

# 2011 QUARTERLY REPORT

(4<sup>th</sup> Quarter October - December)



TM

*Get Connected. Get Answers.*

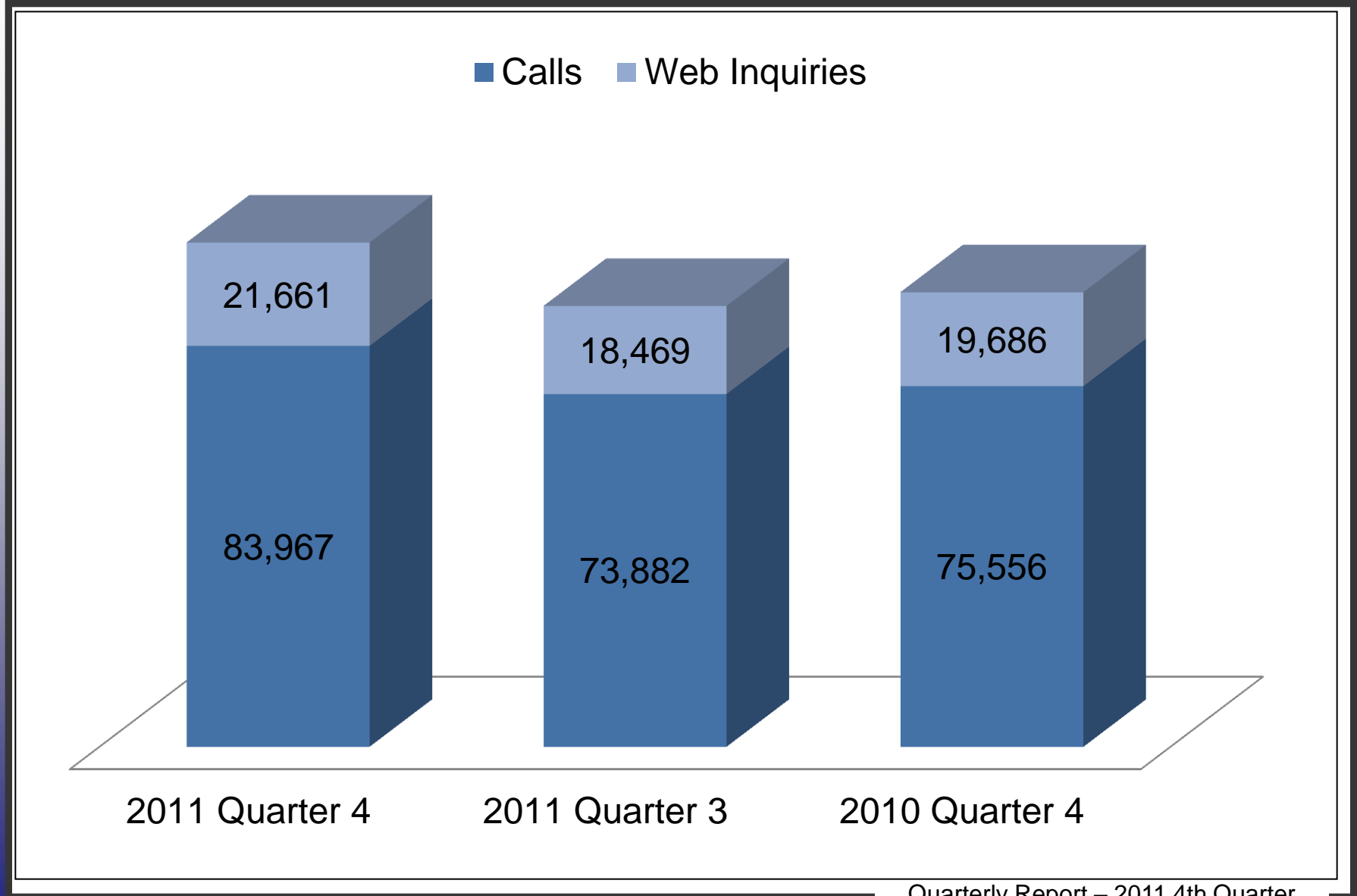


**Serving Lapeer,  
Macomb, Monroe,  
Oakland, Washtenaw &  
Wayne Counties**

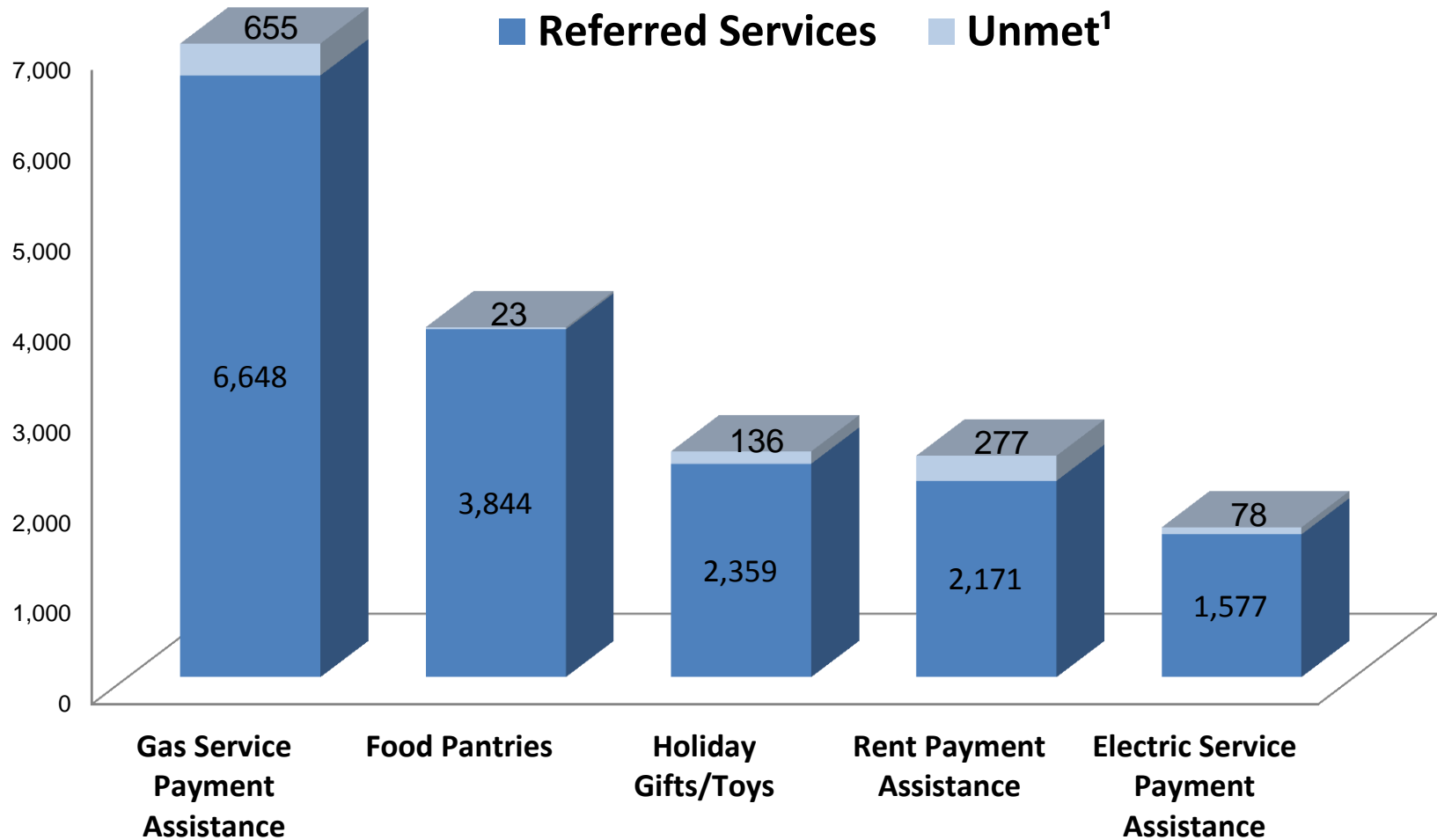
# THIS QUARTER IN REVIEW

- United Way for Southeastern Michigan 2-1-1 expanded it's regional coverage to include Lapeer County. This was the result of a long-term collaborative effort between Michigan 2-1-1 and United Way of Lapeer County to expand statewide coverage of 2-1-1 services. Since October, residents of Lapeer County were able to access information and referral by dialing 2-1-1 directly. Reporting for Lapeer County will begin in 2012.
- Call Volume for this quarter was **83,967**, a 14% increase from the prior quarter. An additional **21,661** information and referral sessions were accessed by the public via 2-1-1's online database, ReferWeb.
- Top requested services were **Gas Service Payment Assistance, Food Pantries** and **Holiday Toys and Gifts.**
- **Gas Service Payment Assistance** remained the top unmet need. The primary reason for this unmet need was that many callers were ineligible for services.
- **Rent Payment Assistance** was again, the second most unmet need this quarter. For many callers requesting this service, they were ineligible for various reasons including having previously exhausted all available resources, not meeting income criteria and not having the required documentation (eviction notice).
- This quarter 2-1-1 received **495** calls from Michigan Department of Human Services clients who had exhausted their 48-month limit of cash assistance through the Family Independence Program (FIP). The top requests from these callers were **Gas Service Payment Assistance, Job Search and Placement,** and **Holiday Gifts and Toys.**

# 2-1-1 INQUIRIES

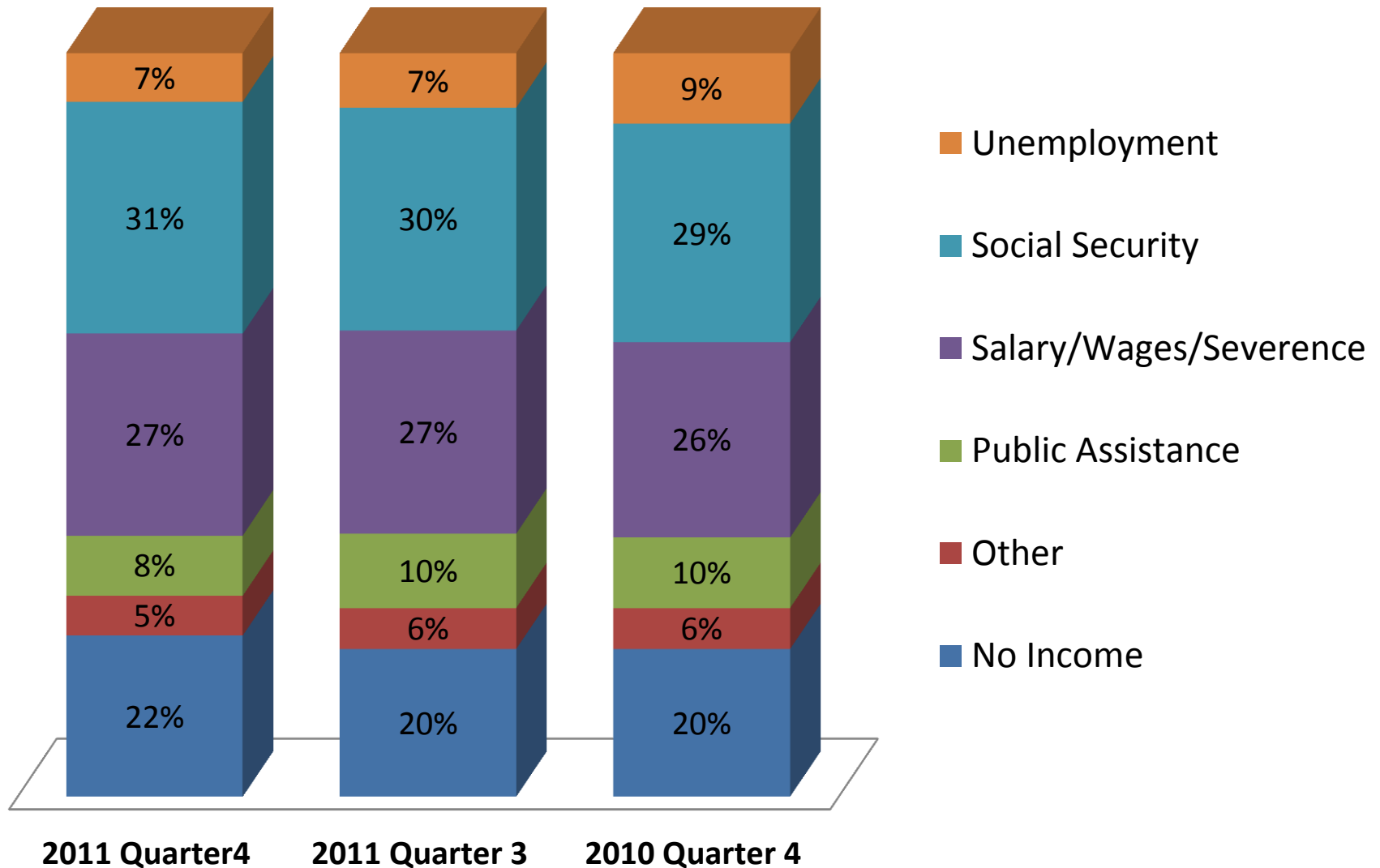


# TOP 5 REQUESTS

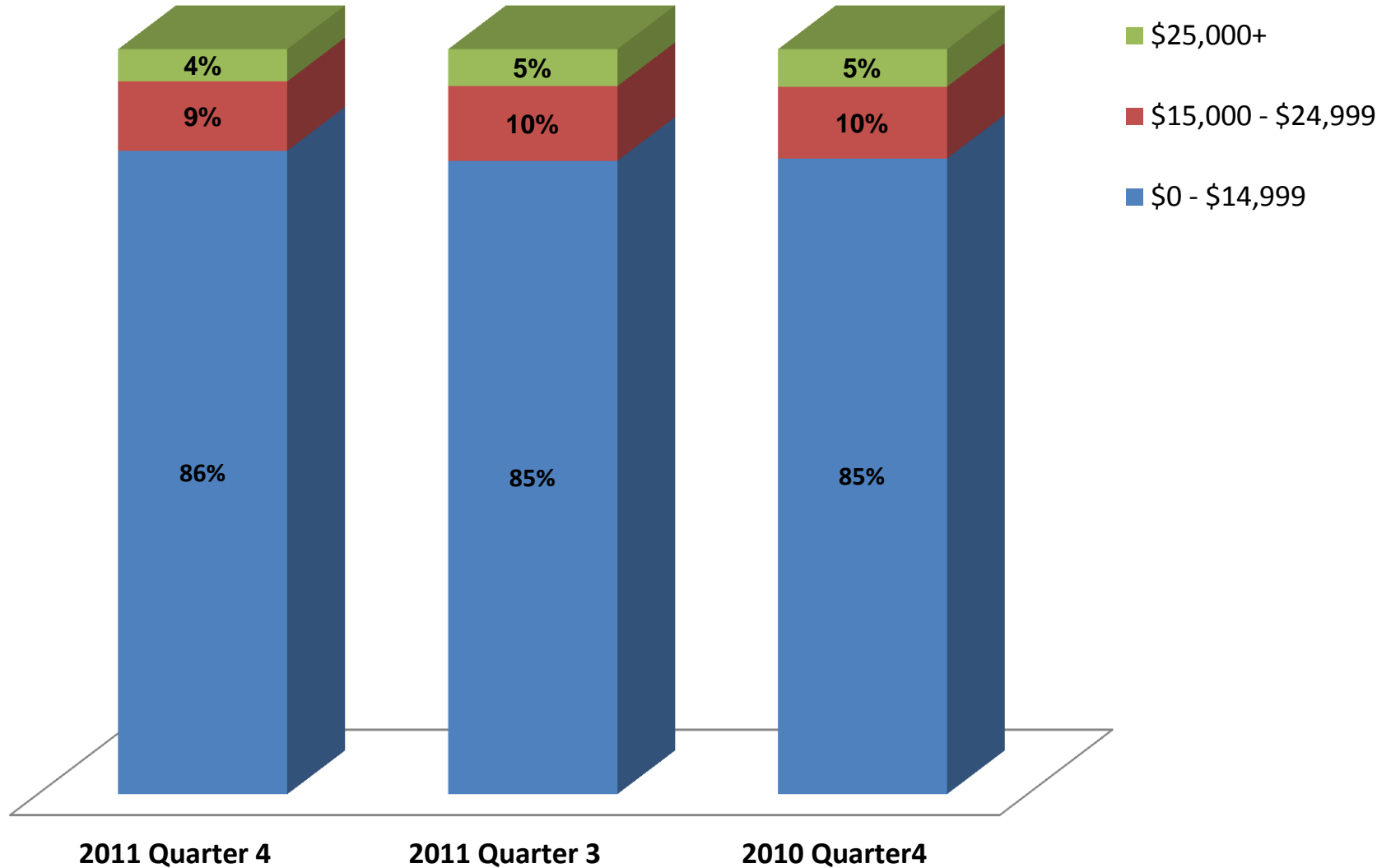


<sup>1</sup>An unmet need is a need for which an appropriate referral cannot be provided for a caller at the time of original call.

# PRIMARY SOURCE OF INCOME



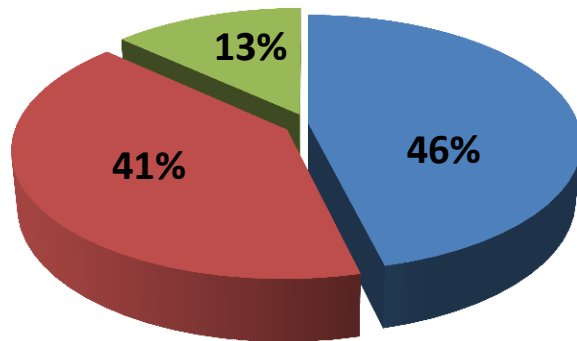
# INCOME LEVEL



# TOP UNMET NEEDS & REASONS

## #1 Ranked Unmet Need Gas Service Payment Assistance

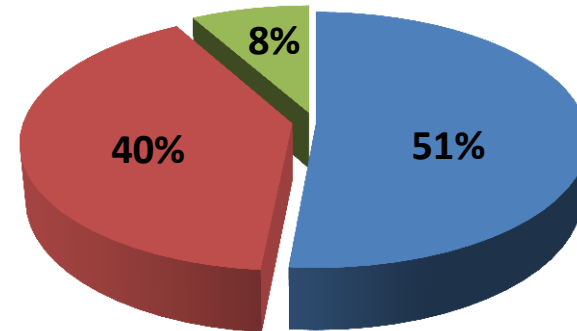
- Caller Ineligible
- No Immediate Resource Available
- Other<sup>1</sup>



<sup>1</sup>Other reasons include bill exceeding amount of assistance available, caller refused referral, service not available, and service not accessible.

## #2 Ranked Unmet Need Rent Payment Assistance

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

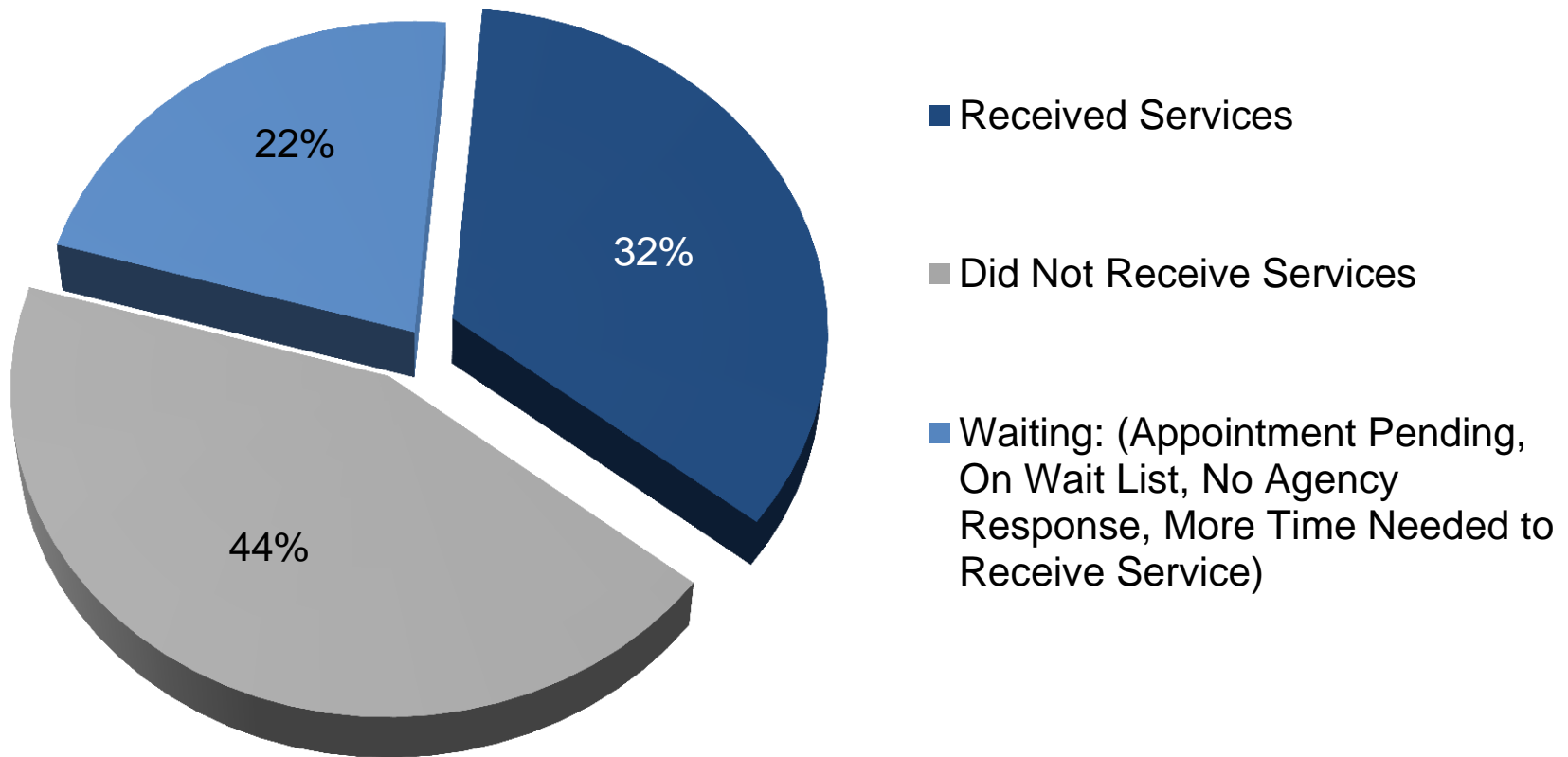


<sup>2</sup>Reasons for ineligibility typically include having exhausted all available resources, not meeting income criteria and not having required documentation (eviction notice).

# IMPROVING LIVES: FOLLOW-UP RESULTS

## Outcomes of Callers Contacting Referral Agency

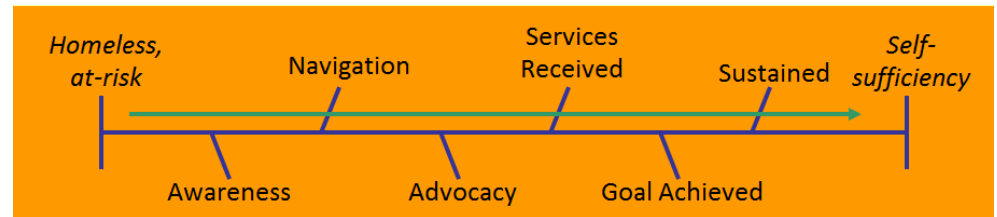
1,197 callers responded



# 2-1-1 On The Go!

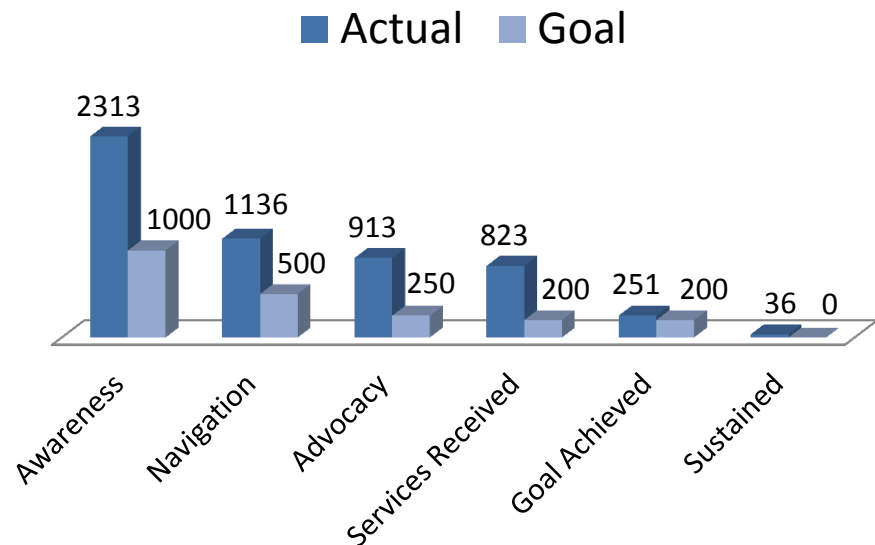
2-1-1 OTG! is an extension of the 2-1-1 center, providing information and referral to the vulnerable homeless population. This occurs through face-to-face advocacy, providing access to community resources to help people achieve safety and stability.

- 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

- To date, 2-1-1 OTG! has exceeded its goals in the all 6 domains of success, and is currently working toward ensuring more 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	6,632	15%	GAS SERVICE PAYMENT ASSISTANCE	4,834	16%	GAS SERVICE PAYMENT ASSISTANCE	857	15%
2	FOOD PANTRIES	3,844	9%	FOOD PANTRIES	2,188	7%	RENT PAYMENT ASSISTANCE	518	9%
3	HOLIDAY GIFTS/TOYS	2,358	5%	HOLIDAY GIFTS/TOYS	1,698	6%	FOOD PANTRIES	477	8%
4	RENT PAYMENT ASSISTANCE	2,171	5%	RENT PAYMENT ASSISTANCE	1,153	4%	ELECTRIC SERVICE PAYMENT ASSISTANCE	248	4%
5	ELECTRIC SERVICE PAYMENT ASSISTANCE	1,574	4%	HOLIDAY ADOPTION PROGRAMS	1,053	4%	HOLIDAY GIFTS/TOYS	239	4%
6	HOLIDAY ADOPTION PROGRAMS	1,519	4%	ELECTRIC SERVICE PAYMENT ASSISTANCE	1,043	4%	HOMELESS SHELTER	162	3%
7	HOMELESS SHELTER	1,169	3%	CHRISTMAS BASKETS	770	3%	HOLIDAY ADOPTION PROGRAMS	149	3%
8	CHRISTMAS BASKETS	1,091	3%	HOMELESS SHELTER	740	3%	UNDESIGNATED TEMP FINANCIAL ASSISTANCE	130	2%
9	HOUSING SEARCH ASSISTANCE	907	2%	COMMUNITY CLINICS	690	2%	HOUSING SEARCH ASSISTANCE	126	2%
10	COMMUNITY CLINICS	890	2%	HOUSING SEARCH ASSISTANCE	643	2%	CHRISTMAS BASKETS	115	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>FOOD PANTRIES</b>	<b>1,091</b>	<b>16%</b>	<b>GAS SERVICE PAYMENT ASSISTANCE</b>	<b>168</b>	<b>13%</b>	<b>GAS SERVICE PAYMENT ASSISTANCE</b>	<b>54</b>	<b>13%</b>		
<b>2</b>	<b>GAS SERVICE PAYMENT ASSISTANCE</b>	<b>724</b>	<b>11%</b>	<b>RENT PAYMENT ASSISTANCE</b>	<b>101</b>	<b>8%</b>	<b>RENT PAYMENT ASSISTANCE</b>	<b>34</b>	<b>8%</b>		
<b>3</b>	<b>HOLIDAY GIFTS/TOYS</b>	<b>376</b>	<b>6%</b>	<b>FOOD PANTRIES</b>	<b>81</b>	<b>6%</b>	<b>HOMELESS SHELTER</b>	<b>23</b>	<b>6%</b>		
<b>4</b>	<b>RENT PAYMENT ASSISTANCE</b>	<b>368</b>	<b>5%</b>	<b>HOMELESS SHELTER</b>	<b>80</b>	<b>6%</b>	<b>FOOD PANTRIES</b>	<b>21</b>	<b>5%</b>		
<b>5</b>	<b>HOLIDAY ADOPTION PROGRAMS</b>	<b>283</b>	<b>4%</b>	<b>GENERAL DENTISTRY</b>	<b>57</b>	<b>4%</b>	<b>ELECTRIC SERVICE PAYMENT ASSISTANCE</b>	<b>21</b>	<b>5%</b>		
<b>6</b>	<b>ELECTRIC SERVICE PAYMENT ASSISTANCE</b>	<b>221</b>	<b>3%</b>	<b>HOLIDAY GIFTS/TOYS</b>	<b>55</b>	<b>4%</b>	<b>UNDESIGNATED TEMP FINANCIAL ASSISTANCE</b>	<b>15</b>	<b>4%</b>		
<b>7</b>	<b>HOMELESS SHELTER</b>	<b>205</b>	<b>3%</b>	<b>ELECTRIC SERVICE PAYMENT ASSISTANCE</b>	<b>41</b>	<b>3%</b>	<b>MENTAL HEALTH HOTLINES</b>	<b>12</b>	<b>3%</b>		
<b>8</b>	<b>CHRISTMAS BASKETS</b>	<b>196</b>	<b>3%</b>	<b>HOLIDAY ADOPTION PROGRAMS</b>	<b>30</b>	<b>2%</b>	<b>COMMUNITY CLINICS</b>	<b>9</b>	<b>2%</b>		
<b>9</b>	<b>GENERAL CLOTHING PROVISION</b>	<b>136</b>	<b>2%</b>	<b>LOW INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING</b>	<b>27</b>	<b>2%</b>	<b>EMERGENCY SHELTER CLEARINGHOUSES</b>	<b>9</b>	<b>2%</b>		
<b>10</b>	<b>ADULT STATE/LOCAL HEALTH INSURANCE PROGRAMS</b>	<b>122</b>	<b>2%</b>	<b>COMMUNITY CLINICS</b>	<b>27</b>	<b>2%</b>	<b>GENERAL LEGAL AID</b>	<b>8</b>	<b>2%</b>		

Quarterly Report – 2011 4th Quarter

# TOP 10 REFERRED AGENCIES

FIVE COUNTIES			WAYNE COUNTY			OAKLAND COUNTY			
		Count	Pct of Total		Count	Pct of Total		Count	Pct of Total
1	MICHIGAN DEPARTMENT OF HUMAN SERVICES	5,930	9%	MICHIGAN DEPARTMENT OF HUMAN SERVICES	4,064	10%	SOCIETY OF SAINT VINCENT DE PAUL	1,088	12%
2	SALVATION ARMY (THE) - EASTERN MI DIVISION	5,578	9%	SALVATION ARMY (THE) - EASTERN MI DIVISION	3,838	9%	MICHIGAN DEPARTMENT OF HUMAN SERVICES	887	10%
3	SOCIETY OF SAINT VINCENT DE PAUL	4,941	8%	HEAT AND WARMTH FUND (THE)	2,999	7%	OAKLAND LIVINGSTON HUMAN SERVICE AGENCY	669	8%
4	HEAT AND WARMTH FUND (THE)	3,367	5%	SOCIETY OF SAINT VINCENT DE PAUL	2,740	6%	OLHSA, A COMMUNITY ACTION AGENCY	591	7%
5	MARINE TOYS FOR TOTS FOUNDATION	1,743	3%	CROSSROADS OF MICHIGAN	1,360	3%	SALVATION ARMY (THE) - EASTERN MI DIVISION	525	6%
6	CROSSROADS OF MICHIGAN	1,615	3%	MARINE TOYS FOR TOTS FOUNDATION	1,219	3%	LIGHTHOUSE EMERGENCY SERVICES	346	4%
7	COMMUNITY AND HOME SUPPORTS	1,083	2%	COMMUNITY AND HOME SUPPORTS	1,054	3%	MARINE TOYS FOR TOTS FOUNDATION	197	2%
8	MACOMB COUNTY COMMUNITY SERVICES AGENCY	1,020	2%	COALITION ON TEMPORARY SHELTER	949	2%	HEAT AND WARMTH FUND (THE)	178	2%
9	COALITION ON TEMPORARY SHELTER	996	2%	DETROIT DEPARTMENT OF HUMAN SERVICES	911	2%	SAINT JOHN'S EPISCOPAL CHURCH	142	2%
10	VOLUNTEERS OF AMERICA MICHIGAN	937	1%	UNITED COMMUNITY HOUSING COALITION	836	2%	COMMUNITY HOUSING NETWORK	138	2%

Quarterly Report – 2011 4th Quarter

# 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>SOCIETY OF SAINT VINCENT DE PAUL</b>	<b>1,046</b>	<b>10%</b>	<b>SALVATION ARMY (THE) - EASTERN MI DIVISION</b>	<b>332</b>	<b>16%</b>	<b>SALVATION ARMY (THE) - EASTERN MI DIVISION</b>	<b>96</b>	<b>16%</b>
<b>2</b>	<b>MACOMB COUNTY COMMUNITY SERVICES AGENCY</b>	<b>1,017</b>	<b>10%</b>	<b>FRIENDS IN DEED</b>	<b>289</b>	<b>14%</b>	<b>MONROE COUNTY OPPORTUNITY PROGRAM</b>	<b>89</b>	<b>14%</b>
<b>3</b>	<b>SALVATION ARMY (THE) - EASTERN MI DIVISION</b>	<b>787</b>	<b>8%</b>	<b>MICHIGAN DEPARTMENT OF HUMAN SERVICES</b>	<b>183</b>	<b>9%</b>	<b>MICHIGAN DEPARTMENT OF HUMAN SERVICES</b>	<b>79</b>	<b>13%</b>
<b>4</b>	<b>MICHIGAN DEPARTMENT OF HUMAN SERVICES</b>	<b>717</b>	<b>7%</b>	<b>SOS COMMUNITY SERVICES</b>	<b>144</b>	<b>7%</b>	<b>SOCIETY OF SAINT VINCENT DE PAUL</b>	<b>57</b>	<b>9%</b>
<b>5</b>	<b>MARINE TOYS FOR TOTS FOUNDATION</b>	<b>294</b>	<b>3%</b>	<b>WASHTENAW COUNTY ETCS</b>	<b>90</b>	<b>4%</b>	<b>HEAT AND WARMTH FUND (THE)</b>	<b>15</b>	<b>2%</b>
<b>6</b>	<b>UNITED SISTERS OF CHARITY</b>	<b>184</b>	<b>2%</b>	<b>HOPE CENTER</b>	<b>84</b>	<b>4%</b>	<b>FAMILY MEDICAL CENTER OF MICHIGAN</b>	<b>14</b>	<b>2%</b>
<b>7</b>	<b>VOLUNTEERS OF AMERICA MICHIGAN</b>	<b>183</b>	<b>2%</b>	<b>EMMANUEL LUTHERAN CHURCH</b>	<b>48</b>	<b>2%</b>	<b>MONROE COMM MENTAL HEALTH AUTHORITY</b>	<b>12</b>	<b>2%</b>
<b>8</b>	<b>CROSSROADS OF MICHIGAN</b>	<b>165</b>	<b>2%</b>	<b>COMMUNITY DENTAL CENTER</b>	<b>48</b>	<b>2%</b>	<b>AID IN MILAN</b>	<b>11</b>	<b>2%</b>
<b>9</b>	<b>MACOMB COUNTY ROTATING EMERGENCY SHELTER TEAM</b>	<b>164</b>	<b>2%</b>	<b>SHELTER ASSOCIATION OF WASHTENAW COUNTY</b>	<b>41</b>	<b>2%</b>	<b>UNIVERSITY OF MICHIGAN HEALTH SYSTEM</b>	<b>10</b>	<b>2%</b>
<b>10</b>	<b>HEAT AND WARMTH FUND (THE)</b>	<b>152</b>	<b>2%</b>	<b>CATHOLIC SOCIAL SERVICES OF WASHTENAW COUNTY</b>	<b>39</b>	<b>2%</b>	<b>FAMILY COUNSELING AND SHELTER SERVICES</b>	<b>9</b>	<b>2%</b>

Quarterly Report – 2011 4th Quarter

# UNITED WAY 2-1-1 PARTNERSHIP

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

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