

# 2011 QUARTERLY REPORT

(2nd Quarter Apr-Jun)



*Get Connected. Get Answers.*



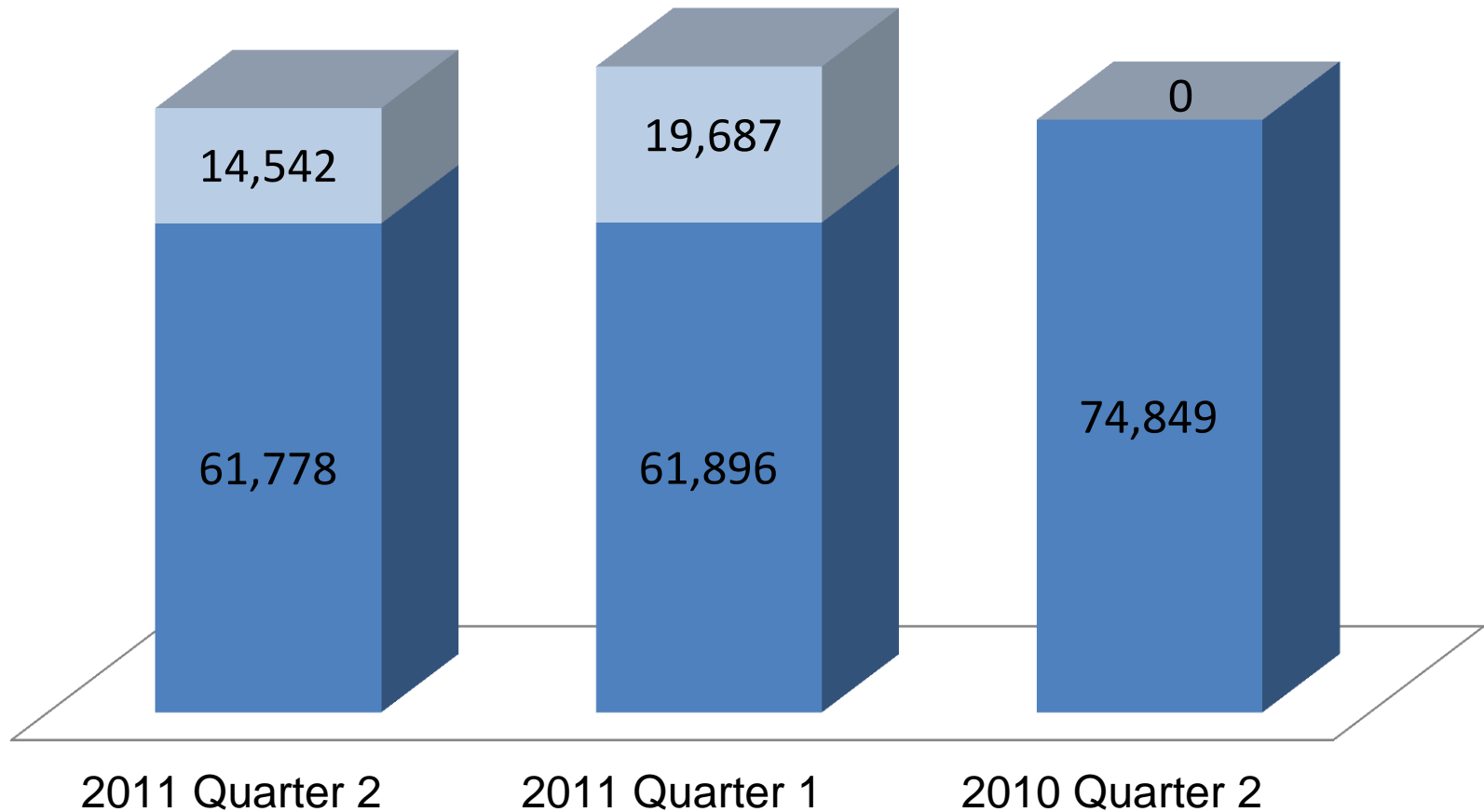
**Serving Macomb,  
Monroe, Oakland,  
Washtenaw and  
Wayne Counties**

# THIS QUARTER IN REVIEW

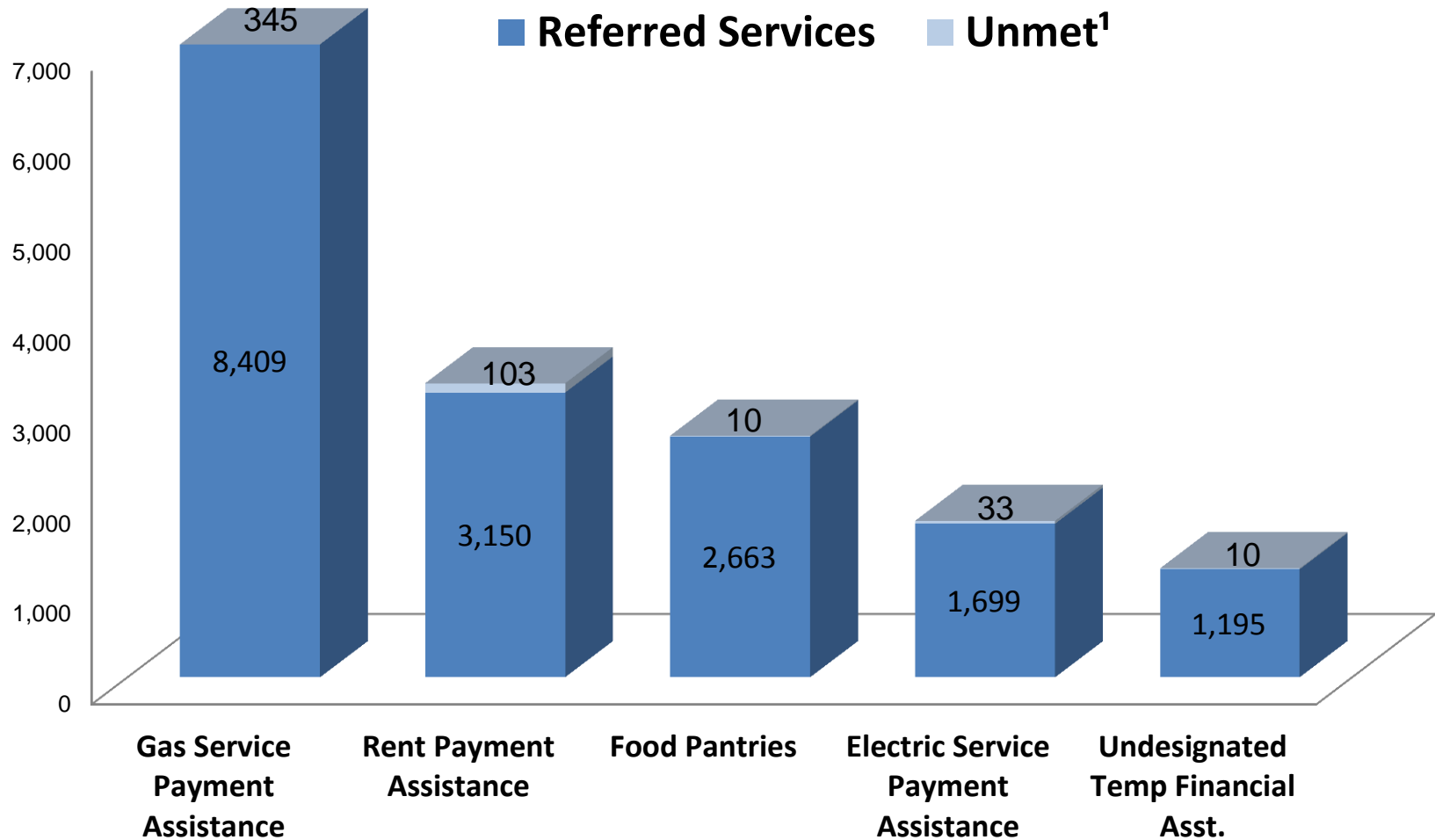
- Call Volume for this quarter was **61,778**, remaining virtually unchanged from the previous quarter. An additional **14,542** information and referral sessions were accessed by the public via 2-1-1's online database, ReferWeb.
- Top requests for services were **Gas Service Payment Assistance, Rent Payment Assistance** and **Food Pantries**.
- **Gas Service Payment Assistance** was the top unmet need. The primary reason for this unmet need was that many callers were ineligible for services because they did not have required documentation (for example, shut-off notice) or already had exhausted available community resources.
- **Rent Payment Assistance** was the second most unmet need this quarter. For many callers requesting this service, they were ineligible because they had exhausted all community resources.

# 2-1-1 INQUIRIES

■ Calls ■ Web Inquiries

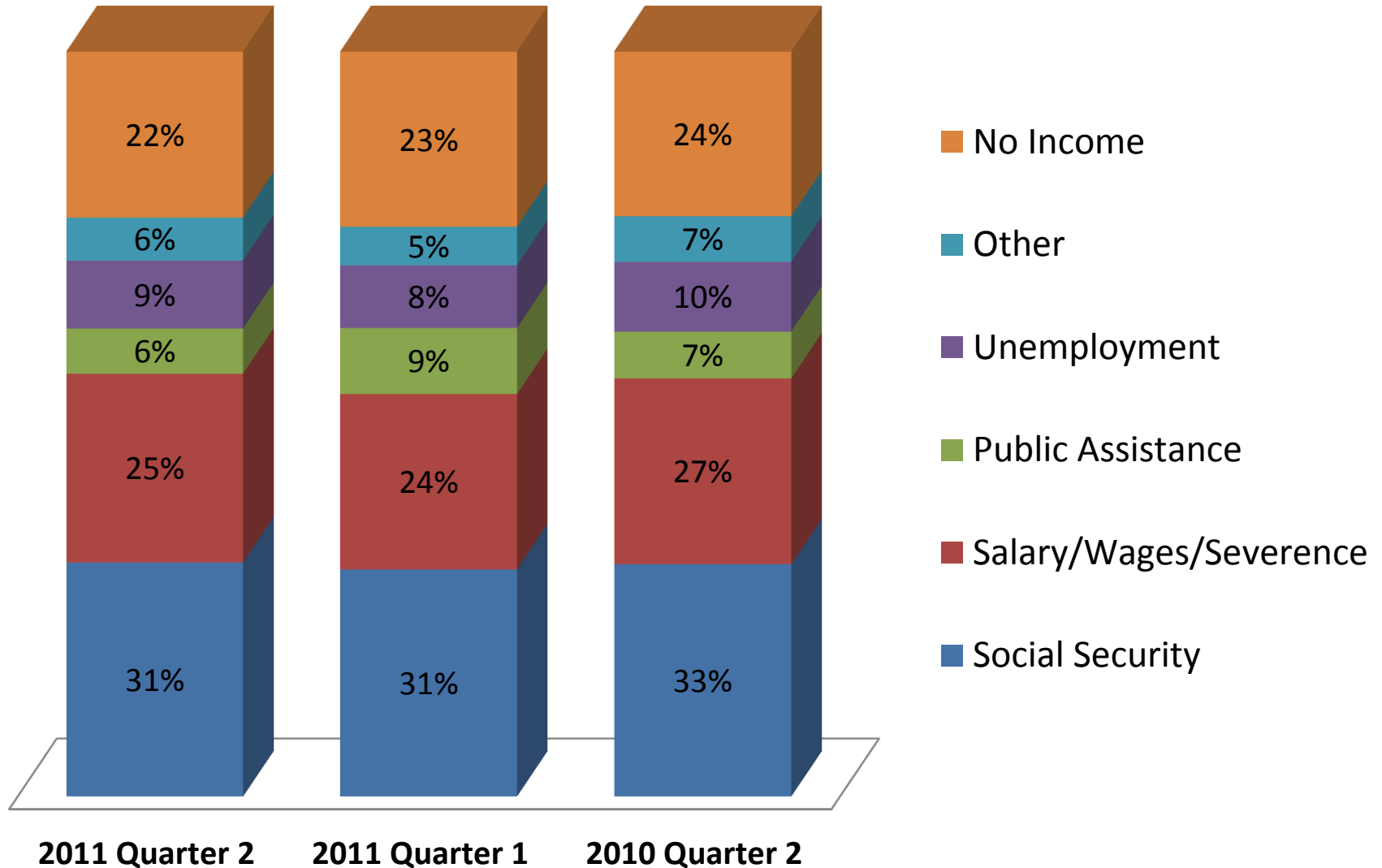


# TOP 5 REQUESTS

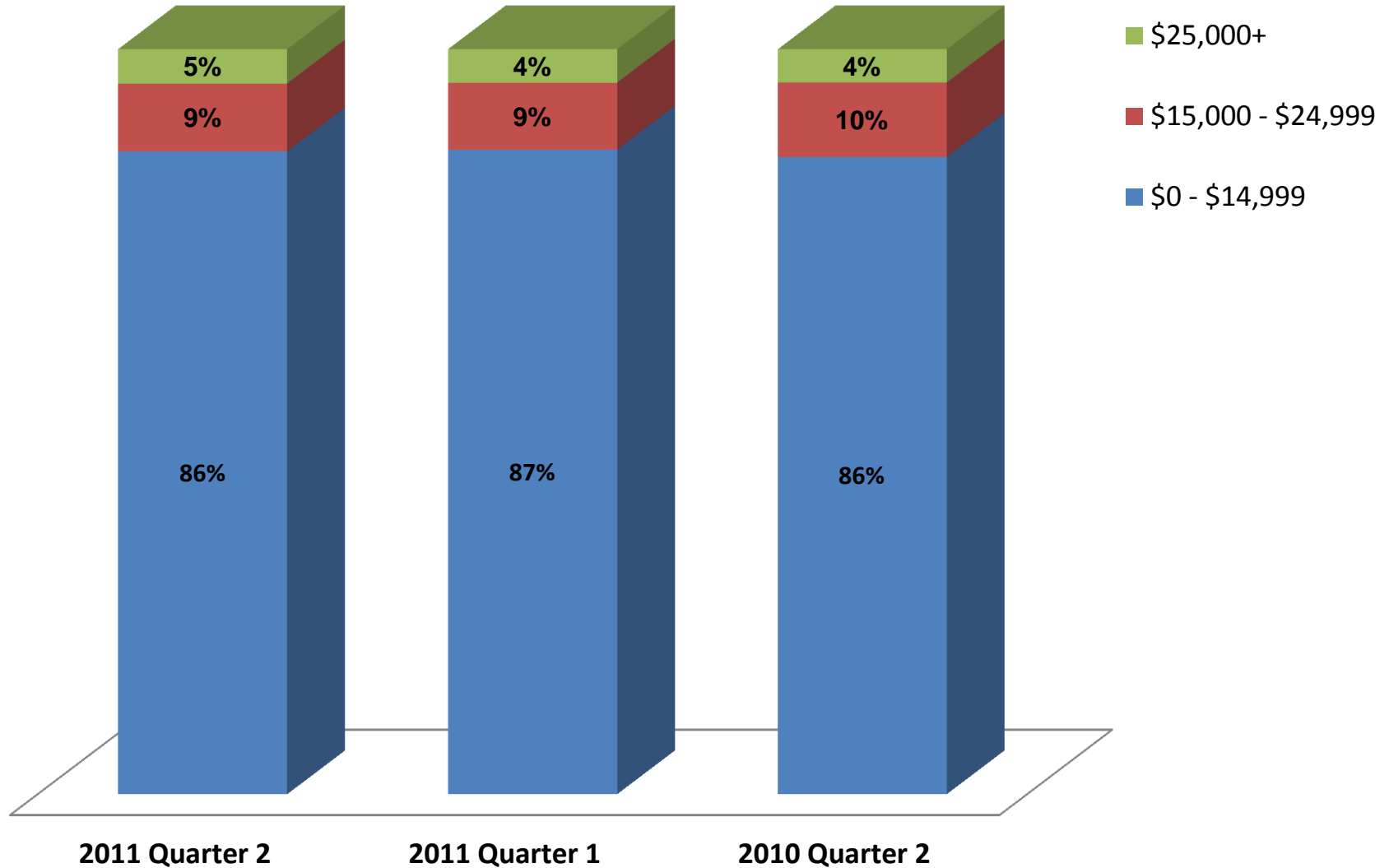


<sup>1</sup>An unmet need is a need for which an appropriate referral cannot be provided for a caller.

# PRIMARY SOURCE OF INCOME



# INCOME LEVEL




# 2-1-1 STRATEGIC ALIGNMENT


## BASIC NEEDS

## FINANCIAL STABILITY


## EDUCATIONAL PREPAREDNESS

 **Food Initiative:** Ensuring individuals and families have access to three square meals every day by focusing on sustaining and expanding federal assistance programs, increasing utilization of existing food programs, and expanding the distribution system to meet the increased need. In partnership with the Michigan Department of Education and the U.S.D.A. 2-1-1 promoted access to healthy meals through a FREE Summer Food Service Program.

➤ This quarter, we linked **289** families with this service.

 **Great Start Connect:** Providing access to professional development and training opportunities for childcare providers in order to ensure that children are equipped with a solid foundation when they enter kindergarten.

➤ This quarter 2-1-1 linked **459** childcare providers with this service, and linked 327 parents with quality, licensed childcare provider referrals.

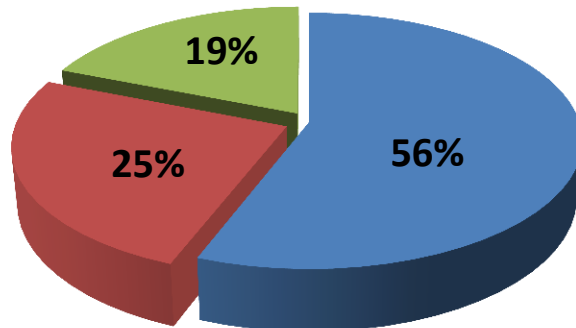
 **Homelessness Prevention & Rapid Re-housing:** In partnership with the City of Detroit, 2-1-1 served as the front door to residents who are homeless or at risk for becoming homeless. Through screening and assessment, 2-1-1 is able to create an efficient system of linking eligible families and individuals to the partner agency that can best meet their needs, thus conserving stretched agency human resources needed to serve this population.

➤ This quarter 2-1-1 referred **4,893** individuals and families to this program.

# TOP UNMET NEEDS & REASONS

## #1 Ranked Unmet Need Gas Service Payment Assistance

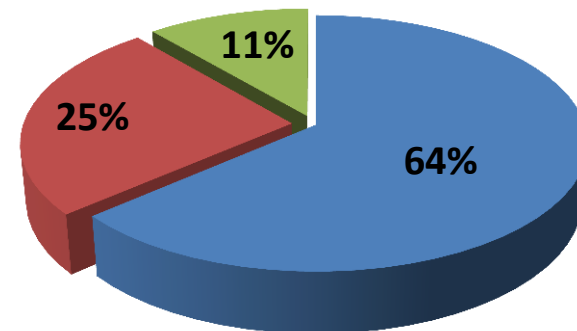
- Caller Ineligible
- No Immediate Resource Available
- Other<sup>1</sup>



<sup>1</sup>Other reasons include caller refused referral, service not available, registration full, bill exceeds available amount of assistance and service inaccessible to caller.

## #2 Ranked Unmet Need Rent Payment Assistance

- Caller Ineligible
- No Immediate Resource Available
- Other<sup>2</sup>

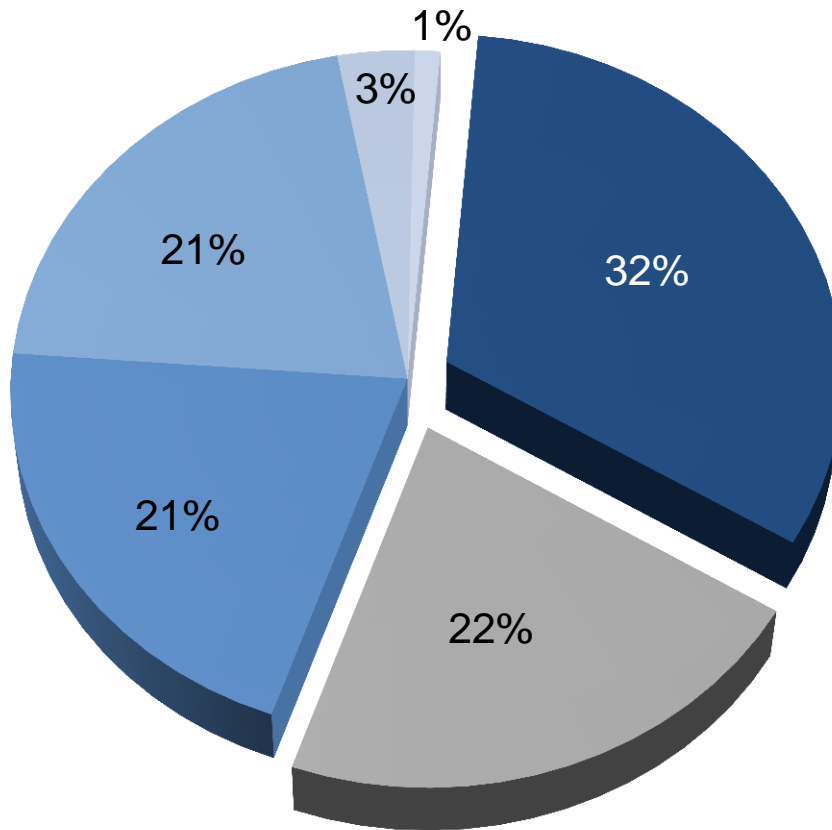


<sup>2</sup>Other reasons include caller refused referral, service inaccessible, service not available, registration full/past deadline.

# IMPROVING LIVES: FOLLOW-UP RESULTS

## Outcomes of Callers Contacting Referral Agency

1012 callers surveyed

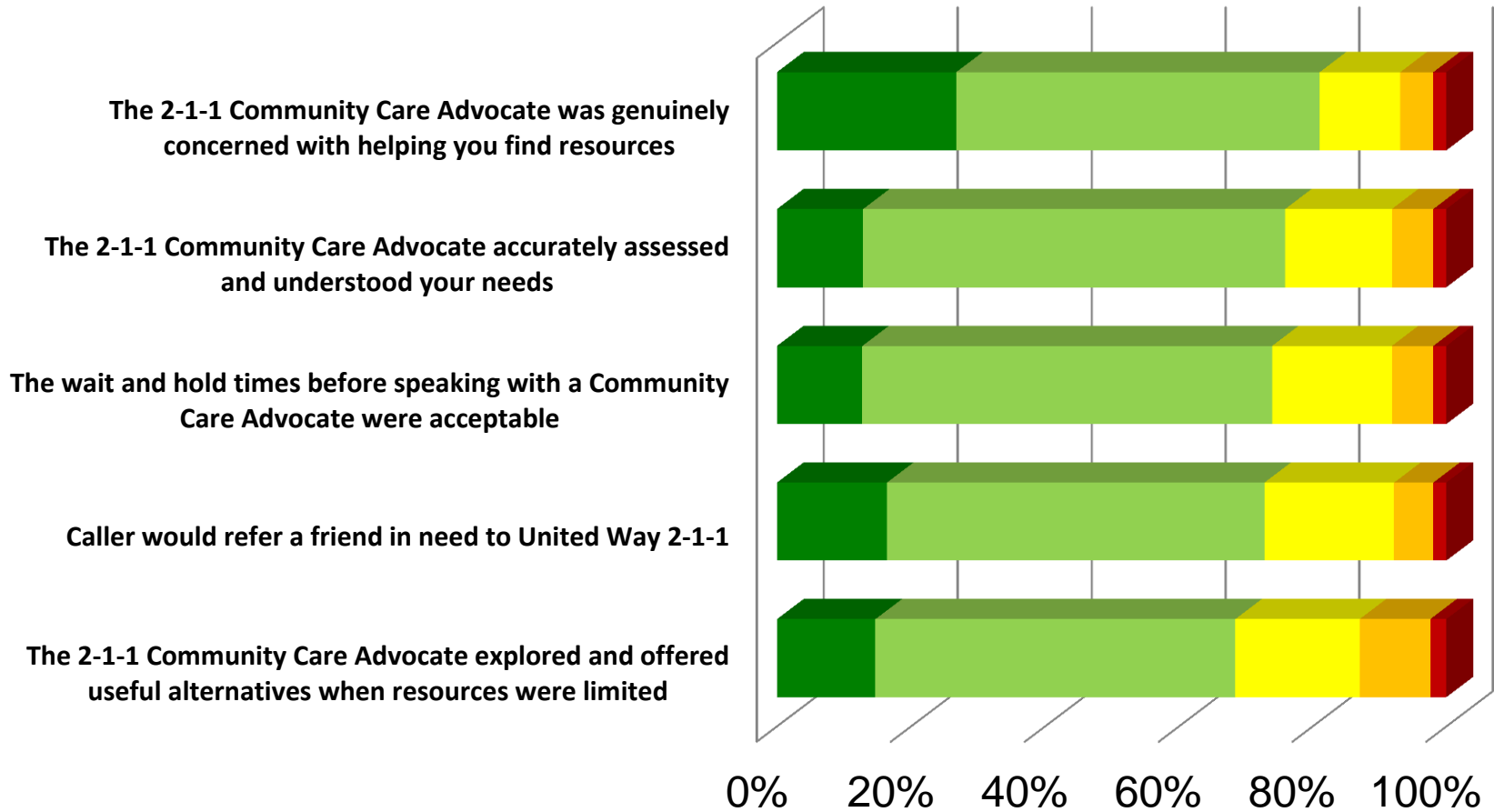


- Received Services
- Did Not Contact Agency
- Did Not Receive Services
- Waiting: (Appointment Pending, On Wait List, No Agency Response, More Time Needed to Receive Service)
- Service Approved & Pending
- Services No Longer Needed

# CUSTOMER SATISFACTION SURVEY

■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

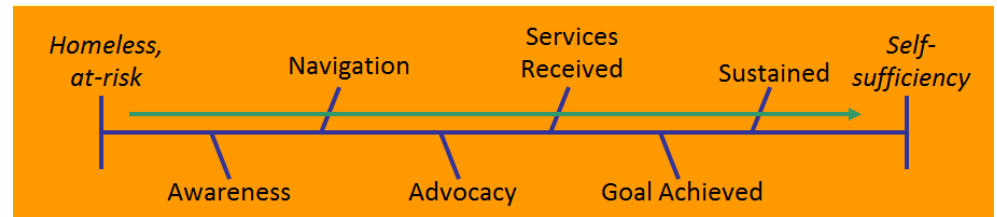
871 callers surveyed



# 2-1-1 On The Go!

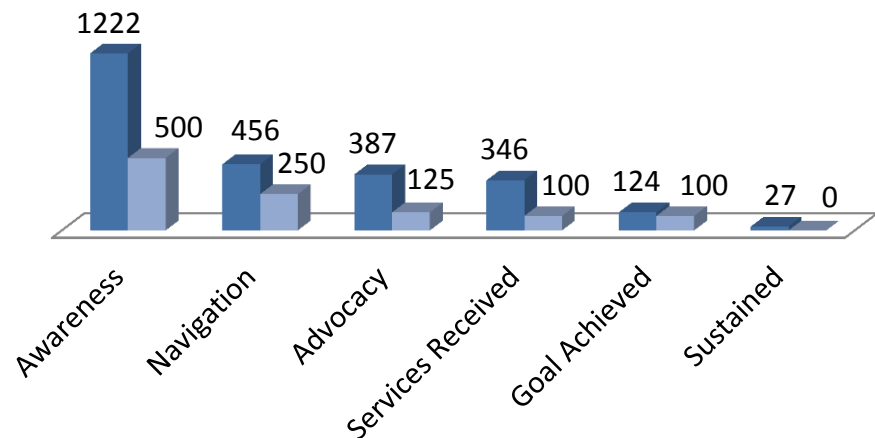
2-1-1 OTG! is an extension of the 2-1-1 center, providing information and referral to the vulnerable homeless population. This occurs through face-to-face advocacy, providing access to community resources to help people achieve safety and stability.

- Success of 2-1-1 OTG! is evaluated along a 6-point continuum, beginning with awareness of the service, which is the most basic level of success, and ending with sustained self-sufficiency for clients.



## 2011 Year-to-Date Outcomes

■ Actual ■ Goal



- To date, 2-1-1 OTG! has exceeded its goals in the first 4 domains of success, and is currently working toward attaining success at ensuring clients attain and maintain a level of self-sufficiency.

# TOP 10 REFERRED SERVICES

FIVE COUNTIES			WAYNE COUNTY			OAKLAND COUNTY			
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total	
1	Gas Service Payment Assistance	8,409	22%	Gas Service Payment Assistance	6,218	24%	Gas Service Payment Assistance	1,090	20%
2	Rent Payment Assistance	3,150	8%	Rent Payment Assistance	1,961	7%	Rent Payment Assistance	578	11%
3	Food Pantries	2,663	7%	Food Pantries	1,515	6%	Food Pantries	342	6%
4	Electric Service Payment Assistance	1,699	4%	Electric Service Payment Assistance	1,152	4%	Electric Service Payment Assistance	277	5%
5	Undesignated Temporary Financial Assistance	1,195	3%	Undesignated Temporary Financial Assistance	696	3%	Undesignated Temporary Financial Assistance	221	4%
6	Homeless Shelter	1,034	3%	Homeless Shelter	691	3%	Homeless Shelter	144	3%
7	Community Clinics	867	2%	Community Clinics	644	2%	Community Clinics	139	3%
8	Housing Search Assistance	752	2%	Housing Search Assistance	559	2%	General Legal Aid	97	2%
9	General Legal Aid	740	2%	Job Search/Placement	513	2%	Low Income/Subsidized Private Rental Housing	87	2%
10	Job Search/Placement	671	2%	General Legal Aid	505	2%	Housing Search Assistance	86	2%

# TOP 10 REFERRED SERVICES

MACOMB COUNTY			WASHTENAW COUNTY			MONROE COUNTY			
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total	
<b>1</b>	<b>Gas Service Payment Assistance</b>	<b>767</b>	<b>15%</b>	<b>Gas Service Payment Assistance</b>	<b>253</b>	<b>19%</b>	<b>Gas Service Payment Assistance</b>	<b>81</b>	<b>18%</b>
<b>2</b>	<b>Food Pantries</b>	<b>715</b>	<b>14%</b>	<b>Rent Payment Assistance</b>	<b>108</b>	<b>8%</b>	<b>Electric Service Payment Assistance</b>	<b>28</b>	<b>6%</b>
<b>3</b>	<b>Rent Payment Assistance</b>	<b>484</b>	<b>9%</b>	<b>Food Pantries</b>	<b>71</b>	<b>5%</b>	<b>Undesignated Temporary Financial Assistance</b>	<b>20</b>	<b>5%</b>
<b>4</b>	<b>Undesignated Temporary Financial Assistance</b>	<b>194</b>	<b>4%</b>	<b>Undesignated Temporary Financial Assistance</b>	<b>64</b>	<b>5%</b>	<b>Food Pantries</b>	<b>20</b>	<b>5%</b>
<b>5</b>	<b>Electric Service Payment Assistance</b>	<b>180</b>	<b>3%</b>	<b>Electric Service Payment Assistance</b>	<b>62</b>	<b>5%</b>	<b>Rent Payment Assistance</b>	<b>19</b>	<b>4%</b>
<b>6</b>	<b>Homeless Shelter</b>	<b>143</b>	<b>3%</b>	<b>Homeless Shelter</b>	<b>42</b>	<b>3%</b>	<b>Low Income/Subsidized Private Rental Housing</b>	<b>14</b>	<b>3%</b>
<b>7</b>	<b>Adult State/Local Health Insurance Programs</b>	<b>106</b>	<b>2%</b>	<b>General Legal Aid</b>	<b>37</b>	<b>3%</b>	<b>Homeless Shelter</b>	<b>14</b>	<b>3%</b>
<b>8</b>	<b>General Legal Aid</b>	<b>87</b>	<b>2%</b>	<b>Housing Search Assistance</b>	<b>29</b>	<b>2%</b>	<b>General Legal Aid</b>	<b>14</b>	<b>3%</b>
<b>9</b>	<b>General Furniture Provision</b>	<b>85</b>	<b>2%</b>	<b>General Dentistry</b>	<b>27</b>	<b>2%</b>	<b>Prescription Expense Assistance</b>	<b>13</b>	<b>3%</b>
<b>10</b>	<b>Housing Search Assistance</b>	<b>78</b>	<b>2%</b>	<b>Community Clinics</b>	<b>24</b>	<b>2%</b>	<b>Emergency Shelter Clearinghouses</b>	<b>10</b>	<b>2%</b>

# TOP 10 REFERRED AGENCIES

FIVE COUNTIES			WAYNE COUNTY			OAKLAND COUNTY			
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total	
<b>1</b>	<b>The Heat And Warmth Fund (THAW)</b>	<b>6,847</b>	<b>10%</b>	<b>The Heat And Warmth Fund (THAW)</b>	<b>5,411</b>	<b>12%</b>	<b>Oakland Livingston Human Service Agency</b>	<b>1,365</b>	<b>14%</b>
<b>2</b>	<b>Michigan Department of Human Services</b>	<b>6,483</b>	<b>9%</b>	<b>Michigan Department of Human Services</b>	<b>4,484</b>	<b>10%</b>	<b>Michigan Department of Human Services</b>	<b>993</b>	<b>10%</b>
<b>3</b>	<b>Coalition on Temporary Shelter</b>	<b>3,381</b>	<b>5%</b>	<b>Coalition on Temporary Shelter</b>	<b>3,340</b>	<b>7%</b>	<b>Community Housing Network</b>	<b>745</b>	<b>7%</b>
<b>4</b>	<b>Salvation Army - Eastern Michigan Division</b>	<b>3,116</b>	<b>5%</b>	<b>Salvation Army - Eastern Michigan Division</b>	<b>1,998</b>	<b>4%</b>	<b>The Heat And Warmth Fund (THAW)</b>	<b>718</b>	<b>7%</b>
<b>5</b>	<b>Society of Saint Vincent De Paul</b>	<b>3,009</b>	<b>4%</b>	<b>Society of Saint Vincent De Paul</b>	<b>1,731</b>	<b>4%</b>	<b>Lighthouse Emergency Services</b>	<b>652</b>	<b>6%</b>
<b>6</b>	<b>United Community Housing Coalition</b>	<b>1,461</b>	<b>2%</b>	<b>United Community Housing Coalition</b>	<b>1,461</b>	<b>3%</b>	<b>Society of Saint Vincent De Paul</b>	<b>596</b>	<b>6%</b>
<b>7</b>	<b>Oakland Livingston Human Service Agency</b>	<b>1,375</b>	<b>2%</b>	<b>Crossroads of Michigan</b>	<b>1,033</b>	<b>2%</b>	<b>Salvation Army - Eastern Michigan Division</b>	<b>302</b>	<b>3%</b>
<b>8</b>	<b>Community Housing Network</b>	<b>1,345</b>	<b>2%</b>	<b>Detroit Department of Human Services</b>	<b>901</b>	<b>2%</b>	<b>US Dept of Housing and Urban Development - Region V</b>	<b>112</b>	<b>1%</b>
<b>9</b>	<b>Crossroads of Michigan</b>	<b>1,342</b>	<b>2%</b>	<b>Wayne Metropolitan Community Action Agency</b>	<b>873</b>	<b>2%</b>	<b>South Oakland Shelter</b>	<b>111</b>	<b>1%</b>
<b>10</b>	<b>Macomb County Community Services Agency</b>	<b>1,069</b>	<b>2%</b>	<b>Community and Home Supports</b>	<b>832</b>	<b>2%</b>	<b>Saint John's Episcopal Church</b>	<b>104</b>	<b>1%</b>

# TOP 10 REFERRED AGENCIES

MACOMB COUNTY				WASHTENAW COUNTY				MONROE COUNTY			
		Count	Pct of Total		Count	Pct of Total		Count	Pct of Total		
<b>1</b>	<b>Macomb County Community Services Agency</b>	<b>1,067</b>	<b>11%</b>	<b>Friends in Deed</b>	<b>375</b>	<b>14%</b>	<b>Monroe County Opportunity Program</b>	<b>129</b>	<b>15%</b>		
<b>2</b>	<b>Michigan Department of Human Services</b>	<b>697</b>	<b>7%</b>	<b>Salvation Army - Eastern Michigan Division</b>	<b>354</b>	<b>13%</b>	<b>Salvation Army - Eastern Michigan Division</b>	<b>124</b>	<b>15%</b>		
<b>3</b>	<b>Society of Saint Vincent De Paul</b>	<b>629</b>	<b>7%</b>	<b>Michigan Department of Human Services</b>	<b>218</b>	<b>8%</b>	<b>Michigan Department of Human Services</b>	<b>91</b>	<b>11%</b>		
<b>4</b>	Community Housing Network	594	6%	SOS Community Services	212	8%	The Heat And Warmth Fund (THAW)	63	7%		
<b>5</b>	The Heat And Warmth Fund (THAW)	571	6%	Washtenaw County Employment Training & Community Services	179	7%	Society of Saint Vincent De Paul	40	5%		
<b>6</b>	Catholic Services of Macomb	406	4%	The Heat And Warmth Fund (THAW)	84	3%	Legal Services of South Central Michigan	18	2%		
<b>7</b>	Salvation Army - Eastern Michigan Division	338	4%	Shelter Association of Washtenaw County	75	3%	Crossroads of Michigan	13	2%		
<b>8</b>	Crossroads of Michigan	181	2%	People Organized Working Evolving Reaching	72	3%	Charring Square	12	1%		
<b>9</b>	Macomb County Rotating Emergency Shelter Team	123	1%	Hope Center	66	2%	Aid in Milan	12	1%		
<b>10</b>	WW Community Connections	123	1%	Jewish Family Services of Washtenaw County	59	2%	Monroe County Department of Veterans Affairs	10	1%		

# UNITED WAY 2-1-1 PARTNERSHIP

- United Way for Southeastern Michigan
- United Way of Washtenaw County
- United Way of Monroe County
  
- Huron Valley Ambulance
  
- Macomb Crisis Center
- Common Ground
- Neighborhood Service Organization

*For additional information on this report, contact:*

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