

MONTHLY REPORT November 2008

Look inside for FYIs related to our region and our work.....



United Way
of Washtenaw County



United Way
of Monroe County



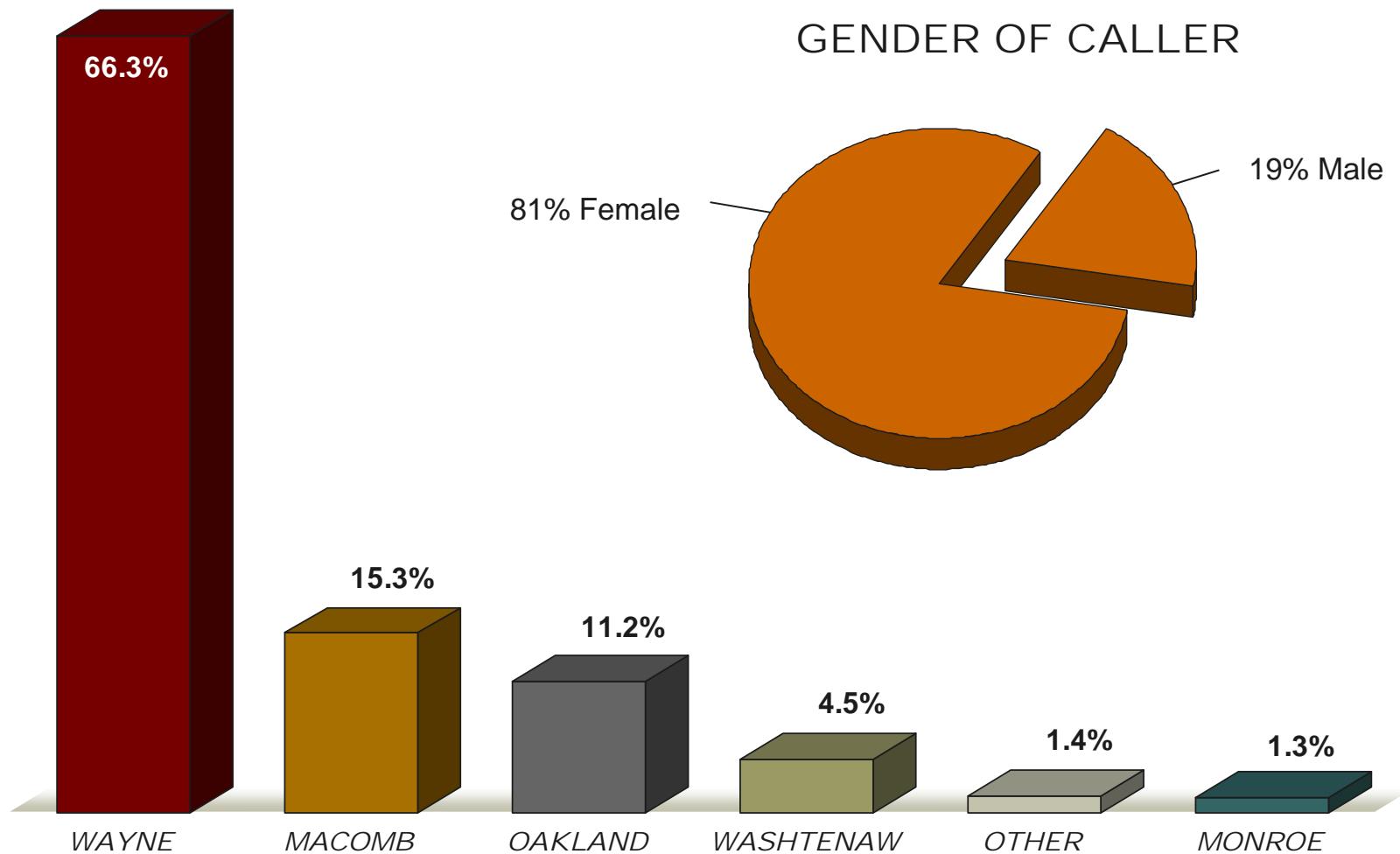
United Way
for Southeastern Michigan

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

THIS MONTH IN REVIEW

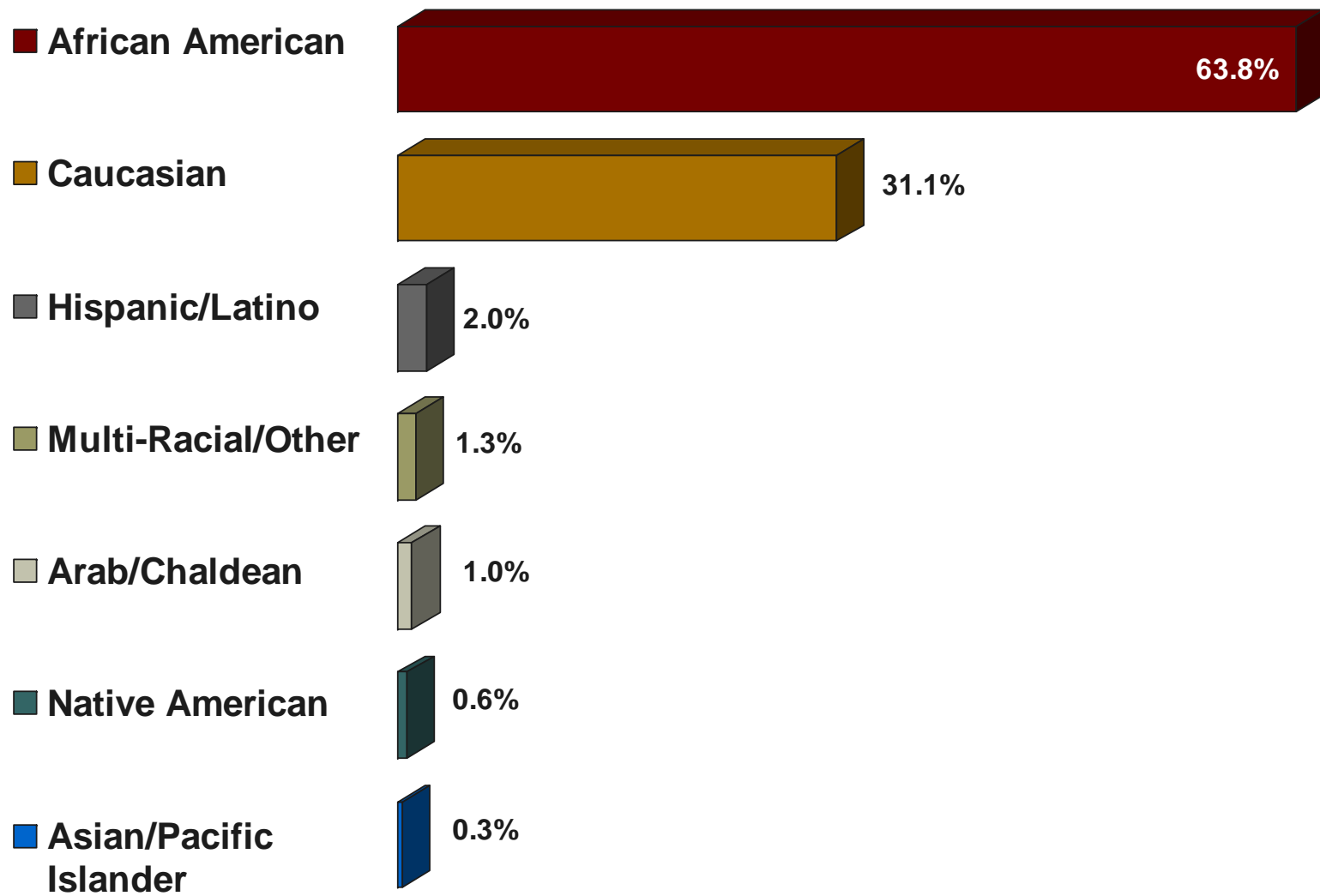
- Call volume in November 2008 was 34,741. This represents a 45% increase from November 2007 and a 3% decrease from October 2008. We attribute this decrease to the THAW Fund opening their early program in October instead of the typical November.
- 2-1-1 has earned accreditation from the Alliance of Information and Referral Systems (AIRS) by demonstrating our ability to meet or exceed national standards for Information & Referral. Commentary from the site reviewers included that this operation is a national model for 2-1-1 and that our staff possess a high level of compassion in the face of great need from this community.
- 2-1-1 has partnered with DTE in a pilot program designed to find solutions for those facing shut-off. We will be working with customers to explore 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.
- 2-1-1 has responded to a request from the Macomb County Food Program to help manage the increase in requests for emergency food. On November 1st, Macomb County began promoting 2-1-1 as the single point of entry for referrals to local food pantries. This has contributed to a 69% increase in calls from Macomb County residents.
- In November, Holiday Assistance Programs ranked as the most requested service. Over 5,500 referrals were made to Holiday Assistance Programs this month.

CALL VOLUME BY COUNTY

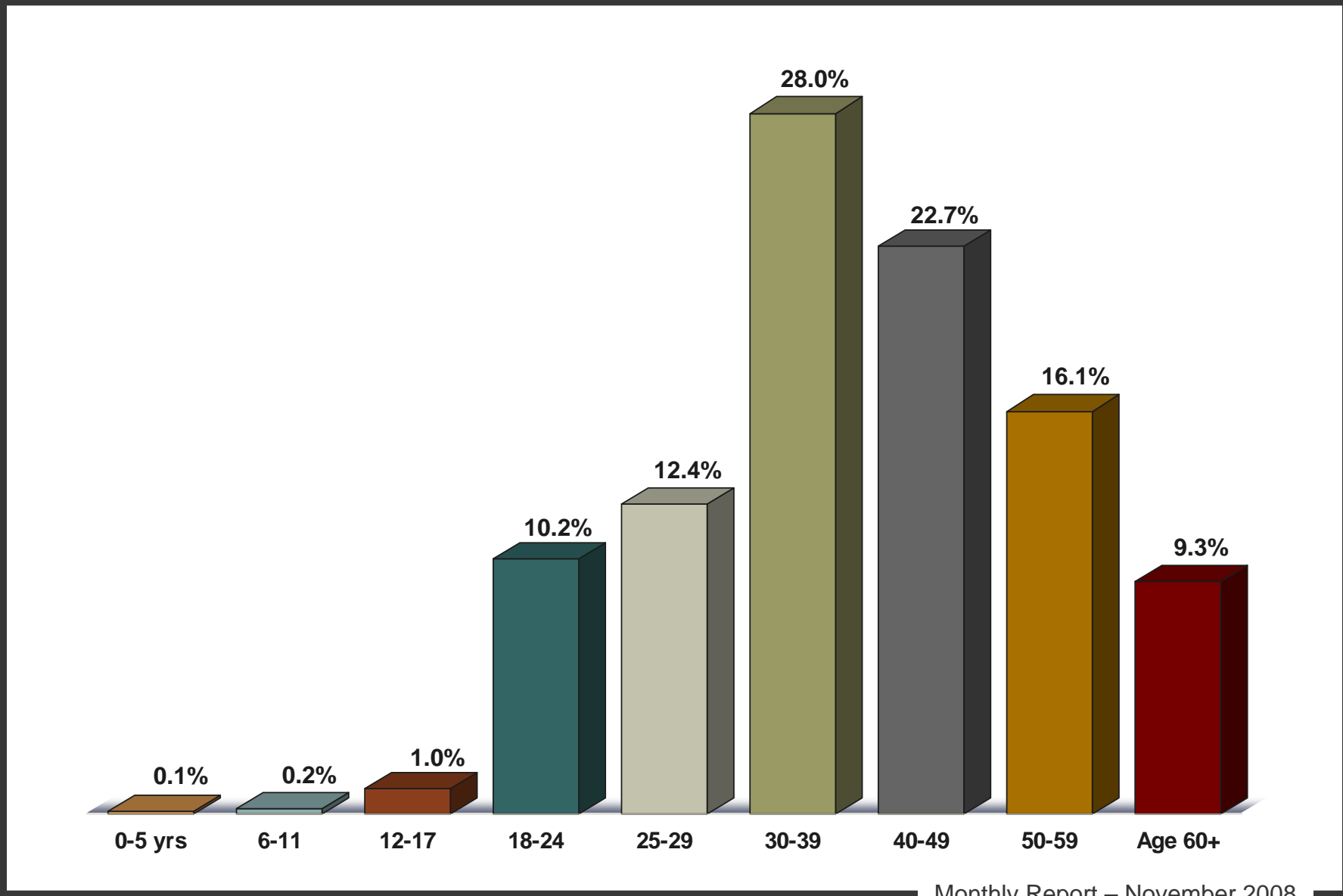


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CALLS BY ETHNICITY

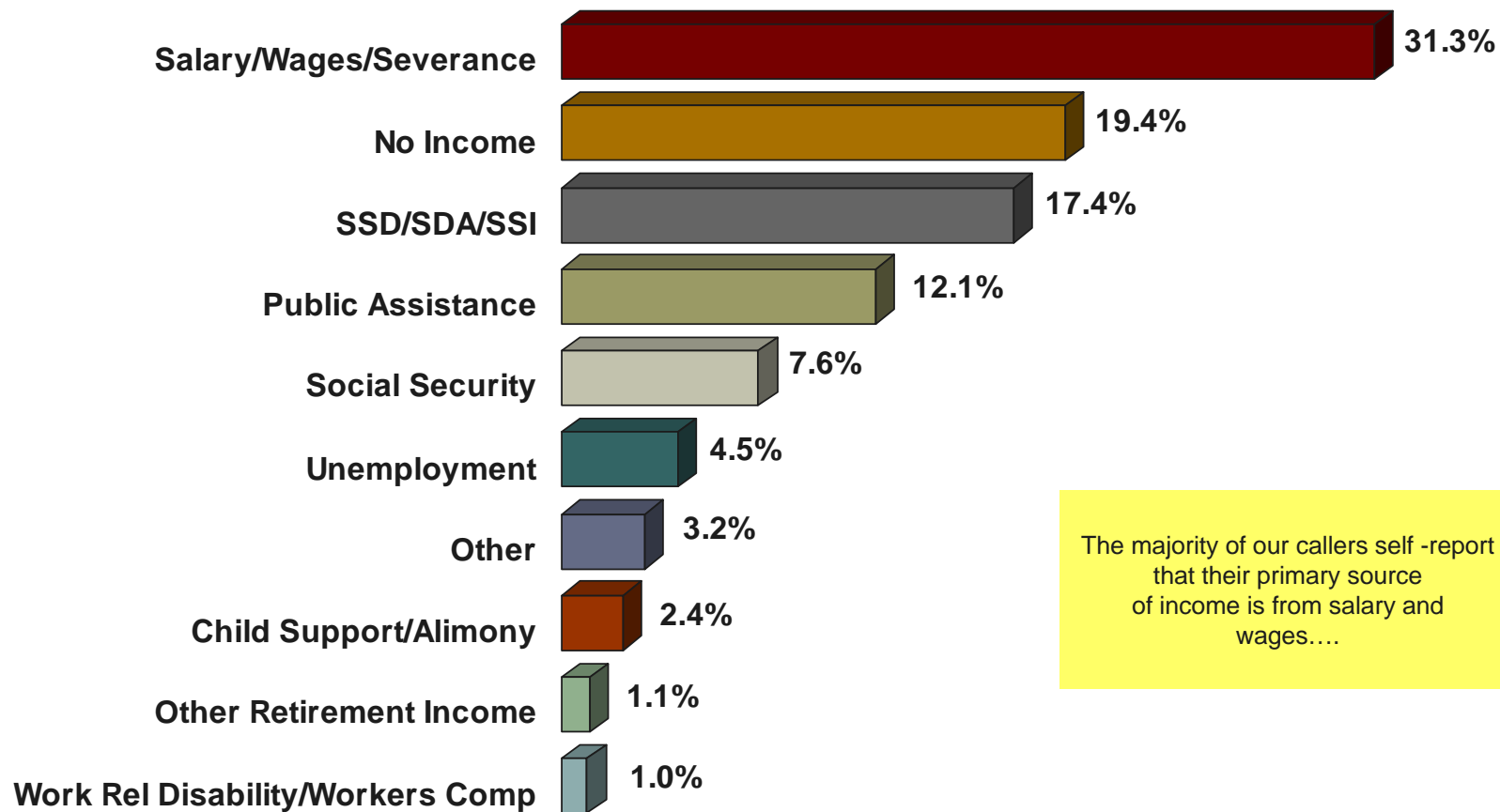


AGE RANGE OF SERVICE REQUESTS



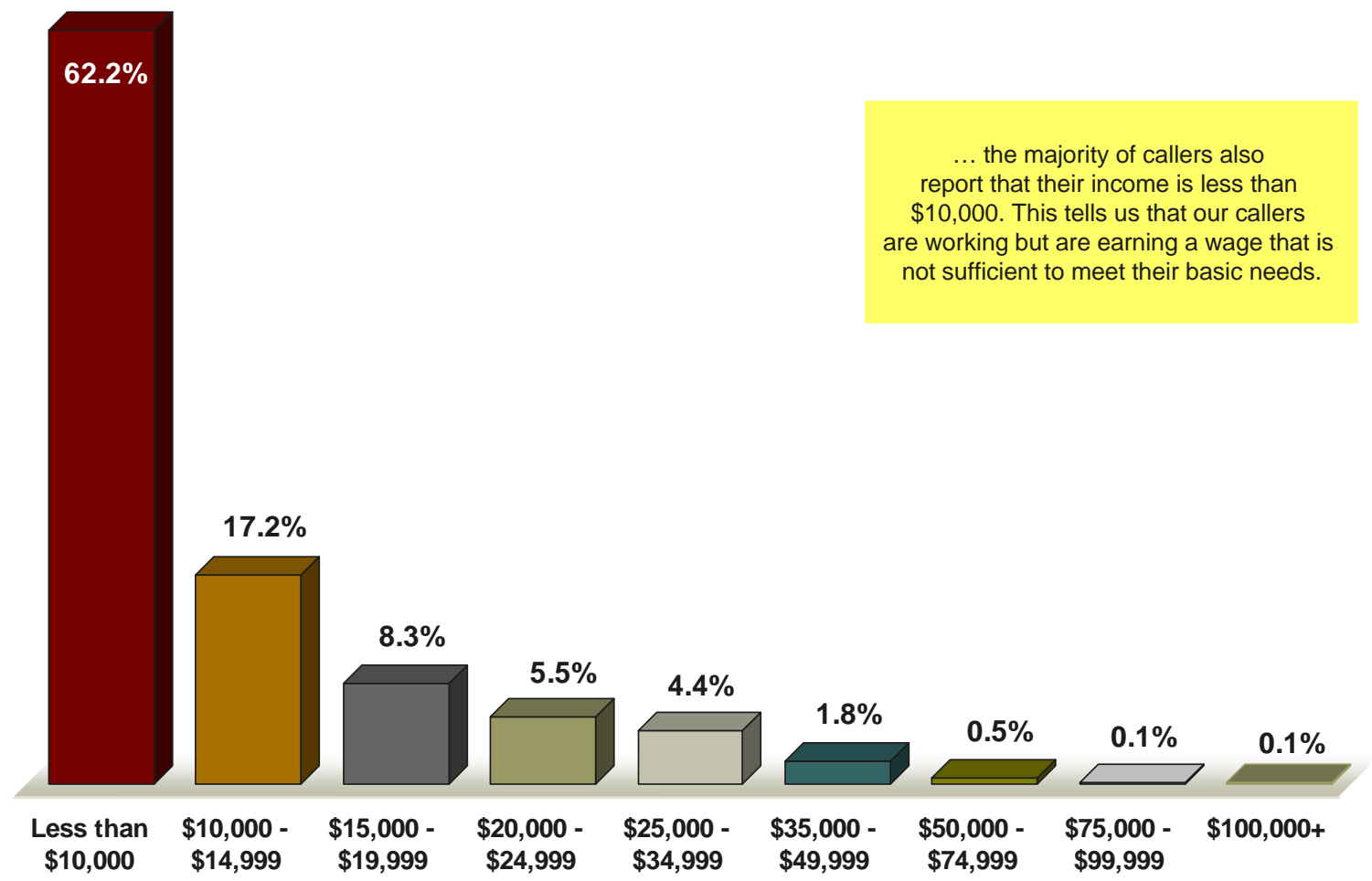
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PRIMARY SOURCE OF INCOME



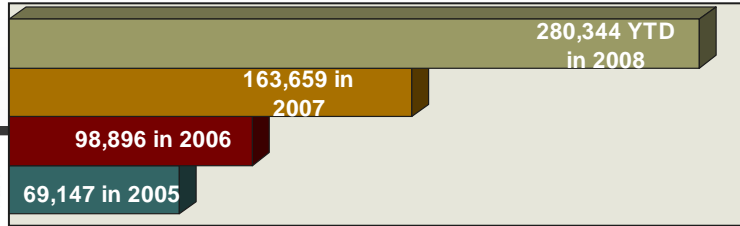
The majority of our callers self-report that their primary source of income is from salary and wages....

INCOME LEVEL

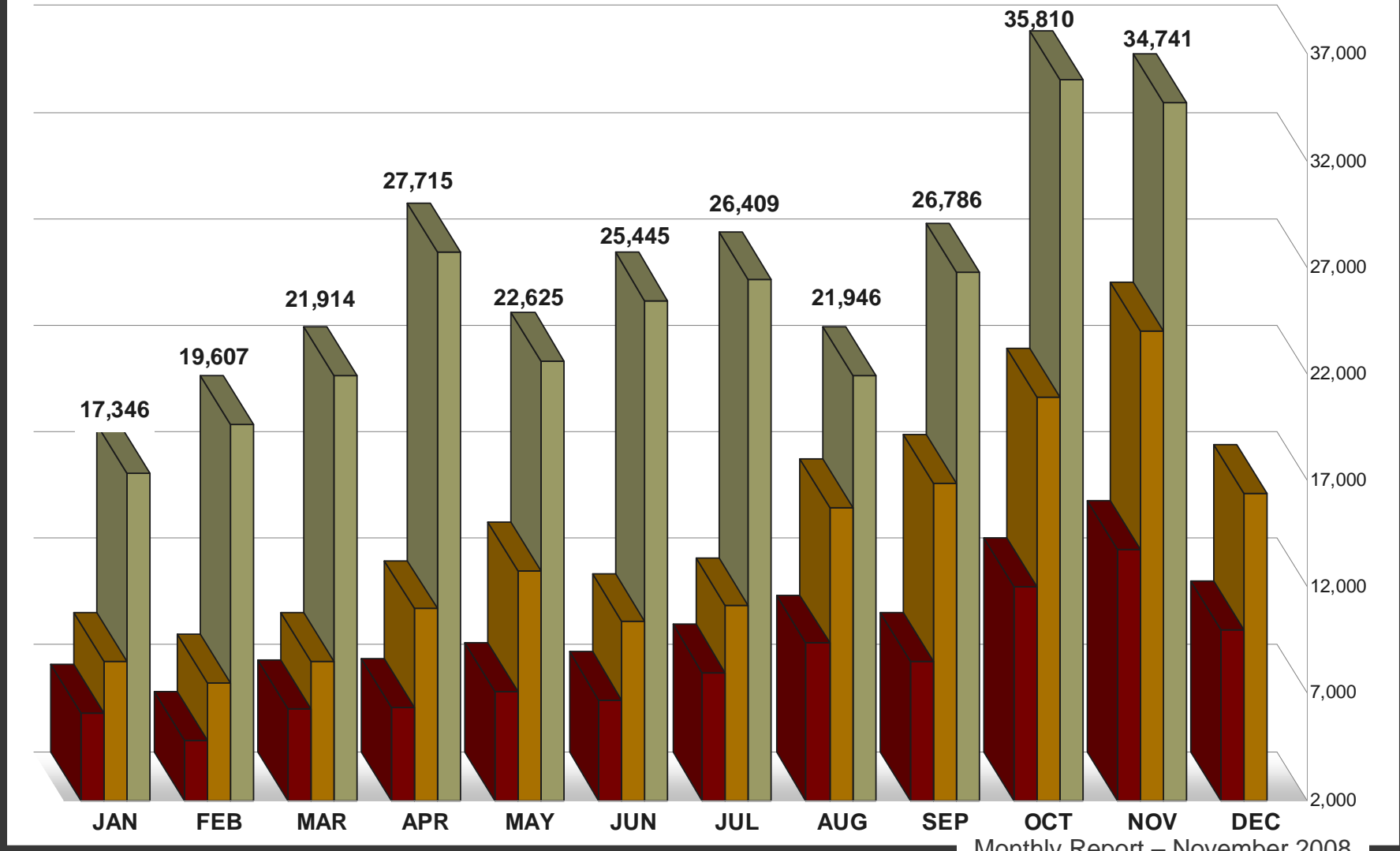


... the majority of callers also report that their income is less than \$10,000. This tells us that our callers are working but are earning a wage that is not sufficient to meet their basic needs.

CALLS RECEIVED

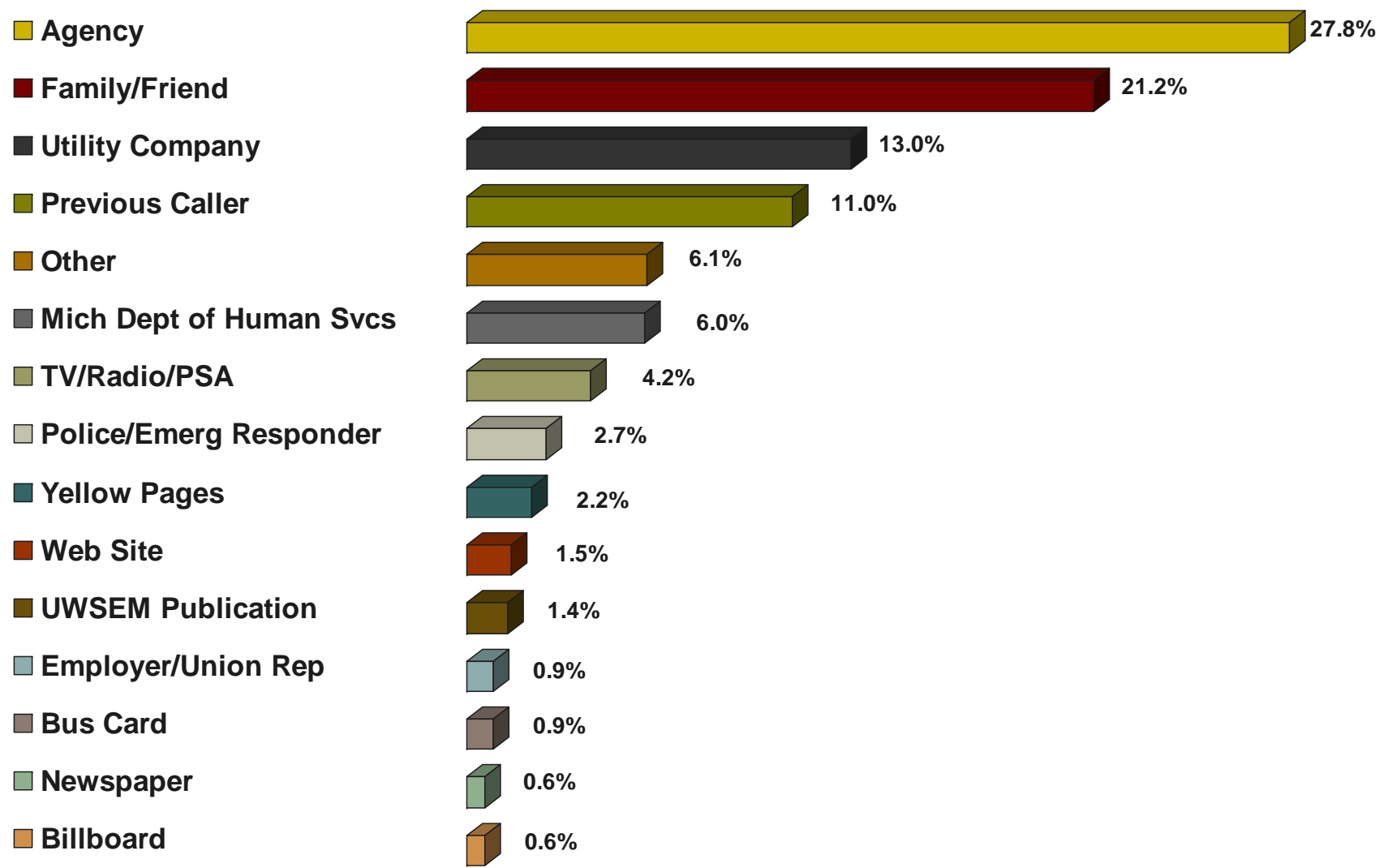


■ 2006
 ■ 2007
 ■ 2008



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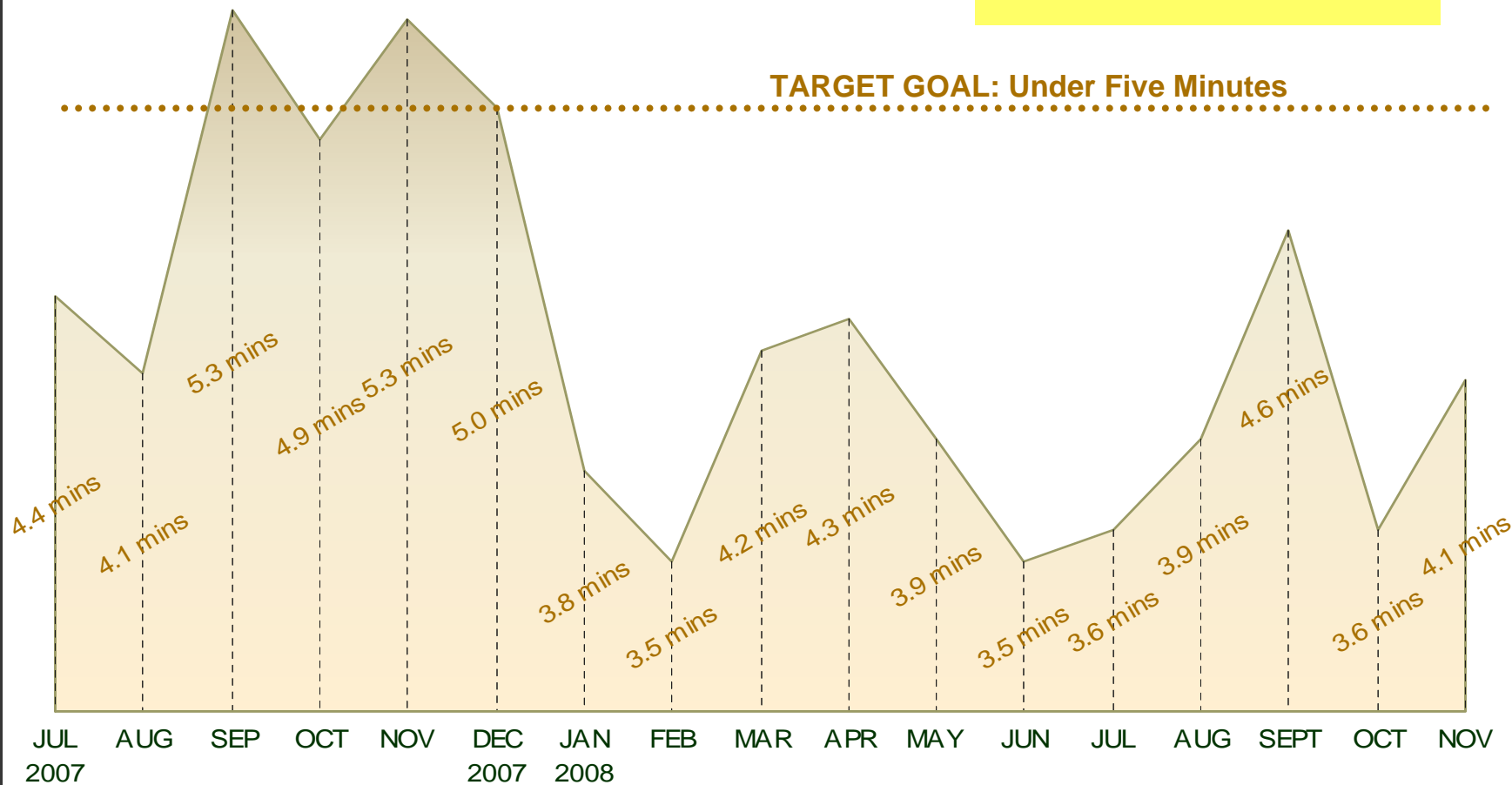
REFERRED BY SOURCE



AVERAGE LENGTH OF CALL

Average length of call increased this month to accommodate the multiple needs of callers.

TARGET GOAL: Under Five Minutes



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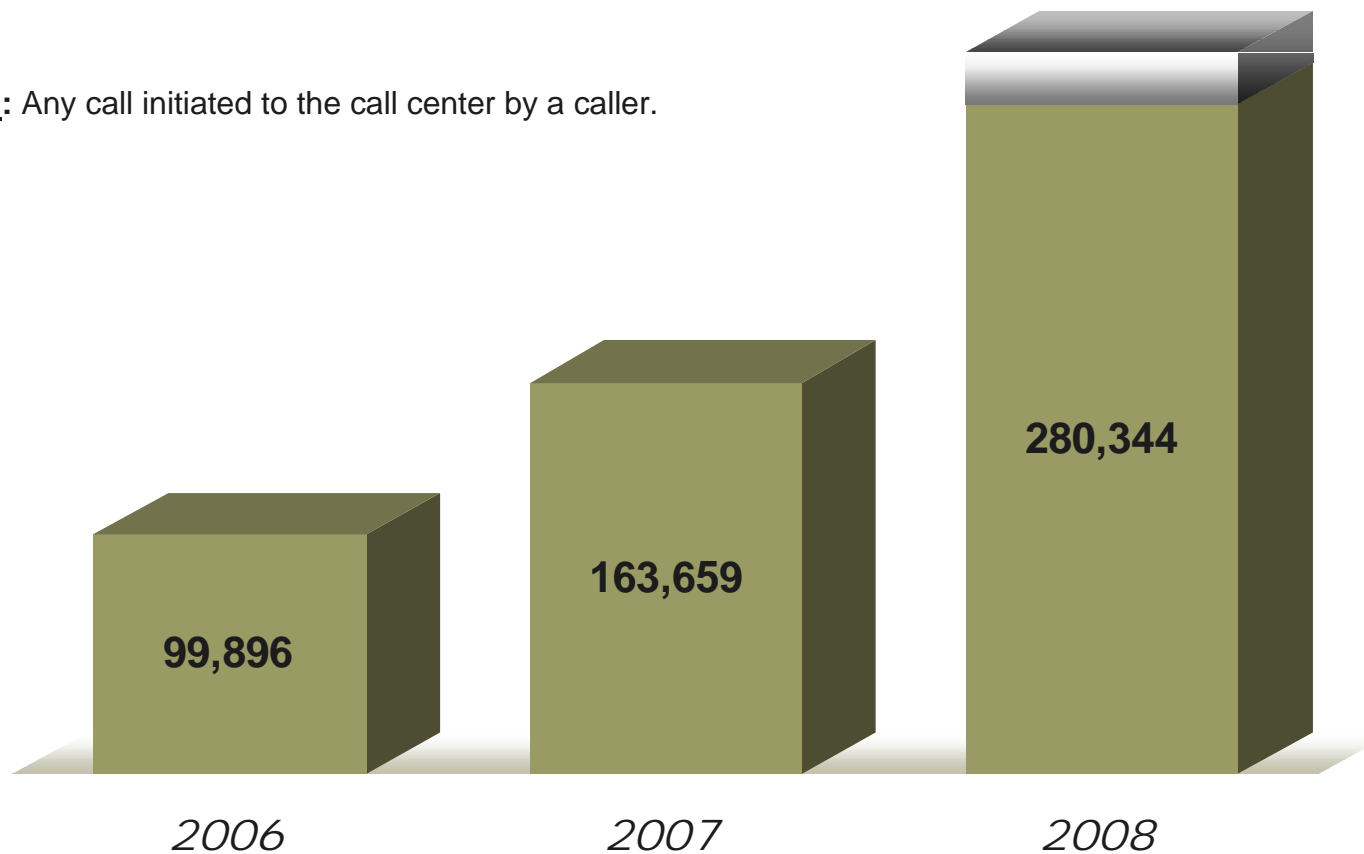
CALL ACTIVITY

■ PROJECTED

■ OFFERED

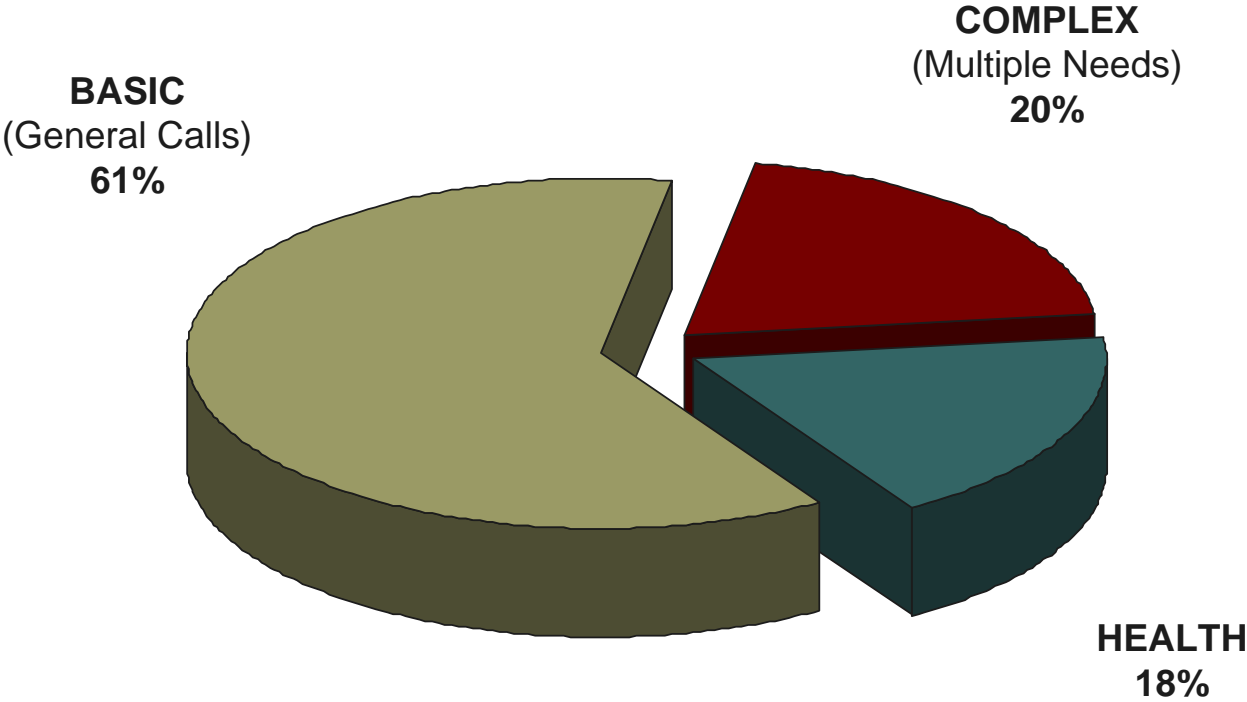
*302,000 Calls
Projected in 2008!!*

Offered call: Any call initiated to the call center by a caller.



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FOLLOW-UP ACTIVITY



IMPROVING LIVES



“I lost my job and was struggling to get food for me and my three children. I called 2-1-1 and was able to get food and they (2-1-1) also helped me get in touch with Goodfellows who will be helping me and my children for the holidays.”

~Linda from Dearborn Heights, calling for Food

“I was paying rent to my landlord who was not paying his mortgage. The mortgage company tried to evict me and my 5 children. I called 2-1-1 to get help and got a referral to a legal service agency that is helping to stop the mortgage company from illegally evicting my family.”

~Tamika from Detroit, calling for Legal Assistance

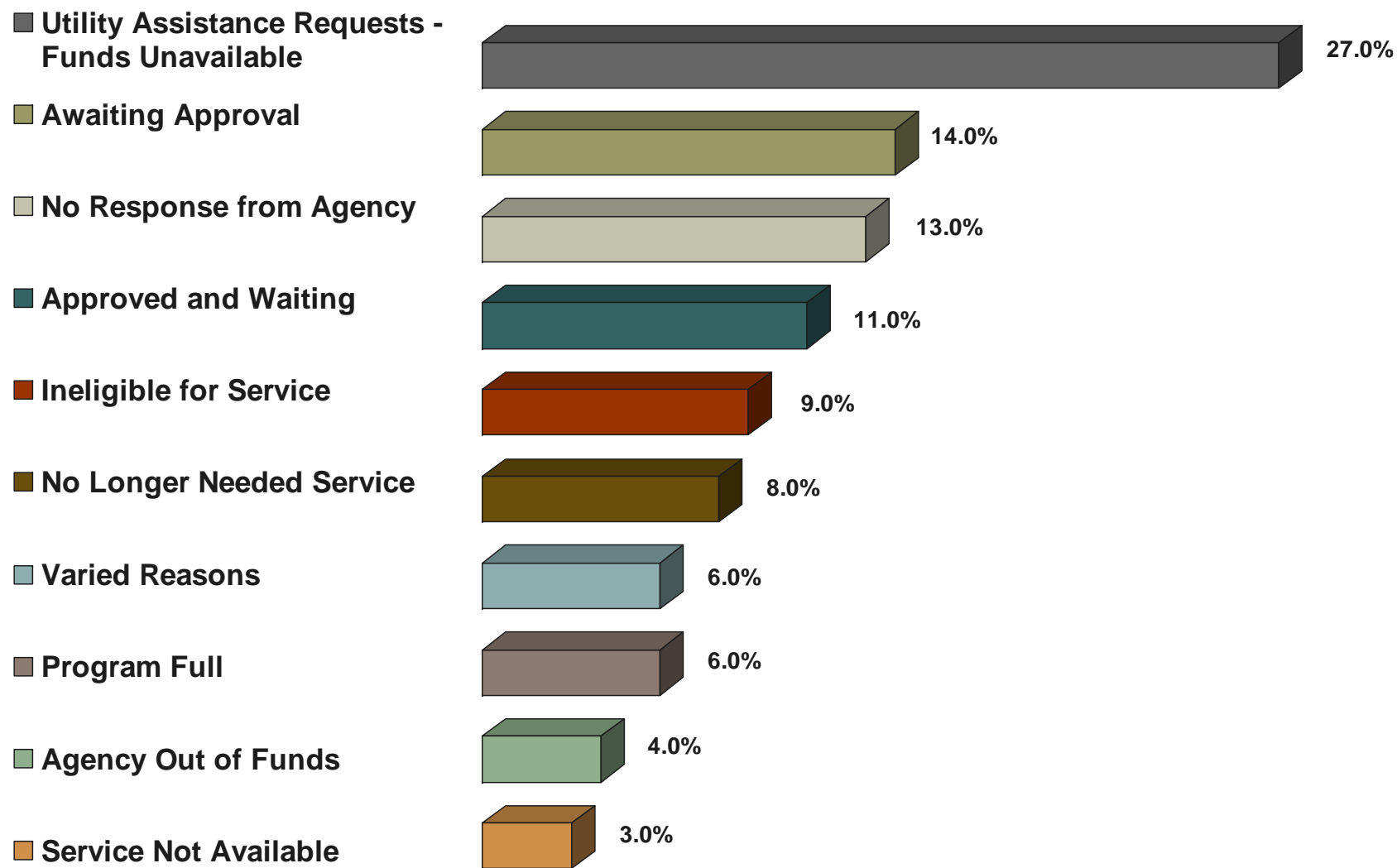
“My fiancé was laid off when I was on maternity leave. We got an eviction notice because we couldn't keep up with the bills. 2-1-1 told me to call OLHSA and they were able to pay our rent.”

~Tricia from Ferndale, calling for Rent Payment Assistance

“I needed to see a doctor right away but I did not have insurance. I called 2-1-1 and they were able to refer me to a clinic that saw me right away and are going to be treating me on an on-going basis.”

~Linda from Detroit, calling for Community Clinics

REASONS FOR NOT RECEIVING SERVICES*



* Caller may have requested more than one service.

2-1-1 STRATEGIC ALIGNMENT

BASIC NEEDS

- 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.

FINANCIAL STABILITY

- Earned Income Tax Credit** 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.

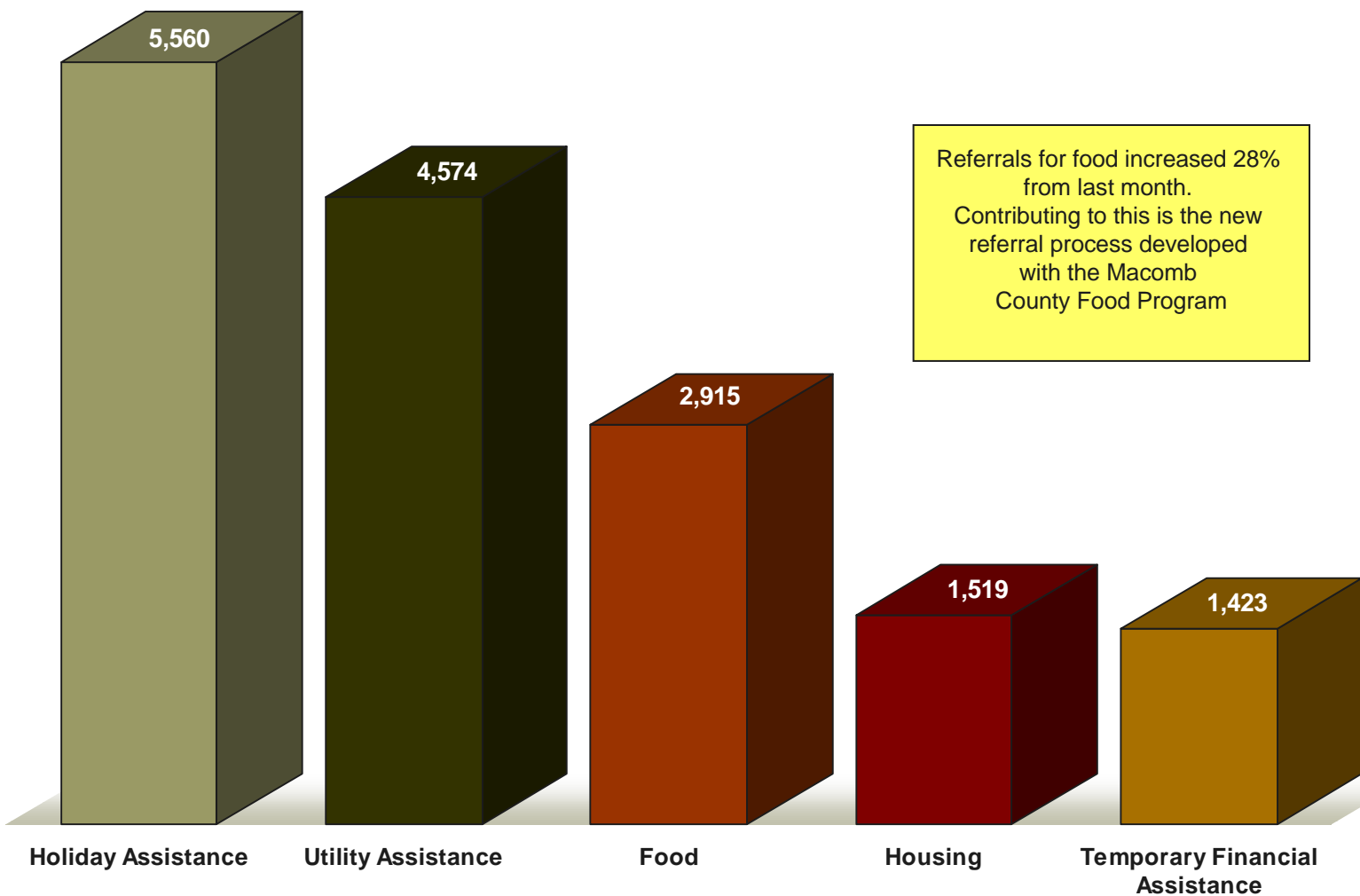
- Mortgage Foreclosure** A statewide initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency; a website for consumer access of resources and self-assessment; and a developed survey tool to determine risk of foreclosure

- Economic Stimulus Payment** An initiative targeting the 73,000 individuals who have yet to claim this one-time payment from the federal government. 2-1-1 has proactively reached out to its callers to identify those eligible persons and inform them of how to apply for and receive this payment.

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 in school.

TOP 5 SERVICES PROVIDED

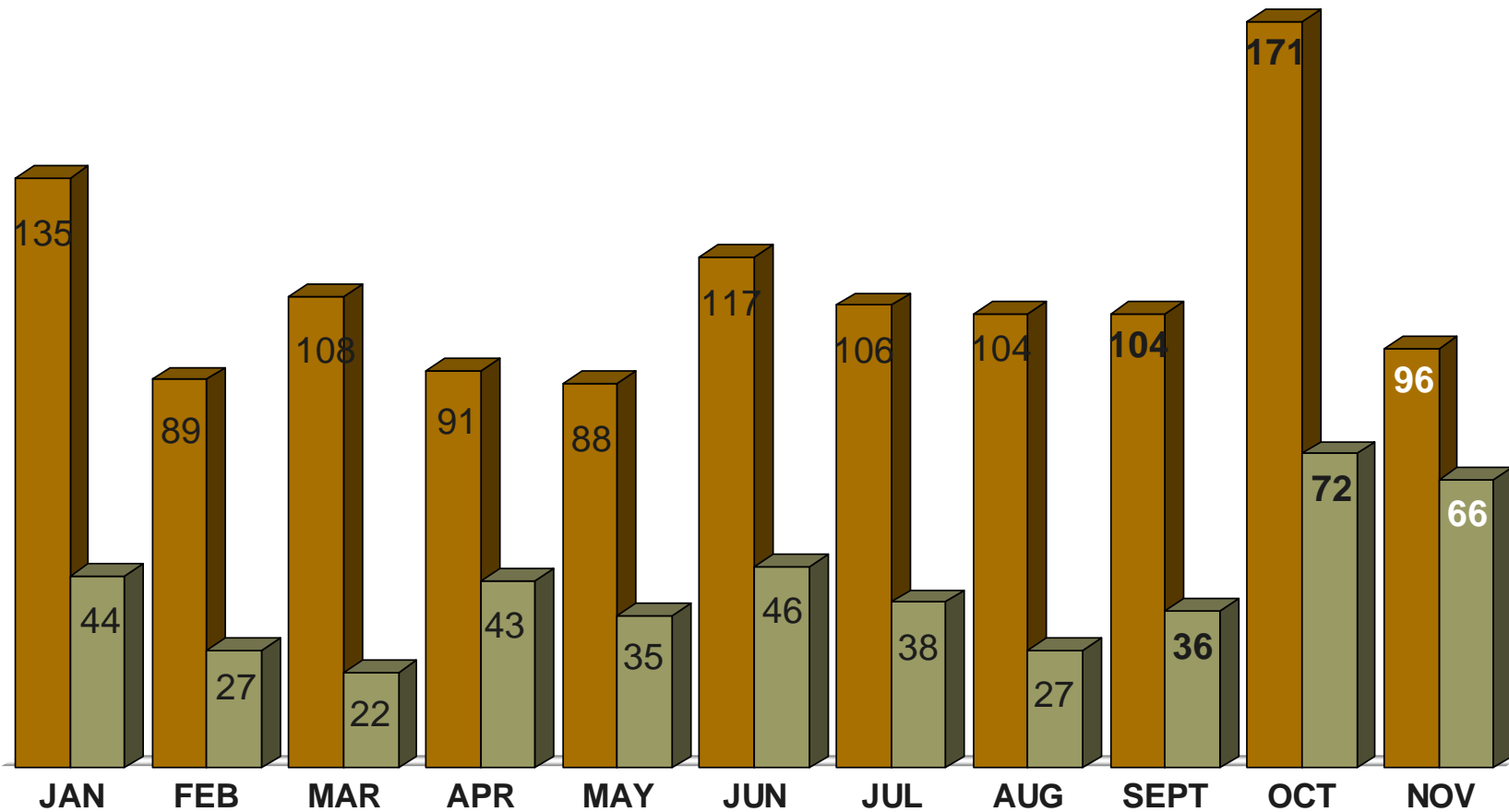


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ALTERNATE LANGUAGE



■ Spanish ■ Arabic



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TOP 20 SERVICE REQUESTS

WAYNE COUNTY				OAKLAND COUNTY			MACOMB COUNTY		
Rank	Number		Pct	Number		Pct	Number		Pct
1	Gas Bill Payment Assistance	2595	21%	Gas Bill Payment Assistance	336	17%	Food Pantries	967	31%
2	Holiday Gifts/Toys	1822	15%	Food Pantries	218	11%	Holiday Gifts/Toys	442	14%
3	Food Pantries	1381	11%	Holiday Gifts/Toys	206	11%	Christmas Baskets	334	11%
4	Christmas Baskets	1376	11%	Rent Payment Assistance	159	8%	Holiday Adoption Programs	272	9%
5	Electric Bill Payment Assistance	852	7%	Holiday Adoption Programs	150	8%	Gas Bill Payment Assistance	257	8%
6	Gave phone number only	550	4%	Electric Bill Payment Assistance	129	7%	Rent Payment Assistance	115	4%
7	Job Search/Placement	511	4%	Christmas Baskets	89	5%	Job Search/Placement	84	3%
8	Rent Payment Assistance	400	3%	Job Search/Placement	80	4%	Electric Bill Payment Assistance	82	3%
9	Community Clinics	333	3%	Gave phone number only	79	4%	Gave phone number only	81	3%
10	Holiday Adoption Programs	320	3%	Community Clinics	78	4%	Thanksgiving Baskets	73	2%
11	Homeless Shelter	281	2%	Homeless Shelter	66	3%	Homeless Shelter	71	2%
12	General Furniture Provision	276	2%	General Clothing Provision	55	3%	General Clothing Provision	59	2%
13	Weatherization Programs	261	2%	Undesignated Temp Financial Asst	52	3%	Community Clinics	54	2%
14	Low Income/Sub Prvt Rental Housing	233	2%	General Legal Aid	52	3%	General Furniture Provision	41	1%
15	General Clothing Provision	224	2%	Low Income/Sub Prvt Rental Housing	48	2%	Low Income/Sub Prvt Rental Housing	35	1%
16	Housing Search Assistance	208	2%	Thanksgiving Baskets	40	2%	General Legal Aid	34	1%
17	General Legal Aid	206	2%	Adult State/Local Health Ins Programs	29	1%	Undesignated Temp Financial Asst	32	1%
18	Undesignated Temp Financial Asst	187	2%	General Furniture Provision	28	1%	Adult State/Local Health Ins Programs	31	1%
19	Thanksgiving Baskets	179	1%	Dental Care	26	1%	Dental Care	31	1%
20	Specialized Information and Referral	132	1%	Housing Search Assistance	26	1%	Thanksgiving Meals	28	1%

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TOP 20 SERVICE REQUESTS

WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Phone Number Request	86	16%	Phone Number Request	32	15%	
2	Gas Bill Payment Assistance	82	15%	Gas Bill Payment Assistance	31	15%	
3	Rent Payment Assistance	52	10%	Food Pantries	25	12%	
4	Food Pantries	45	8%	Rent Payment Assistance	19	9%	
5	Holiday Gifts/Toys	32	6%	Homeless Shelter	11	5%	
6	Homeless Shelter	29	5%	Holiday Adoption Programs	11	5%	
7	Electric Bill Payment Assistance	28	5%	Electric Bill Payment Assistance	10	5%	
8	Undesignated Temp Financial Asst	22	4%	Furniture	8	4%	
9	Holiday Adoption Programs	22	4%	Medical Bill Payment Assistance	6	3%	
10	General Legal Aid	20	4%	Undesignated Temp Financial Asst	5	2%	
11	General Clothing	16	3%	Mortgage Foreclosure Assistance	5	2%	
12	Low Income/Sub Prvt Rental Housing	16	3%	Home Maintenance and Repair Services	5	2%	
13	Thanksgiving Meals	15	3%	Low Income/Sub Prvt Rental Housing	5	2%	
14	Furniture	15	3%	Ramp Construction	4	2%	
15	Weatherization Programs	10	2%	Prescription Expense Assistance	4	2%	
16	General Counseling Services	9	2%	Volunteer Recruitment/Placement	3	1%	
17	Transitional Housing/Shelter	9	2%	General Legal Aid	3	1%	
18	Donation Pickups	9	2%	Occasional Medical Equipment/Supplies	3	1%	
19	Disability Related Transportation	7	1%	Mortgage Payment Assistance	3	1%	
20	Job Search/Placement	7	1%	Heating Fuel Bill Payment Assistance	2	1%	

TOP 20 REFERRALS PROVIDED

Rank	WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
		Number	Pct		Number	Pct		Number	Pct
1	Salvation Army	3225	20%	Oakland Livingston Human Svce Agcy	609	20%	Salvation Army	934	25%
2	The Heat and Warmth Fund (THAW)	2766	17%	Michigan Dept of Human Services	386	13%	Michigan Dept of Human Services	359	9%
3	Michigan Dept of Human Services	2052	13%	Lighthouse	340	11%	The Heat and Warmth Fund (THAW)	284	7%
4	US Marine Corps Reserve	1167	7%	Salvation Army	331	11%	US Marine Corps Reserve	282	7%
5	Wayne Metro Comm Action Agency	1011	6%	The Heat and Warmth Fund (THAW)	325	11%	Volunteers of America	239	6%
6	Greater Grace Temple	770	5%	Volunteers of America	157	5%	Lighthouse	169	4%
7	Crossroads of Michigan	736	5%	US Marine Corps Reserve	146	5%	St. Vincent de Paul	149	4%
8	St. Vincent de Paul	712	4%	St. Vincent de Paul	121	4%	Goodfellows	138	4%
9	Detroit Dept of Human Services	556	3%	Saint John's Episcopal Church	86	3%	Bethlehem Temple Apost Faith Church	131	3%
10	Capuchin Soup Kitchen	387	2%	Greater Grace Temple	56	2%	Saint Clements Episcopal Church	131	3%
11	DTE Energy	357	2%	Michigan State Housing Dev Authority	56	2%	Triedstone Missionary Baptist Church	121	3%
12	Volunteers of America	330	2%	Baldwin Ave United Methodist Church	53	2%	Holy Cross Lutheran Church	108	3%
13	Michigan State Housing Dev Authority	295	2%	God's Helping Hands	52	2%	Mount Calvary Family Community Center	103	3%
14	Neighborhood Legal Services	272	2%	Gary Burnstein Community Health Clinic	51	2%	New Life Assembly of God	96	3%
15	Detroit Rescue Mission Ministries	266	2%	Oakland County Emplmt & Training Div	48	2%	Riverside Fellowship	93	2%
16	Hartford Mem Baptist	261	2%	South Oakland Shelter	46	2%	Trinity Lutheran Church	88	2%
17	Detroit Workforce Development Dept	238	1%	Common Ground Sanctuary	40	1%	Greater Grace Temple	83	2%
18	Detroit Urban League	230	1%	Michigan Assoc of Physicians from India	40	1%	Lakeside Bible Chapel	81	2%
19	Cass Community Social Services	227	1%	Grace Centers of Hope	39	1%	Saint Athanasius Catholic Church	67	2%
20	Detroit Community Health Connection	216	1%	Jewish Vocational Services	39	1%	Saint Francis/Saint Maximilian Parish	66	2%



TOP 20 REFERRALS PROVIDED

WASHTENAW COUNTY				MONROE COUNTY		
Rank		Number	Pct		Number	Pct
1	Friends in Deed	167	15%	Salvation Army	93	29%
2	SOS Community Services	151	13%	Monroe County Department of Human Services	49	15%
3	Salvation Army	139	12%	Monroe County Opportunity Program	29	9%
4	Hope Medical Clinic, Inc.	96	9%	DTE Energy	19	6%
5	Washtenaw County (ETCS)	86	8%	Thrift Shop Association	13	4%
6	Washtenaw County Department of Human Services	76	7%	Damascus House	12	4%
7	Washtenaw 2-1-1	51	5%	Habitat for Humanity	9	3%
8	Jewish Family Service	48	4%	The Heat and Warmth Fund (THAW)	8	2%
9	Catholic Social Services	45	4%	Monroe Housing Commission	8	2%
10	Emmanuel Lutheran Church	36	3%	Monroe County I & R Call Center	8	2%
11	Shelter Association of Washtenaw County	26	2%	Emmanuel Lutheran Church	6	2%
12	Michigan Ability Partners	25	2%	Saint Michael's We Care	6	2%
13	Ann Arbor Community Center	25	2%	Greenpath Debt Solutions	6	2%
14	Legal Services of South Central Michigan	23	2%	US Social Security Administration	5	2%
15	House By the Side of the Road	21	2%	Project Ramp	4	1%
16	US Marine Corps Reserve	21	2%	Catholic Charities	4	1%
17	American Legion	16	1%	Faith in Action	4	1%
18	Washtenaw Affordable Nonprofit Housing	16	1%	Monroe County Community Mental Health Authority	3	1%
19	Thanksgiving Meals	16	1%	Monroe County Department of Public Health	3	1%
20	The Heat and Warmth Fund (THAW)	14	1%	Michigan Dept of Human Services	3	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
- The Detroit Public Library/TIP Database *resource specialists*
- Macomb Crisis Center
- Common Ground
- Neighborhood Service Organization

For additional information on this report, contact:

Kristen Bolds, Outcomes Strategist Kristen.Bolds@LiveUnitedSEM.org (313-226-9349)

For more information about 2-1-1, contact:

Bill Sullivan, Director Bill.Sullivan@LiveUnitedSEM.org (313-226-9453)

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