

2011 QUARTERLY REPORT

(1st Quarter Jan-Mar)



Get Connected. Get Answers.

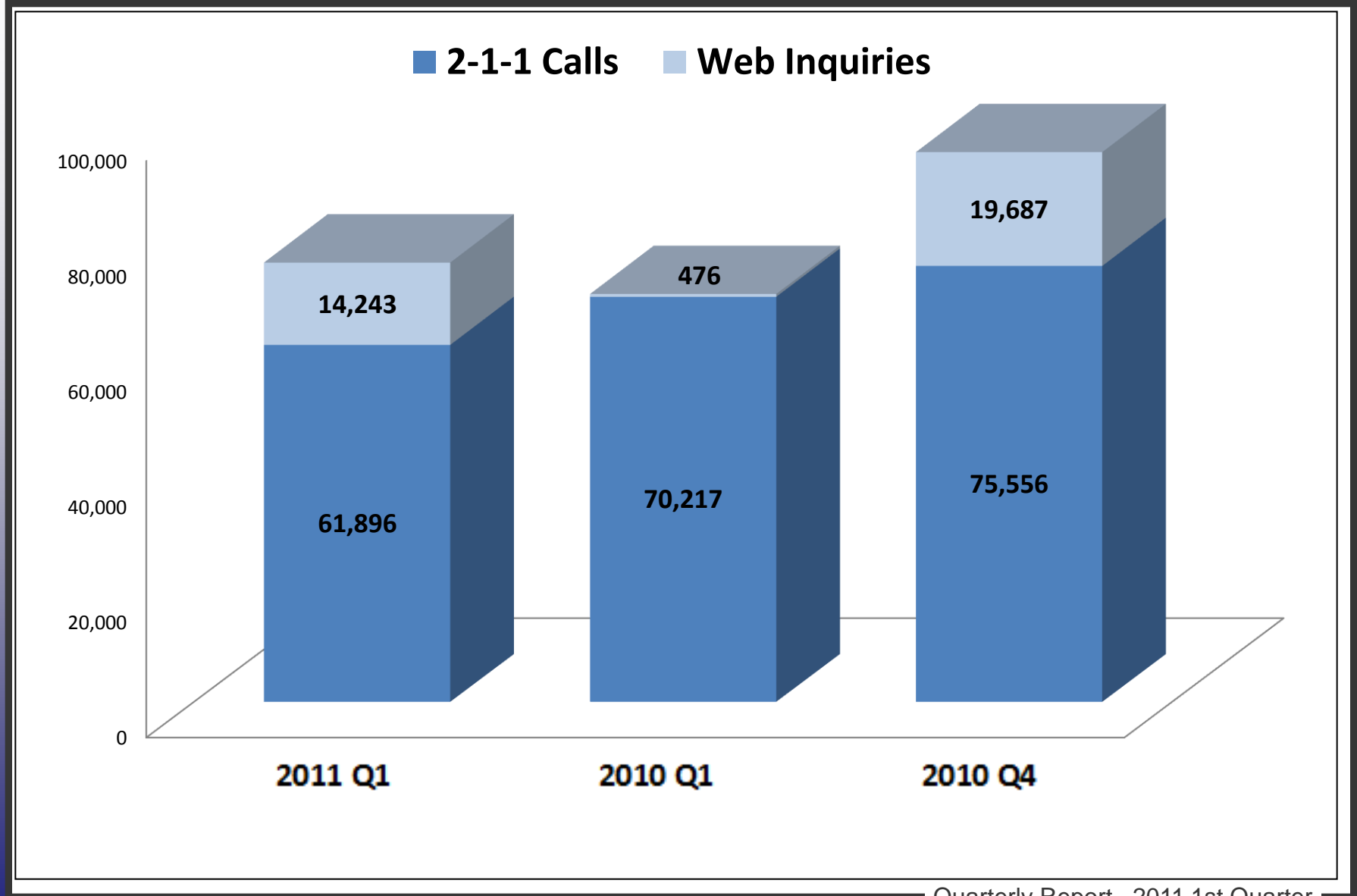


**Serving Macomb,
Monroe, Oakland,
Washtenaw, and Wayne
Counties**

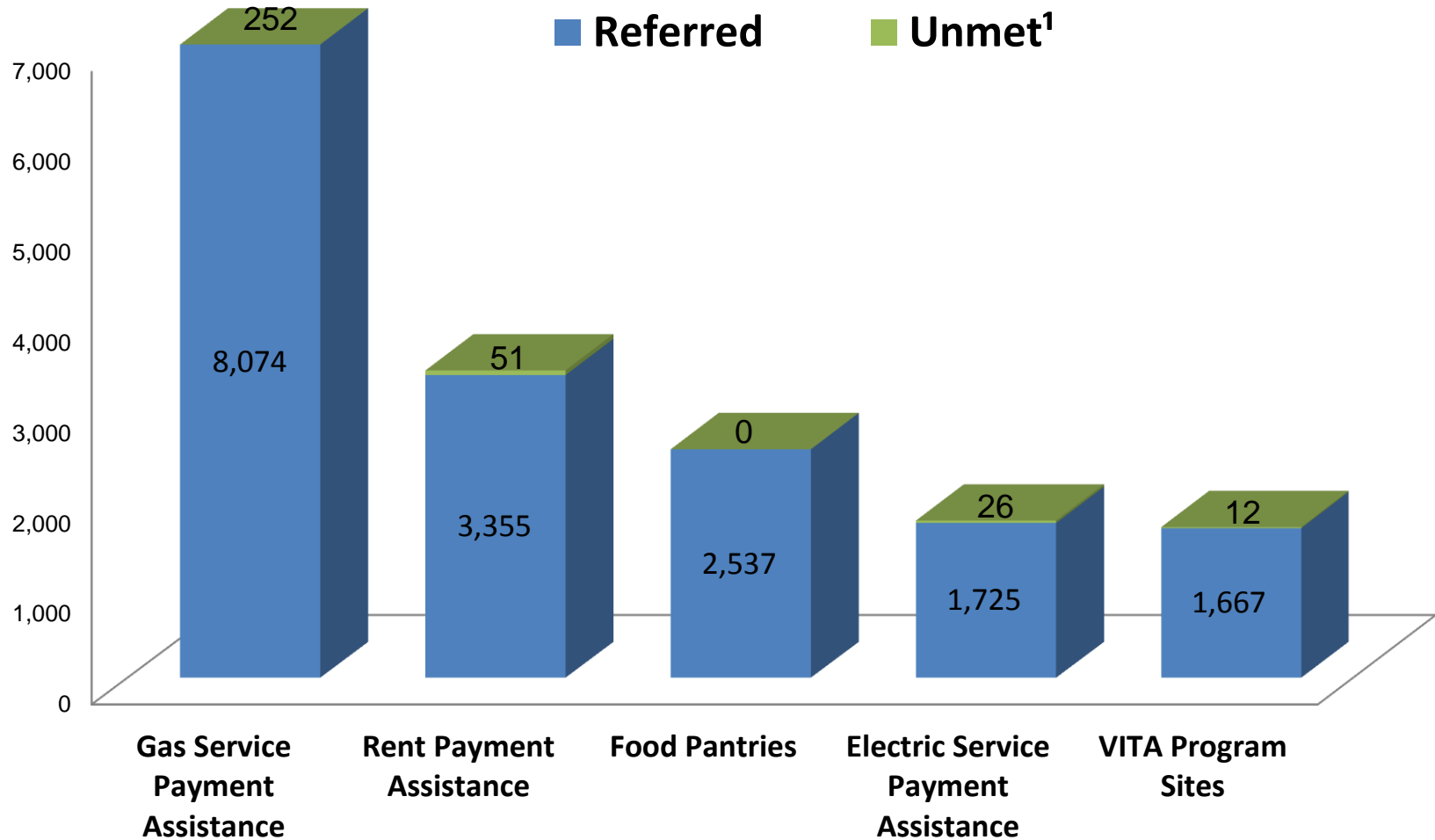
THIS QUARTER IN REVIEW

- Call Volume for this quarter was **61,896**. An additional **14,243** 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.
- **Property Tax Payment Assistance** was the second most unmet need this quarter. For many callers requesting this service, there was no resource available to meet the need.
- 2-1-1 has updated our follow-up survey to include new measures of customer satisfaction. Please see slide entitled, "**Customer Satisfaction Survey.**"

2-1-1 INQUIRIES

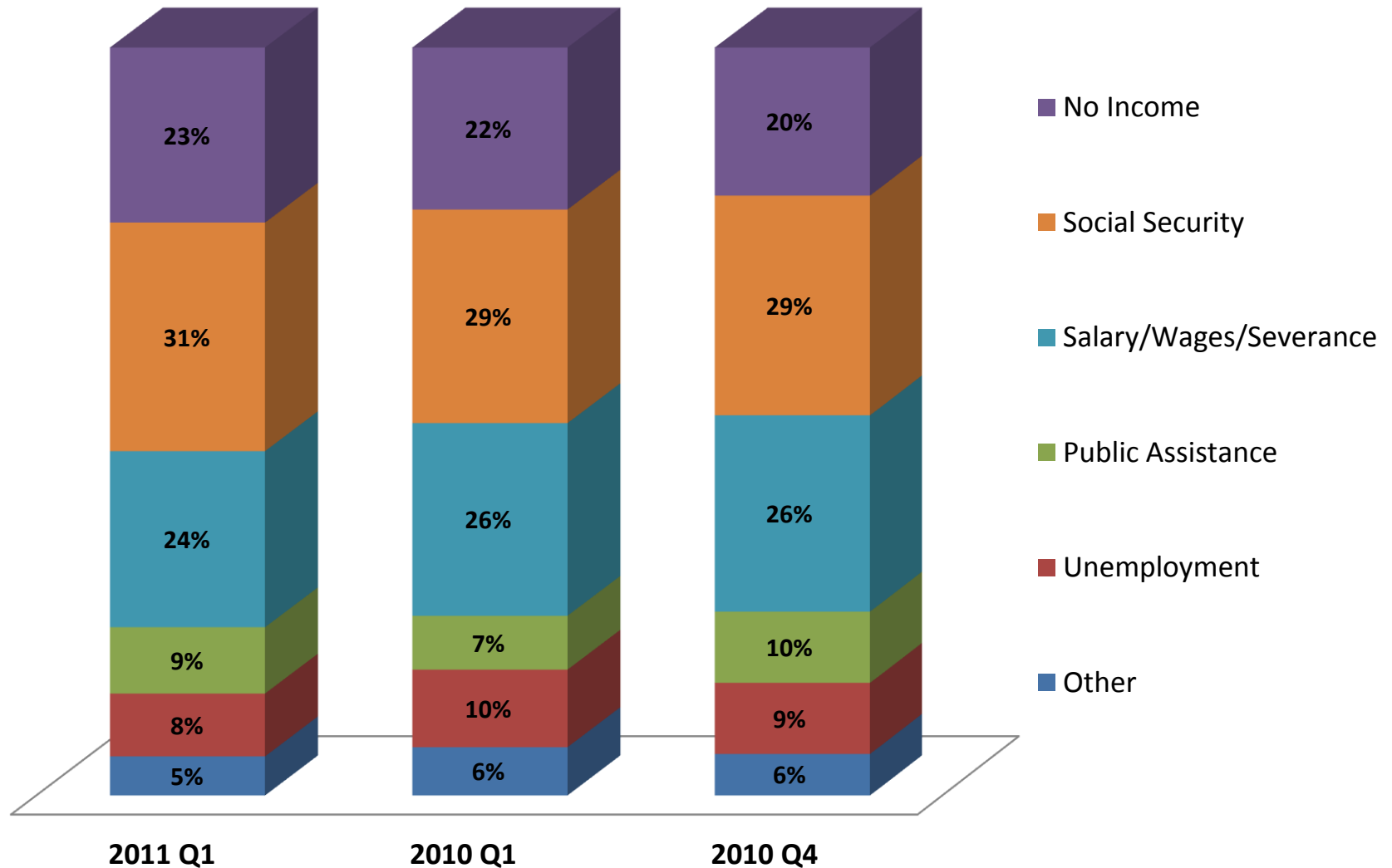


TOP 5 REQUESTS

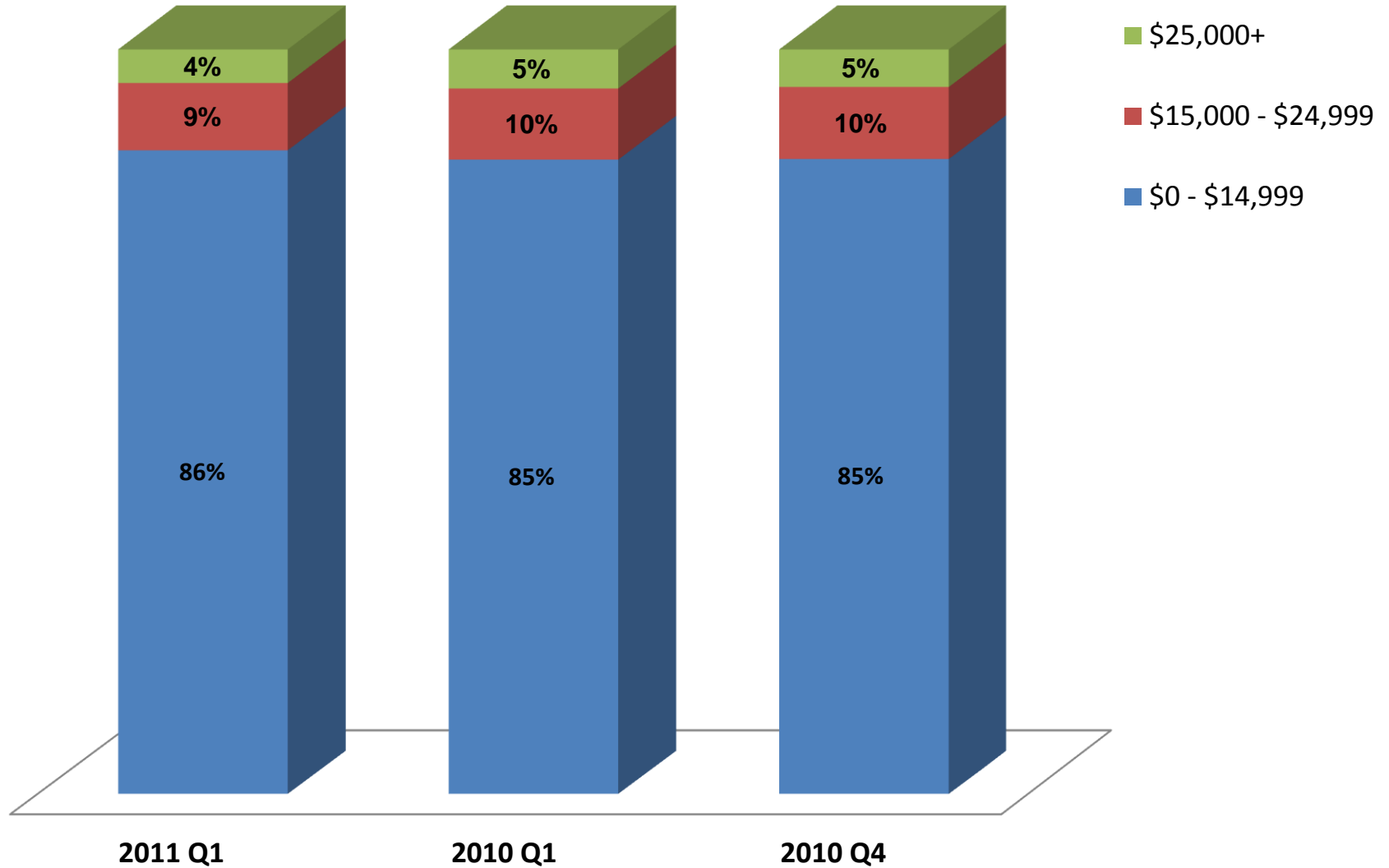


¹An unmet need is a need for which an appropriate referral cannot be provided for a caller.

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.

  **Mortgage Foreclosure:** A regional initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency by linking callers to a website that finds and triages callers with “best-fit” housing counseling agencies.

➤ This quarter 2-1-1 linked **247** homeowners with this service.

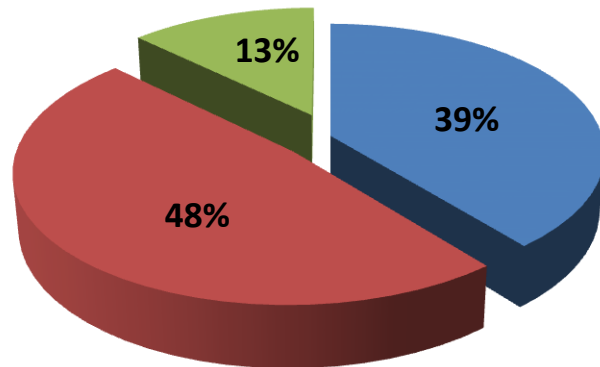
 **Homelessness Prevention & Rapid Re-housing:** In partnership with the City of Detroit, 2-1-1 served as the front door to residents who are homeless or at risk for becoming homeless. Through screening and assessment, 2-1-1 is able to create an efficient system of linking eligible families and individuals 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 **7,064** individuals and families with this program.

TOP UNMET NEEDS & REASONS

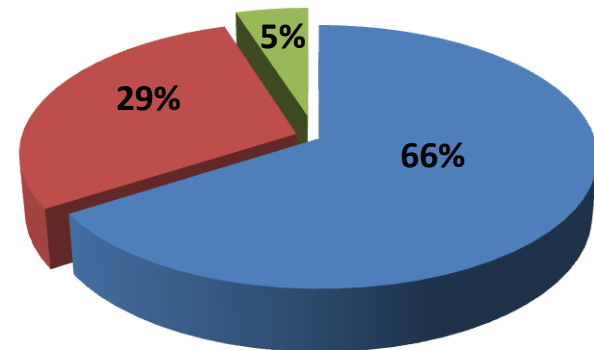
1 Ranked Unmet Need: Gas Service Assistance

- No Immediate Resource Available
- Caller Ineligible ¹
- Other Reasons ²



#2 Ranked Unmet Need Property Tax Payment Assistance

- No Immediate Resource Available
- Caller Ineligible ³
- Service Not Available



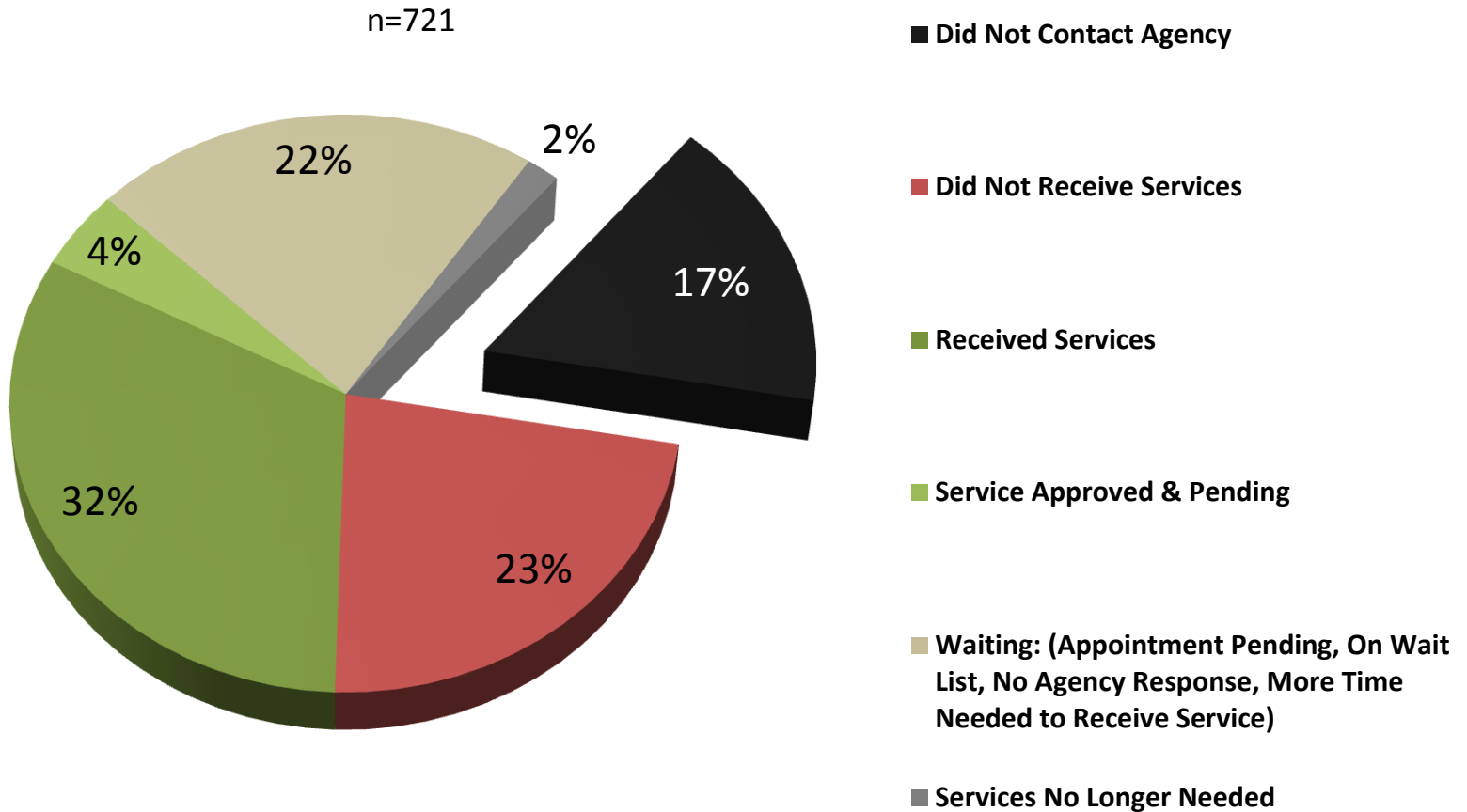
¹Primary reasons for ineligibility include caller previously exhausted agency resources and caller had no documentation

²Other reasons include caller did not meet income requirements, caller was not the target population of the agency and caller could not afford services.

³Callers were ineligible due to not meeting the target population requirement and failing to have needed documentation.

IMPROVING LIVES: FOLLOW-UP RESULTS

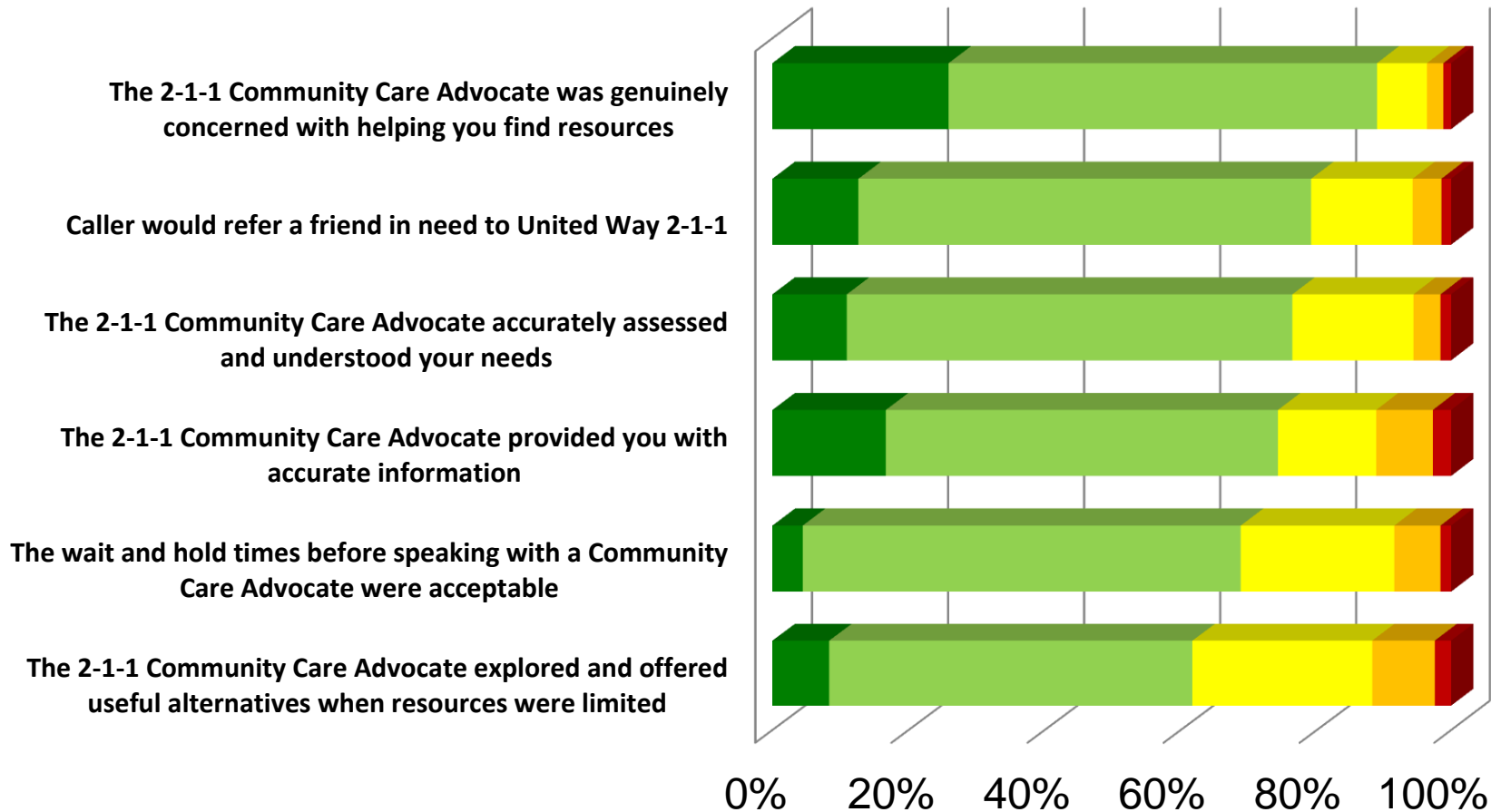
Outcomes of Callers Contacting Referral Agency



CUSTOMER SATISFACTION SURVEY

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

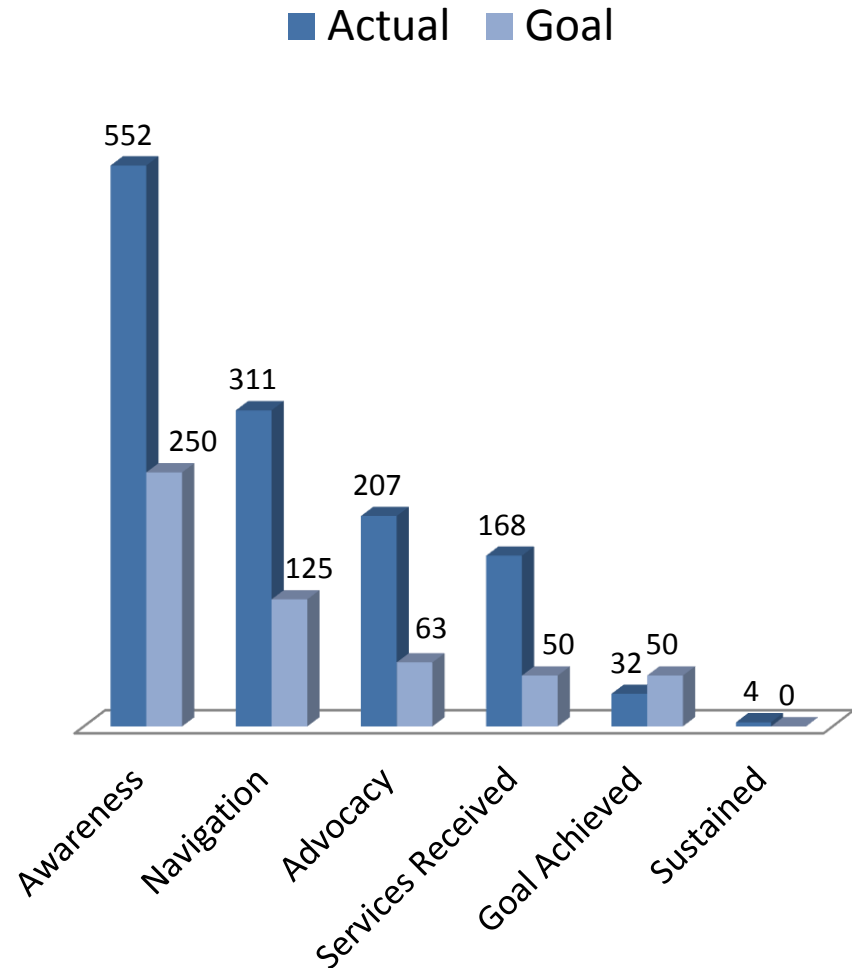
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2-1-1 On The Go!

- 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.
- This quarter 2-1-1OTG! began to document its progress using a new model of success.
- 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.
- This quarter 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.

2011 1st Quarter Outcomes



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	8,073	20%	Gas Service Payment Assistance	5,924	22%	Gas Service Payment Assistance	1,011	18%
2 Rent Payment Assistance	3,355	8%	Rent Payment Assistance	2,052	8%	Rent Payment Assistance	523	9%
3 Food Pantries	2,536	6%	Food Pantries	1,336	5%	Food Pantries	345	6%
4 Electric Service Payment Assistance	1,725	4%	Electric Service Payment Assistance	1,221	5%	VITA Program Sites	245	4%
5 VITA Program Sites	1,667	4%	VITA Program Sites	1,062	4%	Electric Service Payment Assistance	223	4%
6 Homeless Shelter	954	2%	Community Clinics	616	2%	Community Clinics	180	3%
7 Community Clinics	928	2%	Homeless Shelter	542	2%	Undesignated Temporary Financial Assistance	150	3%
8 Undesignated Temporary Financial Assistance	826	2%	Housing Search Assistance	538	2%	Homeless Shelter	137	2%
9 General Legal Aid	790	2%	General Legal Aid	492	2%	General Legal Aid	109	2%
10 Housing Search Assistance	751	2%	Adult State/Local Health Insurance Programs	463	2%	Low Income/Subsidized Private Rental Housing	82	1%

TOP 10 REFERRED SERVICES

MACOMB COUNTY			WASHTENAW COUNTY			MONROE COUNTY		
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total
1 Gas Service Payment Assistance	855	15%	Gas Service Payment Assistance	183	16%	Gas Service Payment Assistance	70	17%
2 Food Pantries	762	13%	Rent Payment Assistance	82	7%	Rent Payment Assistance	30	7%
3 Rent Payment Assistance	520	9%	Food Pantries	53	5%	Electric Service Payment Assistance	29	7%
4 VITA Program Sites	207	4%	VITA Program Sites	48	4%	VITA Program Sites	24	6%
5 Electric Service Payment Assistance	206	4%	Homeless Shelter	45	4%	Food Pantries	22	5%
6 Homeless Shelter	152	3%	Electric Service Payment Assistance	44	4%	Homeless Shelter	20	5%
7 Undesignated Temporary Financial Assistance	151	3%	General Dentistry	28	2%	Housing Authorities	11	3%
8 Adult State/Local Health Insurance Programs	132	2%	Undesignated Temporary Financial Assistance	25	2%	Low Income/Subsidized Private Rental Housing	11	3%
9 Community Clinics	101	2%	Rental Deposit Assistance	18	2%	Undesignated Temporary Financial Assistance	9	2%
10 General Furniture Provision	96	2%	Housing Search Assistance	18	2%	Prescription Expense Assistance	6	1%

TOP 10 REFERRALS PROVIDED

FIVE COUNTIES			WAYNE COUNTY			OAKLAND COUNTY			
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total	
1	The Heat and Warmth Fund	7,202	11%	The Heat and Warmth Fund	5,750	13%	Oakland Livingston Human Service Agency	1,265	13%
2	Michigan Department of Human Services	6,303	9%	Michigan Department of Human Services	4,350	10%	Michigan Department of Human Services	907	9%
3	Society of Saint Vincent de Paul	2,661	4%	Coalition on Temporary Shelter	2,160	5%	Lighthouse Emergency Services	746	7%
4	The Salvation Army - Eastern Michigan Division	2,486	4%	Neighborhood Legal Services Michigan	1,838	4%	Community Housing Network	720	7%
5	Coalition On Temporary Shelter	2,190	3%	United Community Housing Coalition	1,564	4%	The Heat and Warmth Fund	687	7%
6	Neighborhood Legal Services Michigan	1,846	3%	Society of Saint Vincent de Paul	1,517	4%	Society of Saint Vincent de Paul	472	5%
7	United Community Housing Coalition	1,574	2%	The Salvation Army - Eastern Michigan Division	1,428	3%	South Oakland Shelter	301	3%
8	Community Housing Network	1,430	2%	Detroit Department of Human Services	1,134	3%	The Salvation Army - Eastern Michigan Division	280	3%
9	Oakland Livingston Human Service Agency	1,277	2%	Wayne Metropolitan Community Action Agency	975	2%	Consumers Energy	118	1%
10	Crossroads of Michigan	1,262	2%	Crossroads of Michigan	945	2%	Crossroads of Michigan	102	1%

TOP 10 REFERRALS PROVIDED

MACOMB COUNTY			WASHTENAW COUNTY			MONROE COUNTY			
	Count	Pct of Total		Count	Pct of Total		Count	Pct of Total	
1	Macomb County Community Services Agency	1,141	11%	The Salvation Army - Eastern Michigan Division	315	13%	Monroe County Opportunity Program	136	18%
2	Michigan Department of Human Services	763	7%	Friends in Deed	291	12%	The Salvation Army - Eastern Michigan Division	121	16%
3	Community Housing Network	702	7%	Michigan Department of Human Services	193	8%	Michigan Department of Human Services	82	11%
4	The Heat and Warmth Fund	627	6%	SOS Community Services	180	8%	The Heat and Warmth Fund	63	8%
5	Society of Saint Vincent de Paul	620	6%	Jewish Family Services of Washtenaw County	119	5%	Society of Saint Vincent de Paul	36	5%
6	Catholic Services of Macomb	444	4%	Washtenaw County Employment Training and Community Services	83	4%	Michigan Works! - Employment Training and Community Services	19	2%
7	The Salvation Army – Eastern Michigan Division	336	3%	Hope Center	76	3%	Family Medical Center of Michigan	11	1%
8	WW Community Connections	230	2%	The Heat and Warmth Fund	74	3%	Wayne County Community College	11	1%
9	Crossroads of Michigan	197	2%	Shelter Association of Washtenaw County	67	3%	Monroe Housing Commission	10	1%
10	Samaritan House	156	2%	People Organized Working Evolving Reaching	35	1%	Charring Square	9	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

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