

MONTHLY REPORT *June 2008*

2-1-1 TM
Get Connected. Get Answers.



**Serving Wayne, Oakland,
Macomb, Monroe and
Washtenaw Counties.**

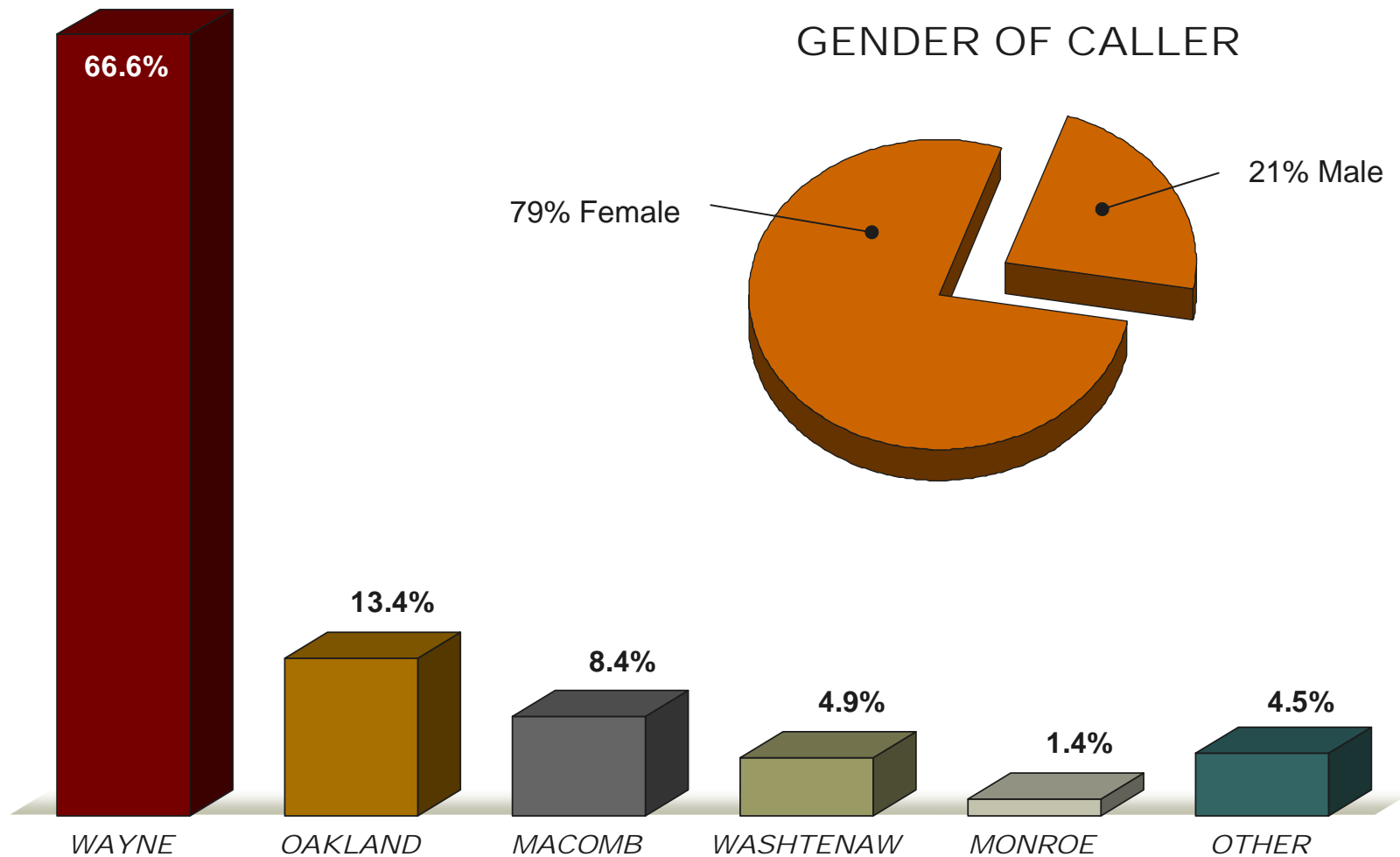
THIS MONTH IN REVIEW

THE MISSION OF 2-1-1

TO BUILD AMERICA'S CAPACITY TO STRENGTHEN THE WAY PEOPLE ACCESS AND ENGAGE IN CIVIC LIFE

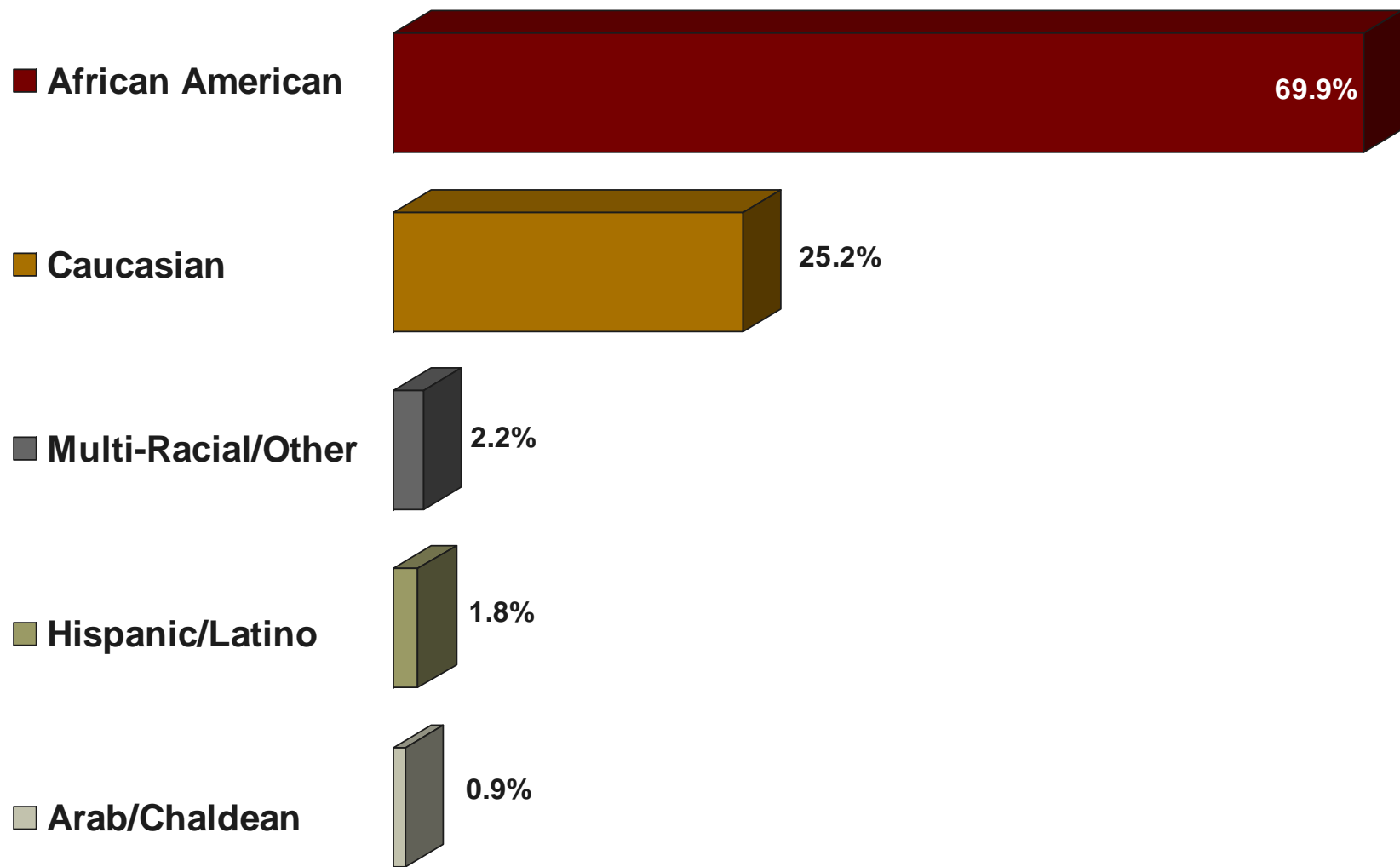
- Call volume for June 2008 was 25,445, a 12.5% increase from last month, and a 146% increase from June of 2007.
- 2-1-1 launched an effort to make sure that all callers have access to Healthcare. We screen all callers for insurance coverage and provide information and access to free and low-cost health options.
- We are working closely with Oakland county leaders and service providers in identifying strategies that will increase the impact of our outreach efforts and referrals, and lead to higher awareness of 2-1-1.
- 2-1-1 is continuously focusing efforts on strengthening our alignment in support of United Way's Agenda for Change. 2-1-1 has developed outcome driven initiatives that will be found in our call handling protocols and support the efforts of Educational Preparedness, Financial Stability and Basic Needs. 2-1-1's support of this work of United Way will continue to evolve.

CALL VOLUME BY COUNTY

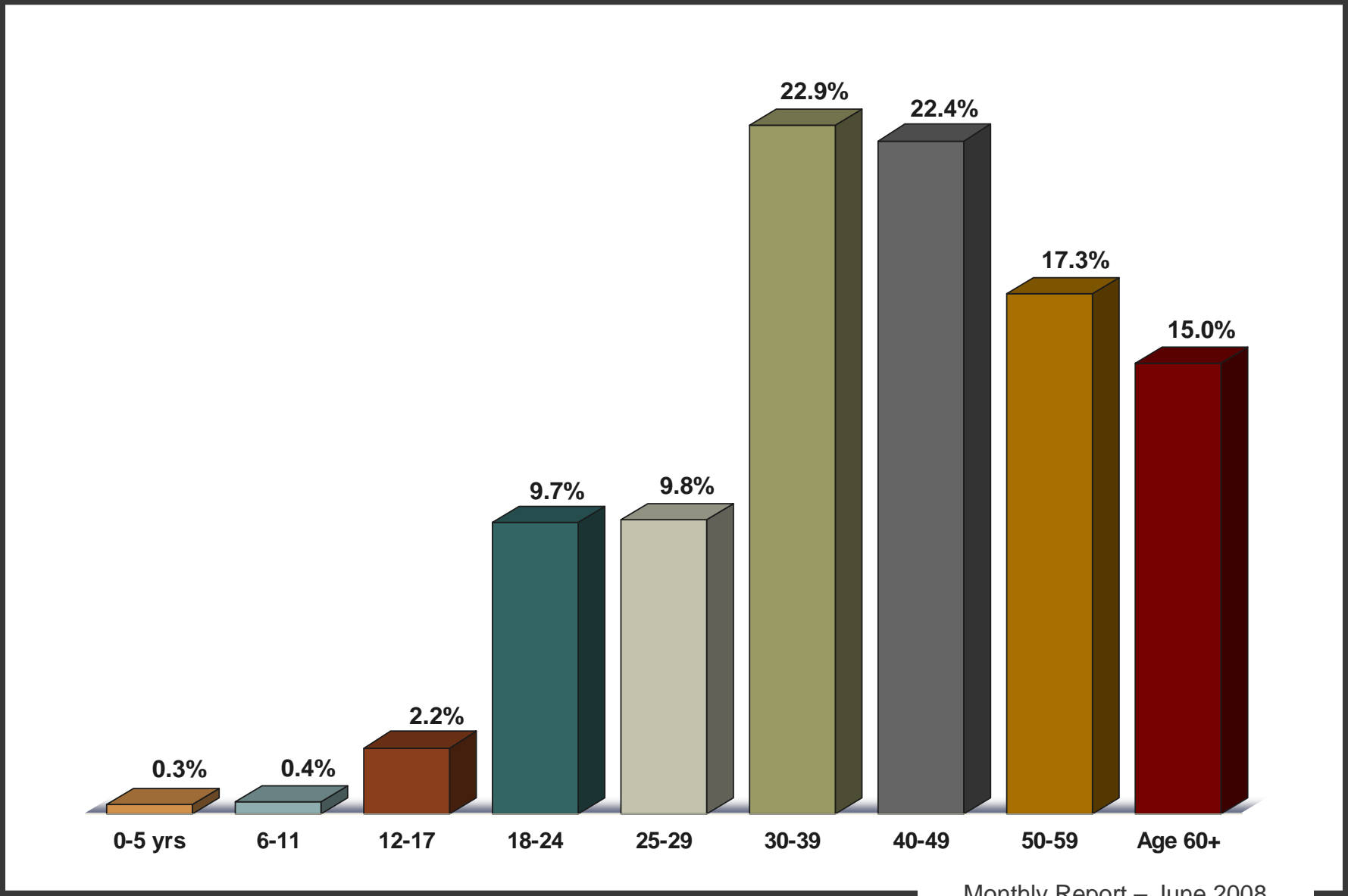


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CALLS BY ETHNICITY

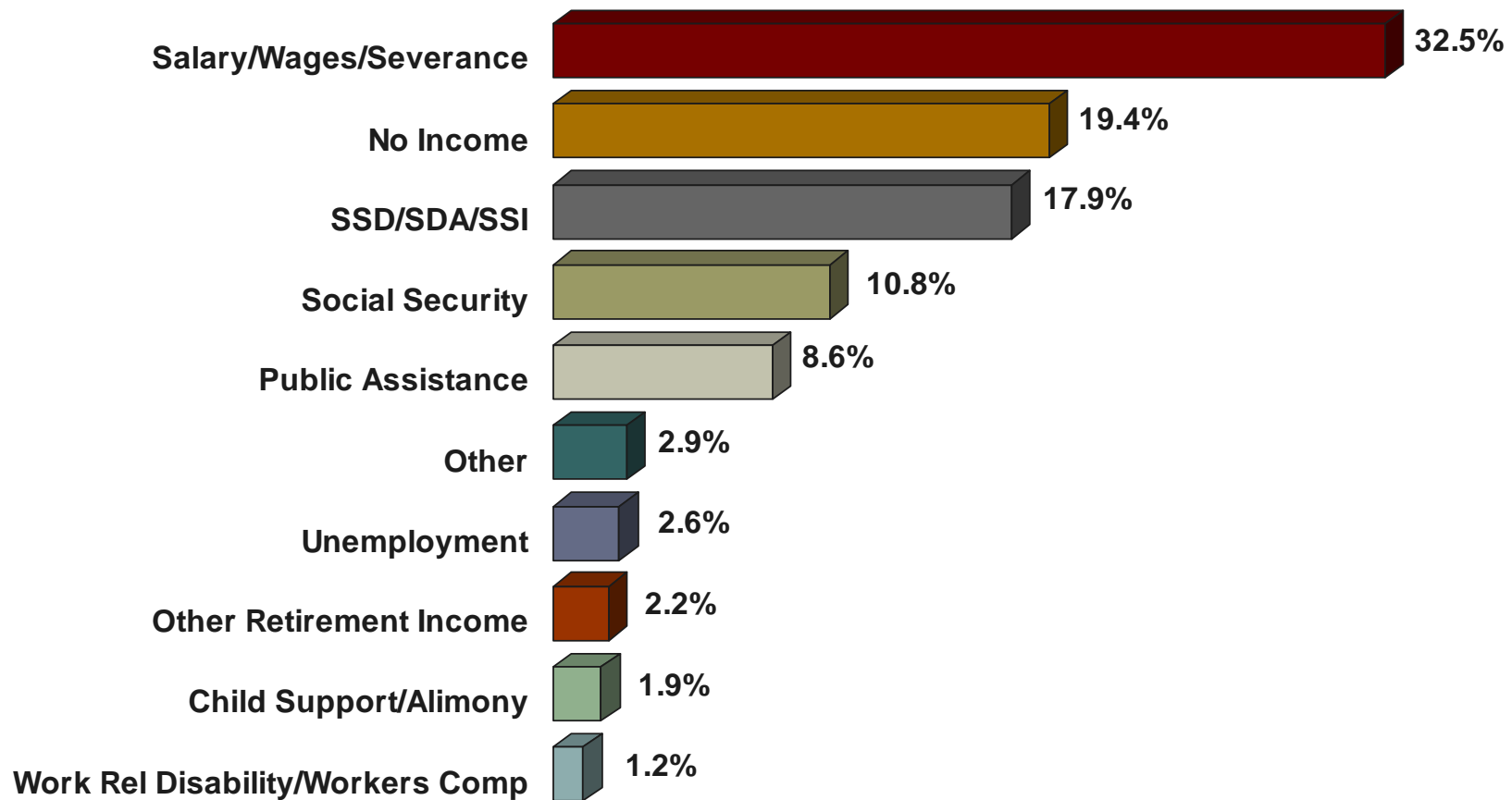


AGE RANGE OF SERVICE REQUESTS

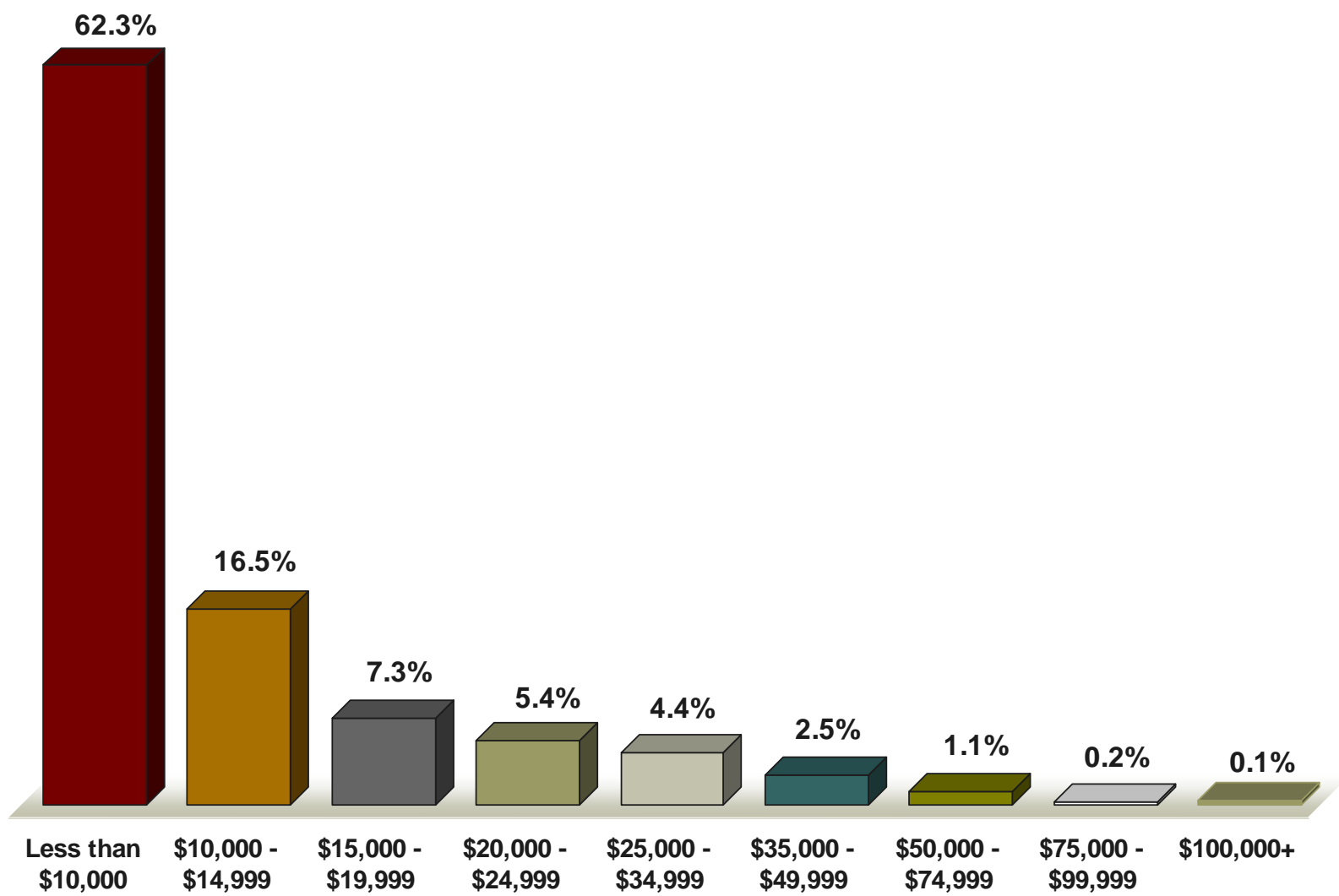


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PRIMARY SOURCE OF INCOME

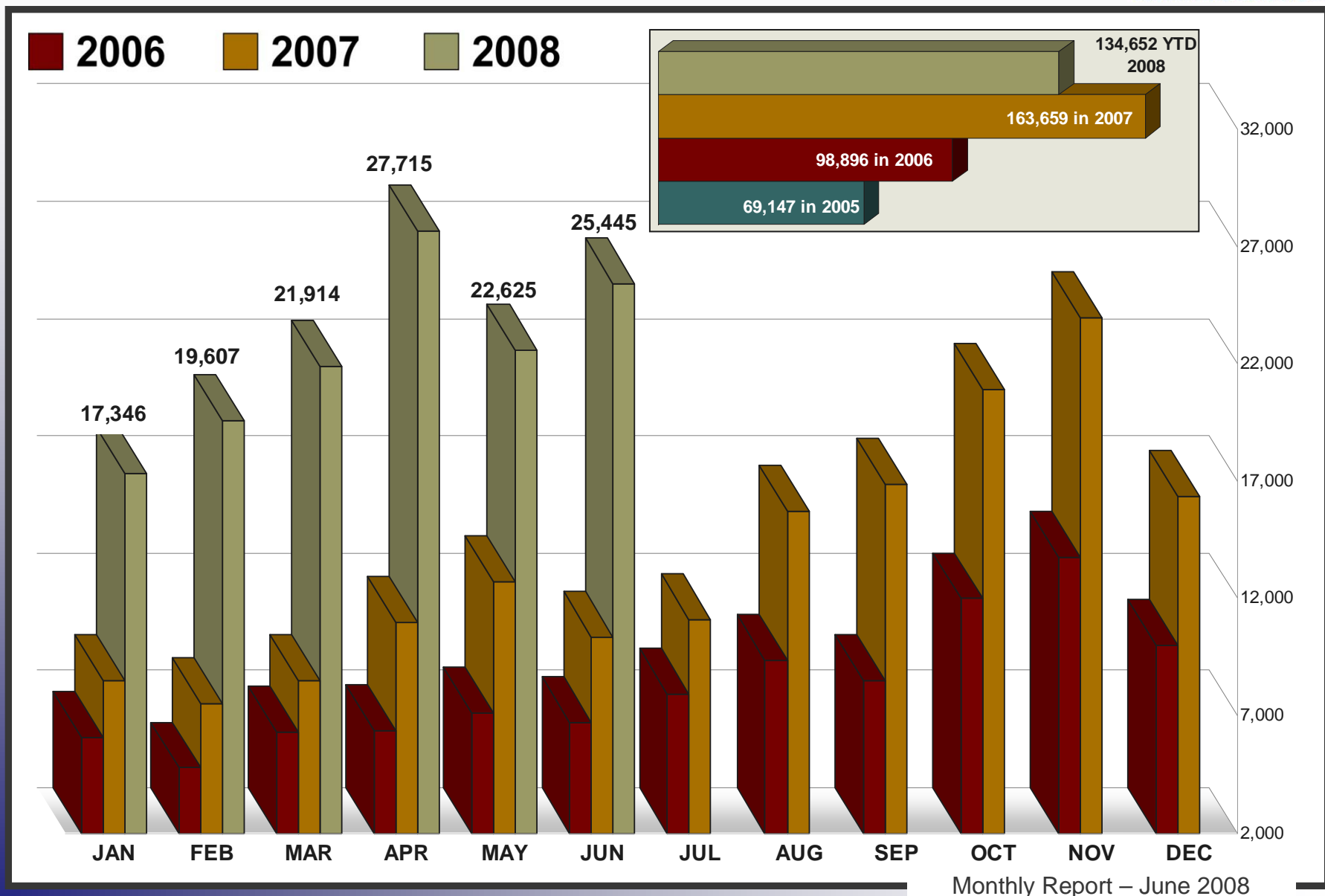


INCOME LEVEL

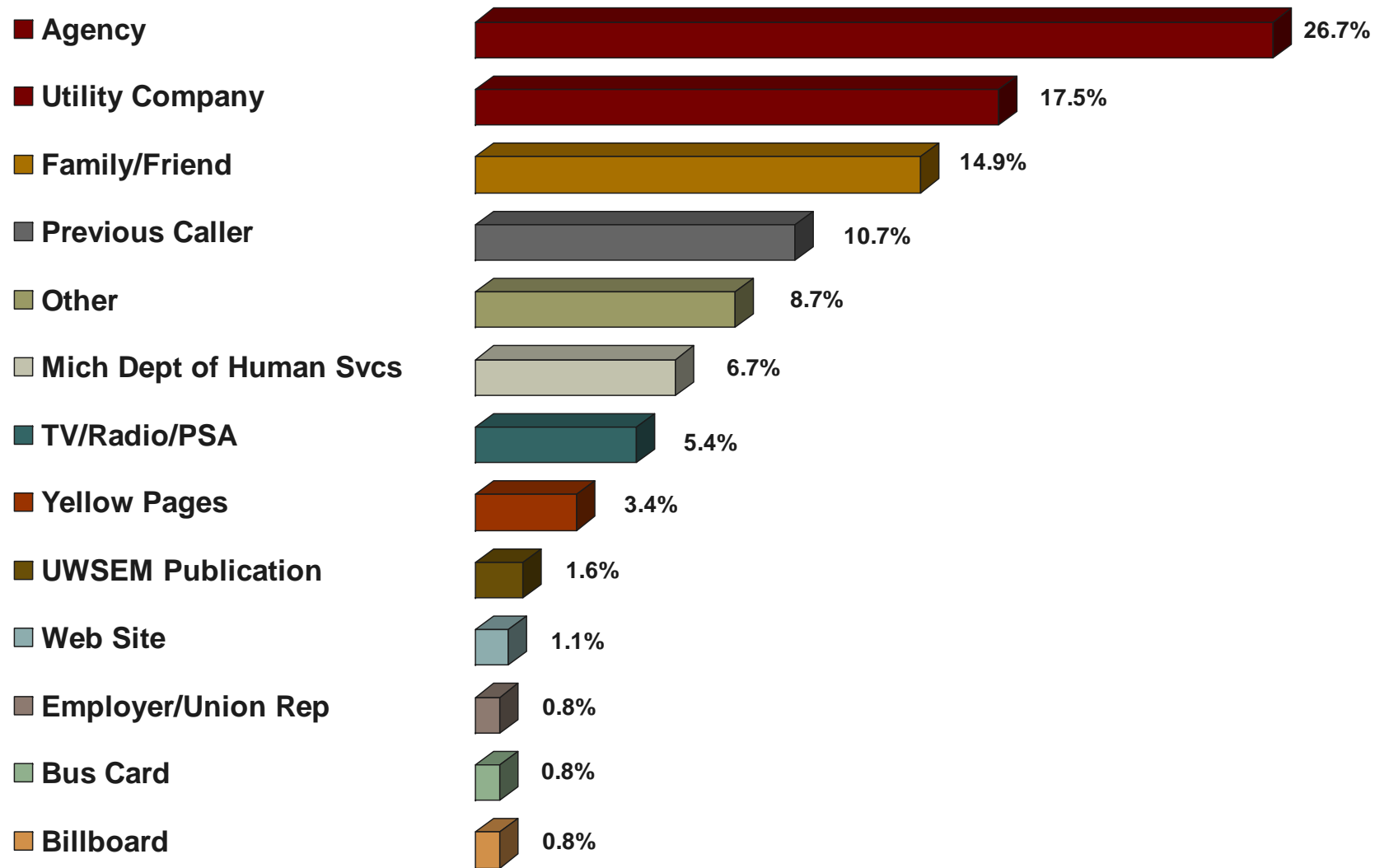


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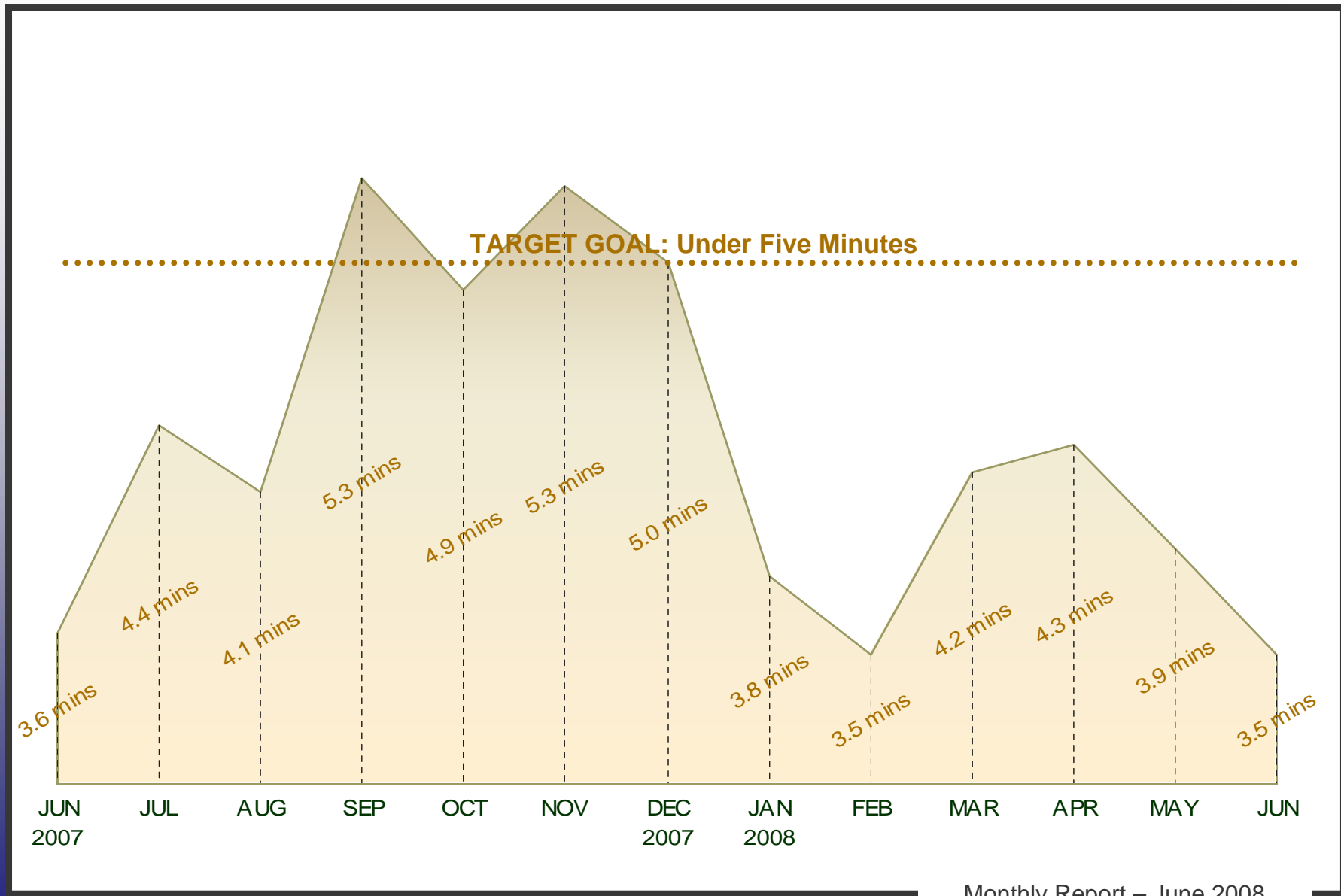
CALLS RECEIVED



REFERRED BY SOURCE



AVERAGE LENGTH OF CALL



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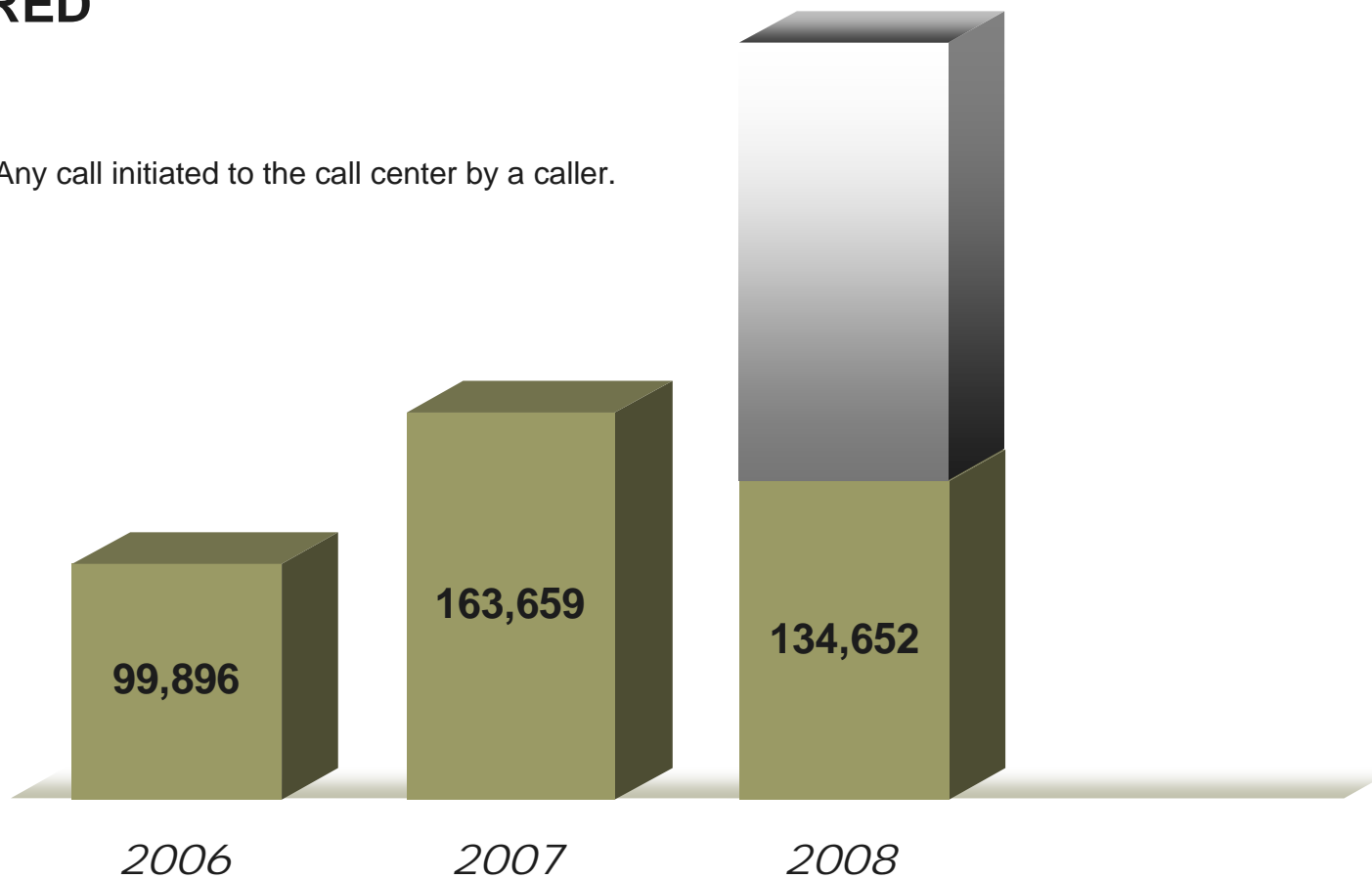
CALL ACTIVITY

■ PROJECTED

■ OFFERED

*320,000 Calls
Projected in 2008!!*

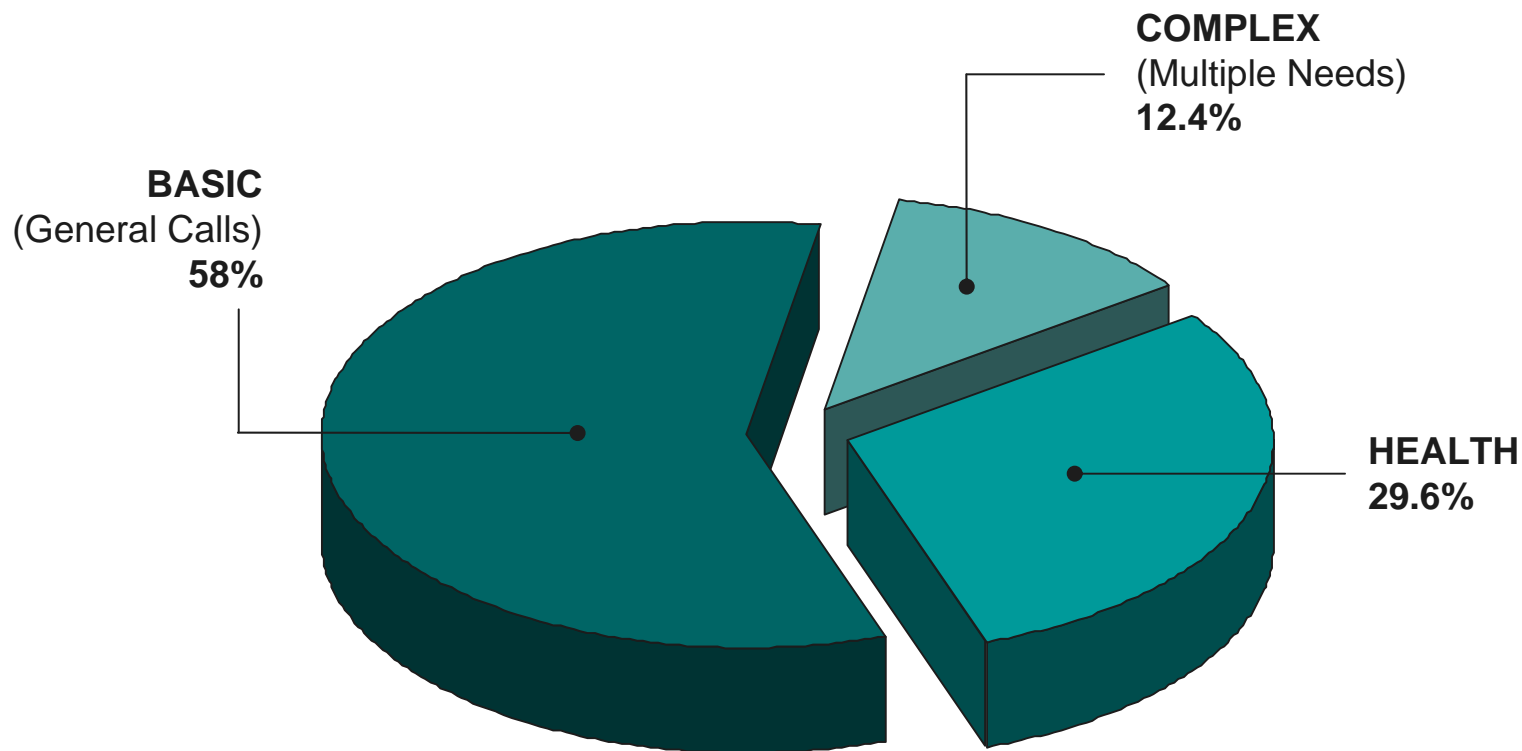
Offered call: Any call initiated to the call center by a caller.



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FOLLOW-UP ACTIVITY

88% OF CALLERS SURVEYED IN THE FOLLOW UP PROCESS REPORTED THEY WOULD RECOMMEND 2-1-1 TO A FAMILY MEMBER OR FRIEND



IMPROVING LIVES



“I have three kids and my gas and electric was turned off. I called 2-1-1 and they referred me to Salvation Army. They helped me get my utilities restored the very next day. While I had 2-1-1 on the phone, I asked about some of my other needs. I was able to get an appointment to see a dentist that accepts Medicaid the same week. I was pleased with 2-1-1 services.

~Kim in Westland, calling for utility assistance and dental referrals

“My husband was in desperate need of insulin. I called 2-1-1 after contacting other agencies that could not help. I was referred to Crossroads and they were able to give my husband insulin that very same day.”

~Gale in Detroit, calling for prescription assistance

“I was in extreme pain and needed a filling as soon as possible. I called 2-1-1 hoping they would be able to help. 2-1-1 referred me to Tri-County Dental Health. Not only did I get an appointment that day but the service was free!”

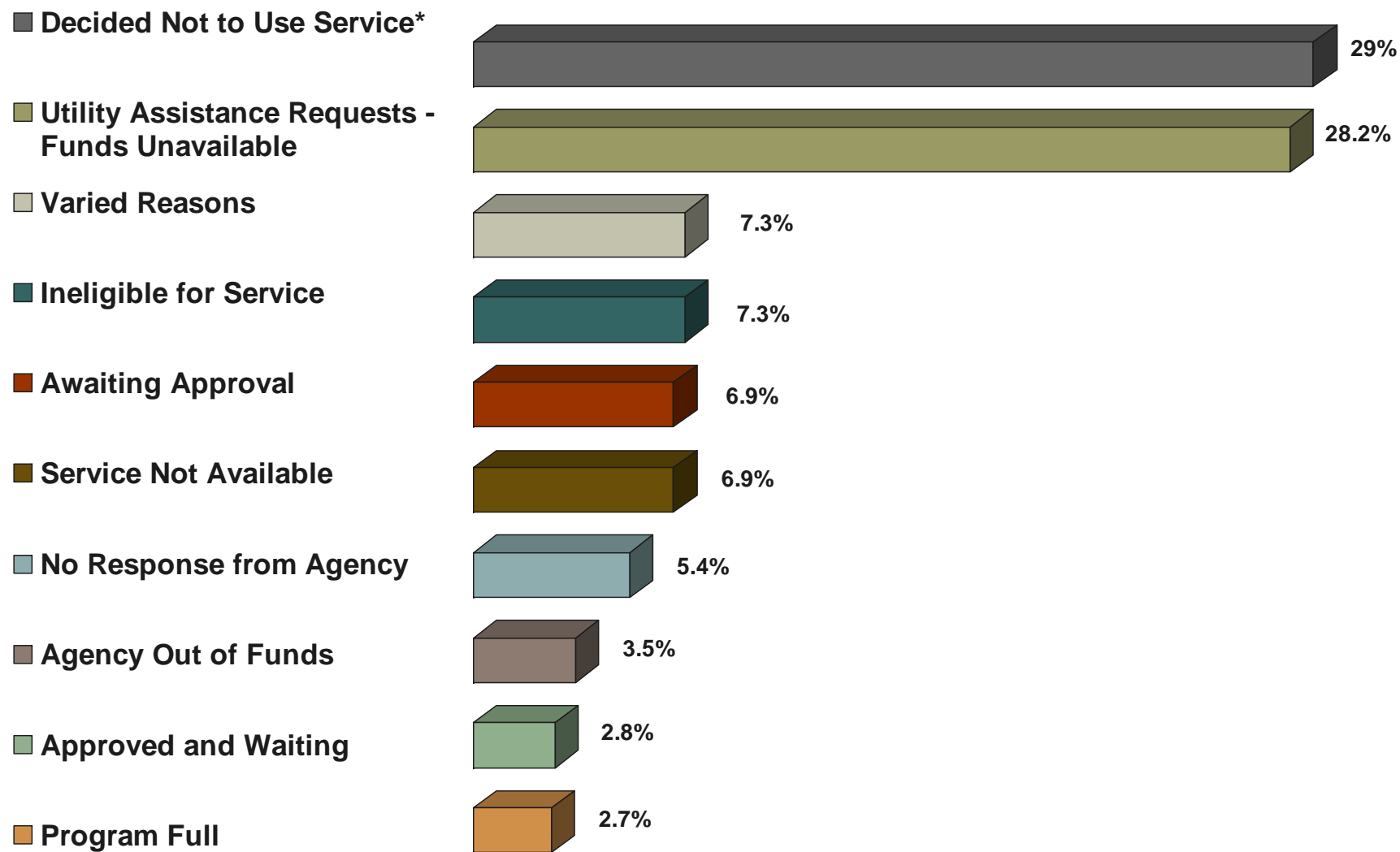
~Melanie in Taylor, calling for dental referrals

“I was extremely happy with 2-1-1 services. The Associate was very concerned about my situation. It was very nice to hear from someone who really cares about others.

~Nicole in Detroit, calling for utility assistance

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REASONS FOR NOT RECEIVING SERVICES



*Reasons: Received help from family or friends; No longer needed services; did not follow up with the referred agency

2-1-1 STRATEGIC ALIGNMENT

BASIC NEEDS

- Medicaid Prescreening:** Determining Medicaid eligibility for low-income callers who are without ongoing health insurance, then forwarding record and assessment to the Detroit Wayne County Health Authority for follow-up.
- Prescription Assistance:** Prescreening and determining eligibility of callers seeking assistance with prescriptions and connecting them to discount programs.
- THAW:** Assisting The Heat And Warmth Fund by helping to determine eligibility for financial assistance with utility bills then connecting them to the appropriate THAW site for their region.

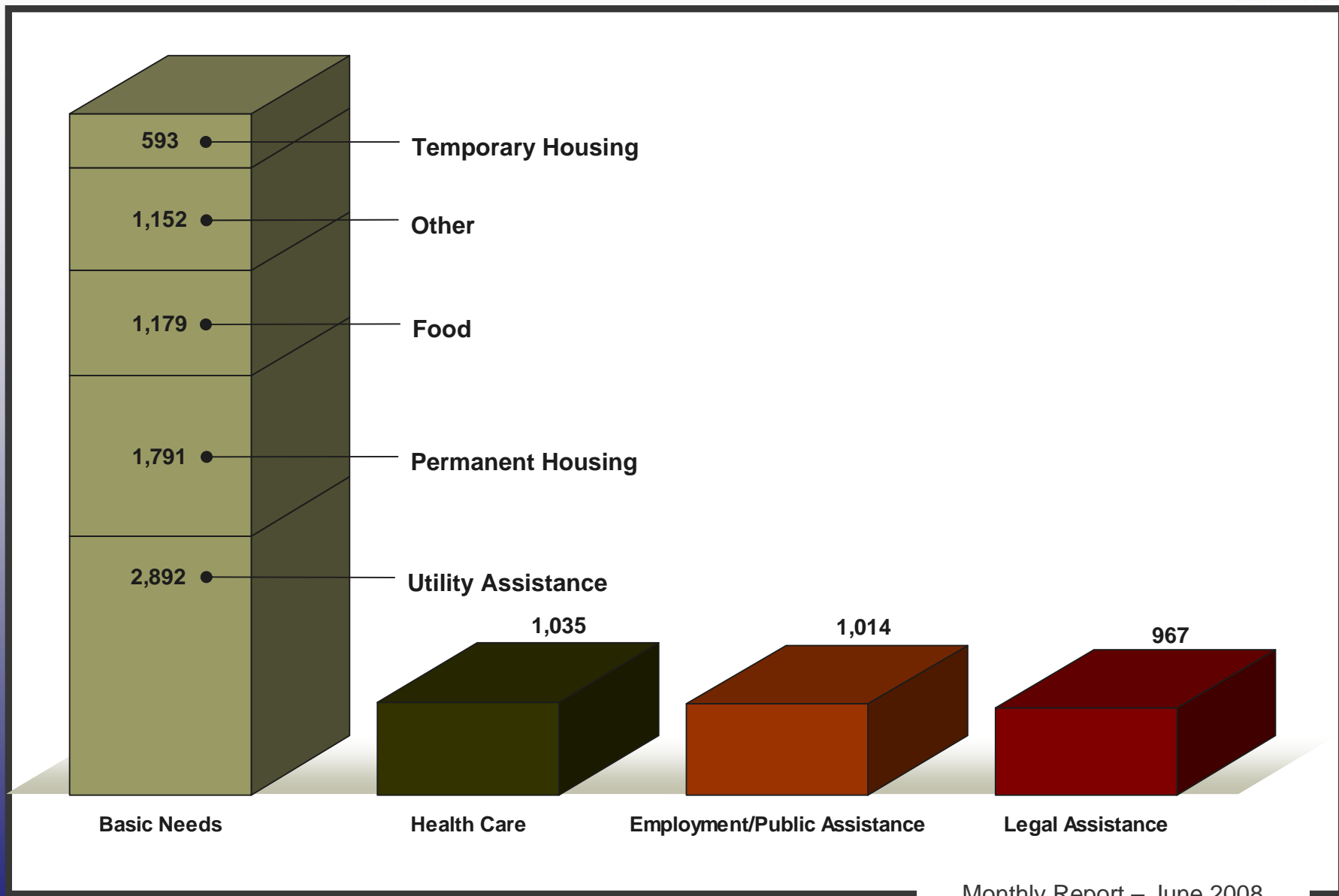
FINANCIAL STABILITY

- Earned Income Tax Credit:** A statewide initiative informing and directing low-income working individuals and families to free local resources to assist them in filing for a refundable federal income tax credit.
- Mortgage Foreclosure :** A statewide initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency; a website for consumer access of resources and self-assessment; and a developed survey tool to determine risk of foreclosure
- Eviction Prevention:** Through the office of Community Development of Washtenaw county, assist employed tenants with rent help when a crisis occurs.

EDUCATIONAL PREPAREDNESS

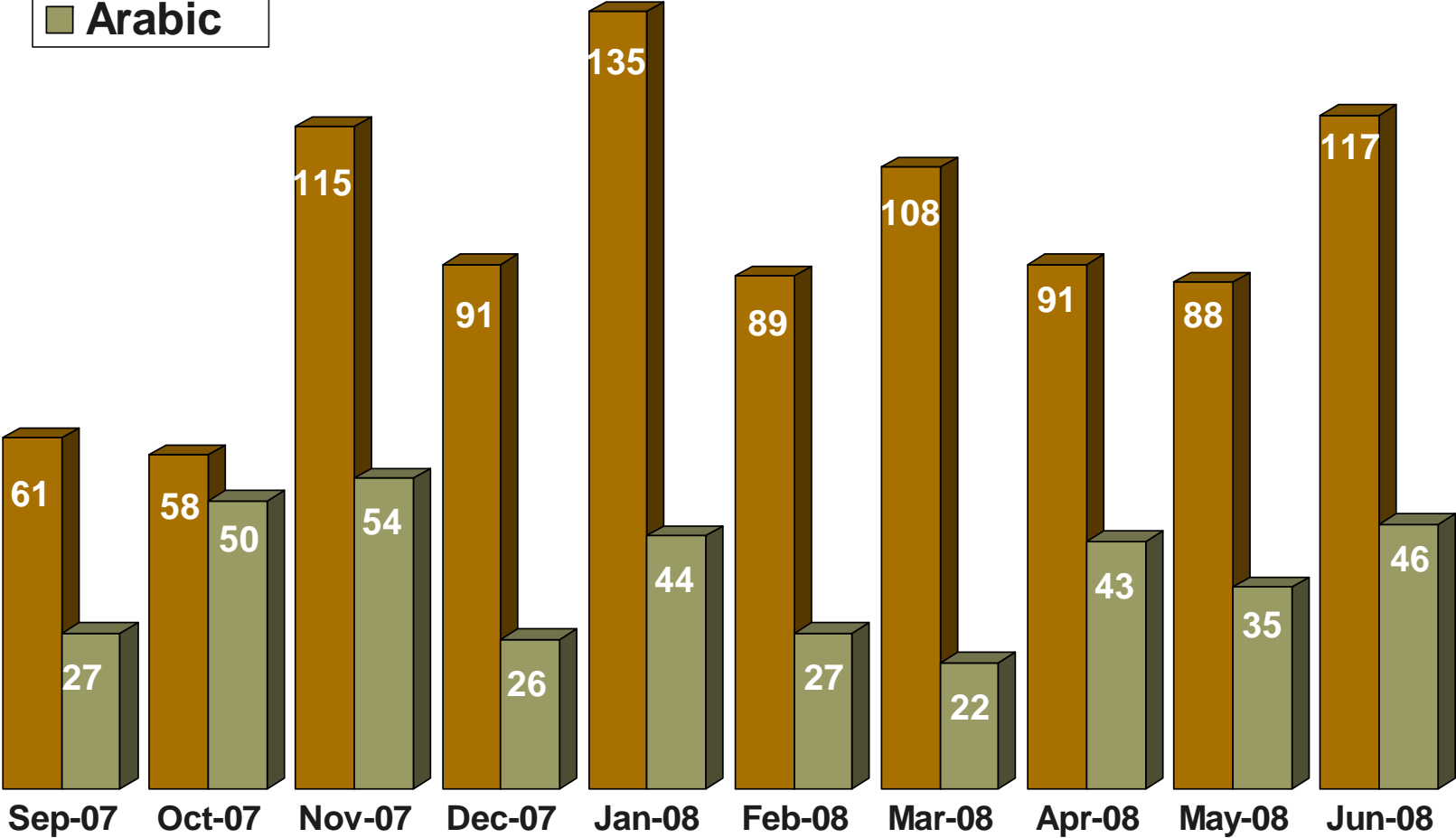
- The Reading Village:** (Pilot) As one specialist within a designed “village”, providing 24/7 resources and advocacy to 9 identified families who have children born with low birth rates and are statistically at risk for poor performance in school.

TOP SERVICE REQUESTS



ALTERNATE LANGUAGE

■ Spanish
■ Arabic





TOP 20 SERVICE REQUESTS

Rank	WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
		Number	Pct		Number	Pct		Number	Pct
1	Gas Bill Payment Assistance	1,420	16%	Gas Bill Payment Assistance	309	16%	Gas Bill Payment Assistance	168	15%
2	Food Pantries	742	8%	Food Pantries	156	8%	Food Pantries	100	9%
3	Electric Bill Payment Assistance	549	6%	Rent Payment Assistance	96	5%	Homeless Shelter	60	5%
4	Job Search/Placement	488	5%	Electric Bill Payment Assistance	89	5%	Electric Bill Payment Assistance	54	5%
5	Rent Payment Assistance	274	3%	Community Clinics	65	3%	Job Search/Placement	42	4%
6	Information Only	256	3%	Job Search/Placement	63	3%	Rent Payment Assistance	35	3%
7	Housing Search Assistance	245	3%	Information Only	53	3%	Undesig. Temp. Financial Assistance	26	2%
8	Community Clinics	244	3%	Homeless Shelter	51	3%	Information Only	26	2%
9	Homeless Shelter	202	2%	Gave phone number only	43	2%	Gave phone number only	25	2%
10	General Legal Aid	186	2%	Undesig. Temp. Financial Assistance	40	2%	Low Inc/Subsdzd. Priv. Rental Hsing.	22	2%
11	General Furniture Provision	173	2%	General Legal Aid	39	2%	General Legal Aid	21	2%
12	Gave phone number only	172	2%	Utility Tax Exemption Information	26	1%	Community Clinics	20	2%
13	Low Inc./Subsdzd. Priv. Rental Hsing.	167	2%	General Clothing	26	1%	General Clothing	16	1%
14	General Clothing	138	2%	Dental Care	25	1%	Housing Authorities	15	1%
15	Water Bill Payment Assistance	135	1%	Mortgage Foreclosure Assistance	24	1%	Emergency Shelter Clearinghouses	14	1%
16	Information and Referral	125	1%	Information and Referral	22	1%	Dental Care	13	1%
17	Undesig. Temp. Financial Assistance	124	1%	Donation Pickups	20	1%	State/Local Health Insurance Programs	12	1%
18	Home Rehabilitation Grants	116	1%	Low Inc/Subsdzd. Priv. Rental Hsing.	19	1%	General Furniture Provision	11	1%
19	Dental Care	108	1%	Federal Income Tax Information	18	1%	Utility Tax Exemption Information	11	1%
20	Utility Tax Exemption Information	98	1%	Housing Search Assistance	17	1%	Federal Income Tax Information	10	1%

TOP 20 SERVICE REQUESTS

WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Electric Bill Payment Assistance	59	10%	Phone Number Request	32	16%	
2	Phone Number Request	57	10%	Electric Bill Payment Assistance	16	8%	
3	Gas Bill Payment Assistance	51	9%	Food Pantries	13	7%	
4	Rent Payment Assistance	51	9%	Gas Bill Payment Assistance	13	7%	
5	Homeless Shelter	30	5%	Rent Payment Assistance	11	6%	
6	Food Pantries	26	4%	Housing Search Assistance	5	3%	
7	Transitional Housing/Shelter	12	2%	Rental Deposit Assistance	5	3%	
8	Undesignated Temporary Financial Assistance	11	2%	Community Clinics	4	2%	
9	General Legal Aid	10	2%	Domestic Violence Shelters	4	2%	
10	General Dentistry	10	2%	Furniture	4	2%	
11	Community Clinics	9	2%	Home Maintenance and Repair Services	4	2%	
12	Low Income/Subsidized Private Rental Housing	8	1%	Housing Authorities	4	2%	
13	Adult State/Local Health Insurance Programs	6	1%	Automobile Donation Programs	3	2%	
14	Gas Money	6	1%	Ramp Construction	3	2%	
15	General Counseling Services	6	1%	Housing Down Payment Loans/Grants	3	2%	
16	Bus Fare	6	1%	Food Stamps	3	2%	
17	Court Community Service Sites	6	1%	General Legal Aid	3	2%	
18	Furniture	5	1%	Adolescent/Youth Counseling	2	1%	
19	General Federal Income Tax Information	5	1%	Homeless Financial Assistance Programs	2	1%	
20	General Clothing Donation Programs	5	1%	Medical Bill Payment Assistance	2	1%	



TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Michigan Dept of Human Services	1,885	13%	Michigan Dept of Human Services	418	15%	Michigan Dept of Human Services	269	18%		
2	Wayne Metro Comm Action Agency	788	6%	Lighthouse Emergency Services	240	9%	Salvation Army	144	9%		
3	Salvation Army	615	4%	Salvation Army	138	5%	St. Vincent de Paul	80	5%		
4	DTE Energy	459	3%	Oakland Livingston Human Svce Agcy	127	5%	Samaritan House	40	3%		
5	Crossroads of Michigan	452	3%	St. Vincent de Paul	90	3%	Macomb Co. Rotating Emerg Shelter	37	2%		
6	St. Vincent de Paul	364	3%	Saint John's Episcopal Church	60	2%	Macomb/St. Clair Workforce Dev Bd	35	2%		
7	Neighborhood Legal Services	319	2%	Gary Burnstein Community Health Clinic	47	2%	Macomb County Comm Svcs Agcy	33	2%		
8	Detroit Dept of Human Services	258	2%	Oakland County Emplmt & Training Div	45	2%	DTE Energy	31	2%		
9	Detroit Urban League	233	2%	DTE Energy	40	1%	Michigan State Housing Dev Authority	27	2%		
10	Wayne County Veterans Affairs Div	230	2%	South Oakland Shelter	37	1%	Goodwill Industries of Greater Detroit	25	2%		
11	Detroit Workforce Development Dept	228	2%	Michigan Assoc of Physicians from India	36	1%	Legal Aid and Defender Association	22	1%		
12	Michigan State Housing Dev Authority	209	1%	Jewish Vocational Services	35	1%	Detroit Community Health Connection	20	1%		
13	Legal Aid and Defender Association	208	1%	Area Agency on Aging	33	1%	Safe Center	20	1%		
14	Capuchin Soup Kitchen	178	1%	God's Helping Hands	32	1%	South Eastern Michigan Indians	19	1%		
15	Detroit Community Health Connection	163	1%	Rochester Area Neighborhood House	31	1%	Crossroads of Michigan	19	1%		
16	Advantage Health Centers	148	1%	Detroit Community Health Connection	31	1%	Good Samaritan Coalition	17	1%		
17	Friendship House	137	1%	Michigan State Housing Dev Authority	31	1%	Macomb County Health Dept	17	1%		
18	Black Family Development	134	1%	Legal Aid and Defender Association	30	1%	Good Shepherd Coalition	16	1%		
19	Detroit Area Agency on Aging	122	1%	Southfield Human Services Dept	26	1%	Macomb Family Services	16	1%		
20	Detroit Rescue Mission Ministries	120	1%	United Way for Southeastern Michigan	25	1%	US Dept of Hsing. & Urban Dev. (HUD)	15	1%		

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TOP 20 REFERRALS PROVIDED

WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Friends in Deed	152	11%	Monroe County Opportunity Program	46	16%	
2	Salvation Army	132	10%	Salvation Army	44	15%	
3	SOS Community Services	130	10%	Monroe Co. Department of Human Services	28	9%	
4	Washtenaw Co Employment Trng. & Comm. Svcs (ETCS)	76	6%	United Way of Monroe County	10	3%	
5	Hope Medical Clinic, Inc.	64	5%	Monroe Housing Commission	8	3%	
6	Washtenaw County Department of Human Services	61	5%	Family Counseling & Shelter Services	7	2%	
7	Parents Together	58	4%	Habitat for Humanity	6	2%	
8	Shelter Association of Washtenaw County	32	2%	Legal Services of South Central Michigan	5	2%	
9	Jewish Family Service	24	2%	Faith in Action	5	2%	
10	Michigan Ability Partners	24	2%	Emmanuel Lutheran Church	4	1%	
11	Catholic Social Services	22	2%	Family Medical Center of Michigan	4	1%	
12	Emmanuel Lutheran Church	19	1%	The Monroe Center	3	1%	
13	Ann Arbor Community Center	16	1%	St. Joseph Mercy Hospital	3	1%	
14	Legal Services of South Central Michigan	15	1%	Alcoholics Anonymous	3	1%	
15	Washtenaw County Community Mental Health	14	1%	DTE Energy	3	1%	
16	U of M Hospital and Health Center	14	1%	Project Ramp	3	1%	
17	Interfaith Hospitality Network	10	1%	Ozone House	3	1%	
18	Washtenaw County Department of Public Health	9	1%	Monroe County I & R Call Center	3	1%	
19	Washtenaw 2-1-1	9	1%	Michigan Works!	3	1%	
20	Ann Arbor Parks and Recreation	8	1%	Camp Fire USA	2	1%	

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UNITED WAY 2-1-1 PARTNERSHIP



- United Way for Southeastern Michigan
- Washtenaw United Way
- United Way of Monroe County
- Huron Valley Ambulance
- The Detroit Public Library/TIP Database *resource specialists*
- Macomb Crisis Center
- Common Ground Sanctuary
- Neighborhood Service Organization

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