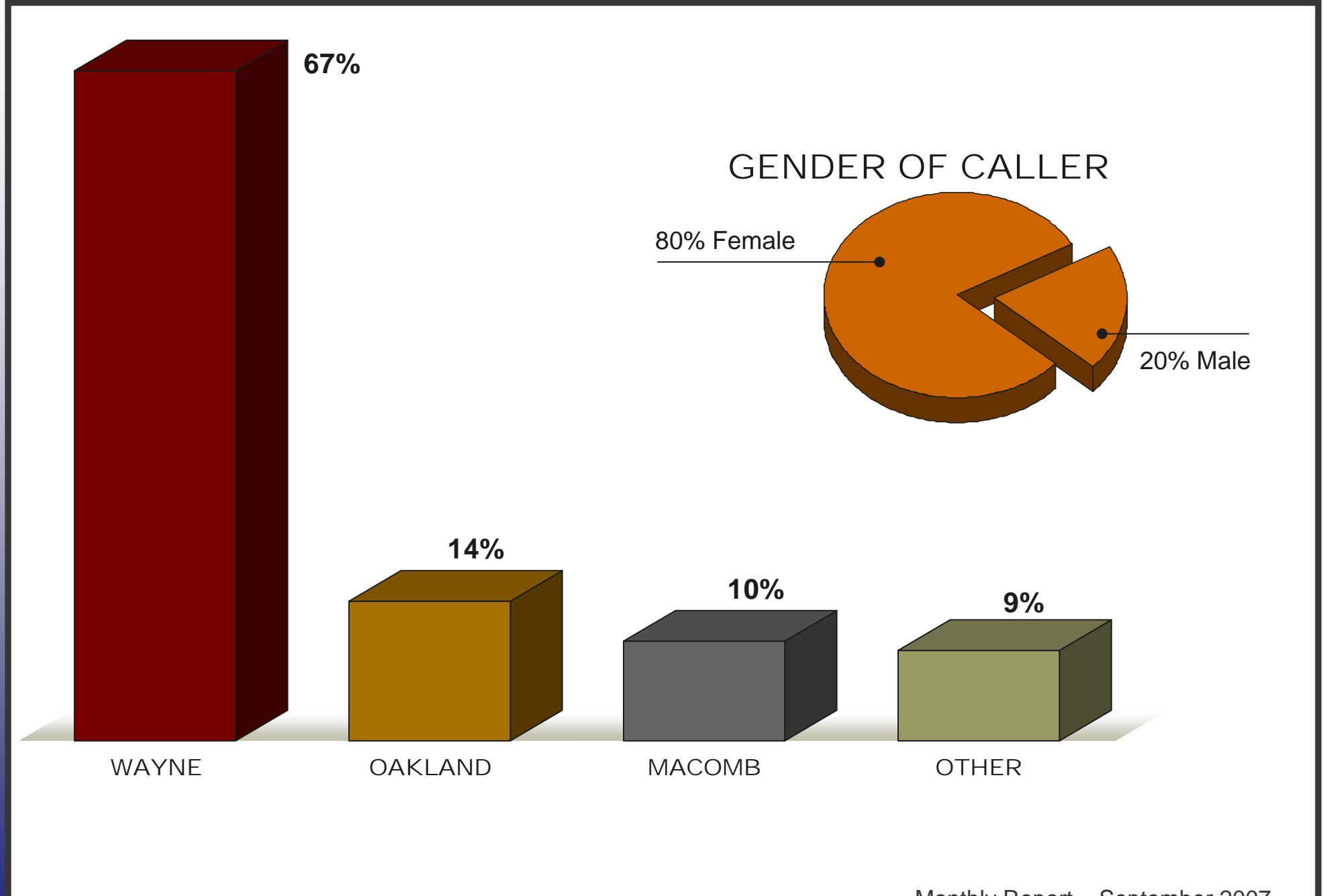
September 2007

- Call volume in September 2007 was 93% higher than September 2006.
- 2-1-1 offered 16,882 calls in September 2007, a 7% increase over the previous month. This is the highest monthly call volume experienced since we launched in December 2005!
- Based on the first two quarters of this year, projected annual call volume for 2007 is 160,000 – a 60% increase over 2006.
- September brought several shifts in the top five service requests for Wayne, Oakland and Macomb counties. For the first time in 2007, Gas Bill Payment Assistance fell as the #1 service request in all three counties. Food Pantries was #1 in both Wayne and Oakland counties, while Rent Assistance was #1 in Macomb County. The changes in Wayne and Oakland are attributed to residents using funds normally allocated for food to offset other monthly expenses. The increase in requests for Rent assistance in Macomb County is a result of job losses and mortgage foreclosures. Residents who have lost jobs and/or experienced foreclosures are moving to rental properties and seeking financial assistance to cover monthly expenses.
- There was a significant increase in September for Job Search/Placement requests from residents of Oakland and Macomb counties. These increases reflect the economic changes currently being experienced in Michigan as more companies downsize, causing laid-off workers to seek new employment opportunities.
- 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 is currently gathering resources to be included on a website for statewide usage.
- 2-1-1 is currently providing information and referrals for food, clothing and gift assistance through the Helping Hands Holiday Assistance program for residents of Wayne, Oakland and Macomb counties. The Helping Hands program was coordinated with The Detroit News and social service agencies in Wayne, Oakland and Macomb counties.

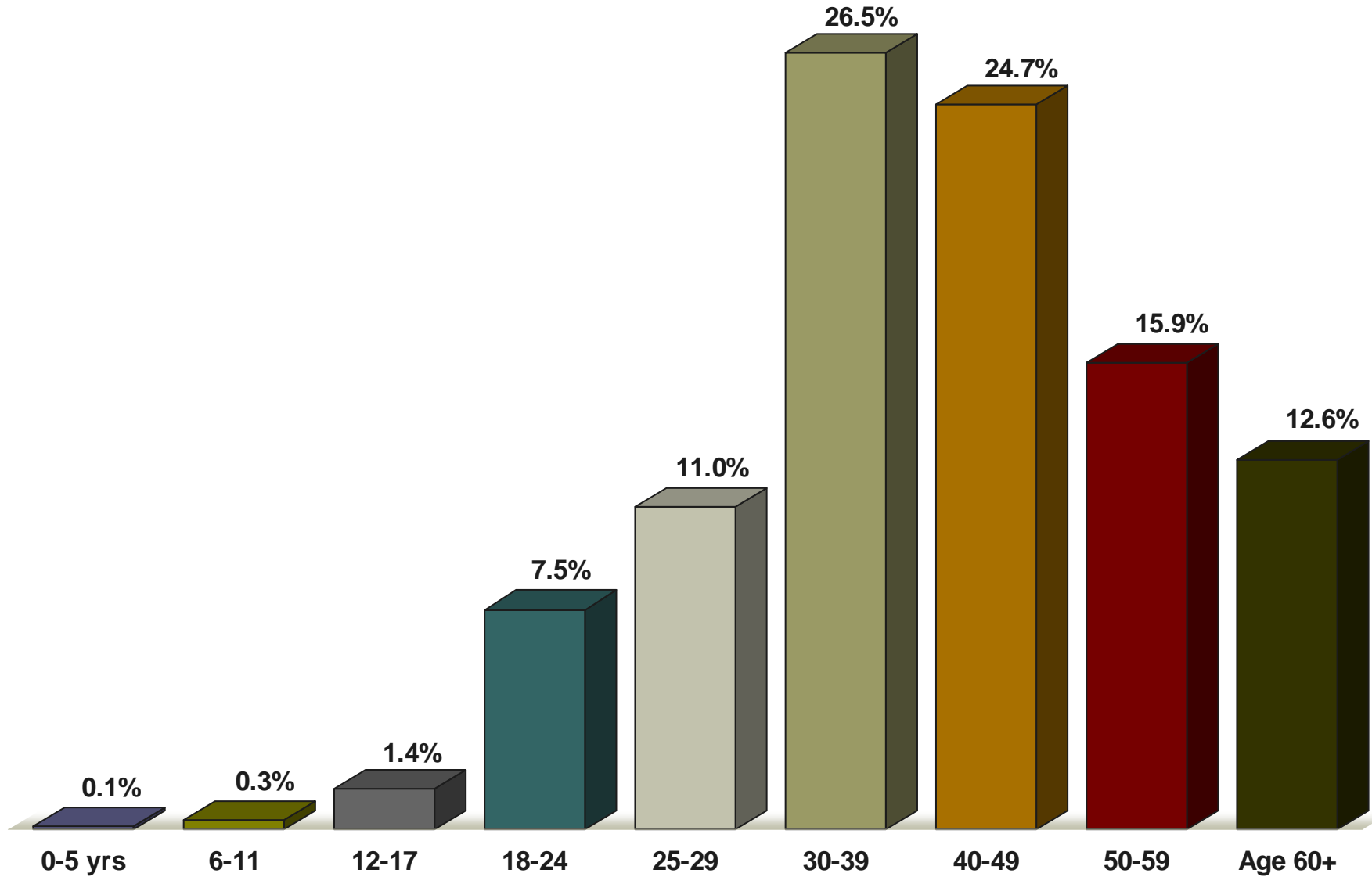
CALLS BY ETHNICITY



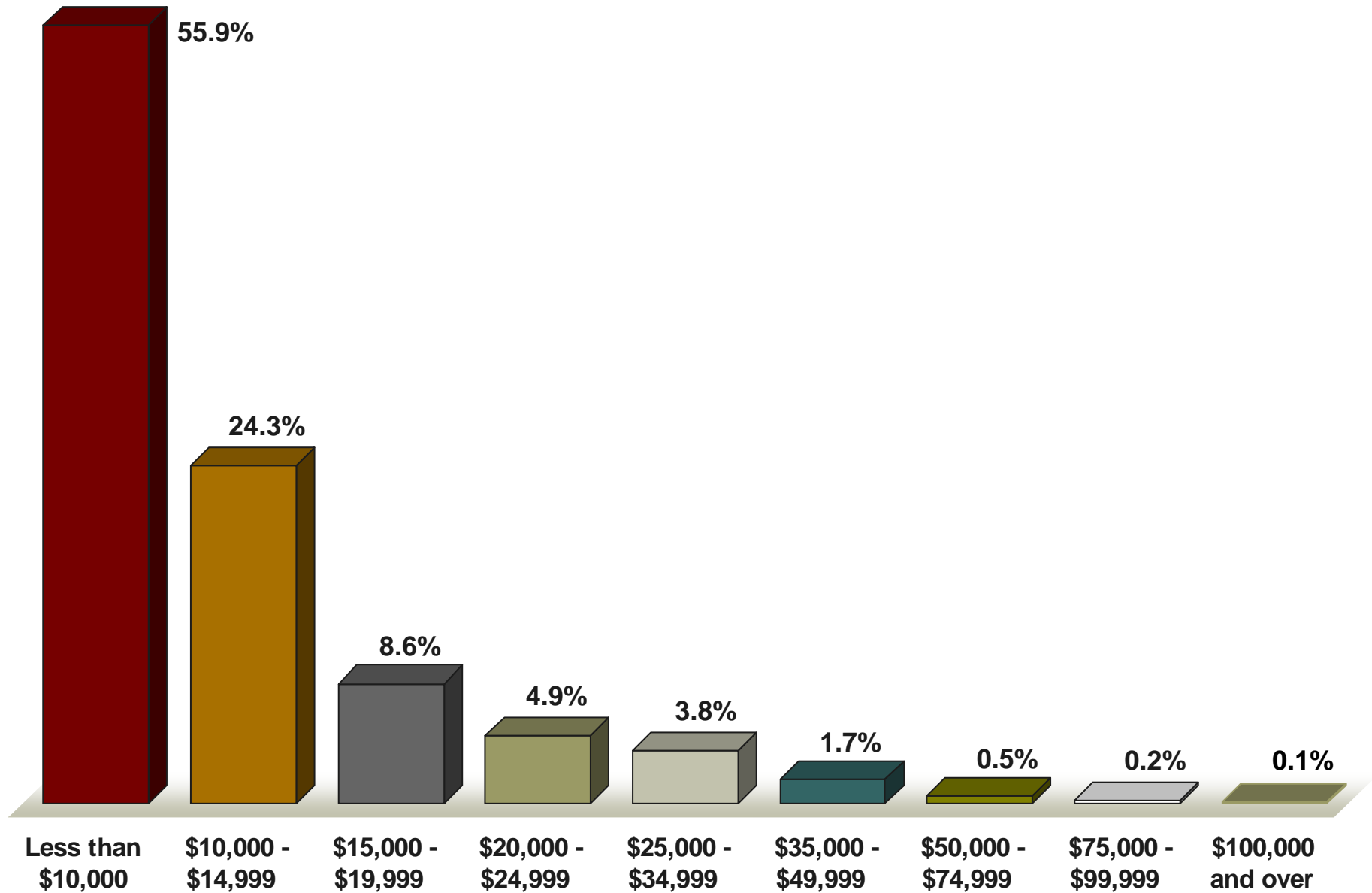
CALL VOLUME BY COUNTY



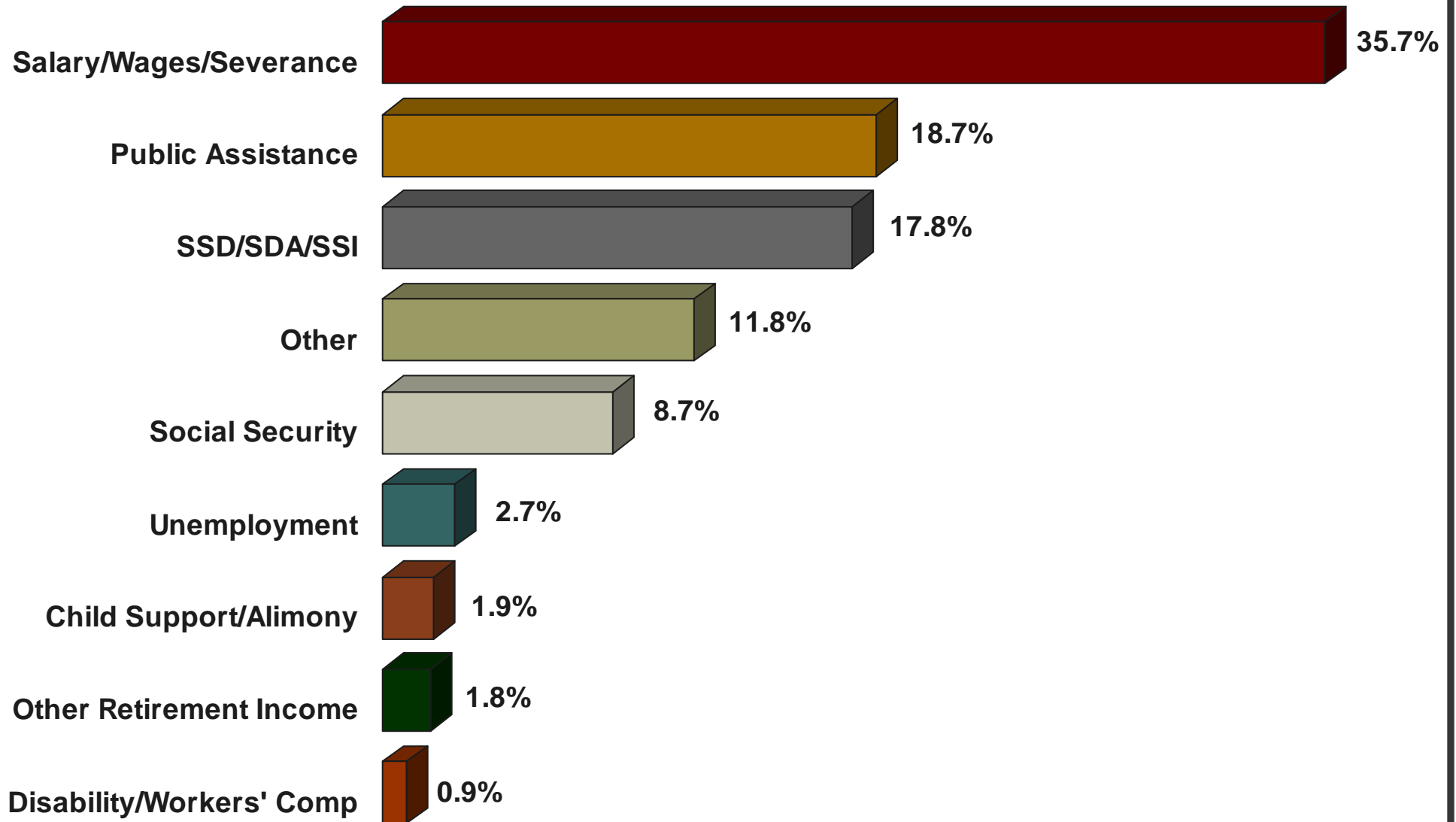
AGE RANGE OF SERVICE REQUESTS



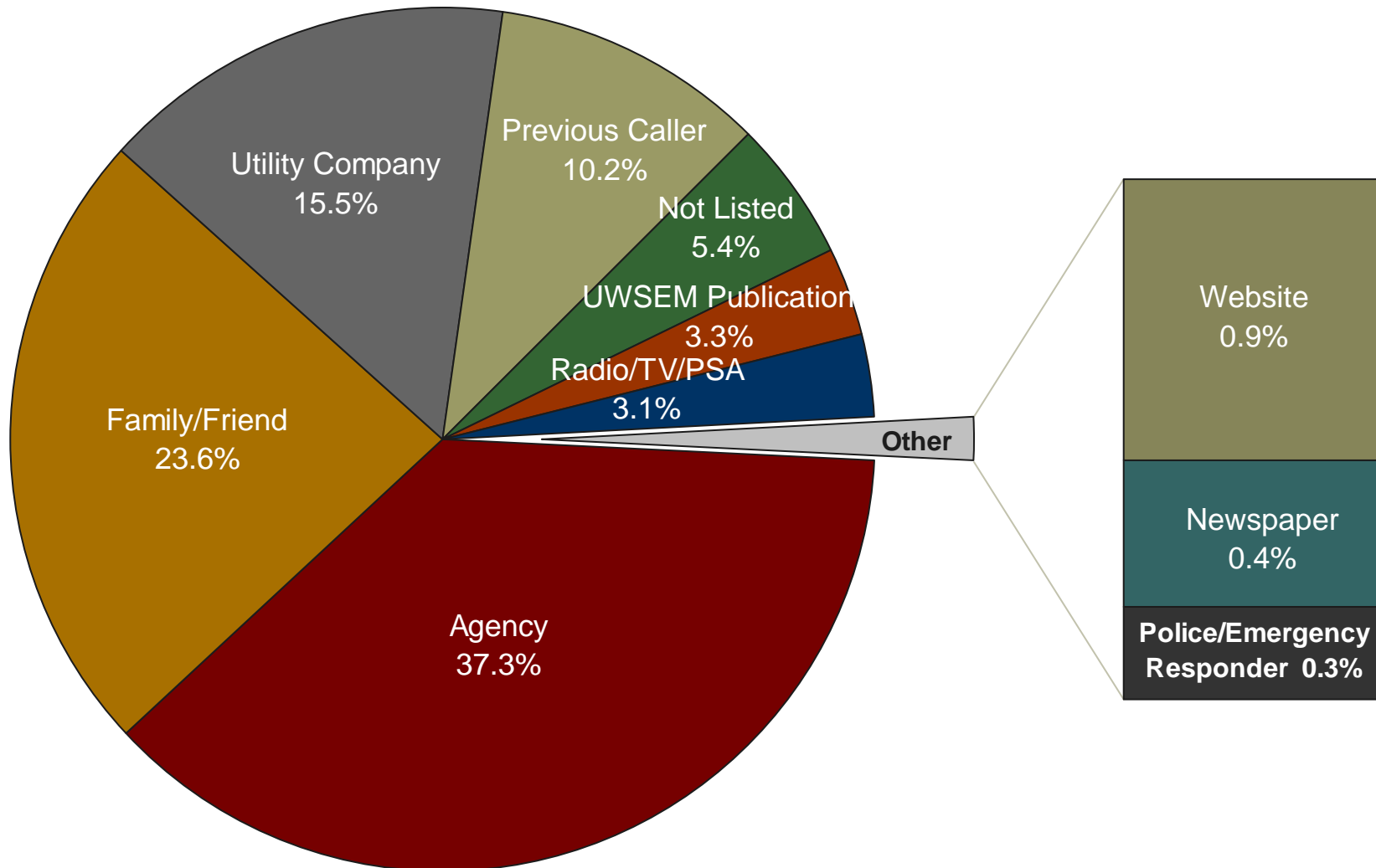
INCOME LEVEL



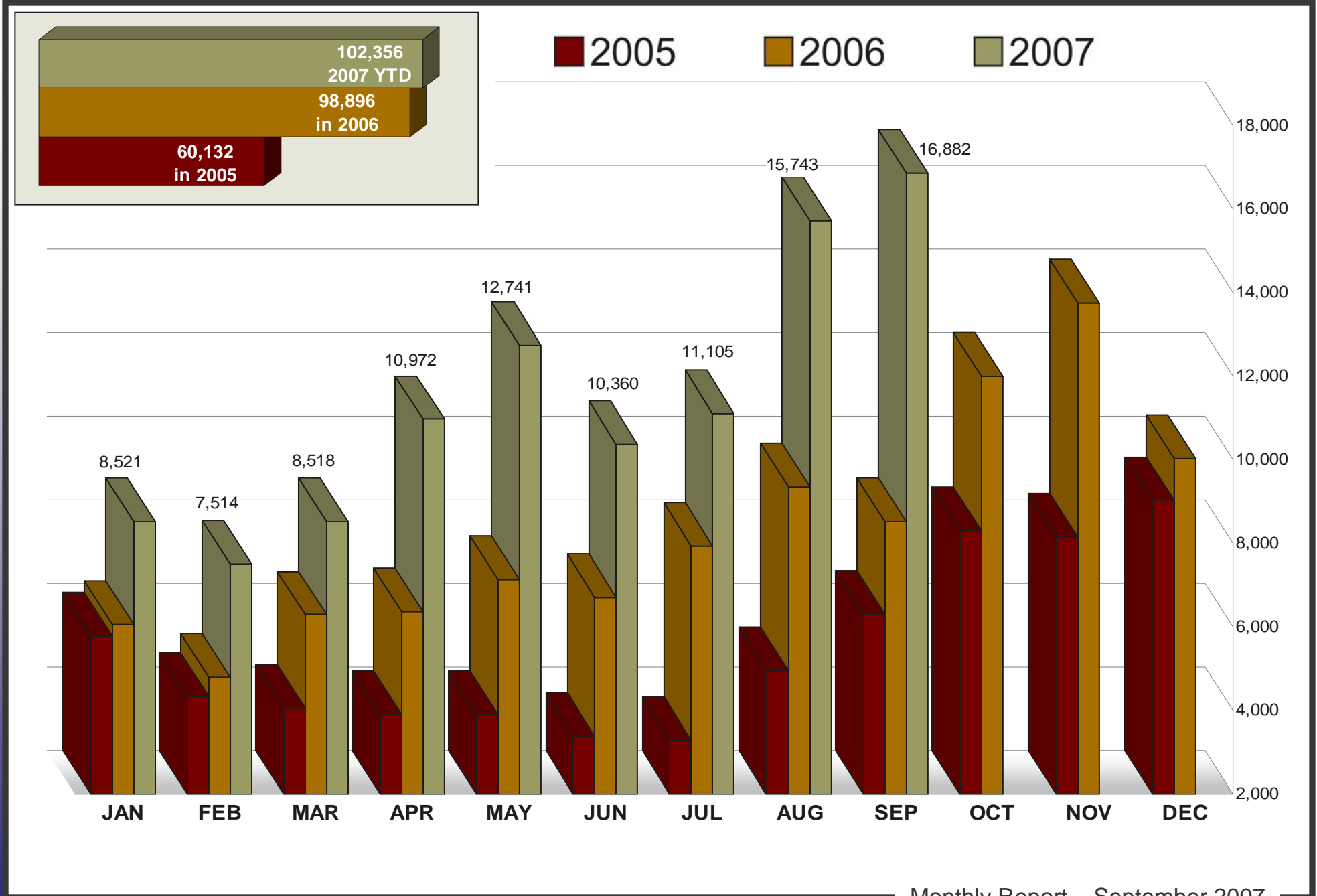
PRIMARY SOURCE OF INCOME



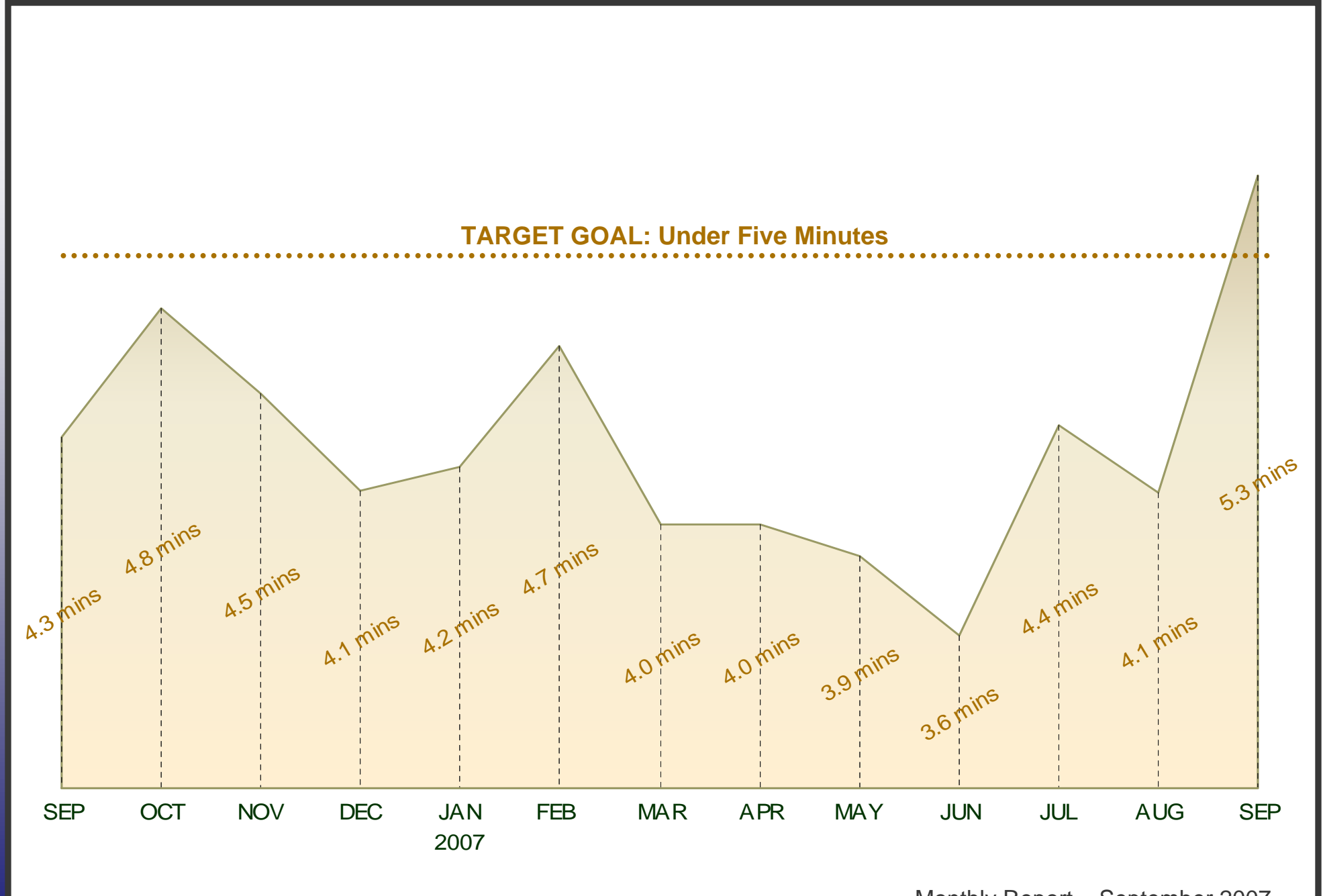
REFERRED BY SOURCE



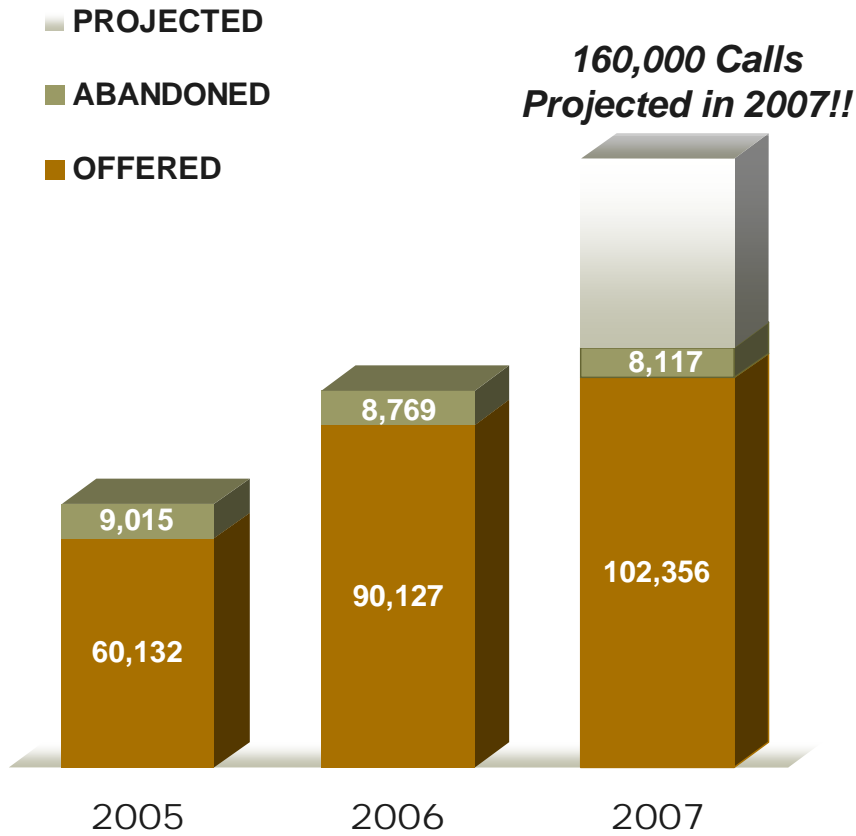
CALLS RECEIVED



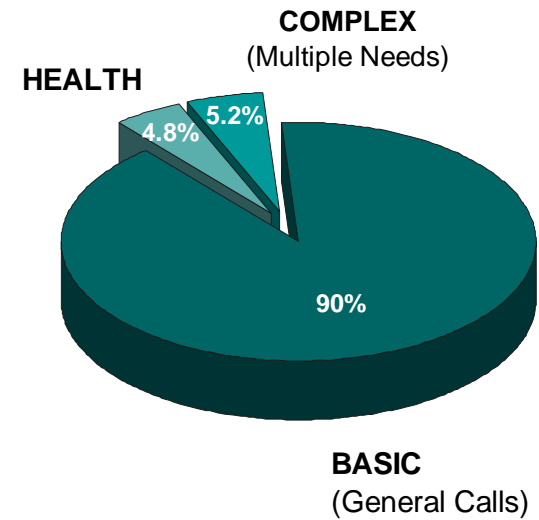
AVERAGE LENGTH OF CALL



CALL ACTIVITY



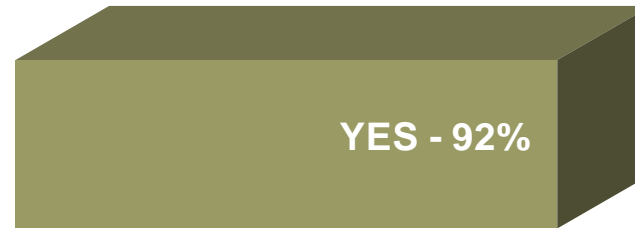
FOLLOW-UP ACTIVITY



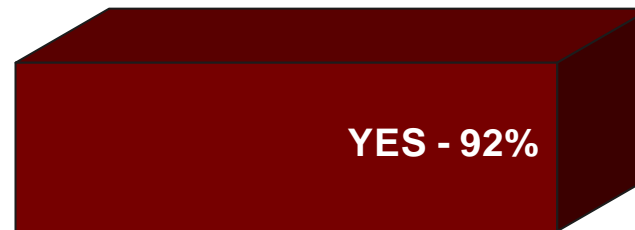
Percent of total calls taken: 3.4%

FOLLOW-UP RESULTS

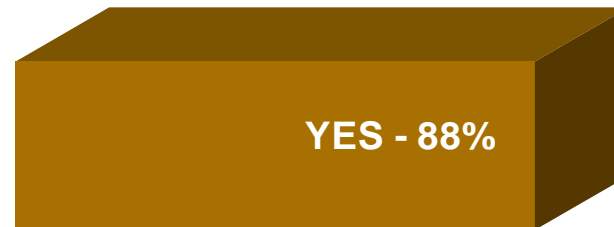
■ Would you recommend 2-1-1 to a relative or friend?



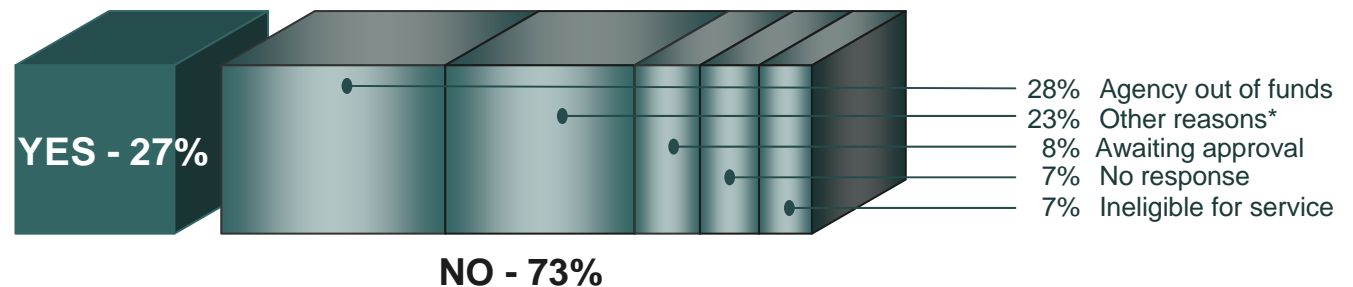
■ Did you receive agency referrals related to the services you requested?



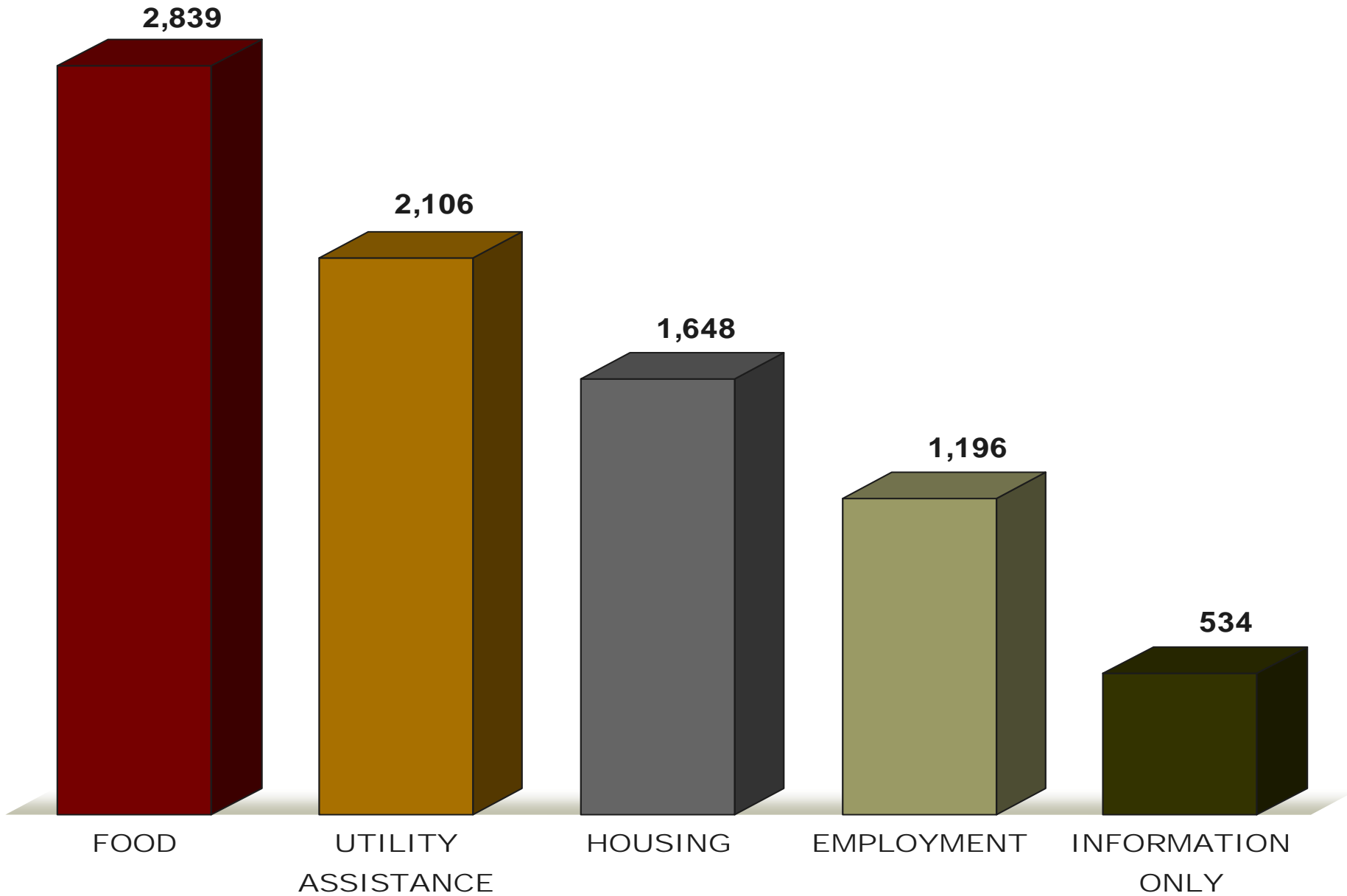
■ Did you contact the agencies to which you were referred?



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



SERVICE REQUESTS



TOP FIVE CATEGORIES

TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Wayne Metro Comm Action Agcy	1,004	6%	Lighthouse Emergency Services	385	10%	St. Vincent de Paul	210	10%		
2	Michigan Dept of Human Services	838	5%	St. Vincent de Paul	223	6%	Michigan Dept of Human Svcs	155	7%		
3	Salvation Army	689	4%	Michigan Dept of Human Services	212	6%	Salvation Army	133	6%		
4	DTE Energy	460	3%	Oakland Livingston Human Svc Agency	192	5%	Samaritan House	71	3%		
5	Crossroads of Michigan	445	2%	Salvation Army	143	4%	Macomb Co Comm Svcs Agency	52	2%		
6	St. Vincent de Paul	402	2%	Oakland Co Employment & Training Div	94	3%	Macomb/St. Clair Workforce Dev	50	2%		
7	Friendship House	383	2%	St. John's Episcopal Church	64	2%	DTE Energy	40	2%		
8	Neighborhood Legal Svcs of Michigan	289	2%	Rochester Area Neighborhood House	51	1%	Goodwill Industries	36	2%		
9	Wayne County Veteran Affairs	288	2%	DTE Energy	51	1%	Macomb County Rotating Shelter	29	1%		
10	Detroit Workforce Development Dept.	287	2%	Area Agency On Aging 1-B	47	1%	Detroit Comm Health Connection	29	1%		
11	Capuchin Soup Kitchen	256	1%	Furniture Bank of Oakland County	42	1%	South Eastern Michigan Indians	27	1%		
12	Mich Dept of Labor & Economic Growth	199	1%	JVS	40	1%	Wayne Metro Comm Action Agency	26	1%		
13	Detroit Department of Human Services	197	1%	South Oakland Shelter	38	1%	Legal Aid and Defender Association	25	1%		
14	Legal Aid and Defender Association	195	1%	Common Ground Sanctuary	37	1%	Area Agency on Aging 1-B	23	1%		
15	Detroit Rescue Mission Ministries	180	1%	Gary Burnstein Community Health Clinic	34	1%	Macomb County Health Department	22	1%		
16	Detroit Urban League	151	1%	Saint Paul Lutheran Church	34	1%	Safe Center	20	1%		
17	Cass Community Social Services	139	1%	Legal Aid and Defender Association	31	1%	Mich Dept of Labor & Econ Growth	20	1%		
18	Black Family Development	139	1%	Michigan Assoc of Physicians from India	30	1%	Good Samaritan Coalition	18	1%		
19	Advantage Health Center	131	1%	Grace Center of Hope	28	1%	Macomb Co Dept. Senior Citizens	17	1%		
20	Church of the Messiah Housing Corp	130	1%	Wayne Metro Community Action Agency	28	1%	Saint Mark Catholic Church	17	1%		

TOP 20 SERVICE REQUESTS

WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	Food Pantries	1,612 12%	Food Pantries	270 10%	Rent Assistance	151 14%		
2	Gas Bill Assistance	921 7%	Rent Assistance	265 10%	Food Pantries	145 13%		
3	Job Search/Placement	693 5%	Gas Bill Assistance	225 8%	Job Search/Placement	89 8%		
4	Electric Bill Assistance	639 5%	Job Search/Placement	145 5%	Gas Bill Assistance	76 7%		
5	General Clothing	465 4%	Electric Bill Assistance	123 5%	Homeless Shelter	71 7%		
6	Rent Assistance	437 3%	Homeless Shelter	91 3%	Community Clinics	47 4%		
7	Homeless Shelter	421 3%	Information Only	90 3%	Information Only	44 4%		
8	Information Only	400 3%	Community Clinics	73 3%	Housing Authorities	40 4%		
9	Housing Search Assistance	364 3%	Mortgage Payment Assistance	64 2%	Mortgage Payment Assistance	39 4%		
10	Subsidized Private Rental Housing	306 2%	General Clothing	60 2%	General Clothing	31 3%		
11	Community Clinics	299 2%	General Legal Aid	59 2%	Electric Bill Assistance	29 3%		
12	General Legal Aid	284 2%	Temporary Financial Assistance	58 2%	General Legal Aid	28 3%		
13	General Furniture Provision	276 2%	Prescription Drug Assistance Progs	45 2%	Temporary Financial Assistance	27 2%		
14	Mortgage Payment Assistance	177 1%	Rental Deposit Assistance	38 1%	Dental Care	27 2%		
15	Emergency Shelter Clearinghouse	147 1%	Housing Authorities	37 1%	Subsidized Private Rental Housing	27 2%		
16	Water Bill Assistance	141 1%	General Furniture Provision	37 1%	General Counseling Services	23 2%		
17	Home Rehabilitation Grants	140 1%	Prescription Expense Assistance	34 1%	Mortgage Foreclosure Assistance	20 2%		
18	Temporary Financial Assistance	130 1%	Subsidized Private Rental Housing	33 1%	Disability Related Transportation	19 2%		
19	Dental Care	125 1%	General Counseling Services	29 1%	General Furniture Provision	14 1%		
20	Adult State/Local Health Insurance	83 1%	Housing Search Assistance	27 1%	Public Housing	14 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)