2009 QUARTERLY REPORT

4th Quarter (Oct-Dec)

2-1-1™

Get Connected. Get Answers.

United Way of Washtenaw County

United Way of Monroe County

United Way for Southeastern Michigan

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

5-Feb-10 10:18

THIS QUARTER IN REVIEW

- **Call volume for the fourth quarter of 2009 was 110,458, a 50% increase over the 3rd quarter.**

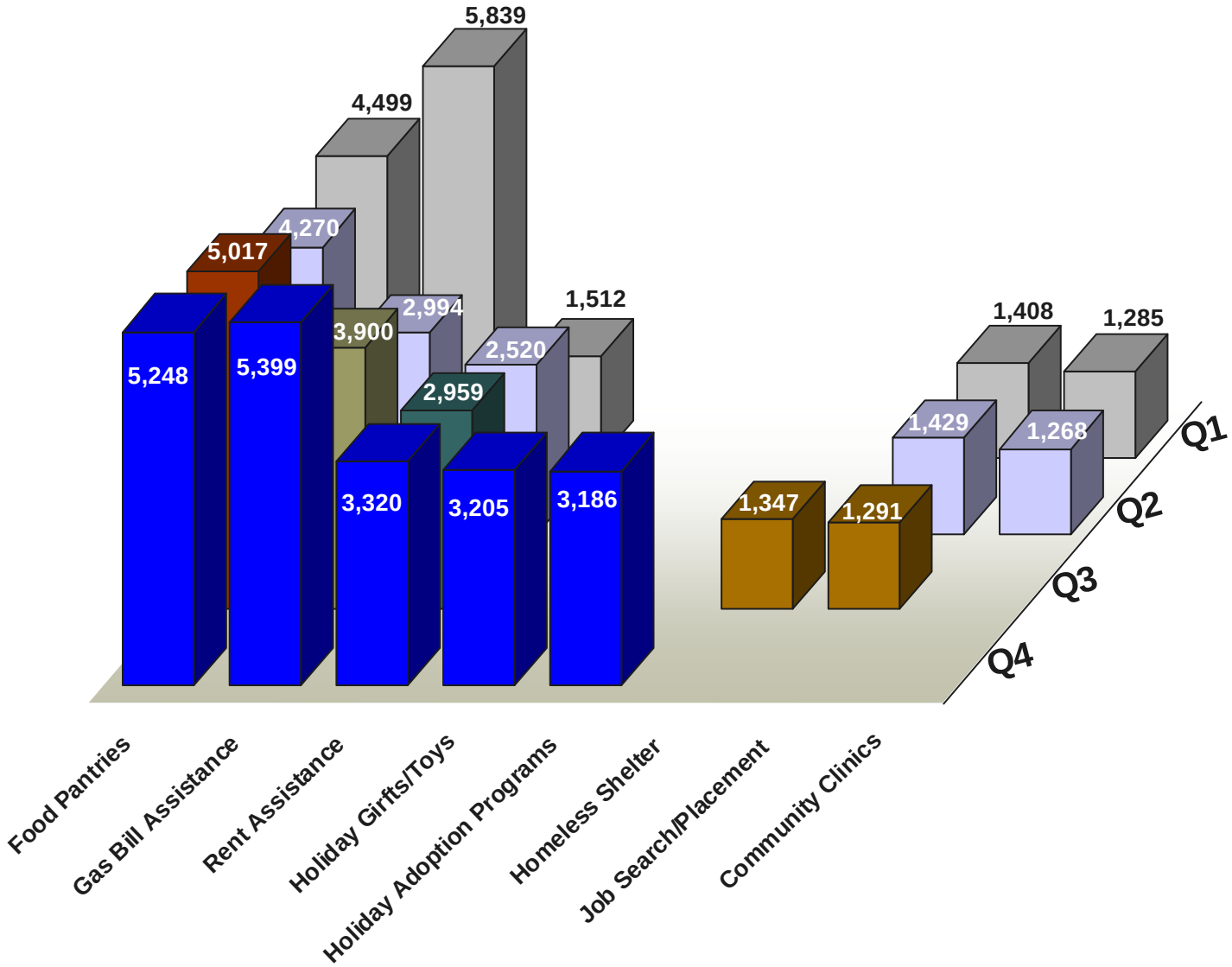
- **Additionally, 19,035 calls were placed to 2-1-1's automated utility line from callers seeking zip code specific resources to help with their utility bills.**

- Gas Bill Payment **was the number one service request.** Food Pantries **was the number one service request last quarter, and is the second most requested service this quarter.**

- **2-1-1 provided outreach and referral to the uninsured and underinsured aimed at helping people gain access to health care. As a result of this effort, 2-1-1 was instrumental in increasing enrollment into PlanFirst, a woman's health program, by 300%.**

- **2-1-1 has partnered with Michigan Department of Community Health and Detroit Department of Health and Wellness Promotion to help prevent H1N1 flu. 1,348 callers in the region (as well as portions of the state not covered by a local 2-1-1) received the latest information on H1N1 prevention tips and symptoms and 1,401 callers received referrals to H1N1 vaccine clinics .**

TOP 5 SERVICES PROVIDED



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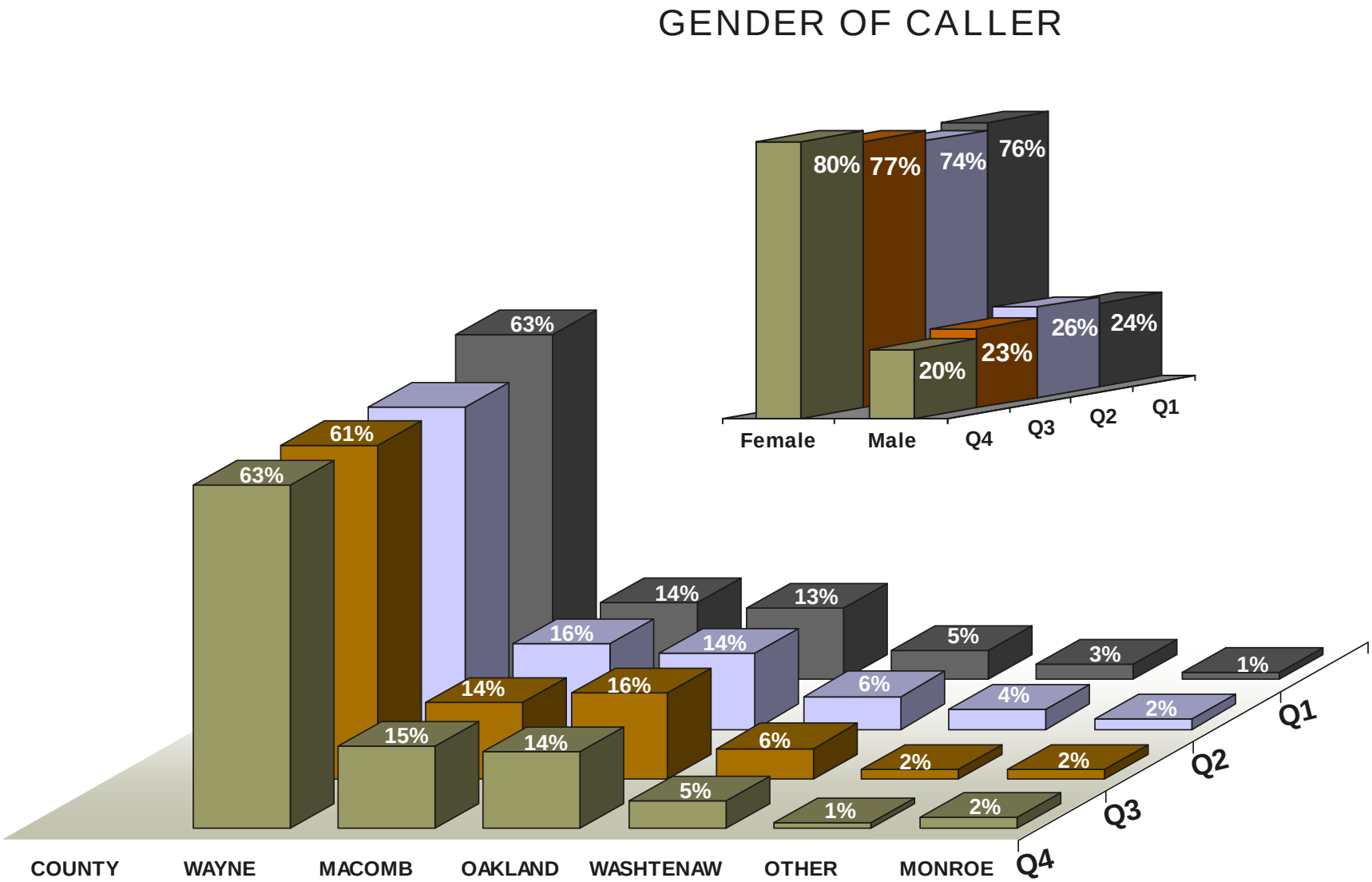
CALL VOLUME BY COUNTY



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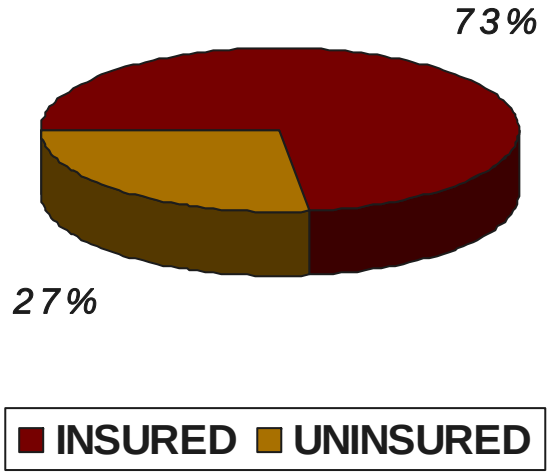
EMPLOYMENT & HEALTH INSURANCE STATUS

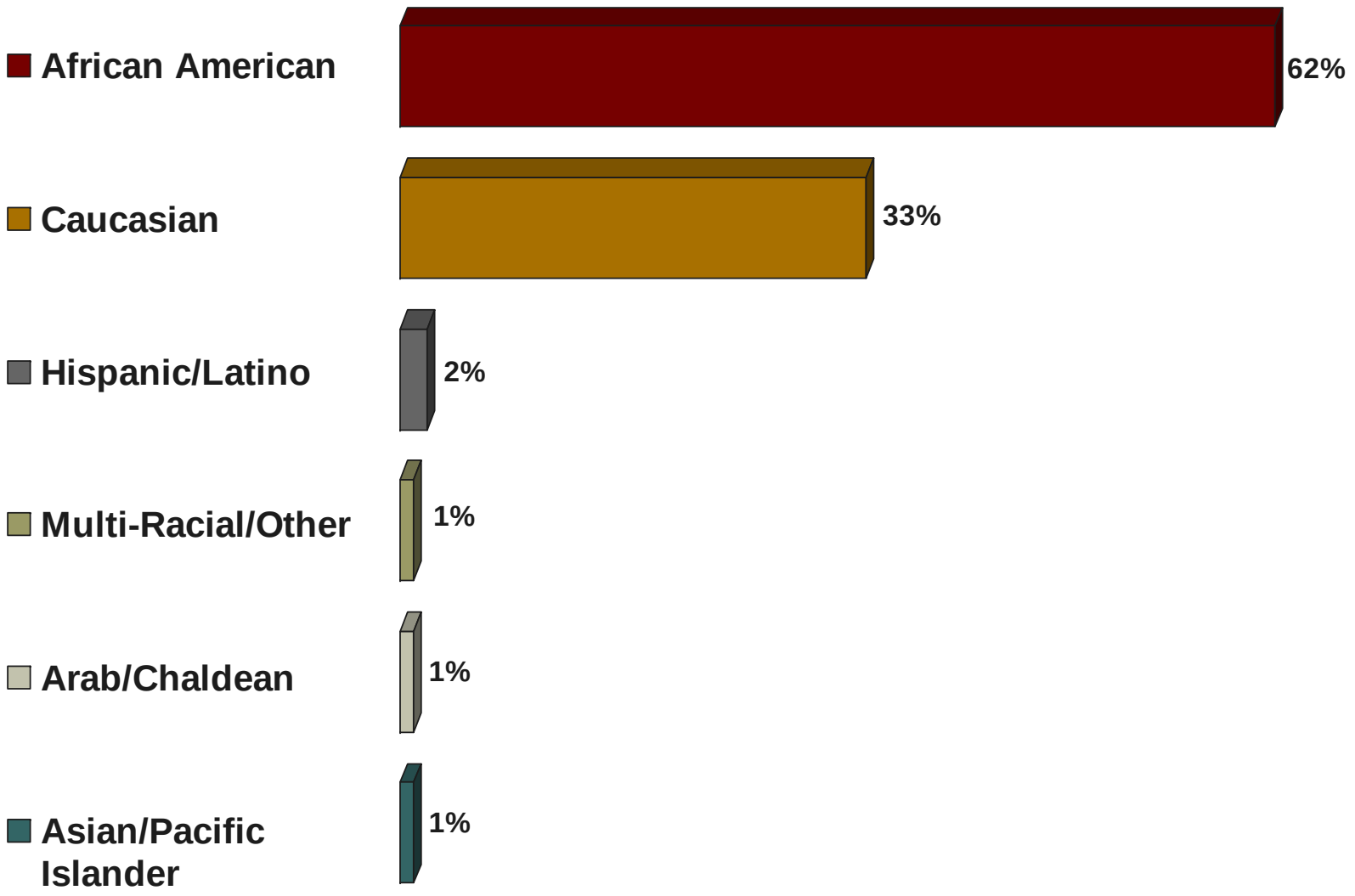
EMPLOYMENT STATUS

INSURANCE STATUS



28% of callers reporting income from a job are uninsured

CALLS BY ETHNICITY



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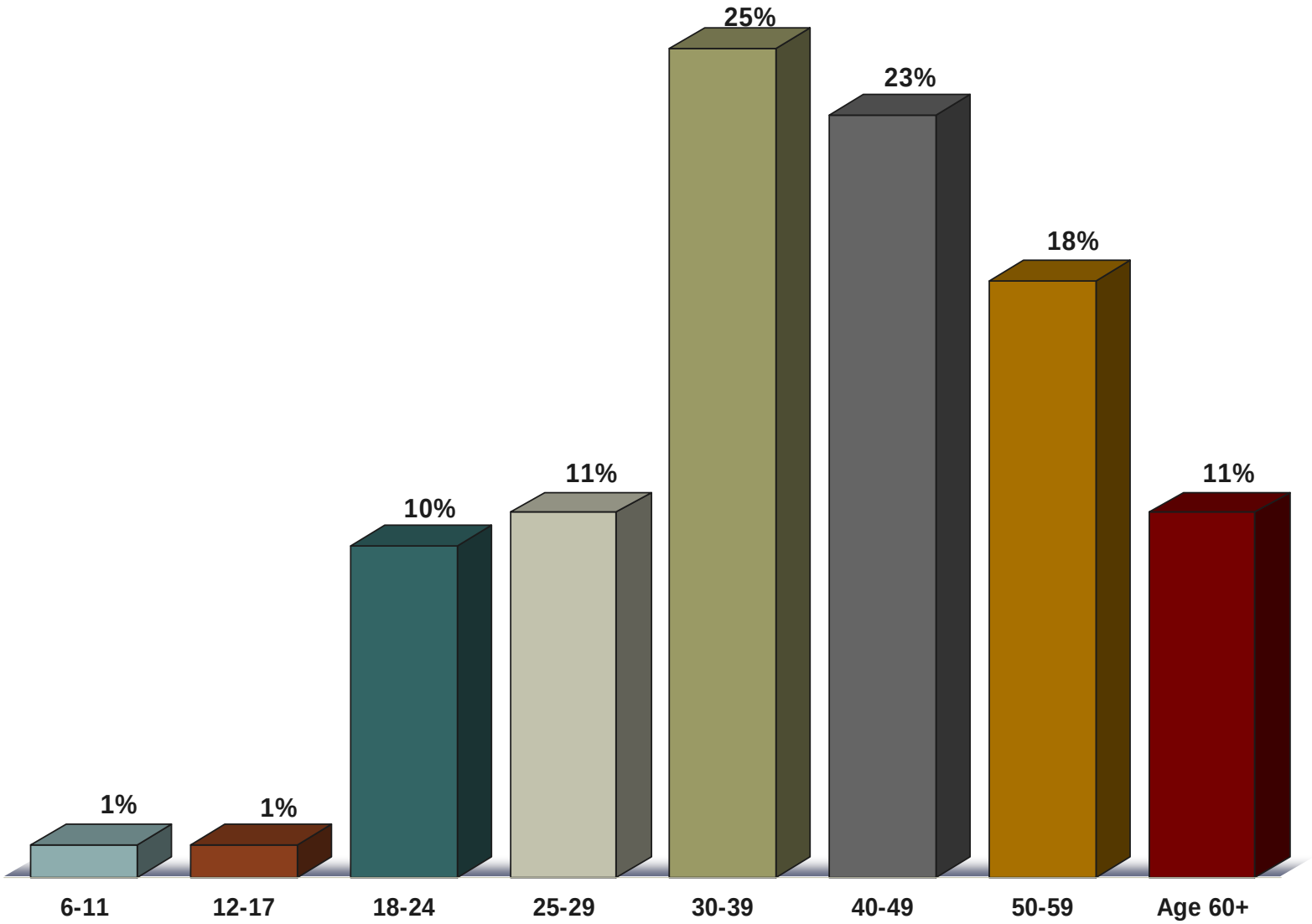
AGE RANGE OF SERVICE REQUESTS



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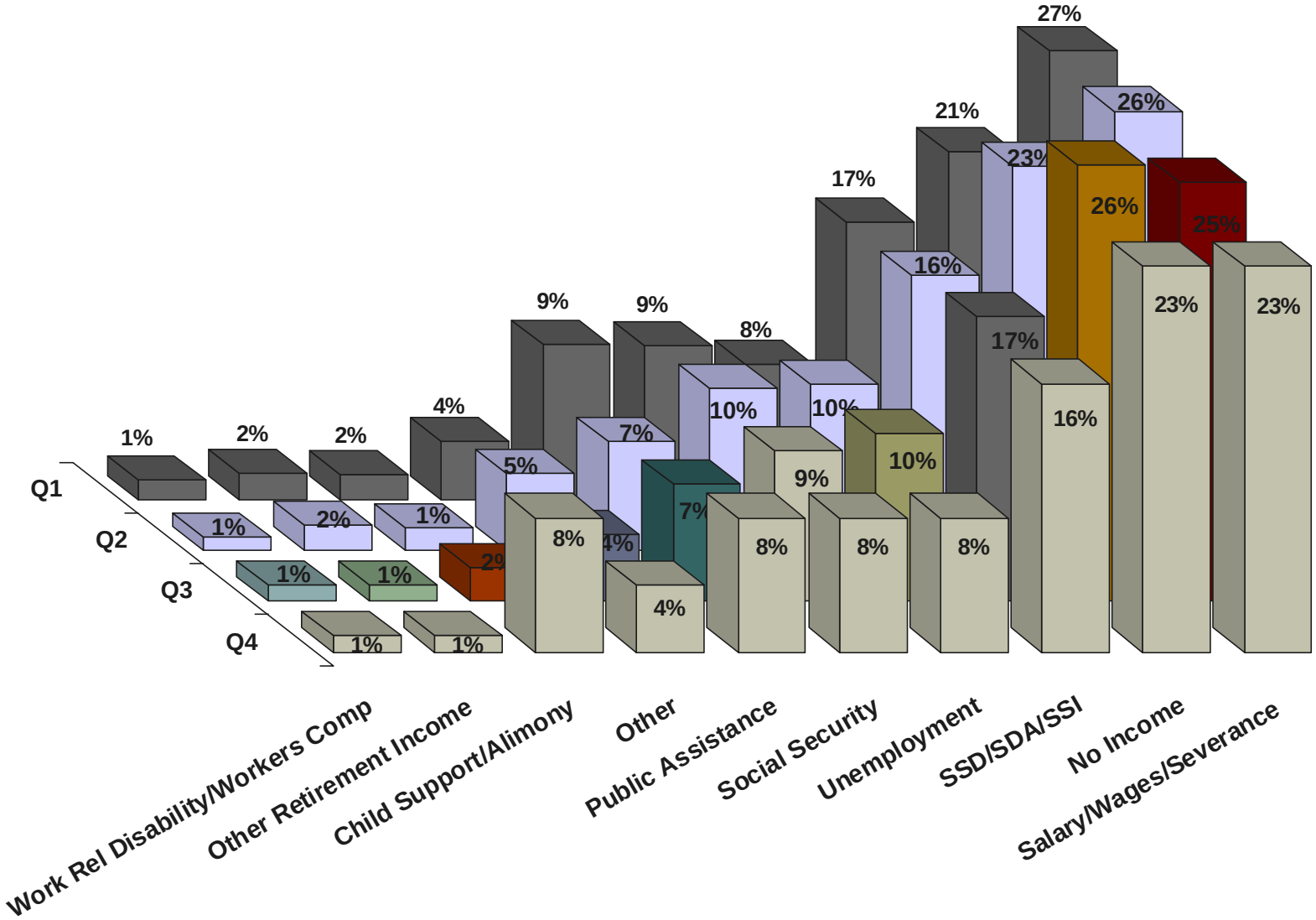
PRIMARY SOURCE OF INCOME



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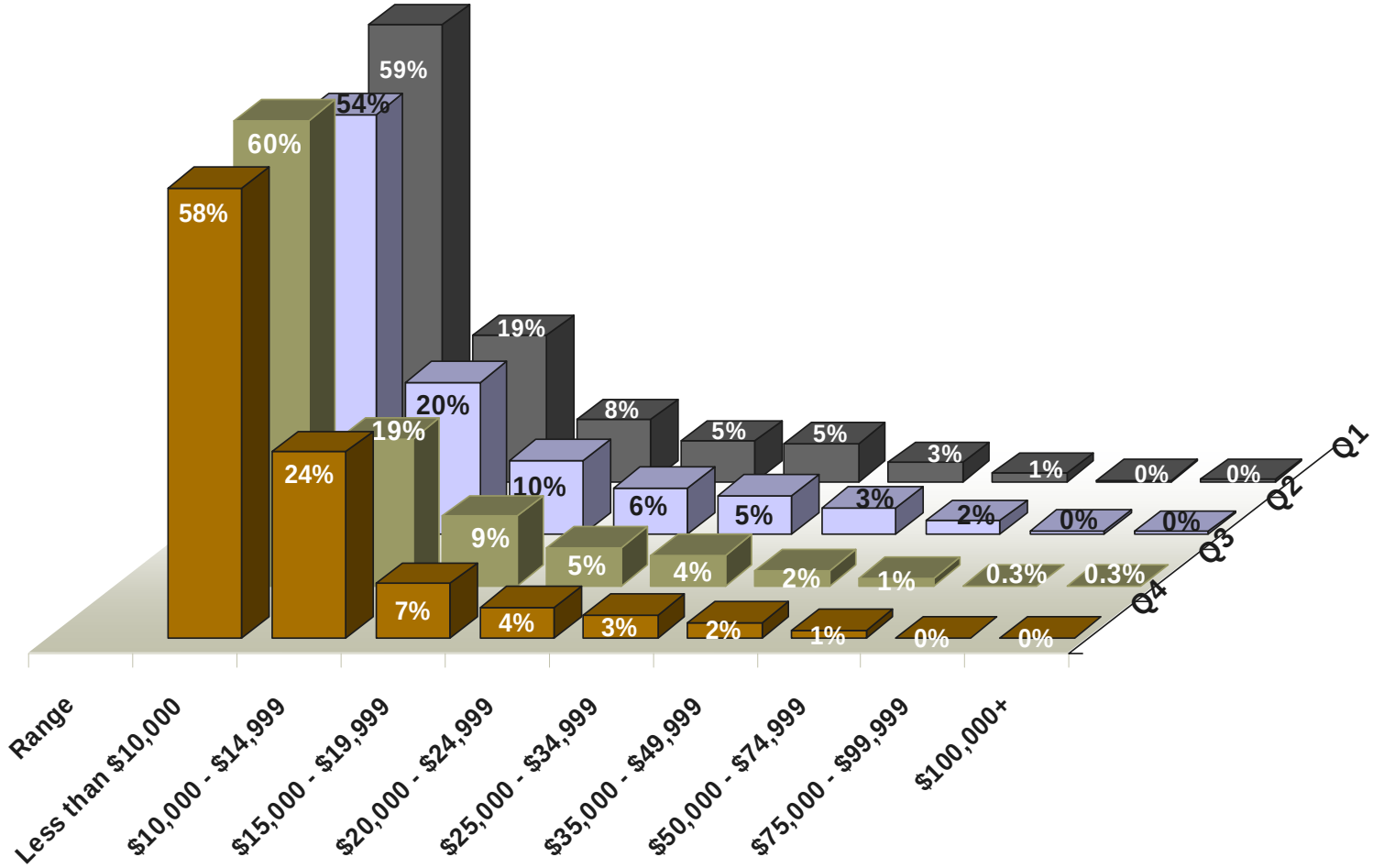
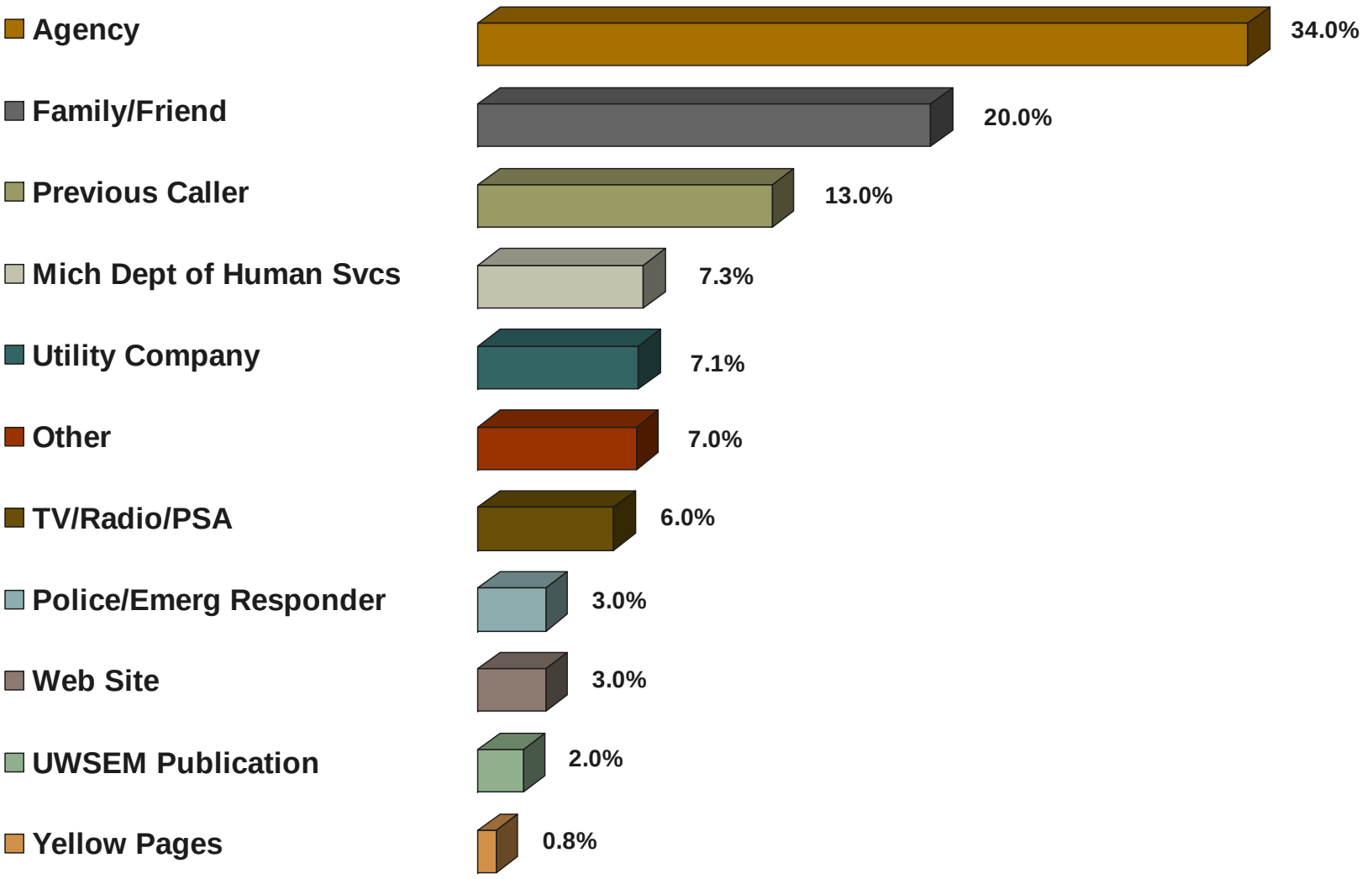
INCOME LEVEL



REFERRED BY SOURCE



2-1-1 STRATEGIC ALIGNMENT

BASIC NEEDS

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.

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.

DTE Partnership

Assisting DTE customers by exploring options to prevent disruption of service and to identify a means to maintain a manageable payment schedule of utilized energy. 2-1-1 will strategize solutions with the customer while pursuing nontraditional resources to meet potential unmet needs.

H1N1 Flu Prevention

In partnership with Michigan Department of Community Health and Detroit Department of Health and Wellness Promotion, providing information on symptoms and prevention of H1N1 flu as well as locations to the nearest health facility for immunization.

FINANCIAL STABILITY

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

EDUCATIONAL PREPAREDNESS

The Reading Village

(Pilot) A collaborator within a designed “village”, providing 24/7 resources and advocacy to nine identified families who have children born with low birth weight and are statistically at risk for poor performance school.

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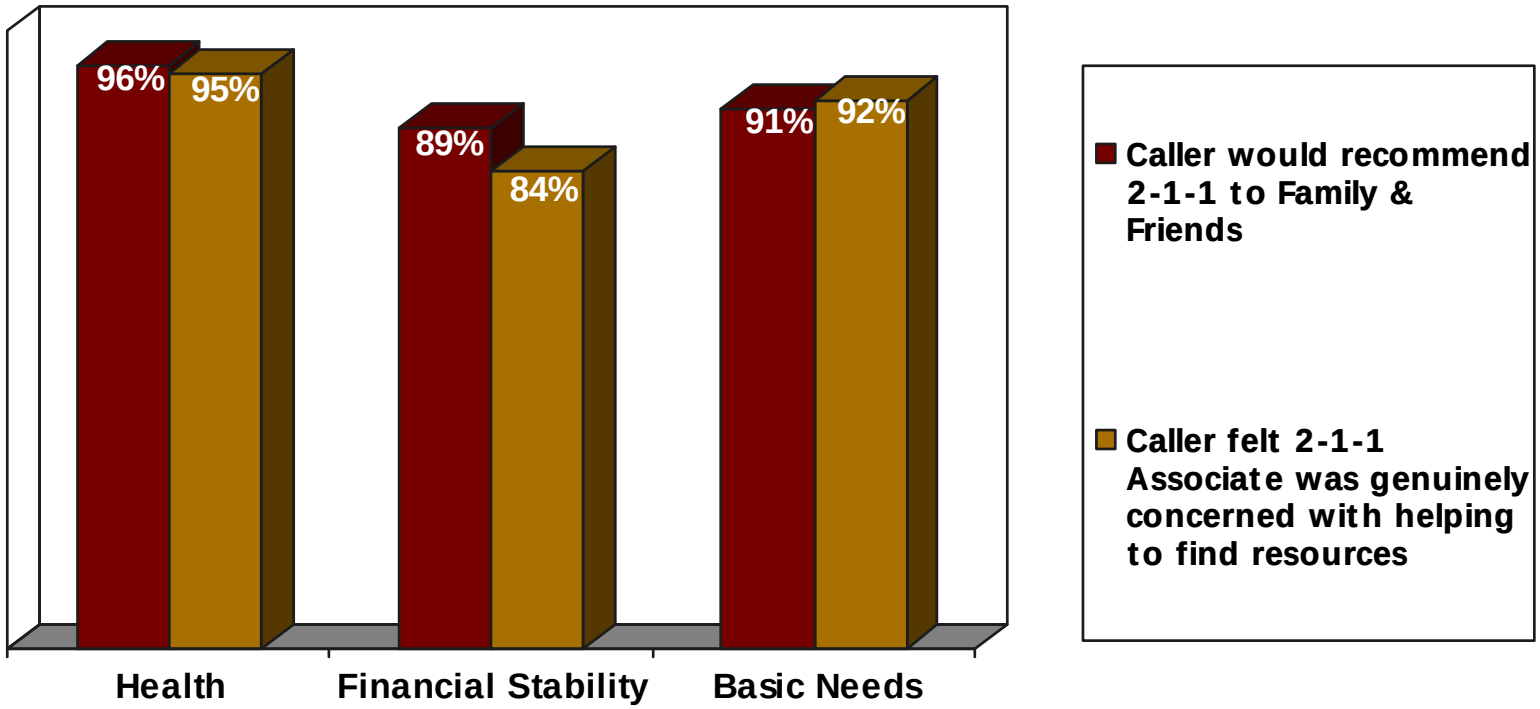
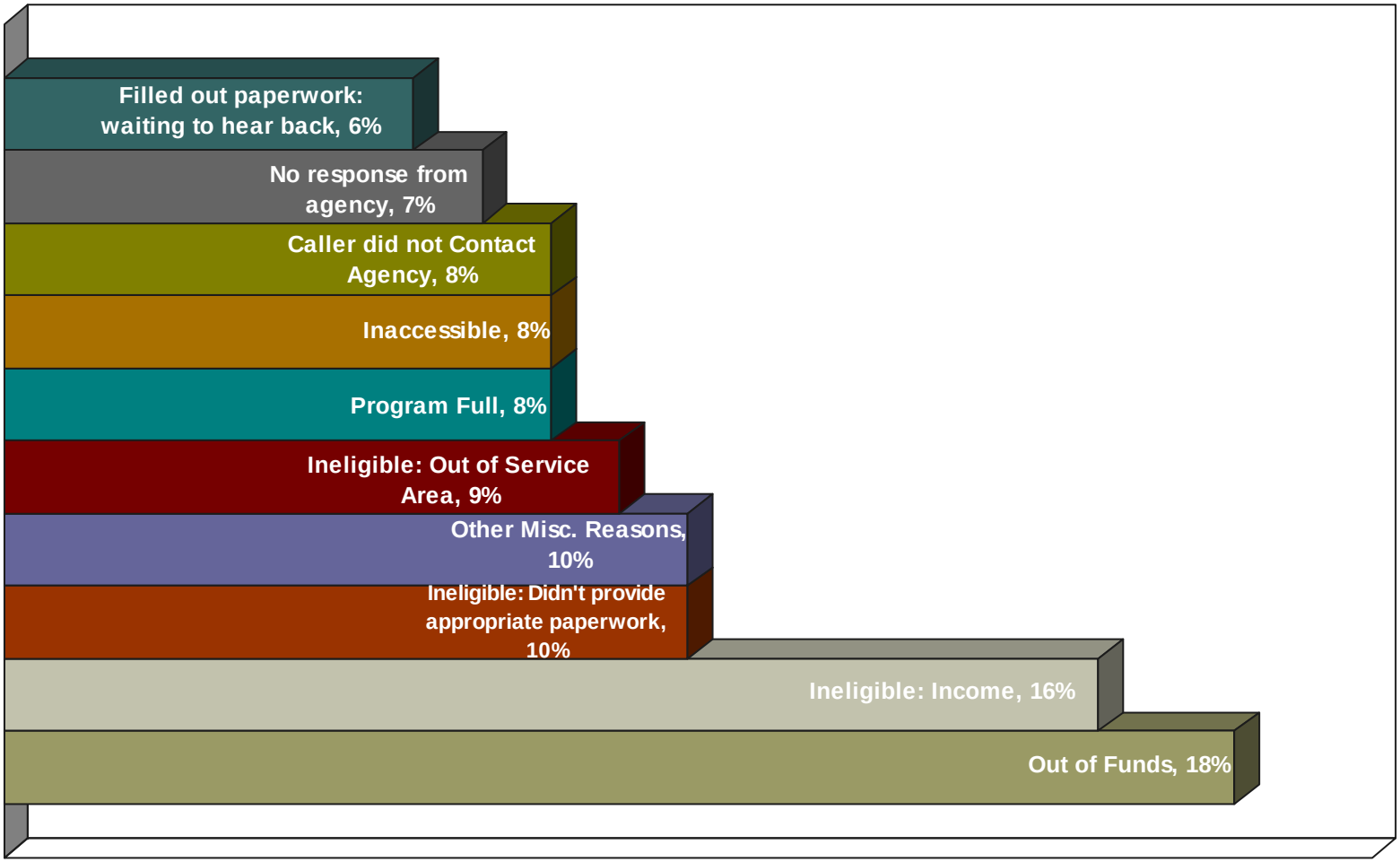
FOLLOW-UP RESULTS

Customer Service Satisfaction Survey



FOLLOW-UP RESULTS

Top Reasons For Not Receiving Services

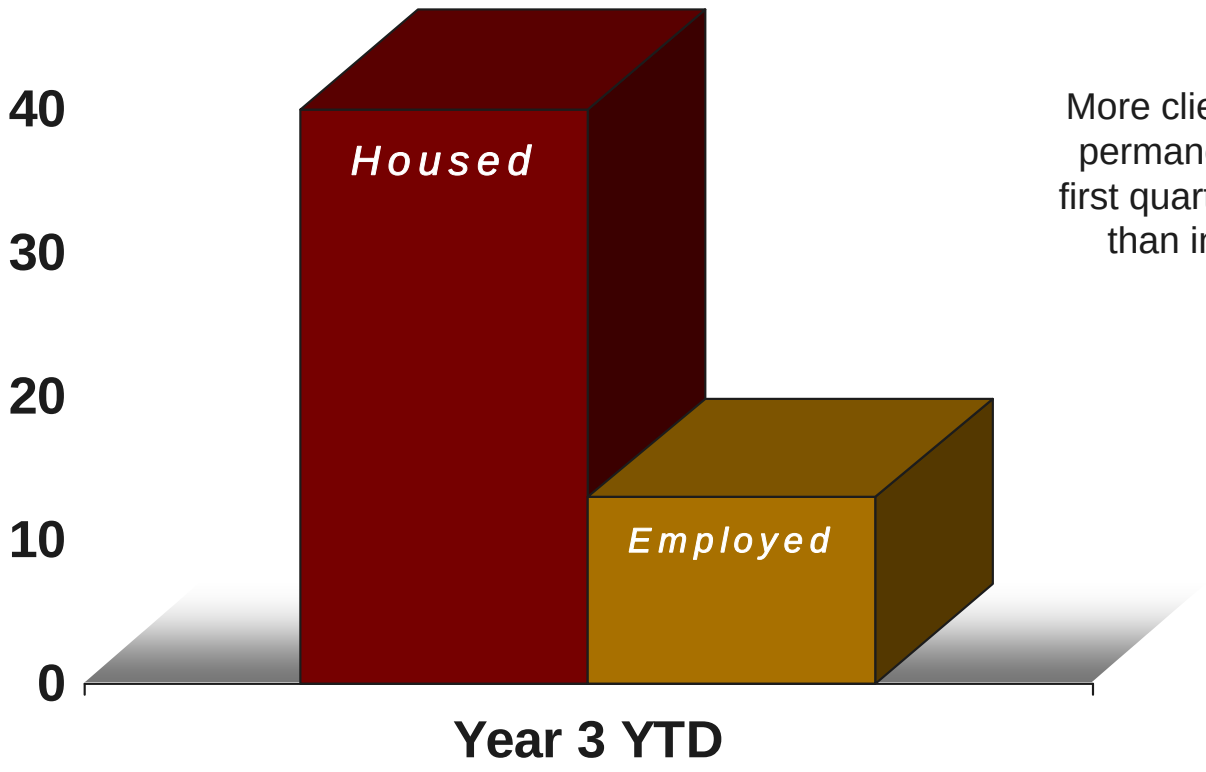


2-1-1 On the Go!

Our Mission:

Navigating homeless people in Detroit toward full-time employment and permanent housing using the capacity of the 2-1-1 system and the caring power of the public, private, and nonprofit sectors.

Client Outcomes



More clients have obtained permanent housing in the first quarter of our third year than in all of year two.

IMPROVING LIVES

"I had my hours cut at work drastically and in-turn lost my medical insurance. I called 2-1-1 with a dire need to see a doctor. They were able to put me in touch with an agency where I was able to see a doctor at very little cost to me." -Laura

"I lost my vision insurance and needed to get glasses. Eye glasses are very expensive and I was going to have to go without. A friend told me I should call 2-1-1 and they could help me. Sure enough, I called 2-1-1 and I was able to get eye glasses."-Joseph

"I have three children, lost my job, and called 2-1-1 looking for help. 2-1-1 referred me to an agency that paid my rent. I was able to keep my family from being evicted." – Sharon

I was having trouble with my landlord and didn't know what to do. I called 2-1-1 looking for help. They give me an agency that was able to help me resolve my issue with my landlord." - James

TOP 20 SERVICE REQUESTS

	WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number	Pct		Number	Pct		Number	Pct
1	**Gas Bill Payment Assistance**	**3,800**	**16%**	**Gas Bill Payment Assistance**	**759**	**15%**	**Food Pantries**	**1788**	**28%**
2	**Food Pantries**	**2,675**	**11%**	**Rent Payment Assistance**	**742**	**14%**	**Holiday Adoption Programs**	**621**	**10%**
3	**Holiday Gifts/Toys**	**2,148**	**9%**	**Food Pantries**	**633**	**12%**	**Gas Bill Payment Assistance**	**611**	**10%**
4	**Holiday Adoption Programs**	**2,141**	**9%**	**Flu Shots**	**473**	**9%**	**Holiday Gifts/Toys**	**593**	**9%**
5	**Rent Payment Assistance**	**1,766**	**8%**	**Holiday Gifts/Toys**	**324**	**6%**	**Rent Payment Assistance**	**570**	**9%**
6	Electric Bill Payment Assistance	964	4%	Holiday Adoption Programs	260	5%	Electric Bill Payment Assistance	197	3%
7	Community Clinics	918	4%	Electric Bill Payment Assistance	241	5%	Christmas Baskets	173	3%
8	Christmas Baskets	833	4%	Community Clinics	227	4%	Homeless Shelter	171	3%
9	Housing Search Assistance	826	4%	Homeless Shelter	177	3%	Flu Shots	165	3%
10	Homeless Shelter	799	3%	Undesignated Temp Financial Asst	156	3%	Job Search/Placement	161	3%
11	Thanksgiving Baskets	770	3%	Job Search/Placement	153	3%	General Legal Aid	154	2%
12	Job Search/Placement	763	3%	General Clothing Provision	132	3%	Community Clinics	154	2%
13	Flu Shots	711	3%	General Legal Aid	132	3%	Adult State/Local Health Ins Programs	151	2%
14	General Furniture Provision	701	3%	Christmas Baskets	124	2%	General Clothing Provision	144	2%
15	General Clothing Provision	692	3%	Specialized Information and Referral	115	2%	Undesignated Temp Financial Asst	135	2%
16	Low Inc/Sub Prvt Rental Housing	650	3%	General Dentistry	115	2%	Thanksgiving Baskets	129	2%
17	Weatherization Programs	649	3%	Low Inc/Sub Prvt Rental Housing	107	2%	Housing Search Assistance	103	2%
18	General Legal Aid	641	3%	Thanksgiving Baskets	106	2%	General Dentistry	103	2%
19	Undesignated Temp Financial Asst	518	2%	Housing Search Assistance	102	2%	Mortgage Delinquency Counseling	92	1%
20	Home Rehabilitation Grants	496	2%	Home Rehabilitation Grants	95	2%	Specialized Information and Referral	86	1%

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TOP 20 SERVICE REQUESTS

WASHTENAW COUNTY				MONROE COUNTY		
Rank		Number	Pct		Number	Pct
1	**Rent Payment Assistance**	**202**	**10%**	**Gas Bill Payment Assistance**	**49**	**10%**
2	**Gas Bill Payment Assistance**	**180**	**9%**	**Rent Payment Assistance**	**40**	**8%**
3	**Gave phone number Only**	**176**	**9%**	**Food Pantries**	**26**	**5%**
4	**Holiday Adoption Programs**	**139**	**7%**	**Holiday Adoption Programs**	**25**	**5%**
5	**Holiday Gifts/Toys**	**127**	**6%**	**Homeless Shelter**	**23**	**5%**
6	Food Pantries	126	6%	Electric Bill Payment Assistance	22	4%
7	Flu Shots	97	5%	Flu Shots	18	4%
8	Homeless Shelter	87	4%	Rental Deposit Assistance	17	3%
9	Low Income/Subsidized Private Rental Housing	43	2%	Mortgage Delinquency and Default Resolution Counseling	17	3%
10	General Legal Aid	38	2%	Holiday Gifts/Toys	13	3%
11	Undesignated Temporary Financial Assistance	36	2%	Domestic Violence Shelters	9	2%
12	Community Clinics	34	2%	Community Clinics	9	2%
13	Prescription Expense Assistance	34	2%	Housing Search Assistance	9	2%
14	Job Search/Placement	28	1%	Prescription Expense Assistance	7	1%
15	General Furniture Provision	27	1%	General Counseling Services	6	1%
16	General Dentistry	27	1%	General Clothing Provision	6	1%
17	Electric Bill Payment Assistance	25	1%	Mortgage Payment Assistance	6	1%
18	Housing Authorities	24	1%	General Legal Aid	6	1%
19	Food Stamps	23	1%	Section 8 Housing Choice Vouchers	5	1%
20	Delinquency and Default Resolution Counseling	22	1%	Adult State/Local Health Insurance Programs	5	1%

TOP 20 REFERRALS PROVIDED

	WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number	Pct		Number	Pct		Number	Pct
1	Salvation Army	4,853	14%	Oakland Livingston Human Svce Agcy	1,137	13%	Salvation Army	1,404	16%
2	Michigan Dept of Human Services	3,988	11%	Lighthouse	1,001	11%	Macomb County Comm Svcs Agcy	921	10%
3	Modest Needs Foundation	2,703	8%	Michigan Dept of Human Services	886	10%	Michigan Dept of Human Services	770	9%
4	St. Vincent de Paul	2,219	6%	St. Vincent de Paul	728	8%	St. Vincent de Paul	763	9%
5	The Heat and Warmth Fund (THAW)	2,137	6%	Salvation Army	613	7%	Modest Needs Foundation	381	4%
6	Crossroads of Michigan	1,785	5%	Modest Needs Foundation	524	6%	Marine Toys for Tots Foundation	316	4%
7	Detroit Dept of Human Services	1,333	4%	Oakland County Health Dept.	502	6%	The Heat and Warmth Fund (THAW)	315	4%
8	Capuchin Soup Kitchen	1,212	3%	The Heat and Warmth Fund (THAW)	410	5%	Catholic Social Services	272	3%
9	Volunteers of America	1,143	3%	Saint John's Episcopal Church	254	3%	Macomb County Health Dept	258	3%
10	Marine Toys for Tots Foundation	1,015	3%	Gary Burnstein Community Health Clinic	222	2%	Volunteers of America	236	3%
11	United Sisters of Charity	1,012	3%	Marine Toys for Tots Foundation	208	2%	Crossroads of Michigan	230	3%
12	Area Agency on Aging	783	2%	Volunteers of America	192	2%	Solid Ground	228	3%
13	Neighborhood Legal Services	783	2%	United Sisters of Charity	191	2%	United Sisters of Charity	213	2%
14	DTE Energy	768	2%	Crossroads of Michigan	170	2%	New Life Assembly of God	204	2%
15	Detroit Planning and Development Dept	694	2%	God's Helping Hands	166	2%	Saint Clement Catholic Church	201	2%
16	Cass Community Social Services	660	2%	Detroit Community Health Connection	163	2%	Lighthouse	196	2%
17	US Marine Corps Reserve	652	2%	Saint Paul Lutheran Church	140	2%	Saint Louis Catholic Church	181	2%
18	Detroit Community Health Connection	651	2%	Area Agency on Aging	138	2%	Detroit Community Health Connection	177	2%
19	t Dept of Health and Wellness Promotion	636	2%	South Oakland Shelter	137	2%	Holy Cross Lutheran Church	176	2%
20	Detroit Rescue Mission Ministries	501	1%	CVS Caremark	135	1%	Triedstone Missionary Baptist Church	172	2%

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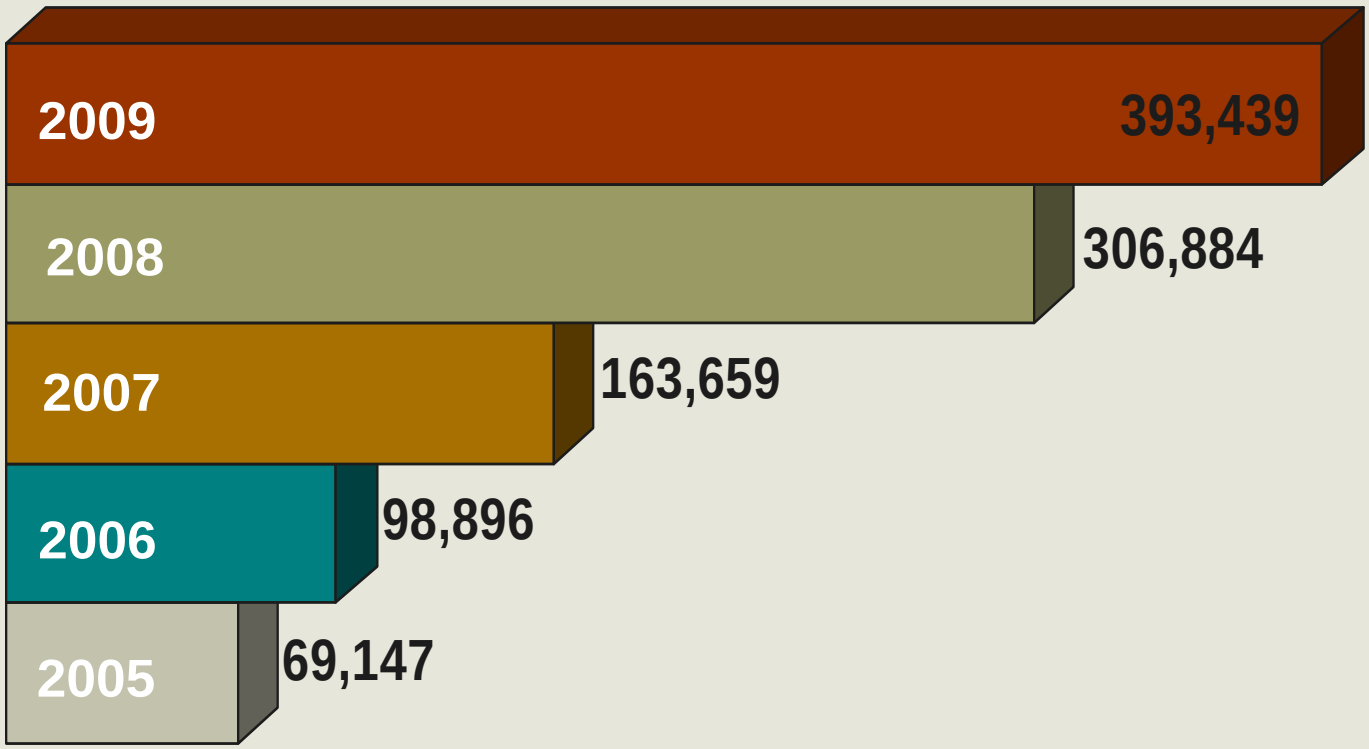
TOP 20 REFERRALS PROVIDED

WASHTENAW COUNTY				MONROE COUNTY		
Rank		Number	Pct		Number	Pct
1	SOS Community Services	371	10%	Salvation Army	150	17%
2	Salvation Army	324	9%	Other 2-1-1/United Way Agency	138	16%
3	Friends in Deed	312	9%	Monroe County Department of Human Services	106	12%
4	Ray of Hope Day Center	298	8%	Monroe County Opportunity Program	65	7%
5	Washtenaw County Department of Human Services	274	8%	DTE Energy	26	3%
6	Ann Arbor Community Center	201	6%	Monroe County Department of Public Health	23	3%
7	Washtenaw County Department of Public Health	133	4%	Thrift Shop Association	22	3%
8	Peace Neighborhood Center	122	3%	Greenpath Debt Solutions	22	3%
9	Emmanuel Lutheran Church	78	2%	Monroe Housing Commission	19	2%
10	Jewish Family Service	75	2%	US Marine Corps Reserve	14	2%
11	US Marine Corps Reserve	72	2%	Family Counseling & Shelter Services	14	2%
12	Catholic Social Services	69	2%	Heartbeat of Monroe	13	1%
13	Shelter Association of Washtenaw County	68	2%	Family Medical Center of Michigan	13	1%
14	Washtenaw County (ETCS)	44	1%	Damascus House	9	1%
15	Legal Services of South Central Michigan	44	1%	Aid in Milan	8	1%
16	Volunteers of America	41	1%	Saint Clare of Assisi Episcopal Church	8	1%
17	Ypsilanti Housing Commission	37	1%	Philadelphia House	7	1%
18	Washtenaw Affordable Nonprofit Housing	37	1%	Volunteers of America	6	1%
19	Michigan Ability Partners	32	1%	Caring Alternatives Incorporated	6	1%
20	Ann Arbor Parks and Recreation	32	1%	Catholic Charities	6	1%

CALLS RECEIVED EACH YEAR



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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