

2011 QUARTERLY REPORT

(3rd Quarter Jul-Sept)



Get Connected. Get Answers.



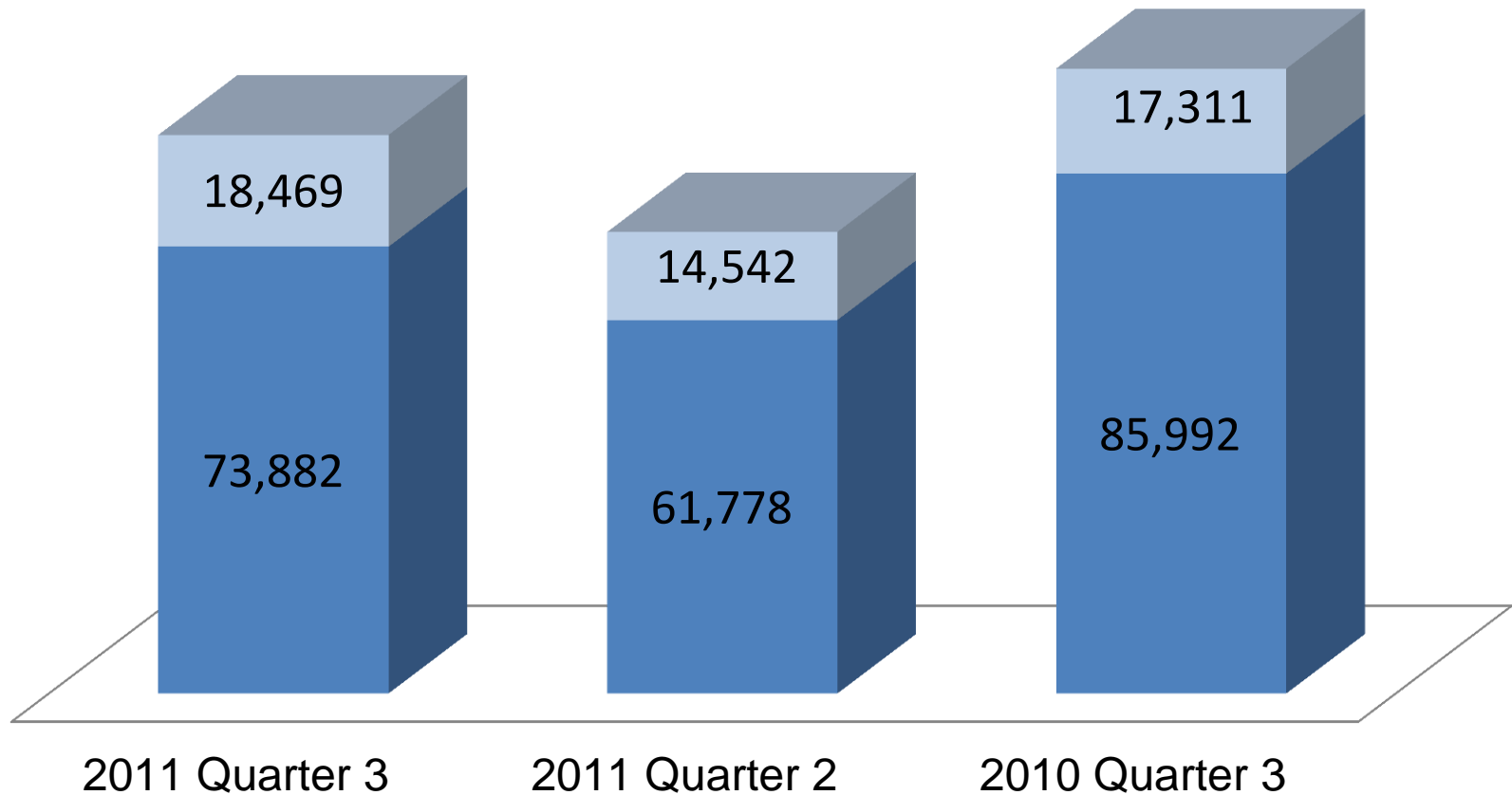
**Serving Macomb,
Monroe, Oakland,
Washtenaw and
Wayne Counties**

THIS QUARTER IN REVIEW

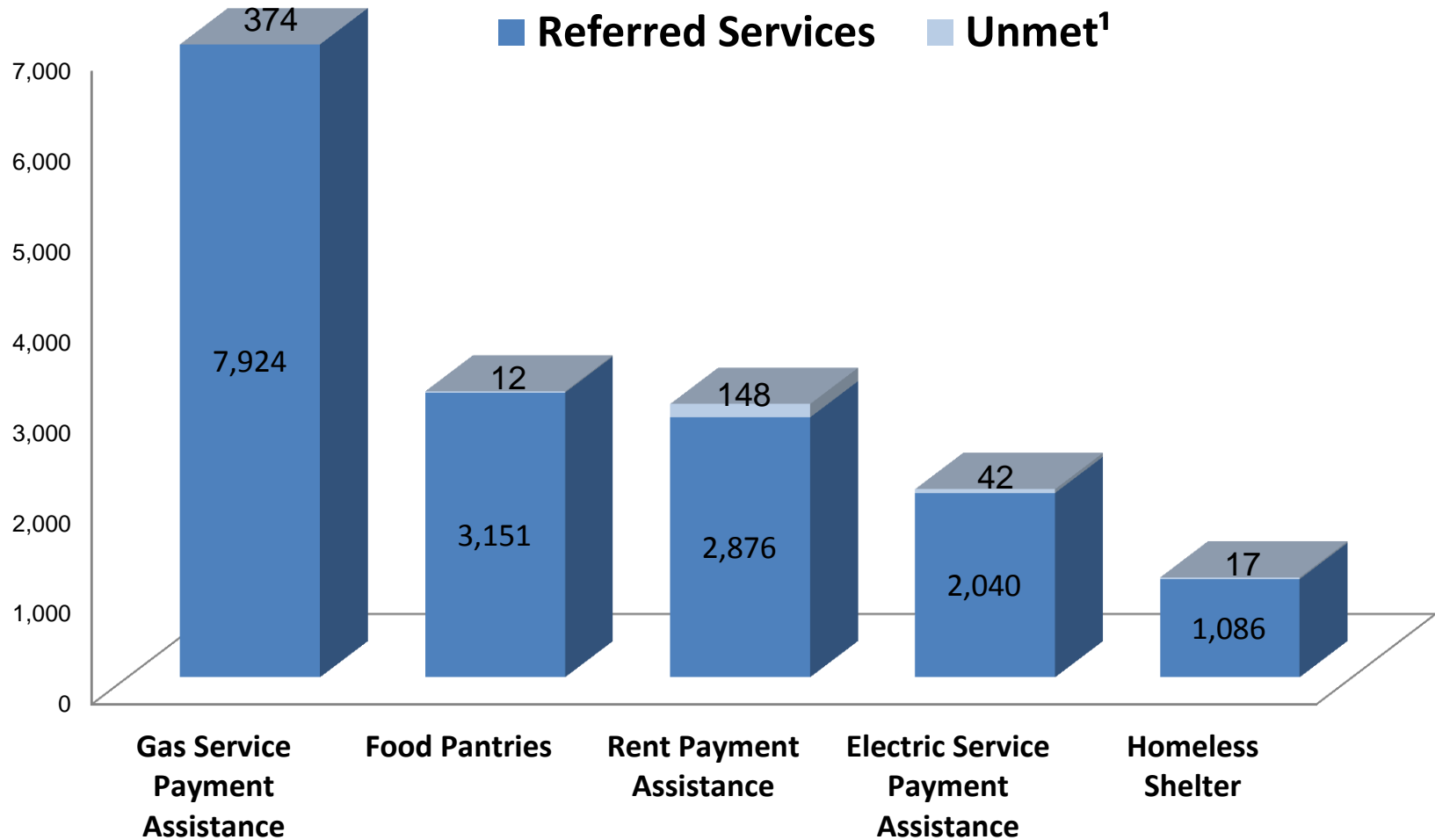
- Call Volume for this quarter was **73,882**, a 20% increase from the prior quarter. An additional **18,469** information and referral sessions were accessed by the public via 2-1-1's online database, ReferWeb.
- Top requested services were **Gas Service Payment Assistance, Food Pantries and Rent Payment Assistance.**
- **Gas Service Payment Assistance** was the top unmet need. The primary reason for this unmet need was that many callers were ineligible for services.
- **Rent Payment Assistance** was 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 **228** 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 Rent Payment Assistance.**

2-1-1 INQUIRIES

■ Calls ■ Web Inquiries

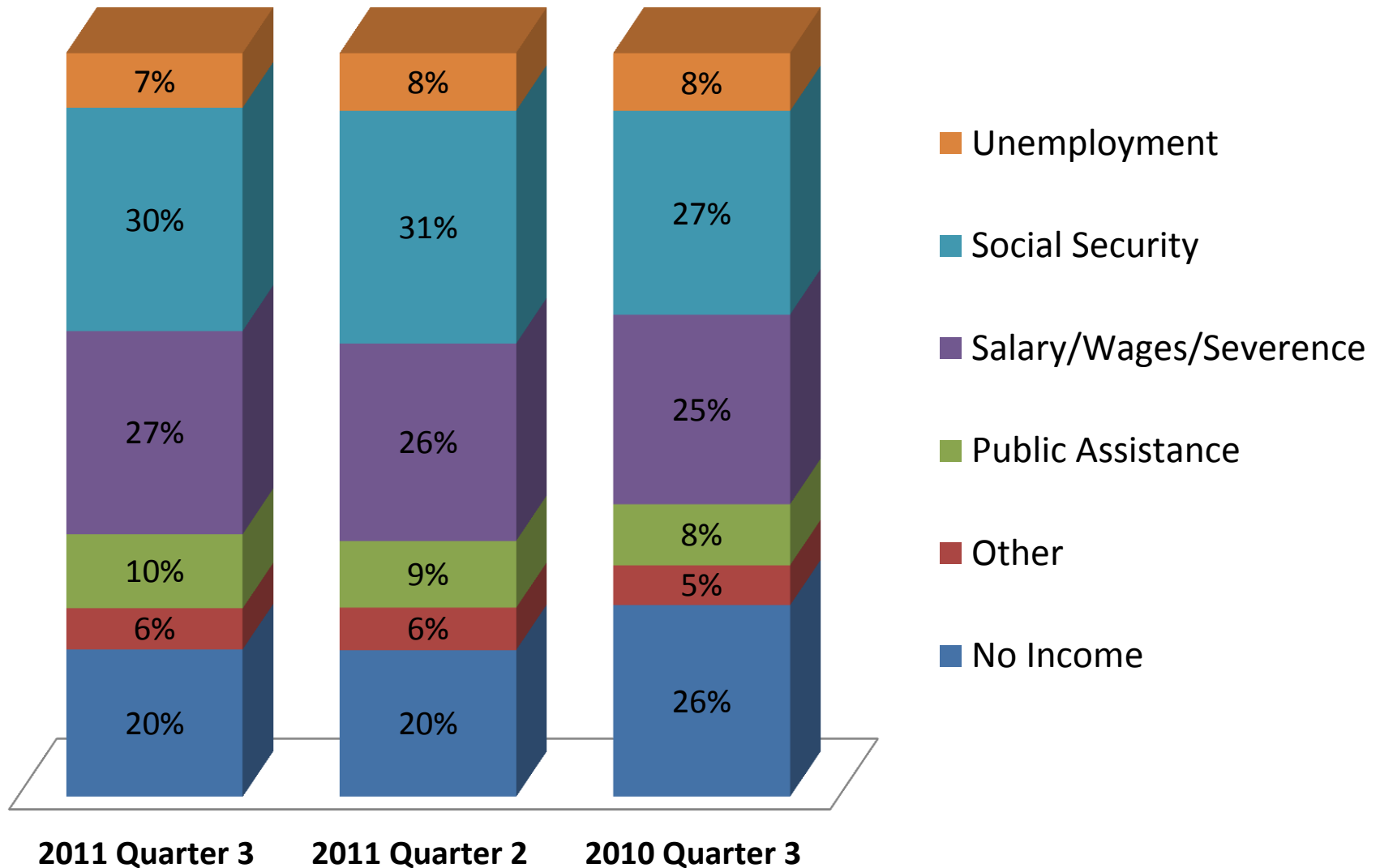


TOP 5 REQUESTS

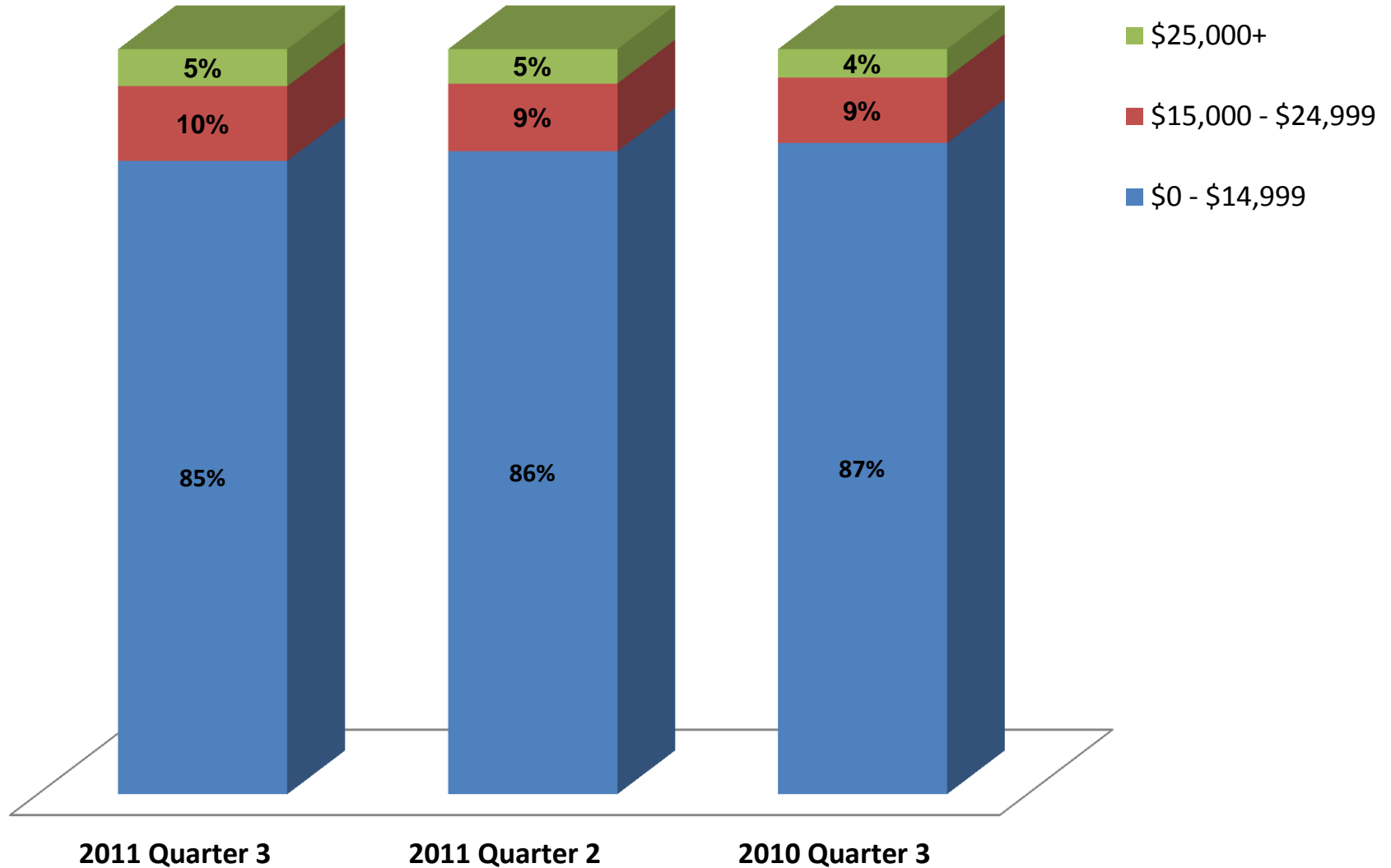


¹An unmet need is a need for which an appropriate referral cannot be provided for a caller at the time of original call.

PRIMARY SOURCE OF INCOME



INCOME LEVEL




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 **358** families with this service.

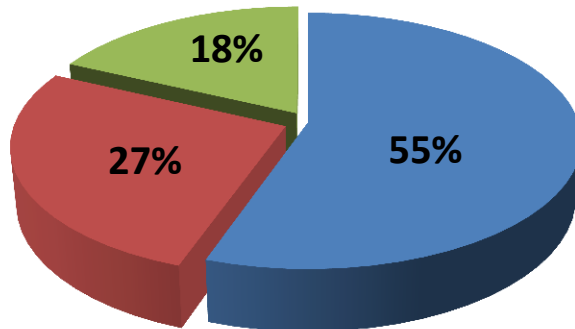
  **Family Independence Program (FIP):** Taking calls from those families having exhausted their 48-month lifetime limit on cash assistance from the Michigan Department of Human Services, 2-1-1 is able to demonstrate of CARE-HELP-HOPE by linking them to basic safety net services as well as services which may help with long-term financial stability.

- This quarter 2-1-1 linked **228** FIP participants with basic needs and financial stability services.
 - **22%** of these callers requested help with paying their **gas bills**.
 - **18%** of these callers requested help in finding a **job**.
 - **14%** of these callers requested help in paying their **rent**.

TOP UNMET NEEDS & REASONS

#1 Ranked Unmet Need Gas Service Payment Assistance

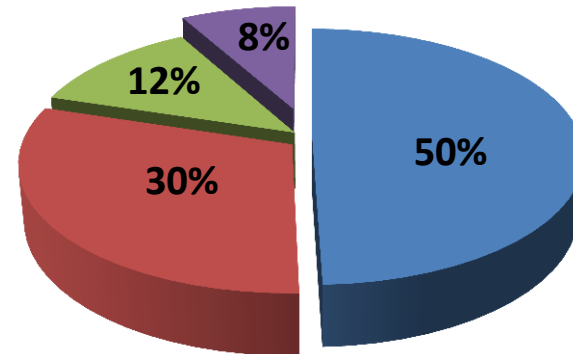
- Caller Ineligible
- No Immediate Resource Available
- Other¹



¹Other 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 Ineligible²
- No Immediate Resource Available
- Service Not Available
- Other

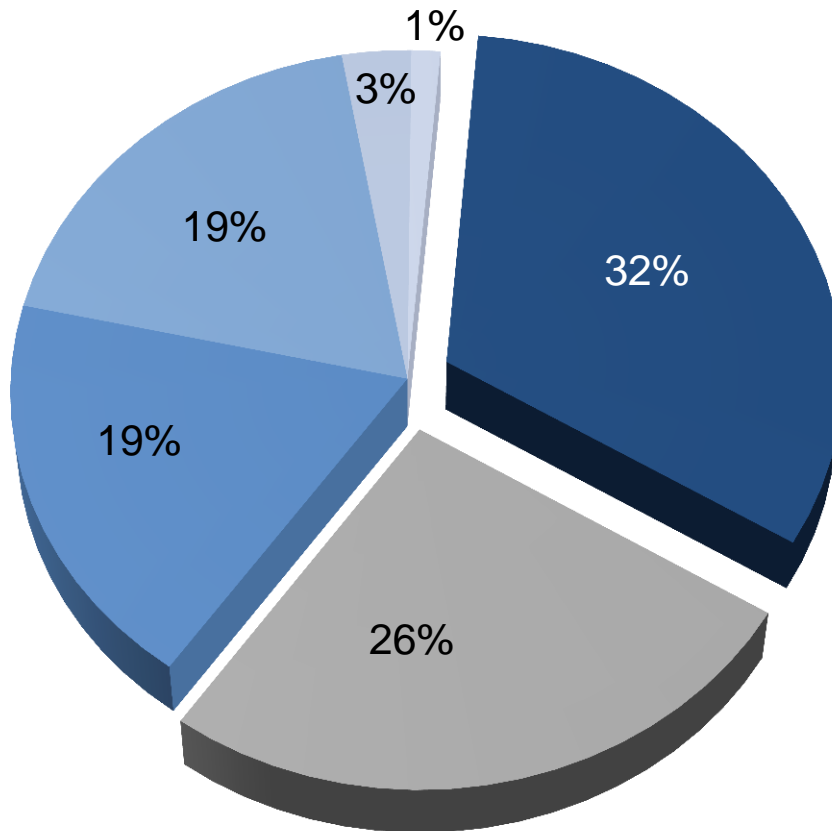


²Reasons for ineligibility include having exhausted all available resources, not meeting income criteria and not having required documentation (eviction notice).

IMPROVING LIVES: FOLLOW-UP RESULTS

Outcomes of Callers Contacting Referral Agency

650 callers responded

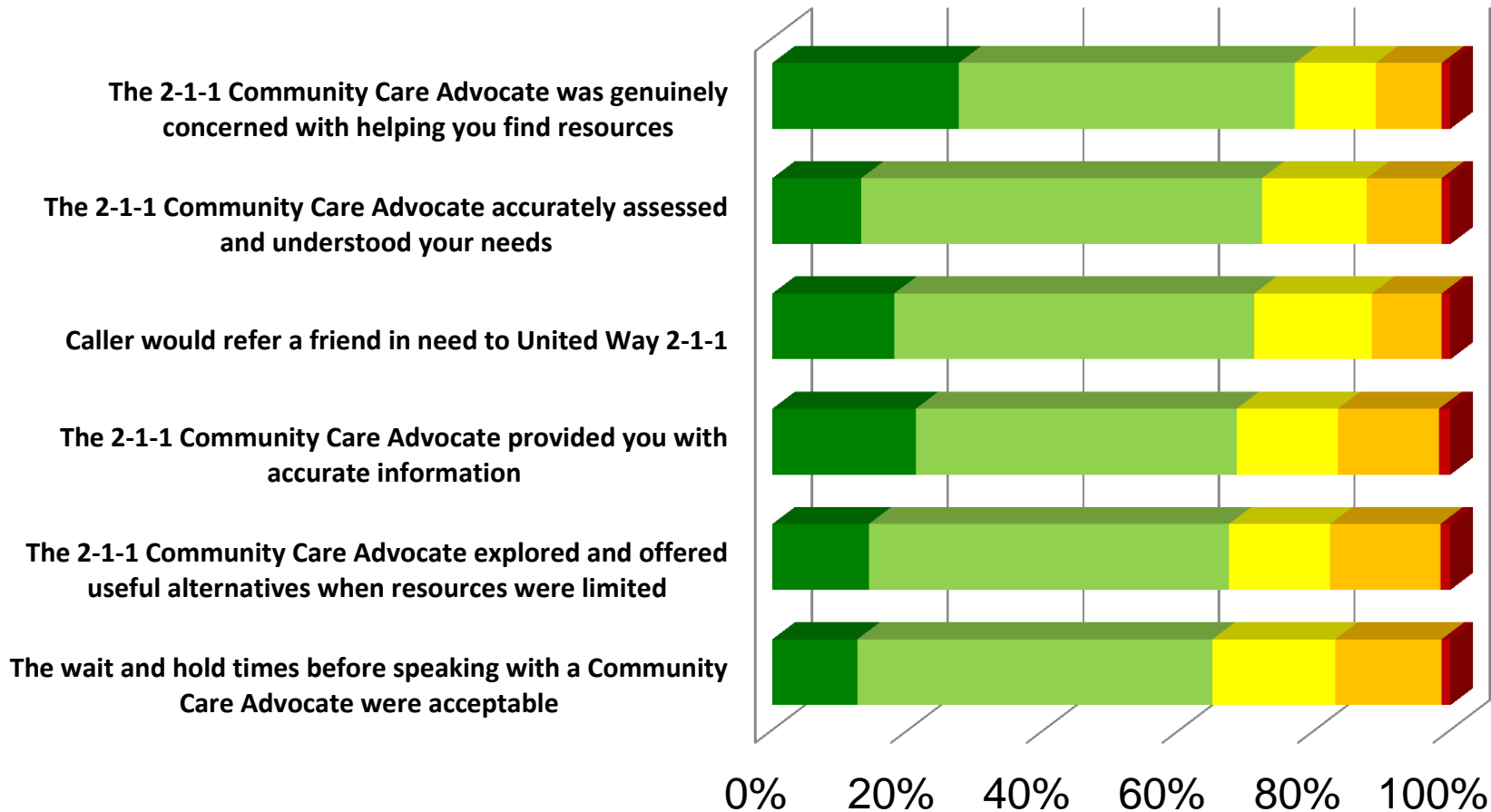


- Received Services
- Did Not Contact Agency
- Did Not Receive Services
- Waiting: (Appointment Pending, On Wait List, No Agency Response, More Time Needed to Receive Service)
- Service Approved & Pending
- Services No Longer Needed

CUSTOMER SATISFACTION SURVEY

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

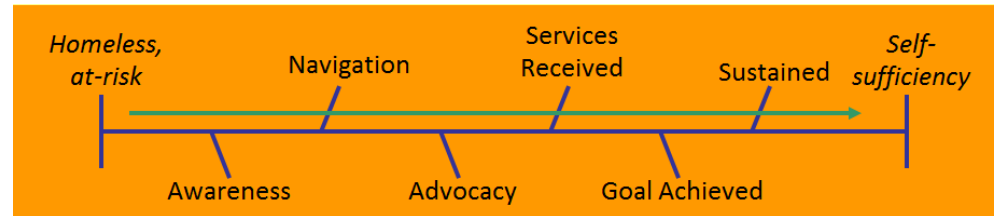
535 callers responded



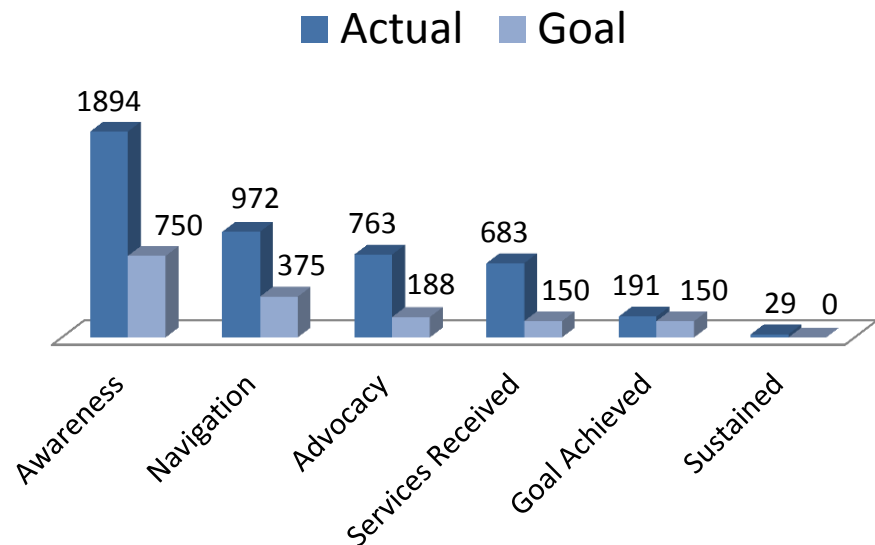
2-1-1 On The Go!

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 | 7,924 | 19% | Gas Service Payment Assistance | 5,906 | 21% | Gas Service Payment Assistance | 1,022 | 17% |
| 2 | Food Pantries | 3,151 | 8% | Food Pantries | 1,789 | 6% | Rent Payment Assistance | 677 | 11% |
| 3 | Rent Payment Assistance | 2,876 | 7% | Rent Payment Assistance | 1,572 | 6% | Food Pantries | 441 | 7% |
| 4 | Electric Service Payment Assistance | 2,040 | 5% | Electric Service Payment Assistance | 1,391 | 5% | Electric Service Payment Assistance | 321 | 5% |
| 5 | Homeless Shelter | 1,086 | 3% | Homeless Shelter | 689 | 3% | Undesignated Temporary Financial Assistance | 200 | 3% |
| 6 | Undesignated Temporary Financial Assistance | 969 | 2% | Community Clinics | 678 | 2% | Homeless Shelter | 159 | 3% |
| 7 | Housing Search Assistance | 891 | 2% | Housing Search Assistance | 644 | 2% | Community Clinics | 129 | 2% |
| 8 | Community Clinics | 876 | 2% | Job Search/Placement | 587 | 2% | Adult State/Local Health Insurance Programs | 127 | 2% |
| 9 | Job Search/Placement | 819 | 2% | Undesignated Temporary Financial Assistance | 553 | 2% | Housing Search Assistance | 112 | 2% |
| 10 | Child Care Provider Training | 694 | 2% | Child Care Provider Training | 508 | 2% | Job Search/Placement | 100 | 2% |

TOP 10 REFERRED SERVICES

| MACOMB COUNTY | | | WASHTENAW COUNTY | | | MONROE COUNTY | | | |
|---------------|---|--------------|------------------|--|--------------|---------------|---|--------------|------------|
| | Count | Pct of Total | | Count | Pct of Total | | Count | Pct of Total | |
| 1 | Food Pantries | 826 | 14% | Gas Service Payment Assistance | 237 | 17% | Gas Service Payment Assistance | 57 | 13% |
| 2 | Gas Service Payment Assistance | 709 | 12% | Rent Payment Assistance | 134 | 10% | Rent Payment Assistance | 39 | 9% |
| 3 | Rent Payment Assistance | 458 | 8% | Homeless Shelter | 81 | 6% | Food Pantries | 30 | 7% |
| 4 | Electric Service Payment Assistance | 251 | 4% | Food Pantries | 72 | 5% | Electric Payment Service Assistance | 22 | 5% |
| 5 | Homeless Shelter | 171 | 3% | Electric Service Payment Assistance | 56 | 4% | Homeless Shelter | 21 | 5% |
| 6 | Undesignated Temporary Financial Assistance | 161 | 3% | Undesignated Temporary Financial Assistance | 36 | 3% | Undesignated Temporary Financial Assistance | 19 | 4% |
| 7 | Adult State/Local Health Insurance Programs | 131 | 2% | Housing Search Assistance | 33 | 2% | Emergency Shelter Clearinghouses | 11 | 3% |
| 8 | Job Search/Placement | 107 | 2% | Low Income/Subsidized Private Rental Housing | 27 | 2% | General Legal Aid | 10 | 2% |
| 9 | Housing Search Assistance | 101 | 2% | Community Clinics | 26 | 2% | Prescription Expense Assistance | 7 | 2% |
| 10 | Child Care Provider Training | 99 | 2% | Job Search/Placement | 19 | 1% | Housing Authorities | 7 | 2% |

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 | 6,499 | 10% | The Heat And Warmth Fund (THAW) | 4,580 | 10% | Oakland Livingston Human Service Agency | 1,427 | 14% |
| 2 | The Heath And Warmth Fund (THAW) | 5,987 | 9% | Michigan Department of Human Services | 4,377 | 10% | Michigan Department of Human Services | 1,071 | 11% |
| 3 | Salvation Army – Eastern Michigan Division | 4,554 | 7% | Salvation Army – Eastern Division | 3,343 | 8% | Society of Saint Vincent de Paul | 945 | 10% |
| 4 | Society of Saint Vincent de Paul | 3,854 | 6% | Community and Home Supports | 2,841 | 6% | The Heat And Warmth Fund (THAW) | 761 | 8% |
| 5 | Community and Home Supports | 2,861 | 4% | Coalition on Temporary Shelter | 2,324 | 5% | Community Housing Network | 483 | 5% |
| 6 | Coalition on Temporary Shelter | 2,382 | 4% | Society of Saint Vincent de Paul | 2,073 | 5% | Lighthouse Emergency Services | 477 | 5% |
| 7 | United Community Housing Coalition | 1,662 | 3% | United Community Housing Coalition | 1,661 | 4% | Salvation Army - Eastern Michigan Division | 345 | 4% |
| 8 | Oakland Livingston Human Service Agency | 1,434 | 2% | Detroit Department of Human Services | 1,048 | 2% | Saint John’s Episcopal Church | 137 | 1% |
| 9 | Crossroads of Michigan | 1,281 | 2% | Crossroads of Michigan | 1,039 | 2% | South Oakland Shelter | 122 | 1% |
| 10 | Macomb County Community Services Agency | 1,087 | 2% | Wayne Metropolitan Community Action Agency | 662 | 2% | Oakland Health Plan | 110 | 1% |

TOP 10 REFERRED AGENCIES

| MACOMB COUNTY | | | | WASHTENAW COUNTY | | | | MONROE COUNTY | | | |
|---------------|---|--------------|--------------|---|------------|------------|---|---------------|------------|-------|--------------|
| | | Count | Pct of Total | | | Count | Pct of Total | | | Count | Pct of Total |
| 1 | Macomb County Community Services Agency | 1,081 | 12% | Friends in Deed | 341 | 14% | Salvation Army - Eastern Michigan Division | 122 | 20% | | |
| 2 | Society of Saint Vincent de Paul | 761 | 8% | Salvation Army - Eastern Michigan Division | 340 | 14% | Monroe County Opportunity Program | 99 | 16% | | |
| 3 | Michigan Department of Human Services | 760 | 8% | Michigan Department of Human Services | 221 | 9% | Michigan Department of Human Services | 70 | 11% | | |
| 4 | The Heat And Warmth Fund (THAW) | 522 | 6% | Washtenaw County ETCS | 162 | 7% | Society of Saint Vincent de Paul | 68 | 11% | | |
| 5 | Salvation Army – Eastern Michigan Division | 404 | 4% | SOS Community Services | 143 | 6% | The Heat And Warmth Fund (THAW) | 36 | 6% | | |
| 6 | Community Housing Network | 372 | 4% | Shelter Association of Washtenaw County | 139 | 6% | Legal Services of South Central Michigan | 13 | 2% | | |
| 7 | Crossroads of Michigan | 154 | 2% | The Heat And Warmth Fund | 88 | 4% | Michigan State Housing Development Authority | 9 | 1% | | |
| 8 | Macomb County Rotating Emergency Shelter Team | 128 | 1% | Hope Center | 82 | 3% | Family Medical Center of Michigan | 9 | 1% | | |
| 9 | US Department of Housing and Urban Development | 123 | 1% | People Organized Working Evolving Reaching | 39 | 2% | Area Agency on Aging 1-B | 9 | 1% | | |
| 10 | WW Community Connections | 114 | 1% | Hope America | 33 | 1% | Lake Erie Transit | 8 | 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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