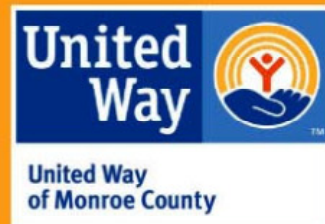
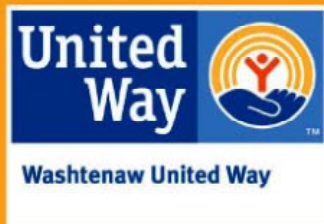


MONTHLY REPORT **May 2008**



Get Connected. Get Answers.



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

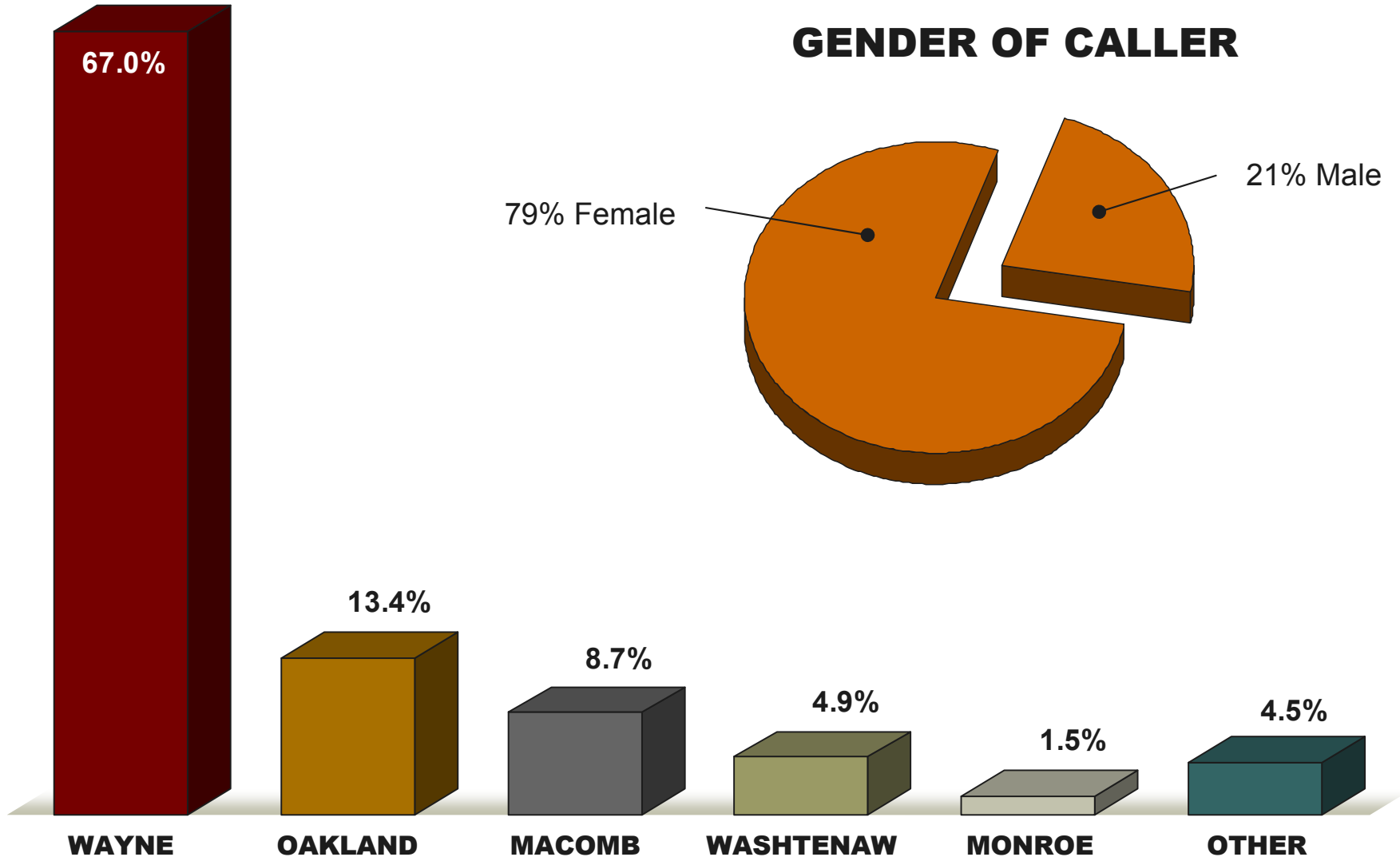
THIS MONTH IN REVIEW

THE MISSION OF 2-1-1

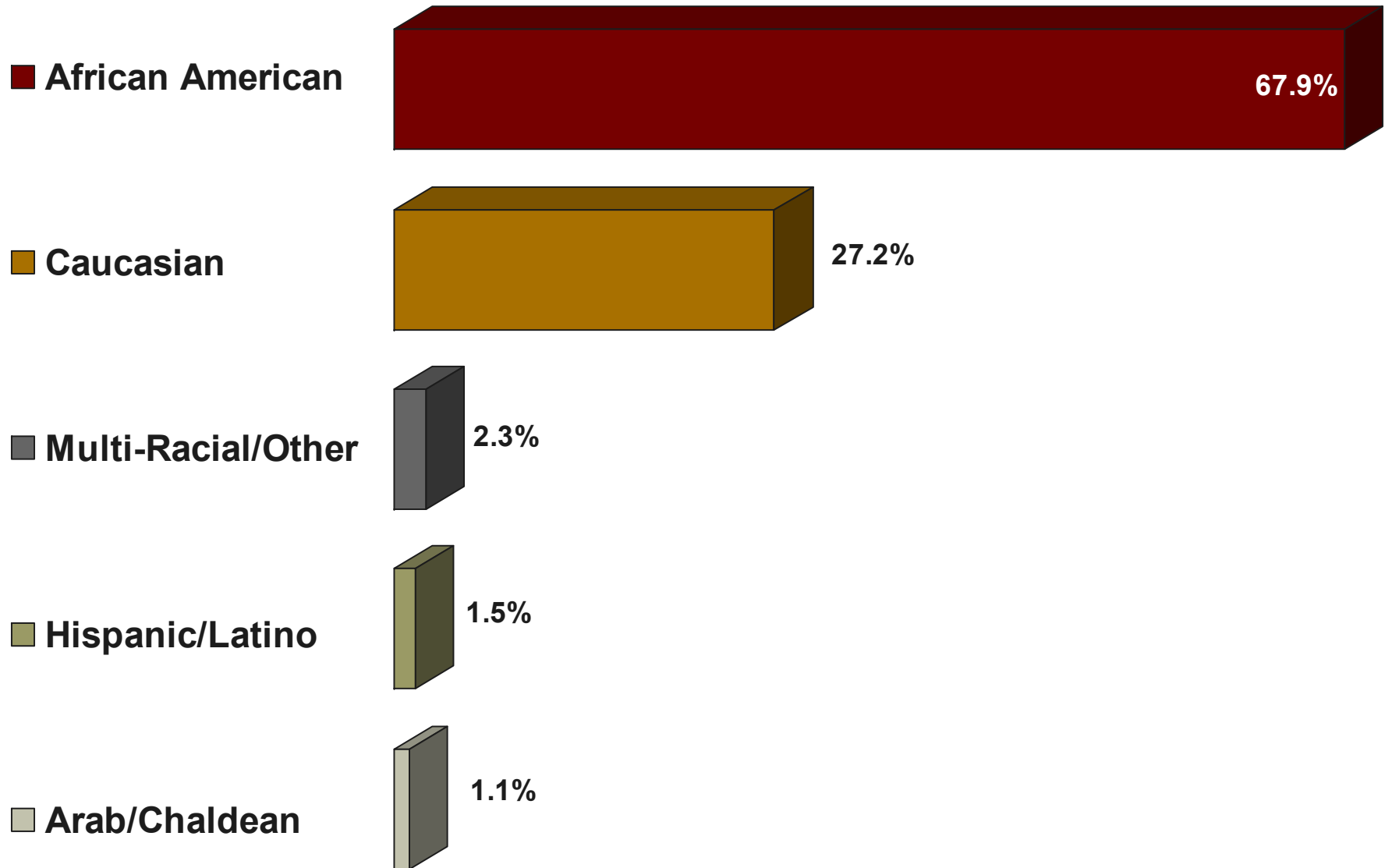
TO BUILD AMERICA'S CAPACITY TO STRENGTHEN THE WAY PEOPLE ACCESS AND ENGAGE IN CIVIC LIFE

- 2-1-1 received 22,625 calls in May of 2008. This is an 18% decrease from the previous month but represents a 78% increase from May of 2007. We believe this drop in call volume is the result of public's knowledge of the resources of one of the major programs providing utility assistance being exhausted during the month of May.
- 2-1-1 is positioning itself to be the front door for Health Care Resources for Southeastern Michigan. All callers are asked whether they are uninsured and resources for health care access are disseminated to all uninsured persons.
- The primary reason for calling 2-1-1 in May 2008 was to seek assistance for Utility Bills.
- An emerging trend we have noticed is the increased number of requests related to Permanent Housing. As a result of the mortgage foreclosure crisis in the region, Permanent Housing resources is the second most common resource provided by 2-1-1.
- As we continue to examine our follow up process, our focus has shifted to understanding the reasons why people did not receive the services they requested when calling 2-1-1. This new process allows us to better identify the core issues surrounding barriers that prevent access to services, and to create strategy to improve linkages between callers and service providers.

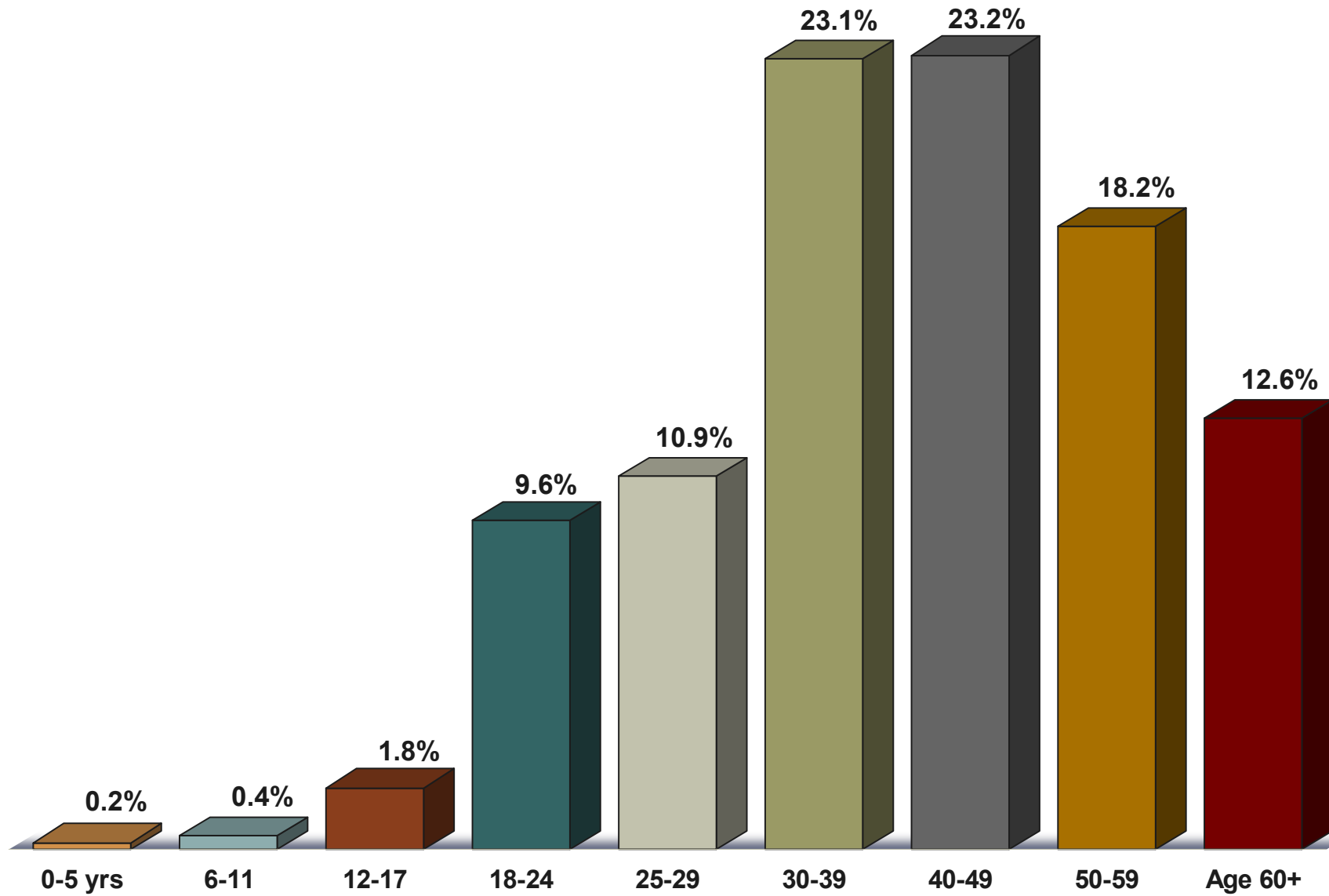
CALL VOLUME BY COUNTY



CALLS BY ETHNICITY

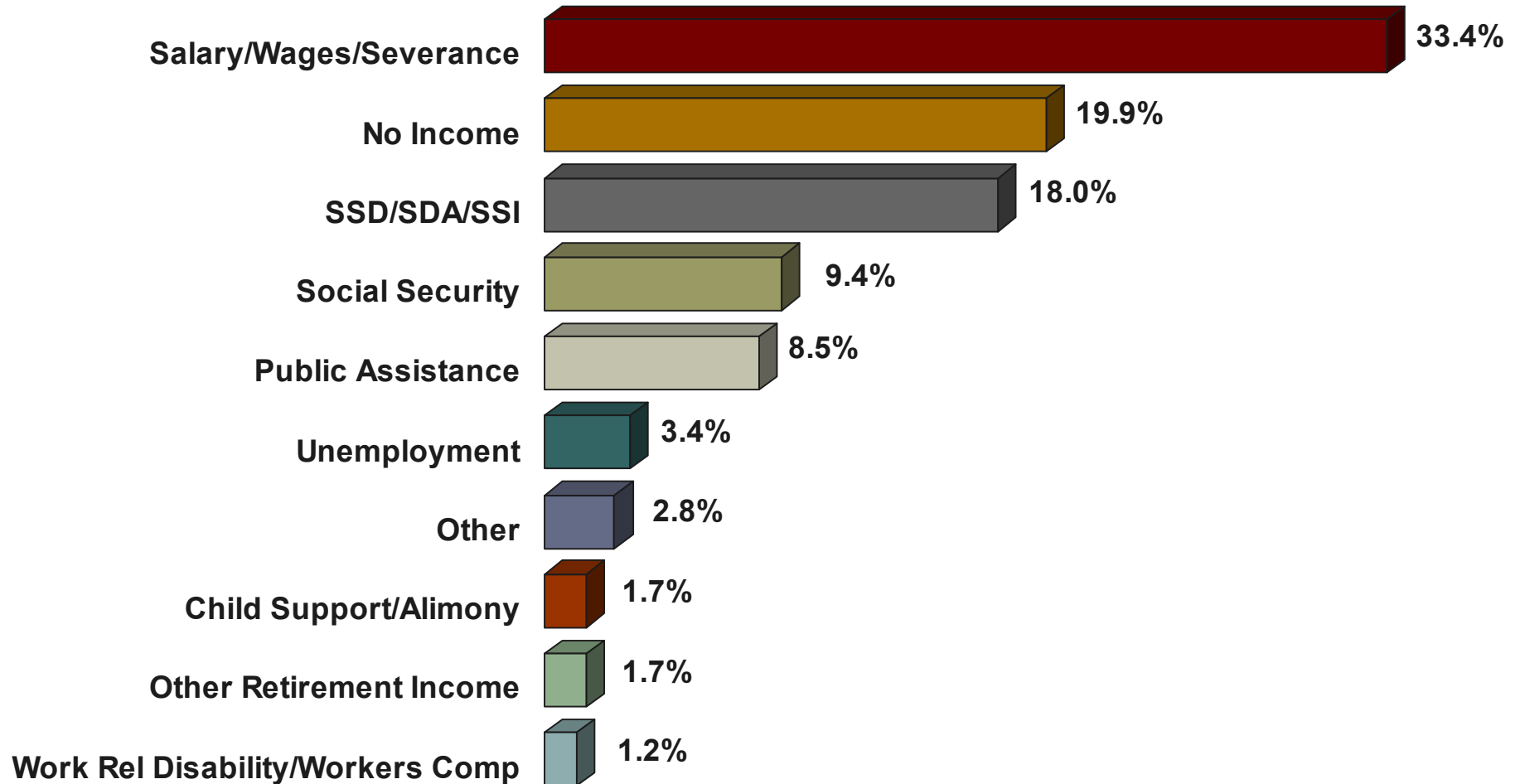


AGE RANGE OF SERVICE REQUESTS

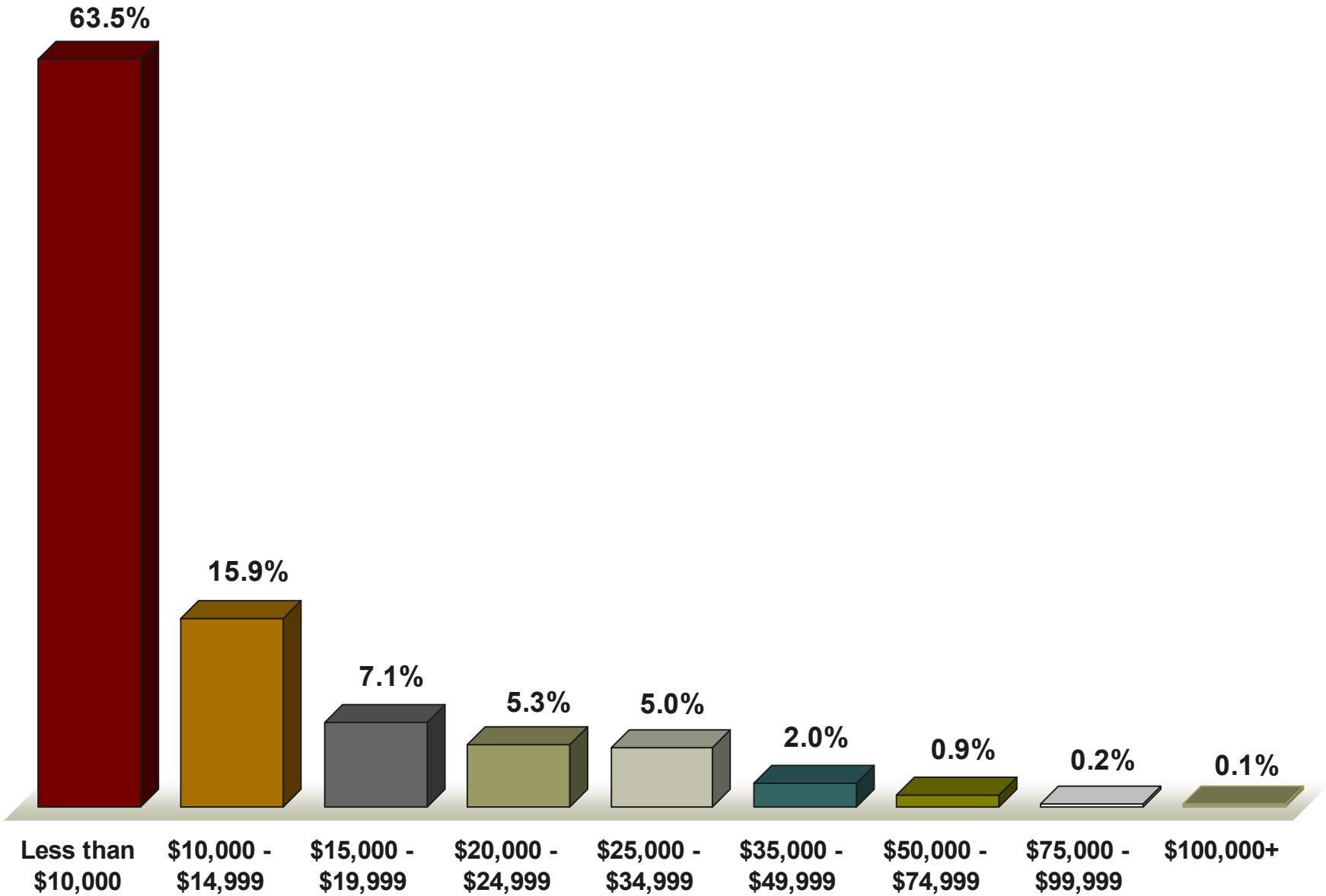


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PRIMARY SOURCE OF INCOME



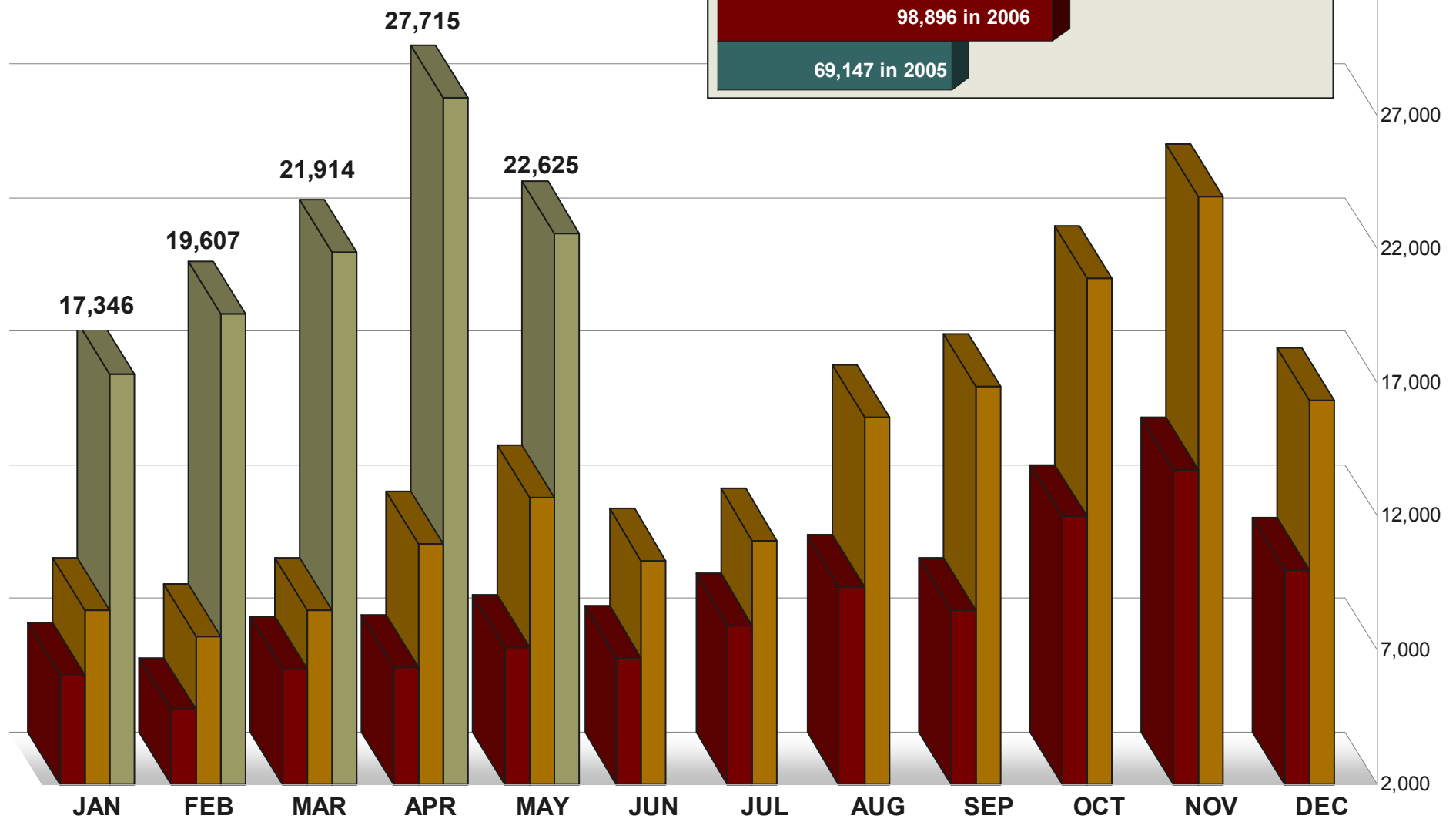
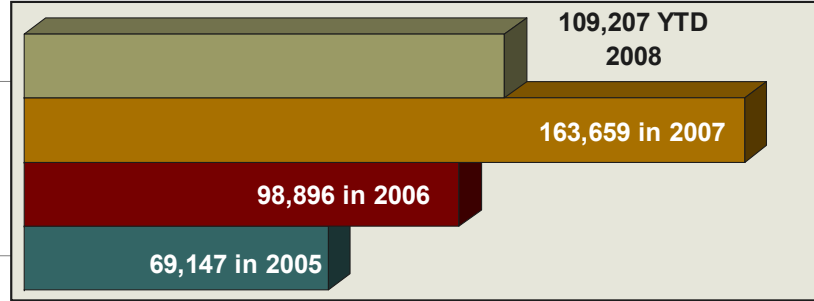
INCOME LEVEL



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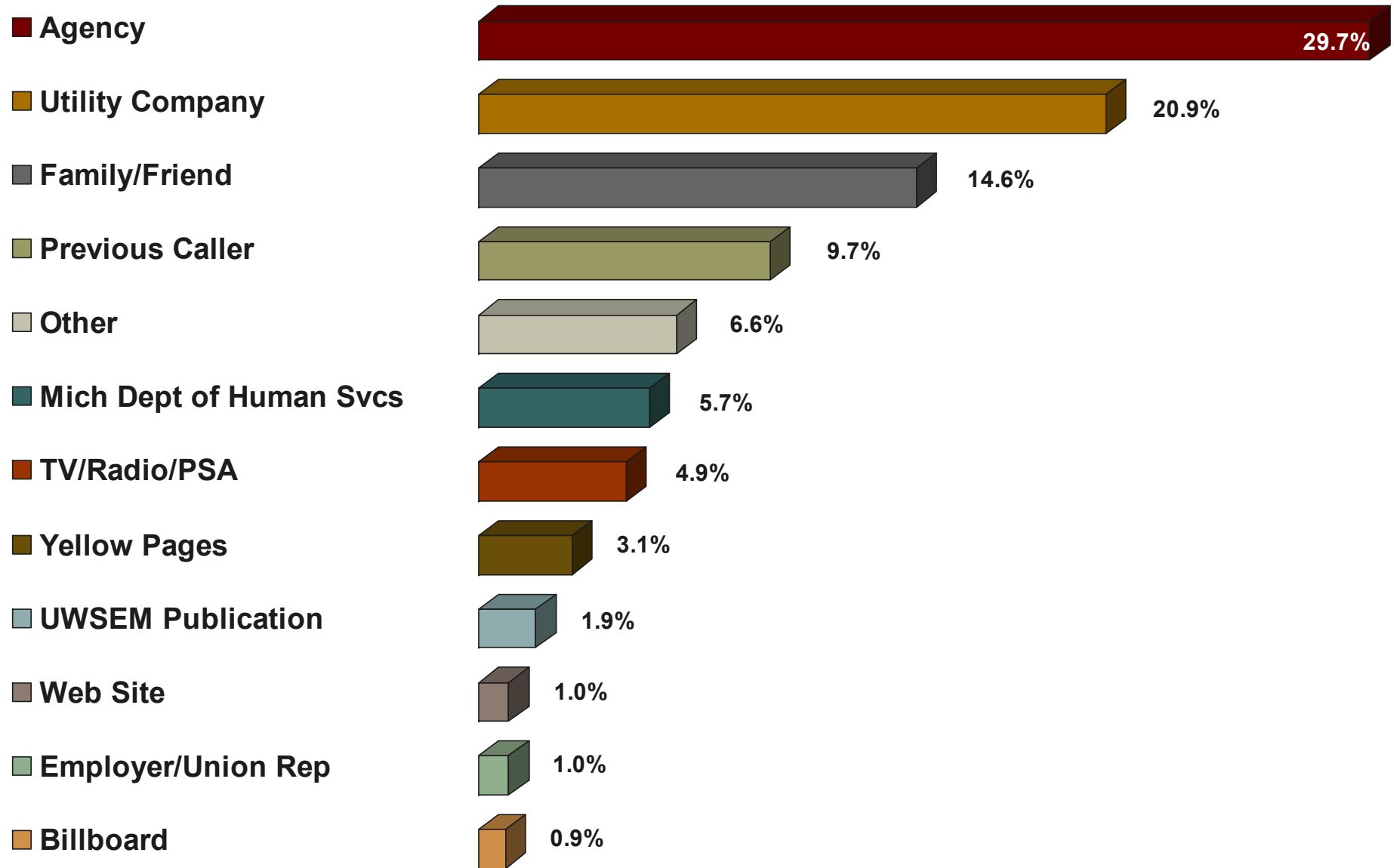
CALLS RECEIVED

■ 2006
 ■ 2007
 ■ 2008

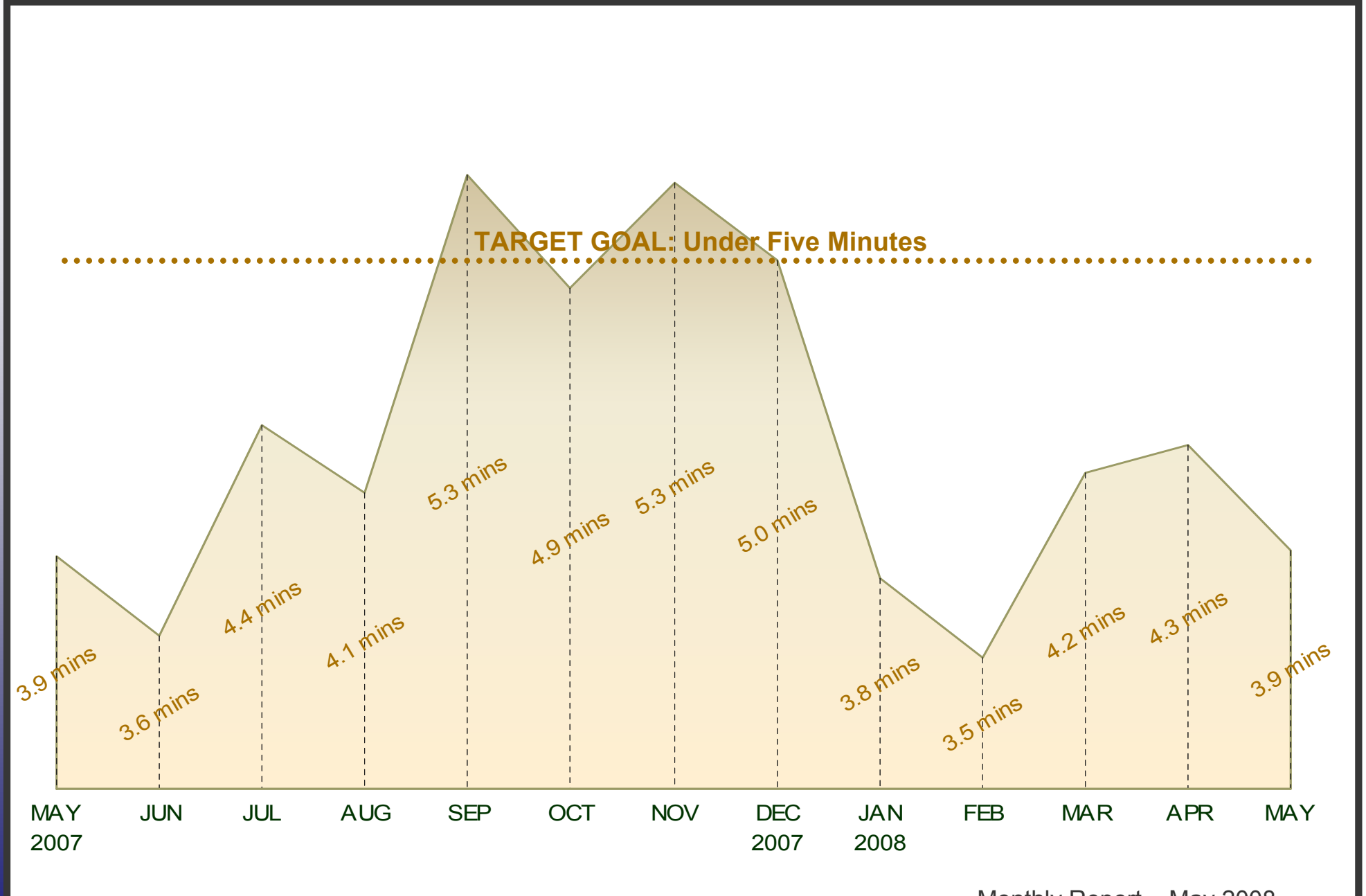


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REFERRED BY SOURCE



AVERAGE LENGTH OF CALL



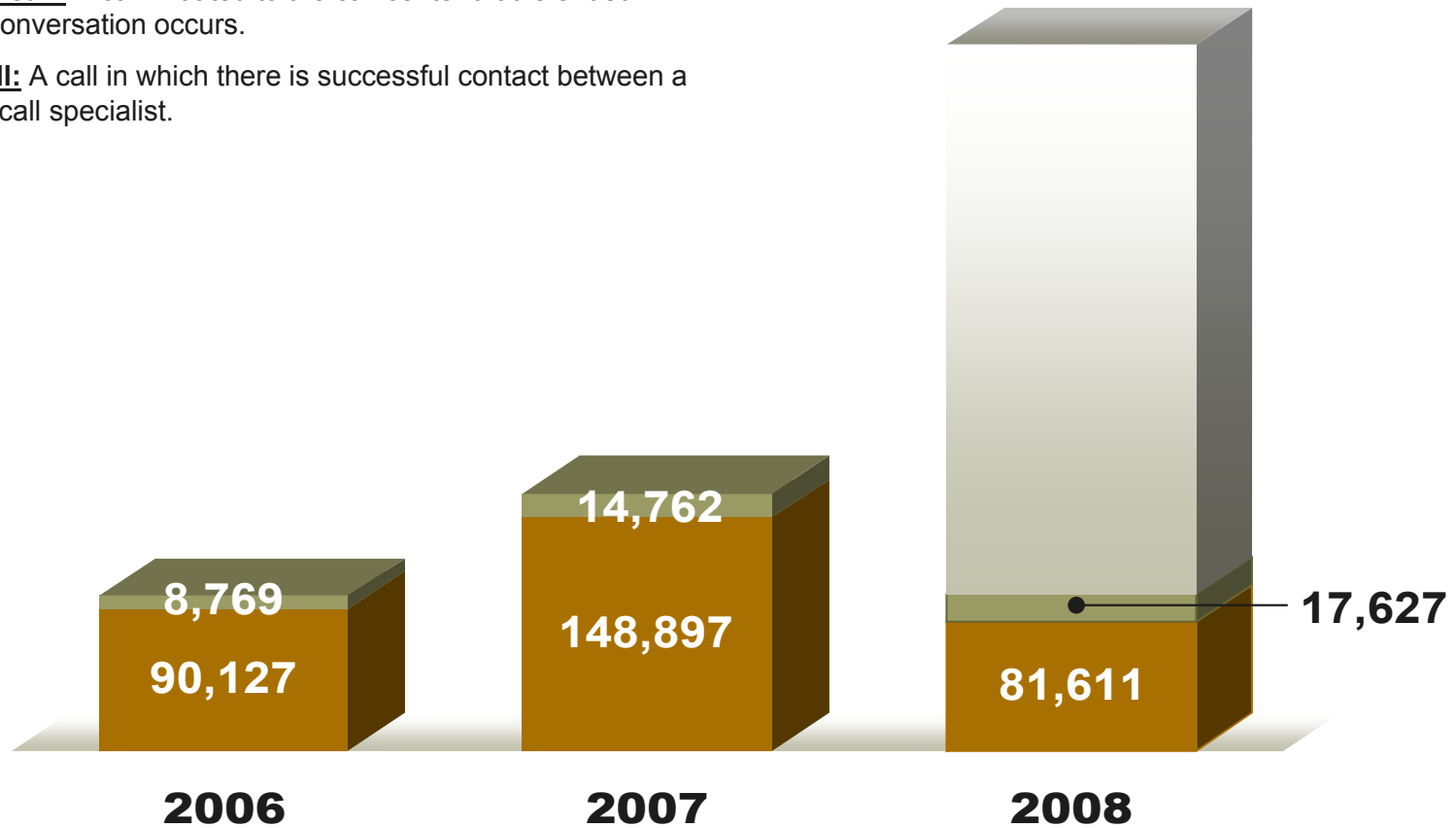
CALL ACTIVITY

- PROJECTED
- ABANDONED
- HANDLED

Abandoned call: A call initiated to the call center that is ended before any conversation occurs.

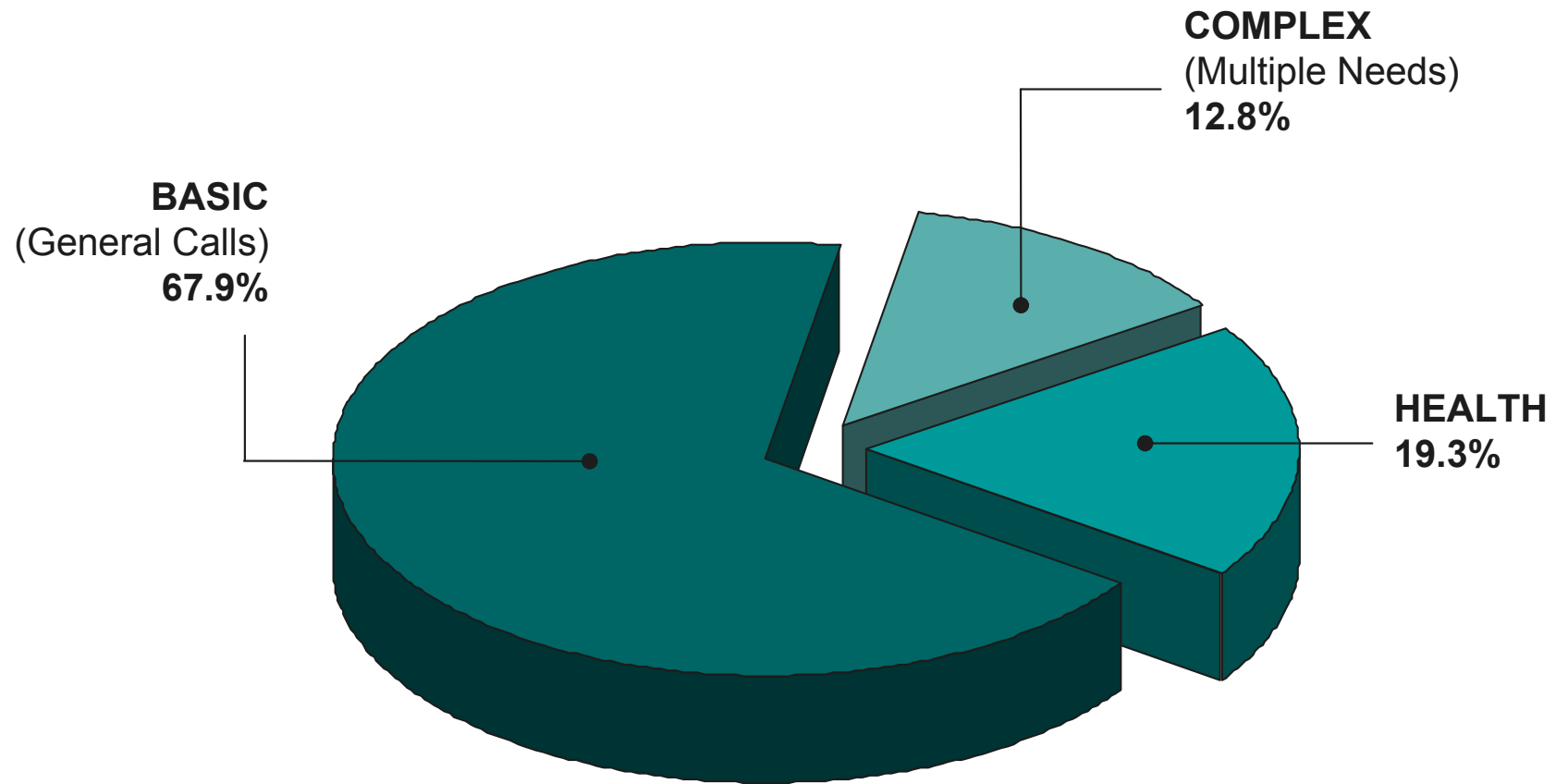
Handled call: A call in which there is successful contact between a caller and a call specialist.

*320,000 Calls
Projected in 2008!!*



FOLLOW-UP ACTIVITY

89% OF CALLERS SURVEYED IN THE FOLLOW UP PROCESS REPORTED THEY WOULD RECOMMEND 2-1-1 TO A FAMILY MEMBER OR FRIEND



IMPROVING LIVES



“I was facing eviction and did not know where to turn. I would be out on the streets without the help of 2-1-1.” ~Almeta in Pontiac, calling for assistance with rent

“I had no food in the house. I contacted 2-1-1 and they did wonders. I was able to receive food and they also gave me some job leads for which I have an upcoming interview.” ~Sophia in Detroit, calling for food resources

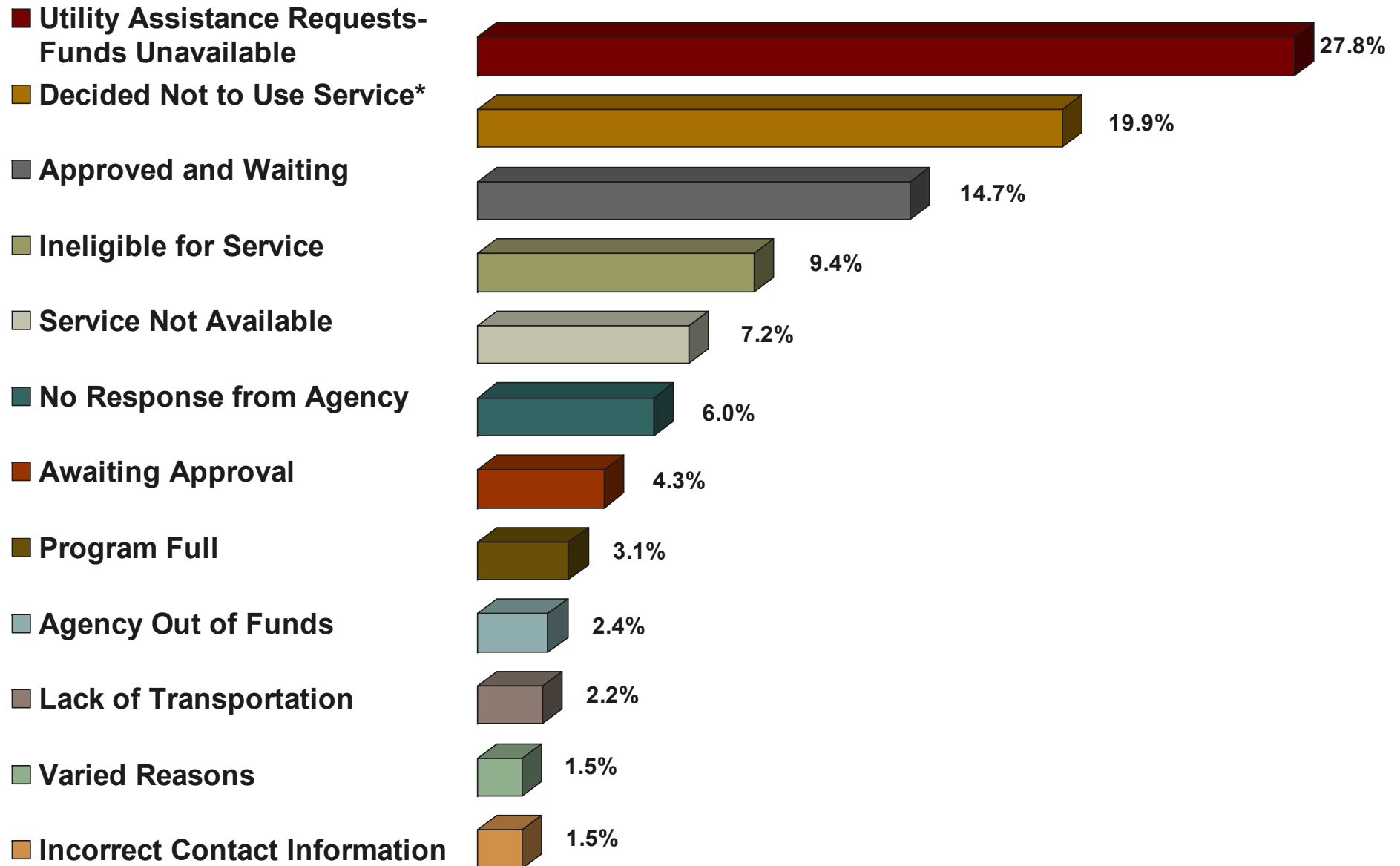
“I had tried and tried on my own to get help and no one would help me. I called 2-1-1 and they referred me to an agency through which I was able to obtain an advocate who was able to get me the help I needed. I tell everyone about 2-1-1.” ~Curtis in Detroit, calling for advocacy

“I called 2-1-1 and they were very detailed in giving me locations and hours of operation. It was extremely nice to talk to a live person who really cared about my situation. They referred me to ACORN where I was able to get a same day appointment. The very next day a case manager at ACORN contacted my mortgage company on my behalf. I was hanging on by my finger tips struggling with my mortgage and bills. I am very thankful for the 2-1-1 service.” ~Carol in Eastpointe, calling for mortgage foreclosure assistance

“I was laid off from my job and could not pay for my medication along with my other expenses. They were able to refer me to an agency where I was able to receive my medication for \$16 a month when they were originally costing me around \$71 a month.”

~Helen in Detroit, calling for prescription assistance.

REASONS FOR NOT RECEIVING SERVICES



*Reasons: Received help from family or friends; could not afford the services; did not follow up with the referred agency

HIGHLIGHTS OF 2-1-1 INITIATIVES



BASIC NEEDS



FINANCIAL STABILITY



EDUCATIONAL PREPAREDNESS



MORTGAGE FORECLOSURE ASSISTANCE

A statewide initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency.....

CALLS PERCENT*

333 2.0%



MEDICAID PRESCREENING

Determining Medicaid eligibility for low-income callers who are without ongoing health insurance, then forwarding the record and assessment to the Detroit Wayne County Health Authority for follow-up.....

123 0.7%



THAW

Assisting The Heat and Warmth Fund by helping to determine eligibility for financial assistance with utility bills, then connecting callers to the appropriate THAW site for the region.....

121 0.7%



PRESCRIPTION ASSISTANCE

Prescreening and determining eligibility of callers seeking assistance with prescriptions, and connecting them to discount programs.....

64 0.4%

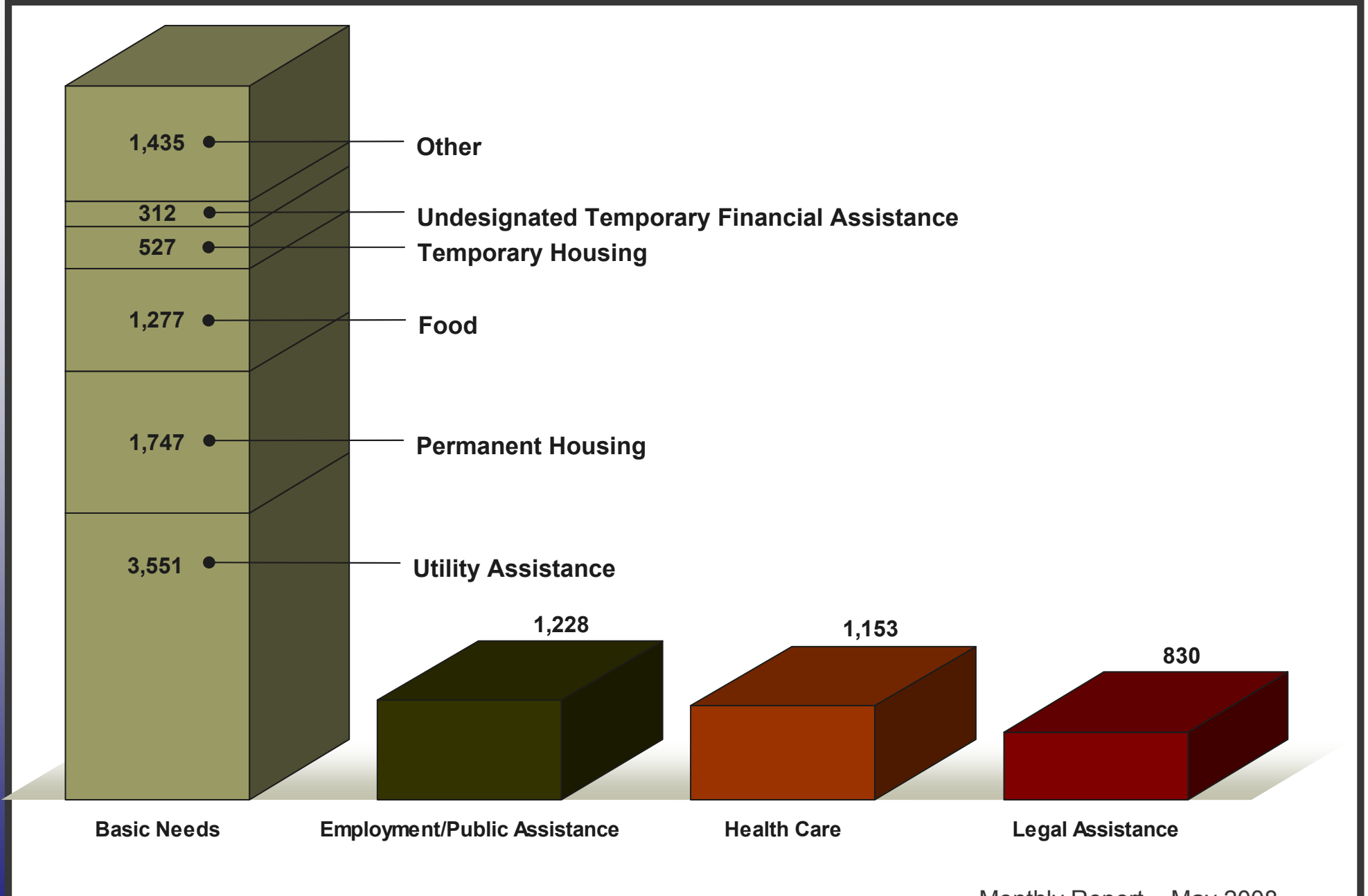


EARNED INCOME TAX CREDIT/TAX PREPARATION

A statewide initiative informing and directing low-income working individuals and families to free local resources to assist them in filing for a refundable federal income tax credit.....

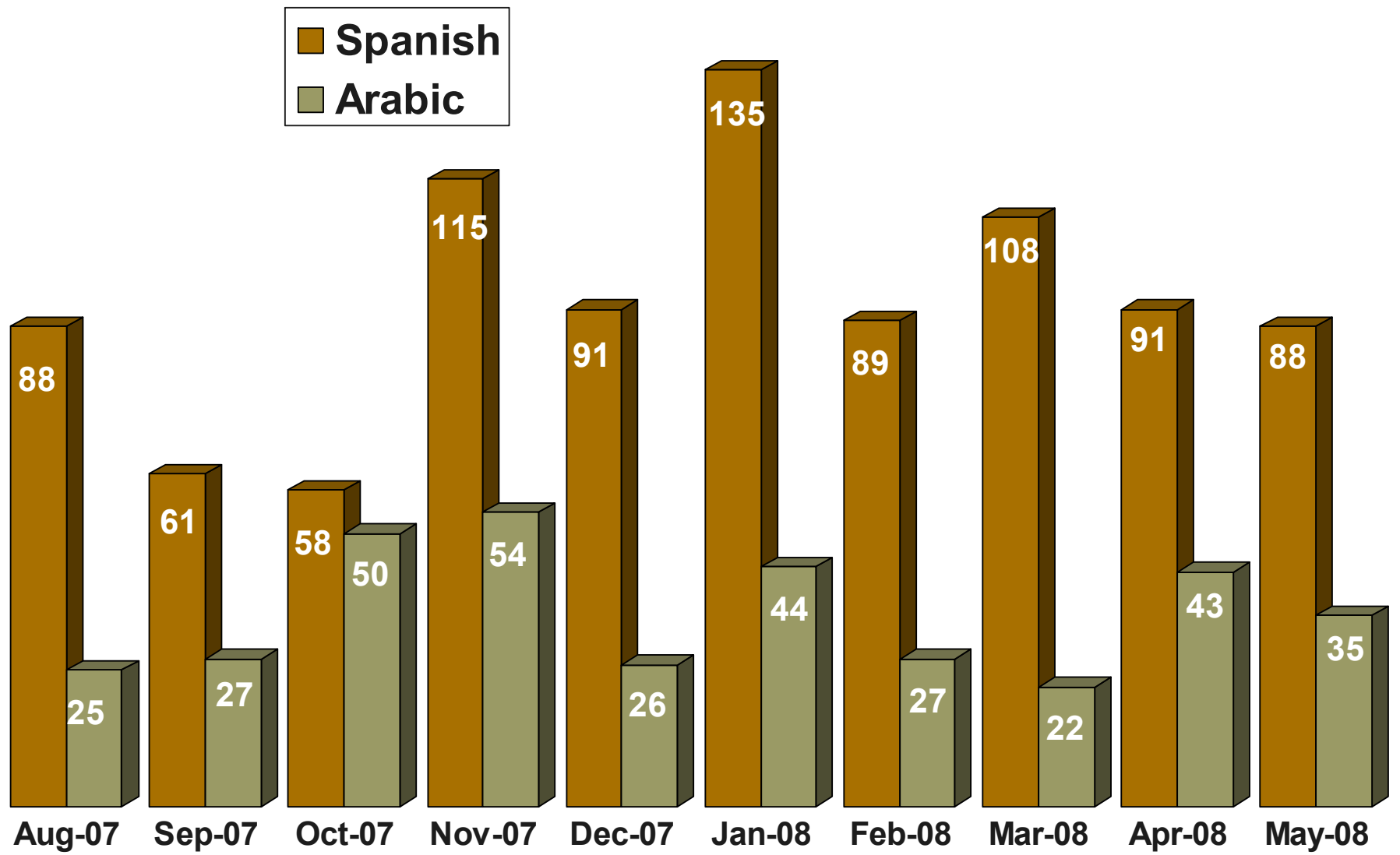
16 0.1%

TOP SERVICE REQUESTS



ALTERNATE LANGUAGE

(as selected by caller)



TOP 20 SERVICE REQUESTS



WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Gas Bill Payment Assistance	1,726	17%	Gas Bill Payment Assistance	420	21%	Gas Bill Payment Assistance	244	19%		
2	Food Pantries	868	9%	Food Pantries	161	8%	Food Pantries	108	8%		
3	Job Search/Placement	558	6%	Rent Payment Assistance	130	6%	Electric Bill Payment Assistance	87	7%		
4	Electric Bill Payment Assistance	541	5%	Electric Bill Payment Assistance	123	6%	Information Only	54	4%		
5	Information Only	415	4%	Information Only	87	4%	Job Search/Placement	54	4%		
6	Rent Payment Assistance	317	3%	Job Search/Placement	76	4%	Rent Payment Assistance	52	4%		
7	Housing Search Assistance	276	3%	Undesig. Temp. Financial Assistance	69	3%	Homeless Shelter	45	3%		
8	Community Clinics	244	2%	Community Clinics	54	3%	Undesig. Temp. Financial Assistance	40	3%		
9	General Legal Aid	214	2%	Homeless Shelter	41	2%	Community Clinics	26	2%		
10	General Furniture Provision	204	2%	Mortgage Foreclosure Assistance	36	2%	Utility Tax Exemption Information	21	2%		
11	Low Income/Sbsdzd. Priv. Rental Hsng.	198	2%	General Legal Aid	29	1%	Low Income/Sbsdzd. Priv. Rental Hsng.	19	1%		
12	Homeless Shelter	195	2%	Adult State/Local Health Ins. Prog.	26	1%	General Clothing	17	1%		
13	Undesig. Temp. Financial Assistance	185	2%	Low Income/Sbsdzd. Priv. Rental Hsng.	24	1%	General Legal Aid	17	1%		
14	General Clothing	166	2%	Dental Care	24	1%	Mortgage Foreclosure Assistance	16	1%		
15	Dental Care	141	1%	General Counseling Services	22	1%	General Furniture Provision	15	1%		
16	Water Bill Payment Assistance	126	1%	General Clothing	22	1%	Emergency Food Clearinghouses	14	1%		
17	Information and Referral	116	1%	Prescription Expense Assistance	21	1%	Dental Care	13	1%		
18	Home Rehabilitation Grants	113	1%	Housing Search Assistance	18	1%	Mortgage Payment Assistance	13	1%		
19	Utility Tax Exemption Information	106	1%	Utility Tax Exemption Information	18	1%	Comprehensive Job Assistance Centers	11	1%		
20	Adult State/Local Health Ins. Prog.	105	1%	Mortgage Payment Assistance	17	1%	Adult State/Local Health Ins. Prog.	10	1%		

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TOP 20 SERVICE REQUESTS



WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Rent Payment Assistance	66	10%	Electric Bill Payment Assistance	18	9%	
2	Phone Number Request	50	7%	Phone Number Request	16	8%	
3	Electric Bill Payment Assistance	48	7%	Gas Bill Payment Assistance	15	8%	
4	Gas Bill Payment Assistance	45	7%	Rent Payment Assistance	13	7%	
5	Food Pantries	27	4%	Food Pantries	11	6%	
6	Homeless Shelter	23	3%	Homeless Shelter	7	4%	
7	Undesignated Temporary Financial Assistance	18	3%	Mortgage Foreclosure Assistance	7	4%	
8	Low Income/Subsidized Private Rental Housing	18	3%	Disability Related Transportation	4	2%	
9	Rental Deposit Assistance	15	2%	Mortgage Payment Assistance	4	2%	
10	General Dentistry	14	2%	General Legal Aid	4	2%	
11	Transitional Housing/Shelter	13	2%	Low Income/Subsidized Private Rental Housing	4	2%	
12	Community Clinics	11	2%	Housing Authorities	4	2%	
13	General Legal Aid	11	2%	Community Clinics	3	2%	
14	Comprehensive Job Assistance Centers	9	1%	Specialized Information and Referral	3	2%	
15	Furniture	9	1%	Government Surplus Food Distribution Sites	3	2%	
16	General Clothing	7	1%	Adolescent/Youth Counseling	2	1%	
17	Specialized Information and Referral	7	1%	General Counseling Services	2	1%	
18	Prescription Expense Assistance	7	1%	Senior Housing Information and Referral	2	1%	
19	Automotive Repair	6	1%	Food Stamps	2	1%	
20	Bus Fare	6	1%	Public Housing	2	1%	

TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Michigan Dept of Human Services	2,119	11%	Michigan Dept of Human Services	534	14%	Michigan Dept of Human Services	383	17%		
2	Wayne Metro Comm Action Agency	961	5%	Lighthouse Emergency Services	319	8%	Salvation Army	142	6%		
3	Salvation Army	655	3%	Oakland Livingston Human Svce Agcy	157	4%	St. Vincent de Paul	94	4%		
4	Crossroads of Michigan	484	2%	Salvation Army	135	4%	DTE Energy	51	2%		
5	DTE Energy	475	2%	St. Vincent de Paul	101	3%	Macomb/St. Clair Workforce Dev Bd	47	2%		
6	St. Vincent de Paul	430	2%	Oakland County Emplmnt & Training Div	63	2%	Samaritan House	46	2%		
7	Neighborhood Legal Services	317	2%	Saint John's Episcopal Church	58	2%	Macomb County Comm Svcs Agcy	44	2%		
8	Detroit Workforce Development Dept	295	1%	DTE Energy	56	1%	Michigan State Housing Dev Authority	32	1%		
9	Wayne County Veterans Affairs Div	288	1%	Rochester Area Neighborhood House	46	1%	Goodwill Industries of Greater Detroit	31	1%		
10	Detroit Dept of Human Services	269	1%	Michigan State Housing Dev Authority	42	1%	Macomb Cty Rotating Emerg Shelter	29	1%		
11	Michigan State Housing Dev Authority	242	1%	Gary Burnstein Community Health Clinic	38	1%	Detroit Community Health Connection	24	1%		
12	Detroit Urban League	238	1%	South Oakland Shelter	30	1%	Good Shepherd Coalition	21	1%		
13	Legal Aid and Defender Association	220	1%	Michigan Assoc of Physicians from India	29	1%	Good Samaritan Coalition	21	1%		
14	Friendship House	201	1%	Catholic Social Services	29	1%	Legal Aid and Defender Association	18	1%		
15	Detroit Community Health Connection	197	1%	Area Agency on Aging 1-B	28	1%	Wayne County Veterans Affairs Div	17	1%		
16	Black Family Development	173	1%	Jewish Vocational Services	27	1%	South Eastern Michigan Indians	17	1%		
17	Advantage Health Centers	172	1%	Lighthouse Community Development	25	1%	MSU Cooperative Extension Service	16	1%		
18	Capuchin Soup Kitchen	169	1%	Troy People Concerned	24	1%	Macomb County Health Dept	16	1%		
19	Detroit Area Agency on Aging	147	1%	God's Helping Hands	24	1%	Detroit Rescue Mission Ministries	15	1%		
20	United Way for Southeastern Michigan	133	1%	Common Ground Sanctuary	24	1%	Crossroads of Michigan	15	1%		

TOP 20 REFERRALS PROVIDED



WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Friends in Deed	175	11%	Salvation Army	49	13%	
2	Salvation Army	130	8%	Monroe County Opportunity Program	45	12%	
3	SOS Community Services	128	8%	Monroe County Department of Human Services	32	9%	
4	Hope Medical Clinic, Inc.	78	5%	Monroe County Veterans Affairs	7	2%	
5	Parents Together	74	5%	Monroe Housing Commission	6	2%	
6	Washtenaw County Department of Human Services	68	4%	Greenpath Debt Solutions	6	2%	
7	Wash. Co. Employment Training & Community Services	64	4%	The Monroe Center	5	1%	
8	Jewish Family Service	42	3%	Legal Services of South Central Michigan	5	1%	
9	Catholic Social Services	26	2%	United Way of Monroe County	4	1%	
10	Ann Arbor Community Center	18	1%	Monroe County Community Mental Health	4	1%	
11	Shelter Association of Washtenaw County	18	1%	Michigan State Housing Dev Authority	4	1%	
12	Michigan Works!	17	1%	Lake Erie Transportation Commission	4	1%	
13	Neighborhood Senior Services	16	1%	Purple Heart	3	1%	
14	Emmanuel Lutheran Church	16	1%	Philadelphia House	3	1%	
15	Michigan Ability Partners	16	1%	Monroe County Youth Center	3	1%	
16	Washtenaw Affordable Nonprofit Housing	15	1%	Michigan Dept of Human Services	3	1%	
17	U of M Hospital and Health Center	15	1%	Mercy Memorial Hospital System	3	1%	
18	Legal Services of South Central Michigan	13	1%	Human Potential Center	3	1%	
19	Ann Arbor Parks and Recreation	12	1%	Foreclosure Risk Survey	3	1%	
20	Community Dental Center	11	1%	Family Medical Center of Michigan	3	1%	

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UNITED WAY 2-1-1 PARTNERSHIP

- United Way for Southeastern Michigan
- Washtenaw United Way
- United Way of Monroe County
- Huron Valley Ambulance
- The Detroit Public Library/TIP Database *resource specialists*
- Macomb Crisis Center
- Common Ground Sanctuary
- Neighborhood Service Organization

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