

# **UNITED WAY**

## **2-1-1**

*Get Connected. Get Answers.*

### **CALL CENTER STATISTICS**

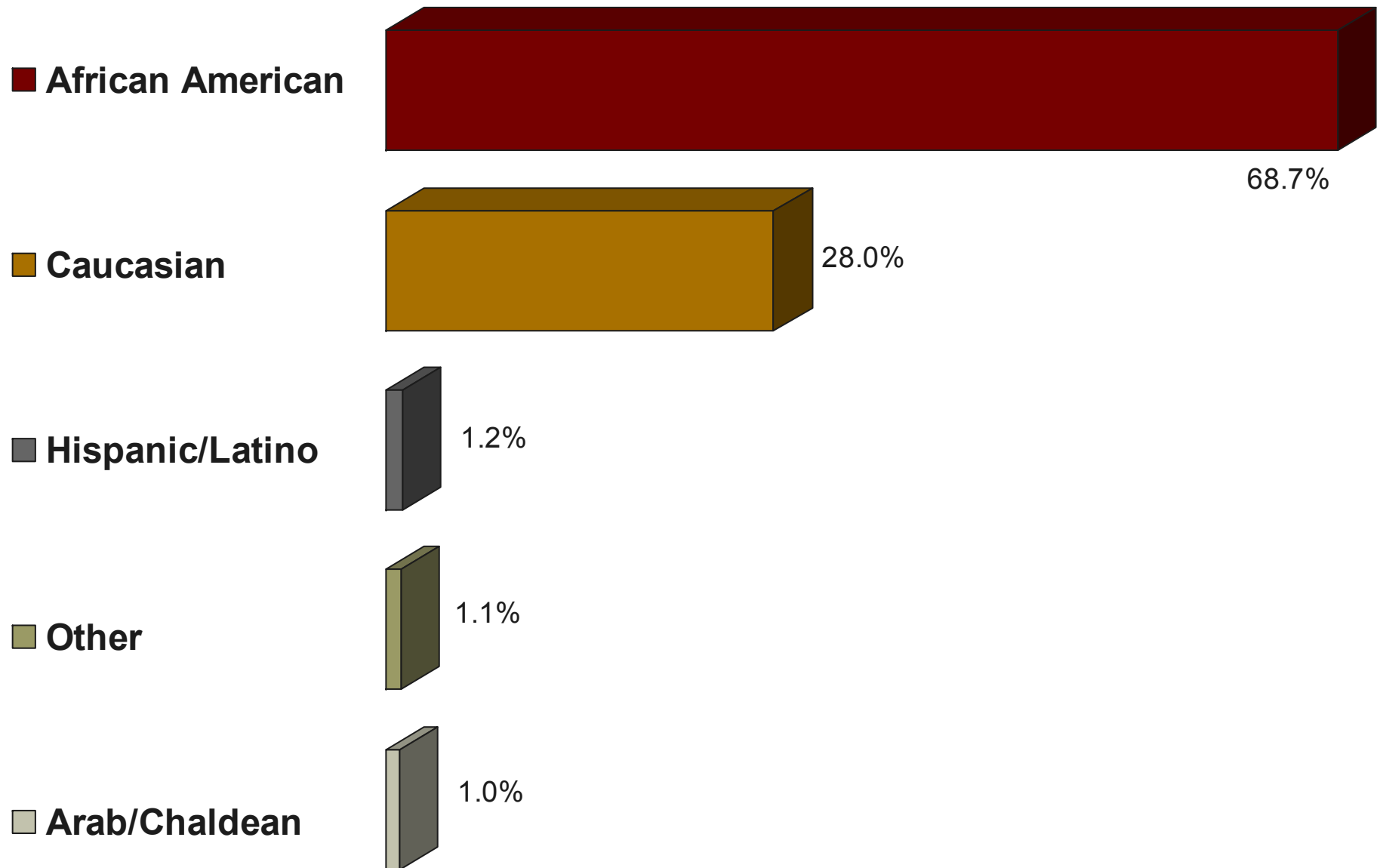
### **August 2007**

# August 2007

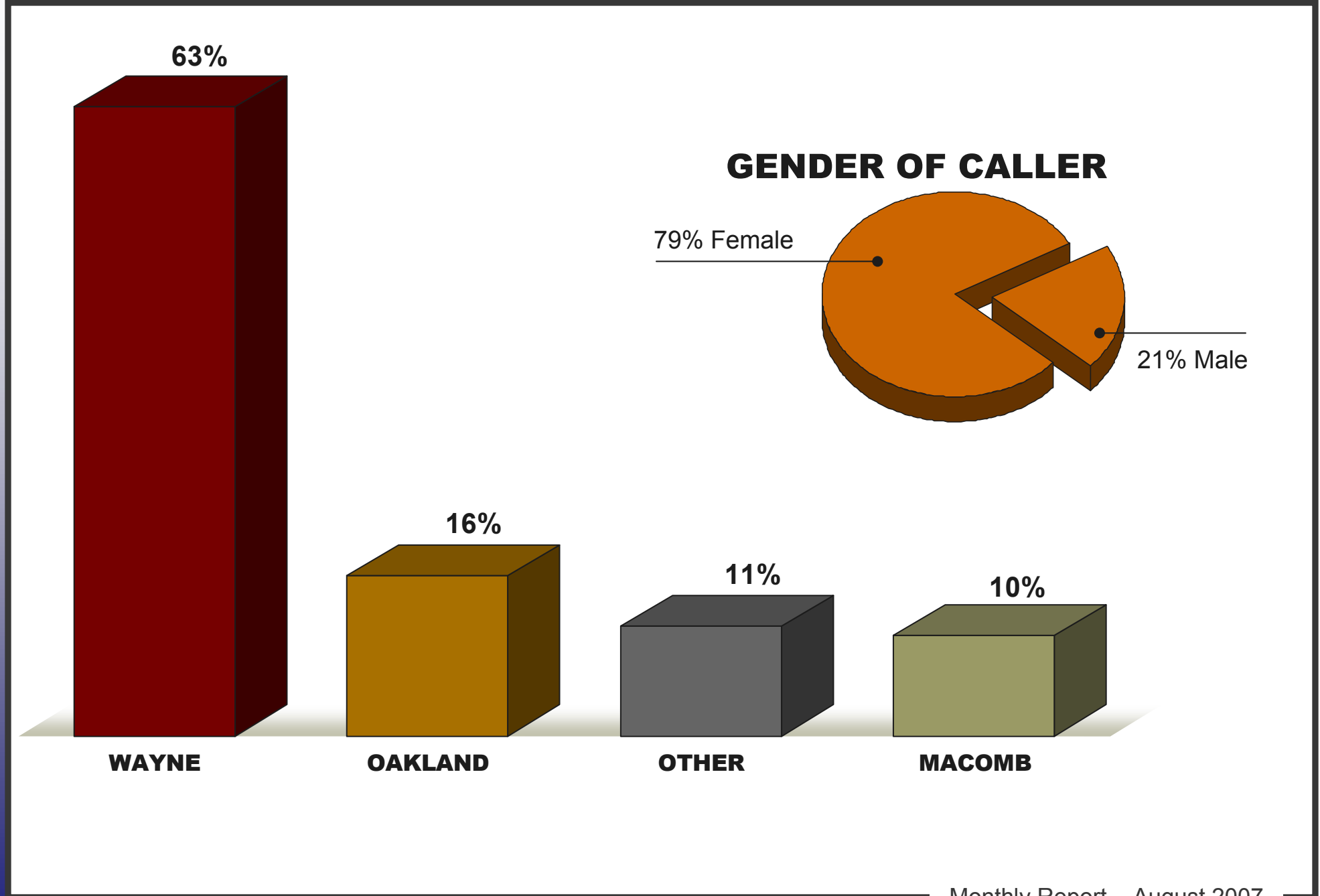


- Call volume in August 2007 was 68% higher than August 2006.
- 2-1-1 offered 15,743 calls in August 2007, a 42% increase from the previous month.
- Based upon the first two quarters of 2007, projected annual call volume is 160,000, a 62% increase from 2006.
- 2-1-1 is continuing to collaborate with the Michigan State Housing Development Authority (MSHDA) and other agencies to provide Statewide Mortgage Foreclosure Assistance. United Way 2-1-1 is currently developing a Statewide website for Michigan Residents seeking information and resources pertaining to foreclosures.
- “2-1-1 On The Go” is a new homeless initiative to be launched in early October 2007. This initiative will provide community outreach to the homeless to help them overcome barriers to housing and employment. 2-1-1 is collaborating with Strategic Staffing Solutions, the Homeless Action Network of Detroit (HAND) and other homeless providers to offer coordinated supportive services.
- 2-1-1 is coordinating the Helping Hands holiday assistance program with The Detroit News and social service agencies in Wayne, Oakland and Macomb counties. Callers may contact 2-1-1 to obtain information and referrals for food, clothing and gift assistance.

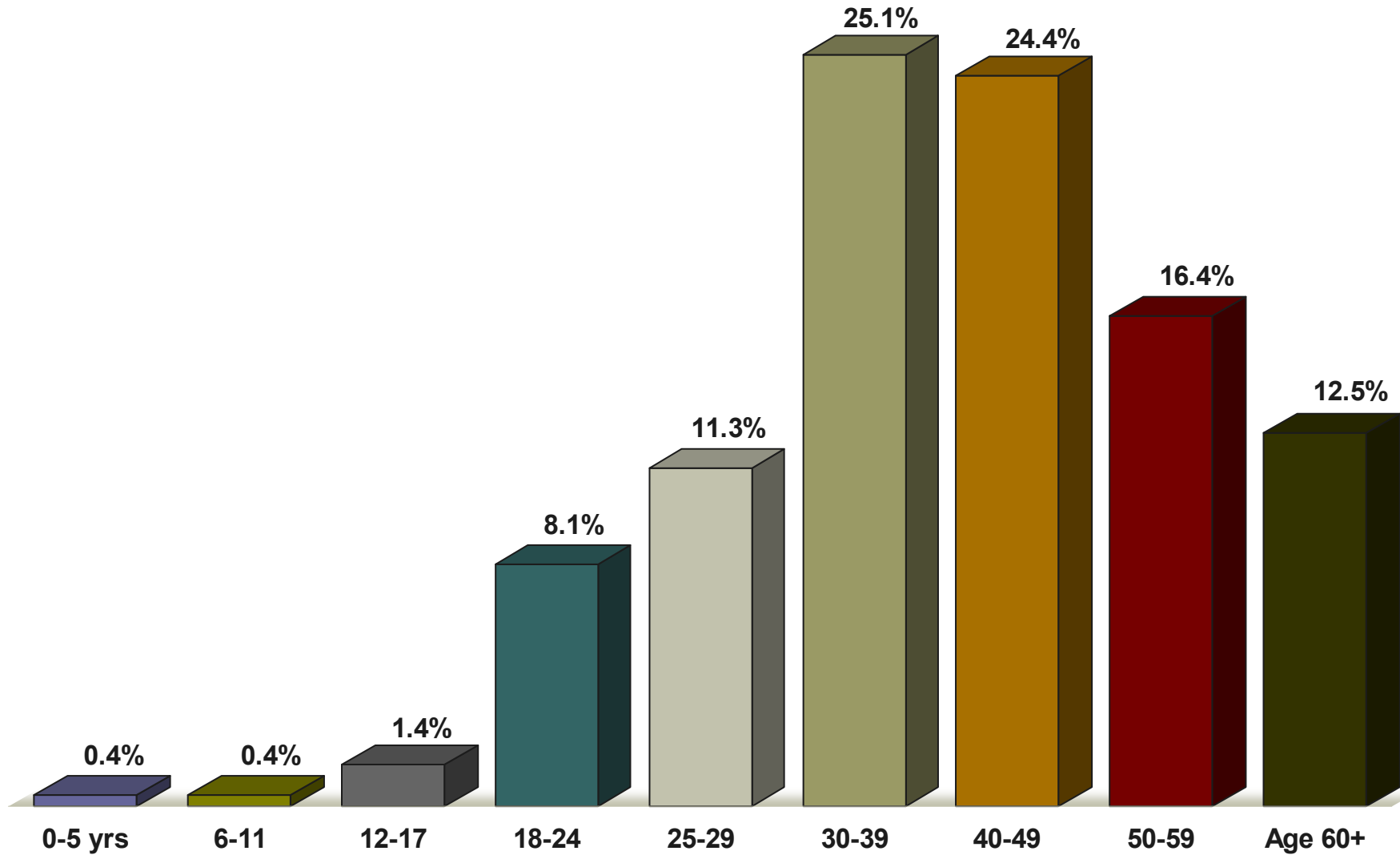
# CALLS BY ETHNICITY



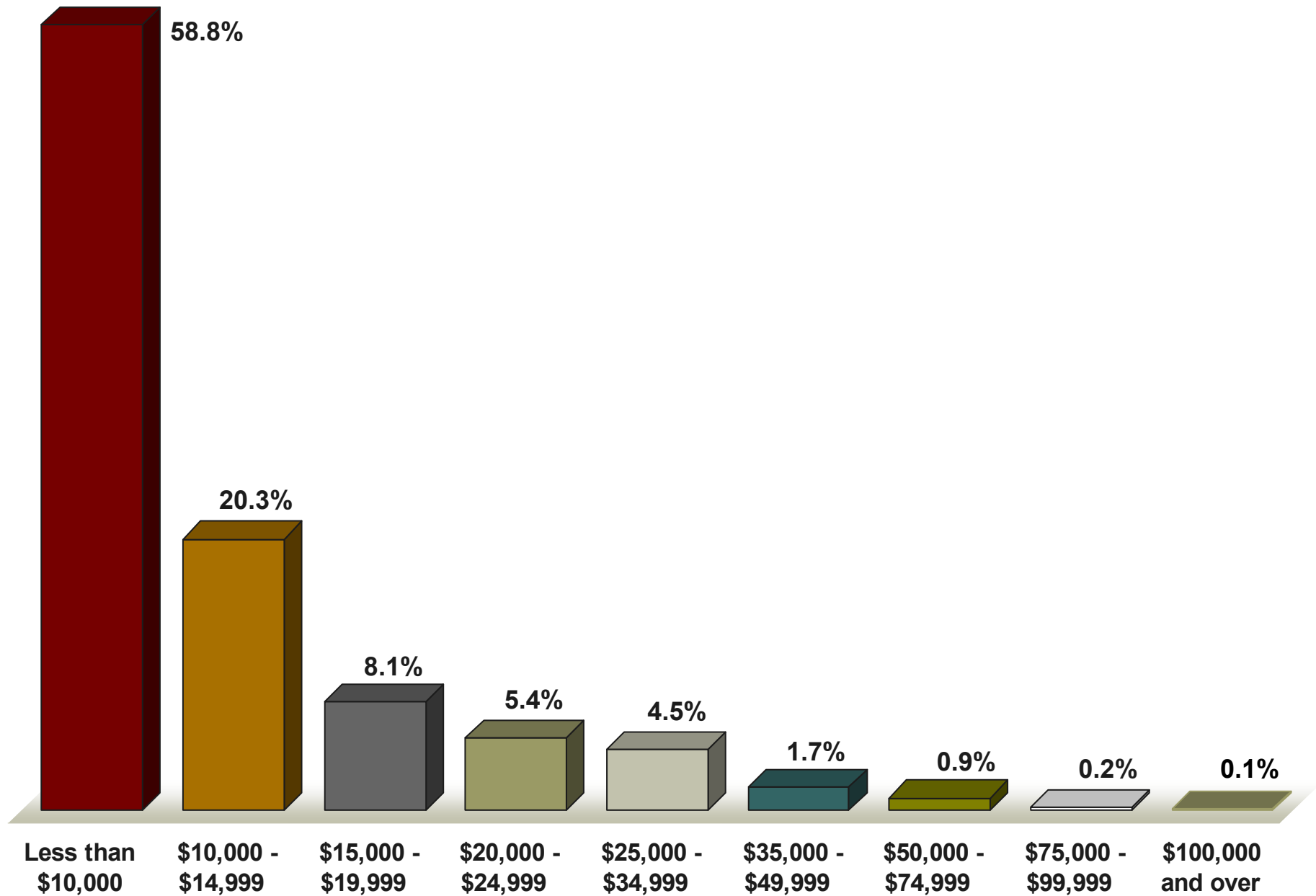
# CALL VOLUME BY COUNTY



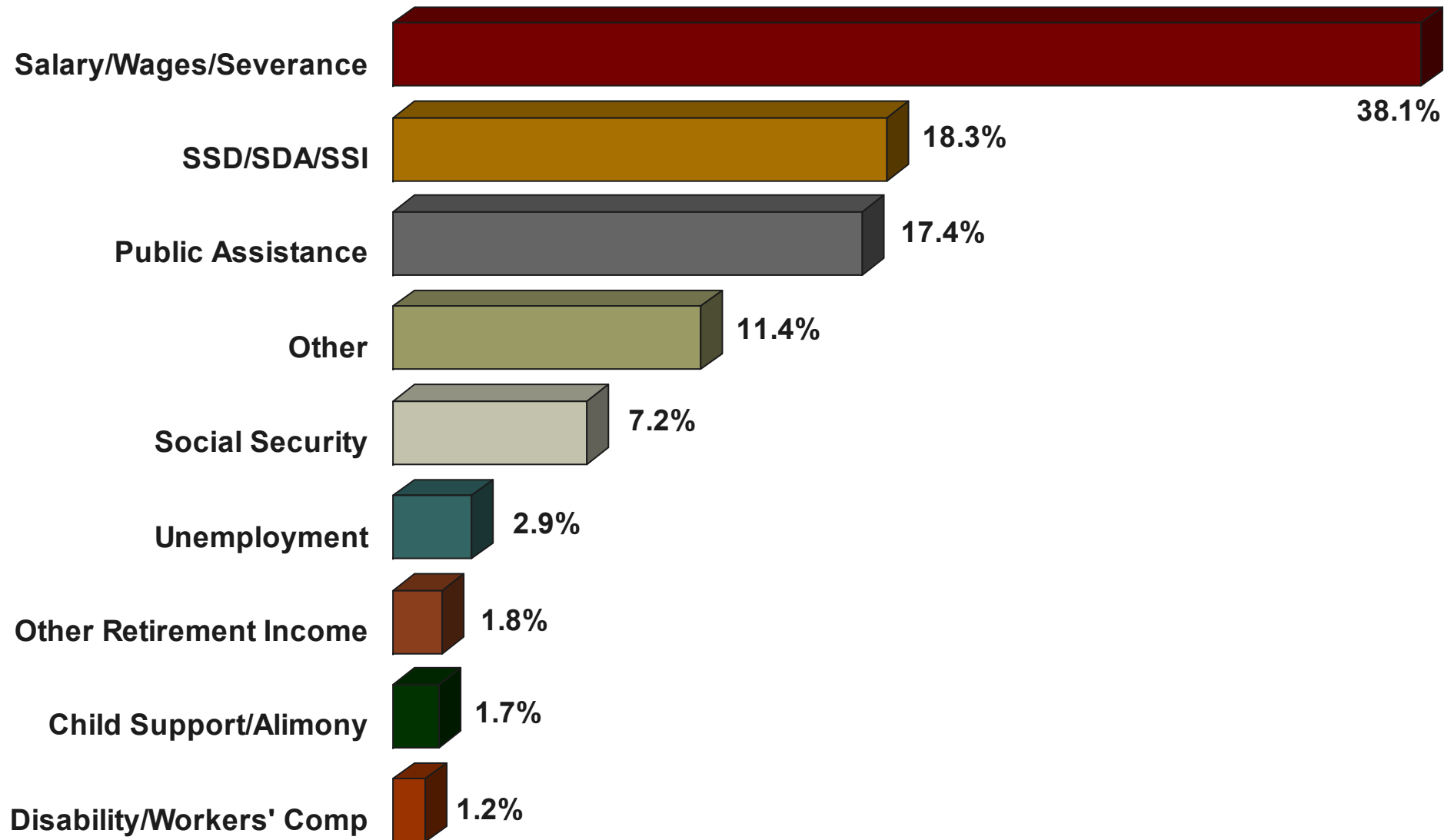
# AGE RANGE OF SERVICE REQUESTS



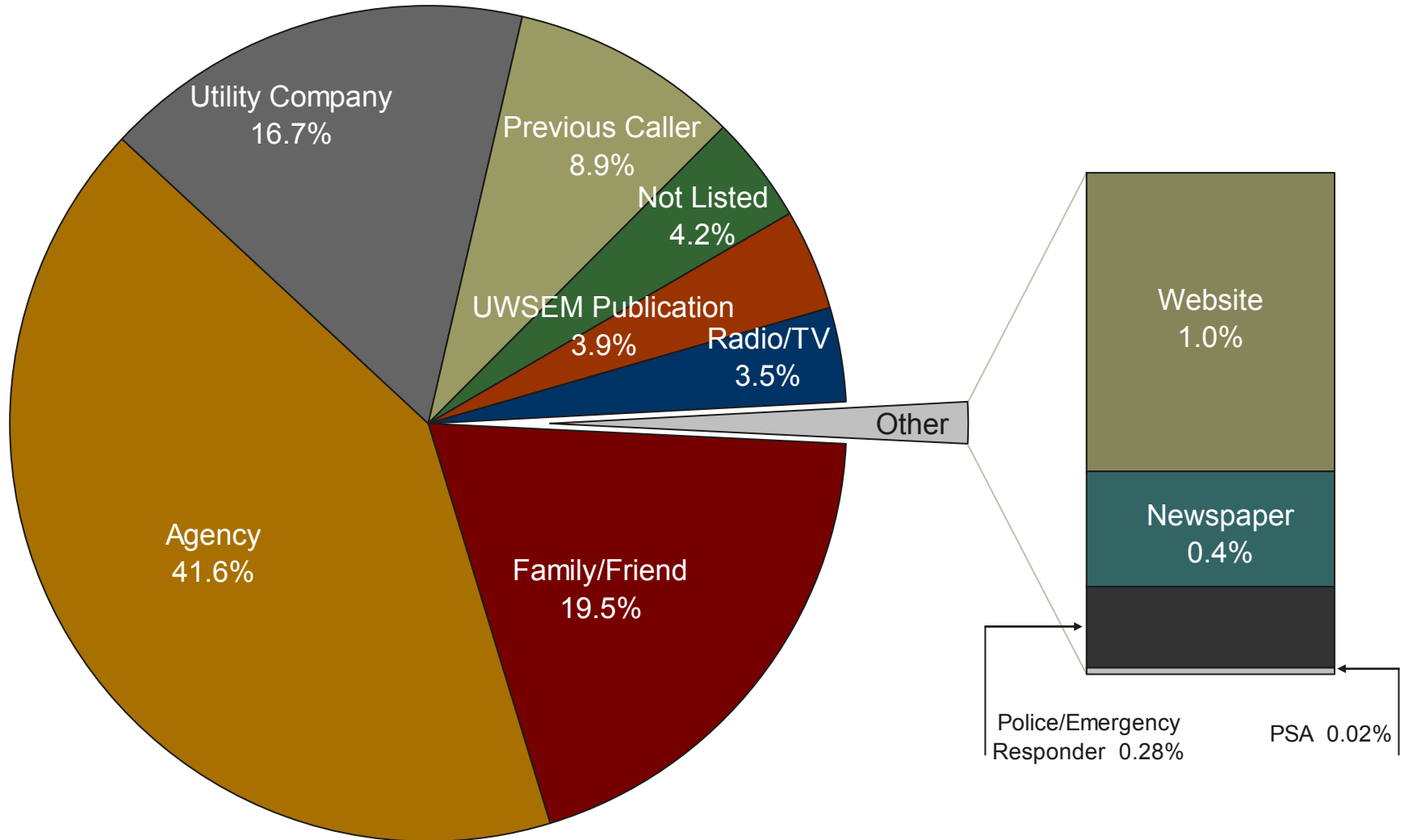
# INCOME LEVEL



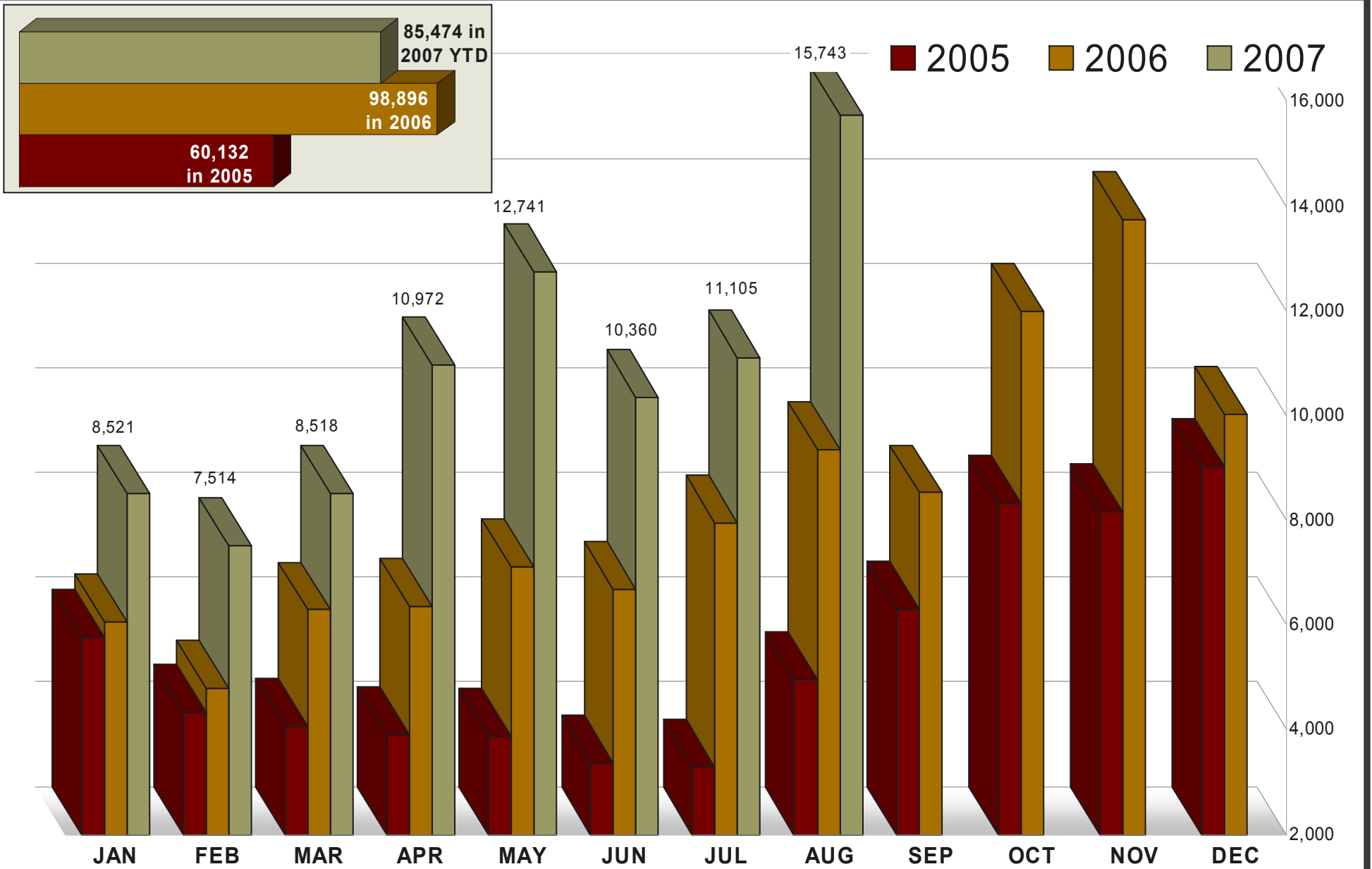
# PRIMARY SOURCE OF INCOME



# REFERRED BY SOURCE

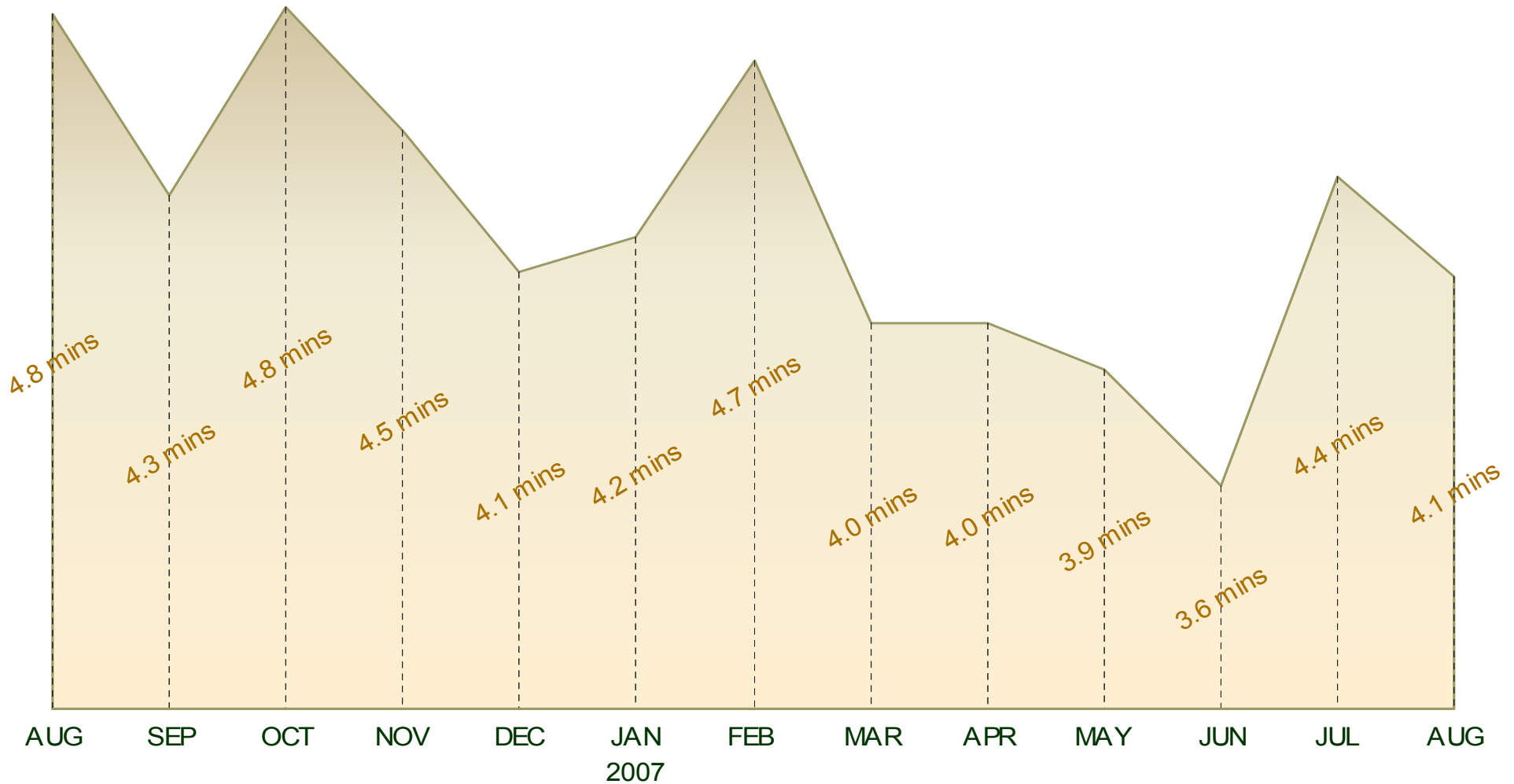


# CALLS RECEIVED

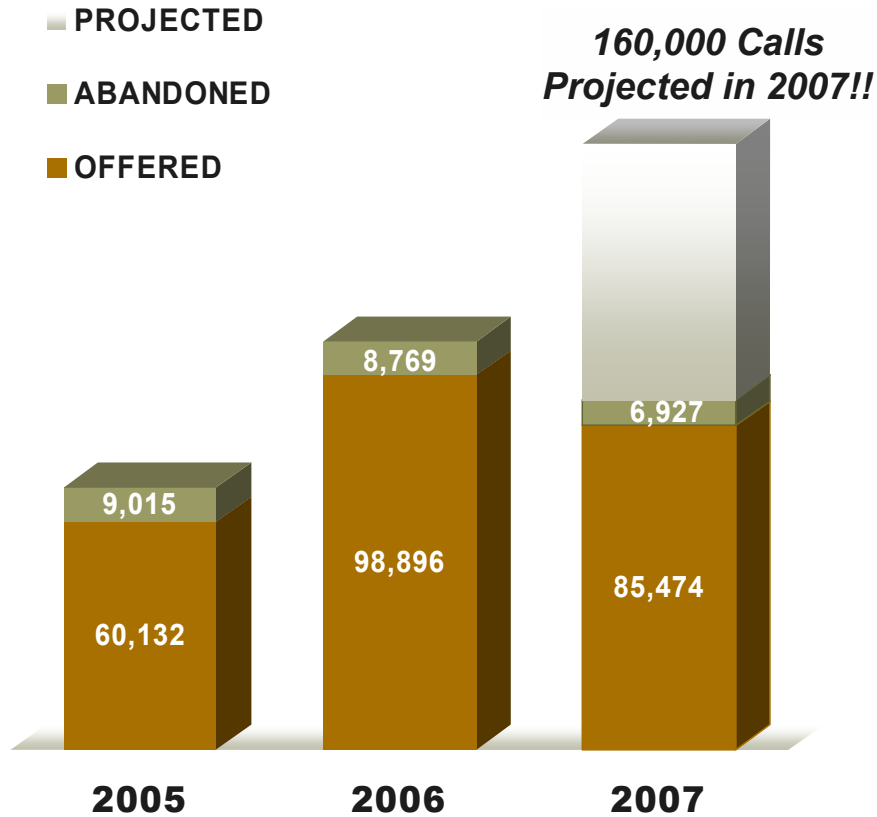


# AVERAGE LENGTH OF CALL

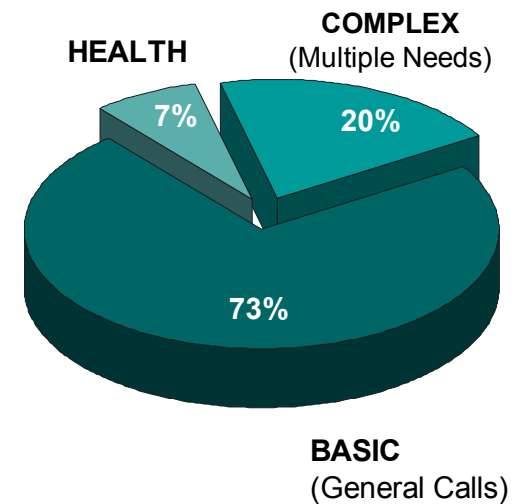
**TARGET GOAL: Under Five Minutes**



# CALL ACTIVITY



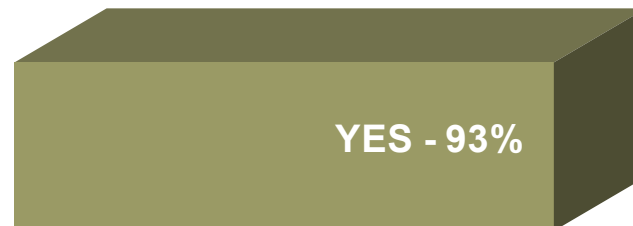
## FOLLOW-UP ACTIVITY



Percent of total calls taken: 2%

# FOLLOW-UP RESULTS

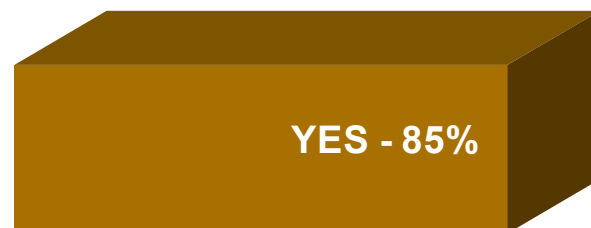
■ Would you recommend 2-1-1 to a relative or friend?



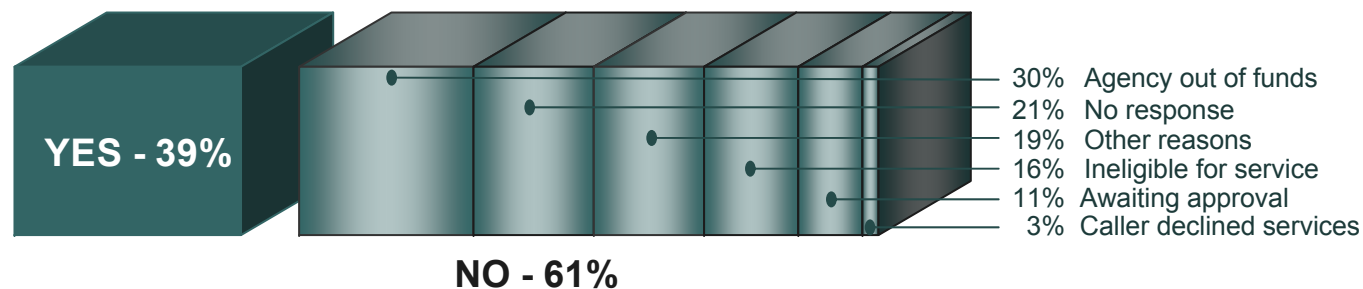
■ Did you receive agency referrals related to the services you requested?



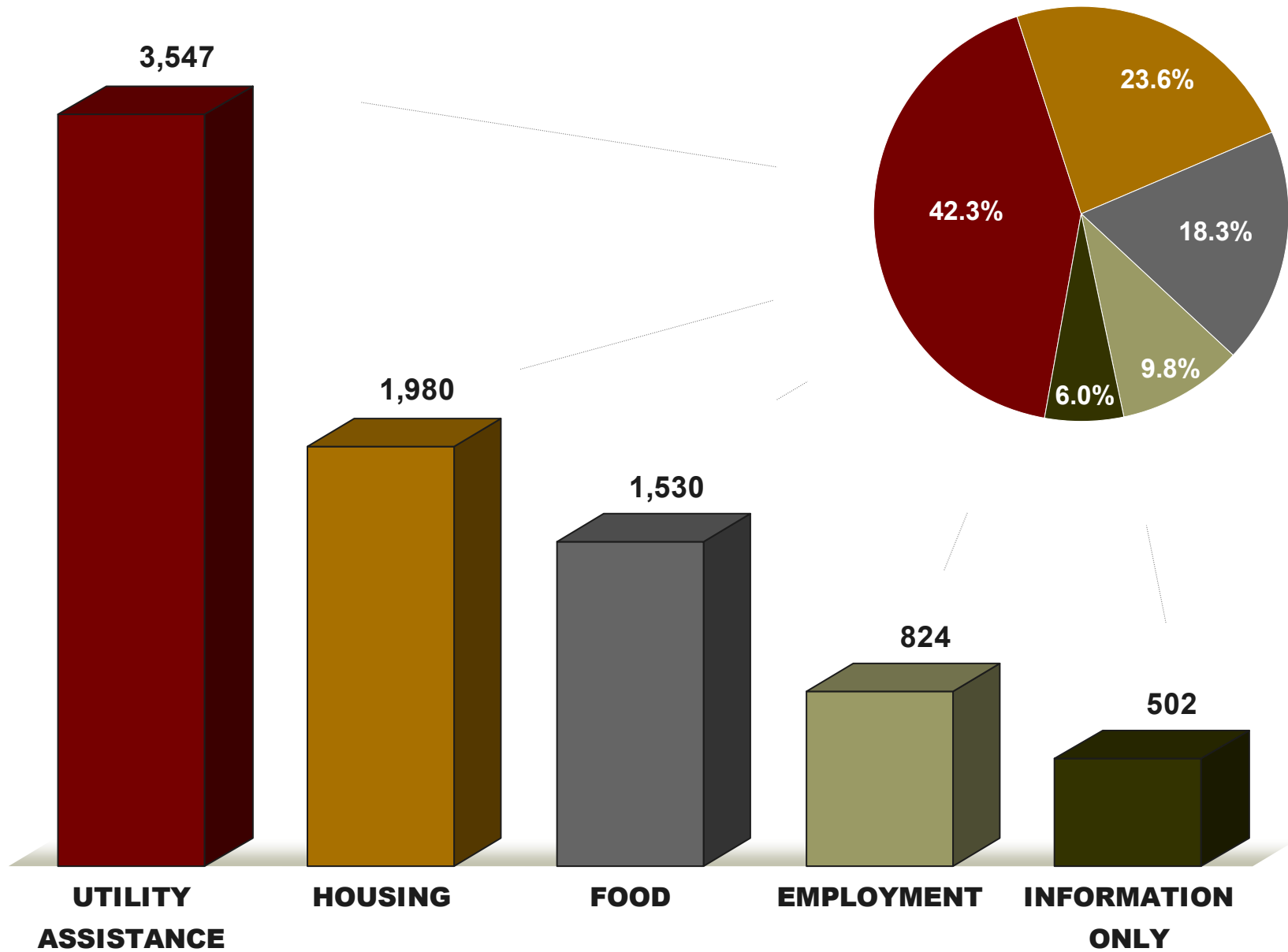
■ Did you contact the agencies to which you were referred?



■ 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	1,698	11%	Gas Bill Assistance	555	15%	Gas Bill Assistance	254	13%		
2	Food Pantries	1,382	9%	Rent Assistance	276	7%	Food Pantries	120	6%		
3	Job Search/Placement	587	4%	Food Pantries	231	6%	Rent Assistance	110	6%		
4	Electric Bill Assistance	503	3%	Electric Bill Assistance	179	5%	Information Only	71	4%		
5	Homeless Shelter	467	3%	Information Only	115	3%	Homeless Shelter	66	3%		
6	Rent Assistance	371	2%	Job Search/Placement	112	3%	Job Search/Placement	62	3%		
7	Housing Search Assistance	361	2%	Homeless Shelters	73	2%	Electric Bill Assistance	47	2%		
8	General Clothing	354	2%	Temporary Financial Assistance	73	2%	Community Clinics	42	2%		
9	Subsidized Private Rental Housing	290	2%	General Legal Aid	58	2%	Mortgage Payment Assistance	33	2%		
10	Community Clinics	280	2%	General Clothing	57	2%	General Legal Aid	30	2%		
11	General Furniture Provisions	275	2%	Community Clinics	54	1%	General Clothing	24	1%		
12	Information Only	275	2%	Mortgage Payment Assistance	49	1%	Housing Authorities	23	1%		
13	General Legal Aid	249	2%	Mortgage Foreclosure Assistance	40	1%	Temporary Financial Assistance	20	1%		
14	Water Bill Assistance	189	1%	Housing Authorities	37	1%	Disability Related Transportation	19	1%		
15	Emergency Shelter Clearinghouse	149	1%	Subsidized Private Rental Housing	35	1%	Dental Care	17	1%		
16	Mortgage Payment Assistance	136	1%	General Furniture Provision	32	1%	General Furniture Provision	14	1%		
17	Dental Care	135	1%	General Counseling	29	1%	Subsidized Private Rental Housing	14	1%		
18	Home Rehabilitation Grants	105	1%	Dental Care	28	1%	Public Housing	12	1%		
19	Adult State/Local Health Insurance	104	1%	Housing Search Assistance	25	1%	Donation Pickups	11	1%		
20	School Clothing	91	1%	Medical Equipment/Supplies	19	1%	Adult/Child Mentoring Programs	10	1%		

# TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Michigan Dept of Human Services	1,920	16%	Michigan Dept of Human Services	607	21%	Michigan Dept of Human Services	369	25%		
2	Wayne Metro Comm Action Agency	920	8%	Lighthouse Emergency Services	390	13%	Salvation Army	165	11%		
3	Salvation Army	609	5%	St. Vincent de Paul	267	9%	St. Vincent de Paul	140	9%		
4	St. Vincent de Paul	348	3%	Oakland Livingston Human Svc Agency	209	7%	Macomb Co Comm Svcs Agency	72	5%		
5	Crossroads of Michigan	306	3%	Salvation Army	151	5%	Macomb County Rotating Shelter	43	3%		
6	Wayne County Veteran Affairs	272	2%	Oakland Co Employment & Training Division	65	2%	Macomb/St. Clair Workforce Dev	43	3%		
7	Neighborhood Legal Svcs. of Michigan	270	2%	St. John's Episcopal Church	62	2%	Good Samaritan Coalition	33	2%		
8	DTE Energy	254	2%	Rochester Area Neighborhood House	46	2%	Samaritan House	31	2%		
9	Detroit Workforce Development Dept.	208	2%	DTE Energy	40	1%	DTE Energy	25	2%		
10	Capuchin Soup Kitchen	193	2%	Gary Burnstein Community Health Clinic	35	1%	Legal Aid & Defender	25	2%		
11	Friendship House	184	2%	Common Ground Sanctuary	34	1%	Goodwill Industries	24	2%		
12	Legal Aid And Defender Association	182	2%	Baldwin Avenue United Methodist Church	33	1%	Detroit Community Health Connection	23	2%		
13	Mich Dept of Labor & Economic Growth	181	2%	South Oakland Shelter	32	1%	Good Shepherd Coalition	22	1%		
14	Detroit Urban League	153	1%	God's Helping Hands	31	1%	South Eastern Michigan Indians	21	1%		
15	Cass Community Social Services	148	1%	Catholic Social Services of Oakland County	30	1%	Wayne Metro Comm Action Agency	21	1%		
16	Water Access Volunteer Effort Fund	148	1%	Troy People Concerned	29	1%	Safe Center	20	1%		
17	Detroit Dept. of Human Services	143	1%	Wayne Metro Comm Action Agency	28	1%	Macomb County Health Dept	17	1%		
18	Advantage Health Center	133	1%	Area Agency On Aging 1-B	27	1%	Macomb County Interfaith Volunteers	14	1%		
19	Church of The Messiah Housing Corp.	125	1%	Furniture Bank of Oakland County	27	1%	Macomb Family Services	13	1%		
20	Black Family Development	115	1%	JVS	23	1%	St. Joseph's Mercy Hospital - Macomb	12	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](mailto:Bill.Sullivan@uwsem.org) (313-226-9453)*