

MONTHLY REPORT *September 2008*

Look inside
for FYI's
related to
our region
and our
work...



Get Connected. Get Answers.

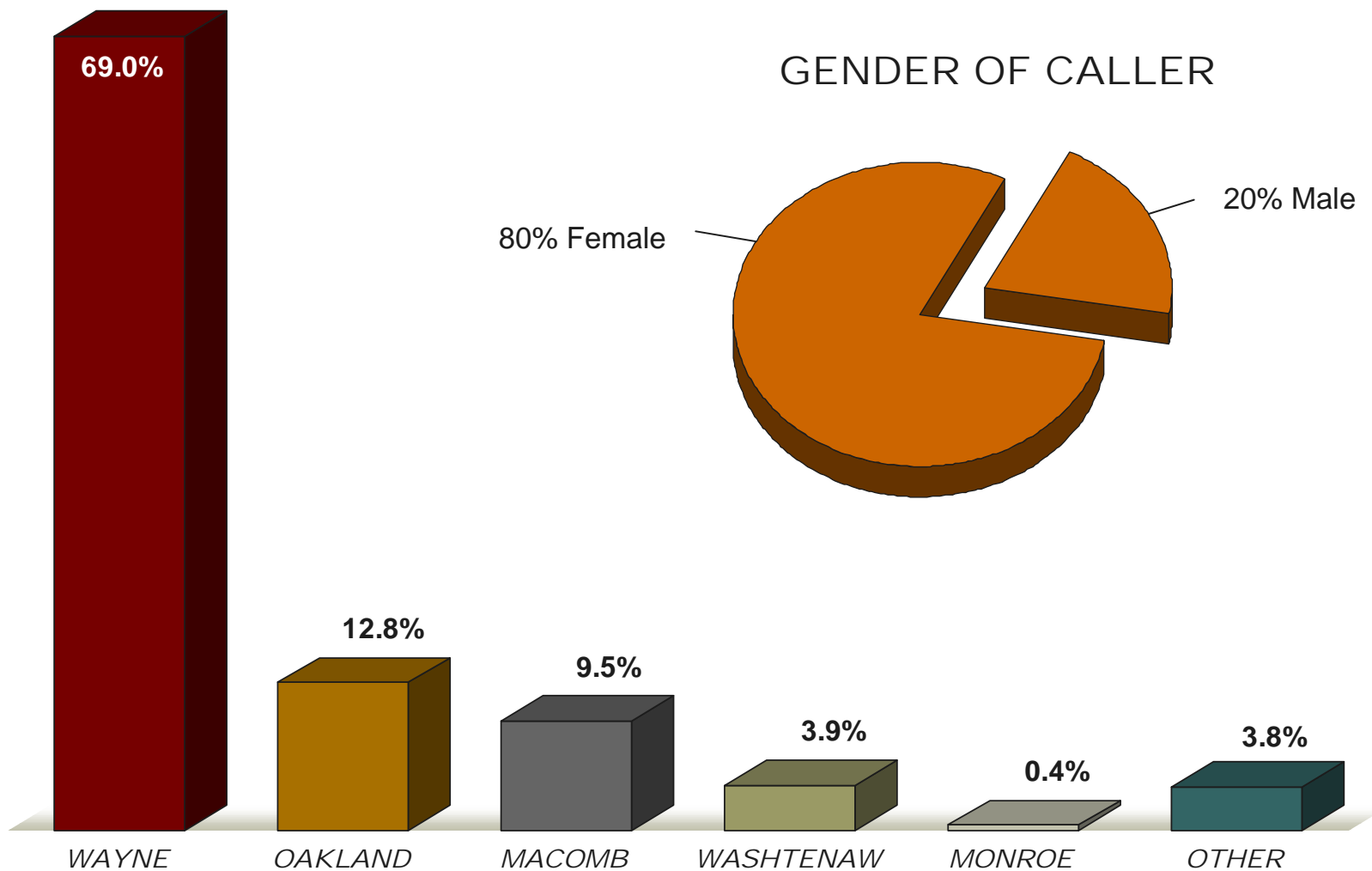


**Serving Wayne, Oakland,
Macomb, Monroe and
Washtenaw Counties.**

THIS MONTH IN REVIEW

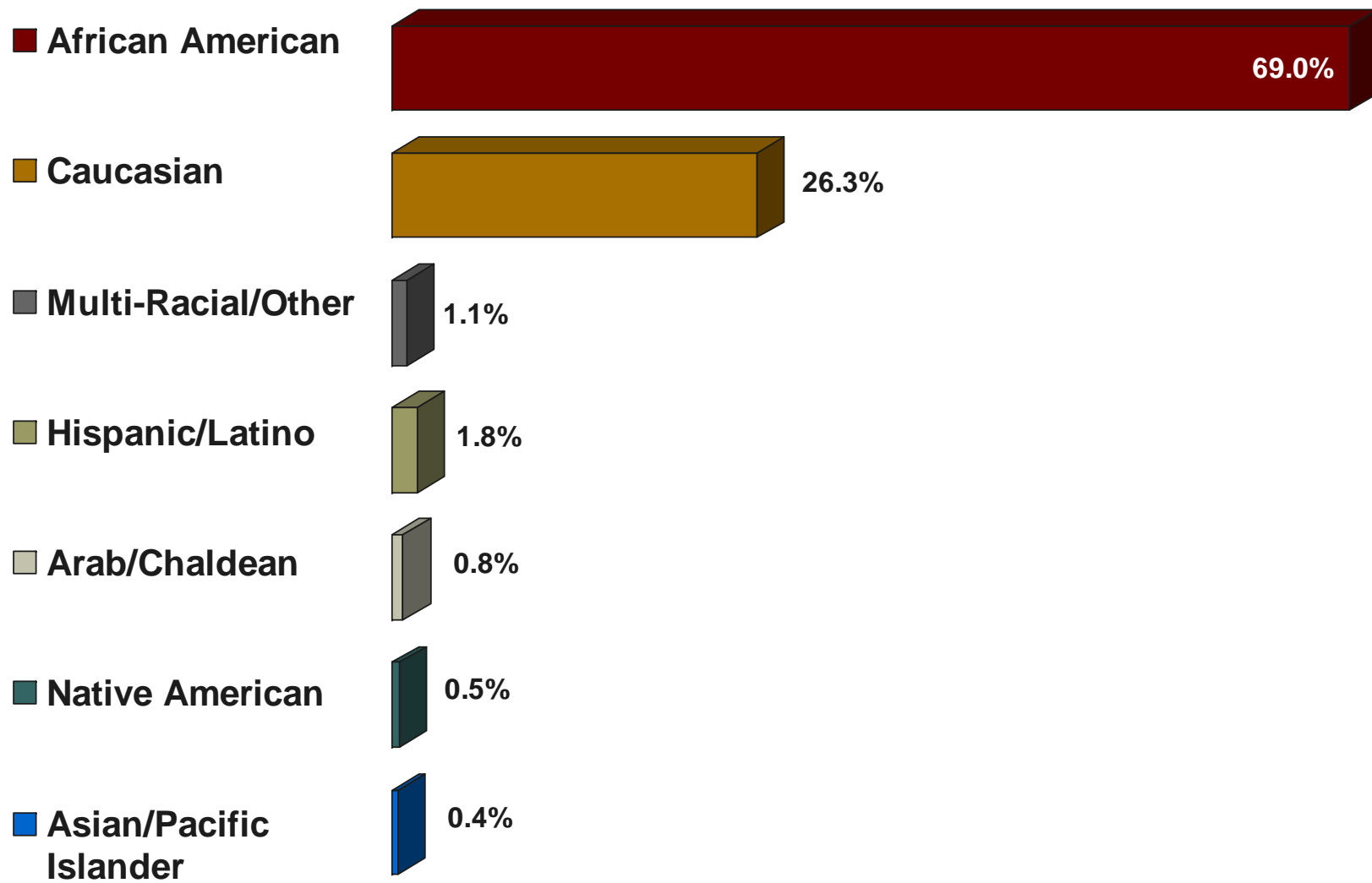
- Call volume in September 2008 was 26,789. This represents a 22% increase from August 2008 and a 59% increase from the same month last year.
- Acting as a resource to the Navigators within the Reading Village, born out of Educational Preparedness, we are supporting that effort through weekly follow up calls to registered families. Referrals for furniture, clothing, baby formula, legal aid and utility assistance have been provided.
- We are involved with the the Michigan Participation Project by assisting callers with additional information on the voter registration process, absentee ballots and location of polling places.
- We are supporting parents and families by offering additional resources related to school readiness, i.e. immunizations, locating birth certificates, school clothing and lunch programs.
- In our continued strategic efforts to improve the lives of those within our community, we are discussing the Economic Stimulus Payment with every caller in an attempt to advocate for their Financial Stability.
- With the goal of obtaining 100% resolution of the issue within every call, 2-1-1 is approaching each caller in a more holistic manner. This approach utilizes creativity and both traditional and nontraditional resources. The result of this can be found in the increased length of call – from 3.9 minutes last month to 4.6 minutes this month.

CALL VOLUME BY COUNTY

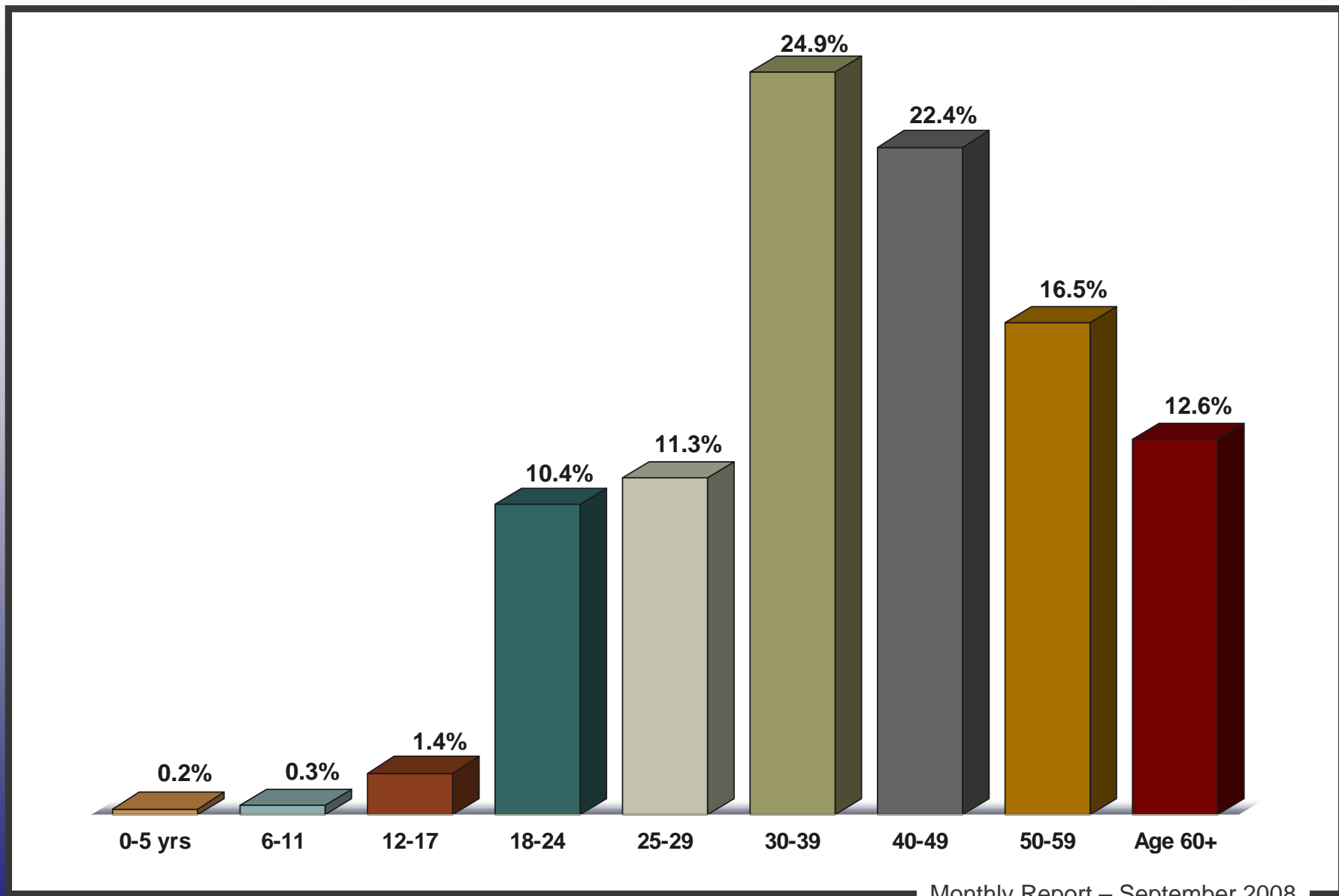


Monthly Report – September 2008

CALLS BY ETHNICITY

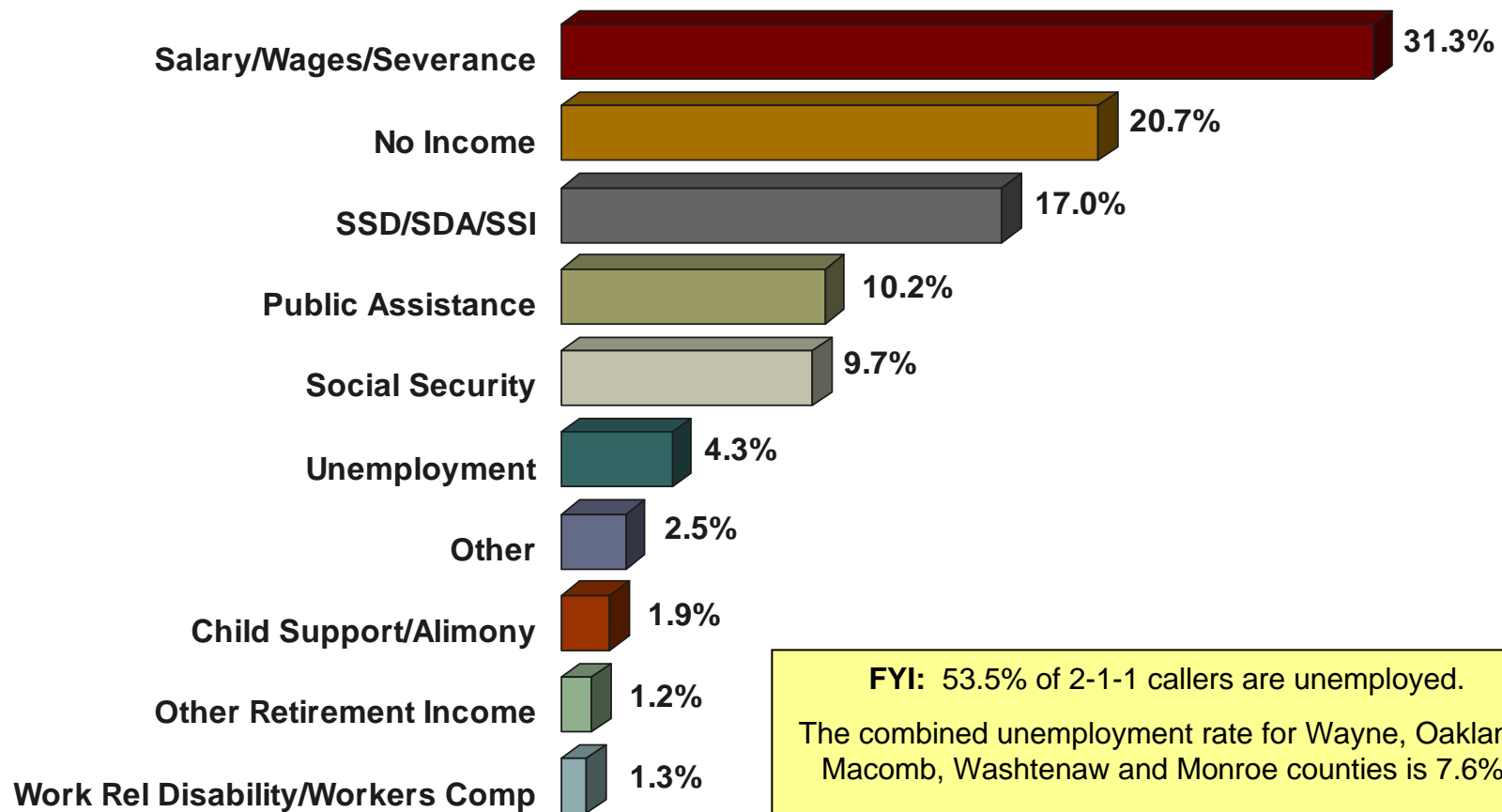


AGE RANGE OF SERVICE REQUESTS



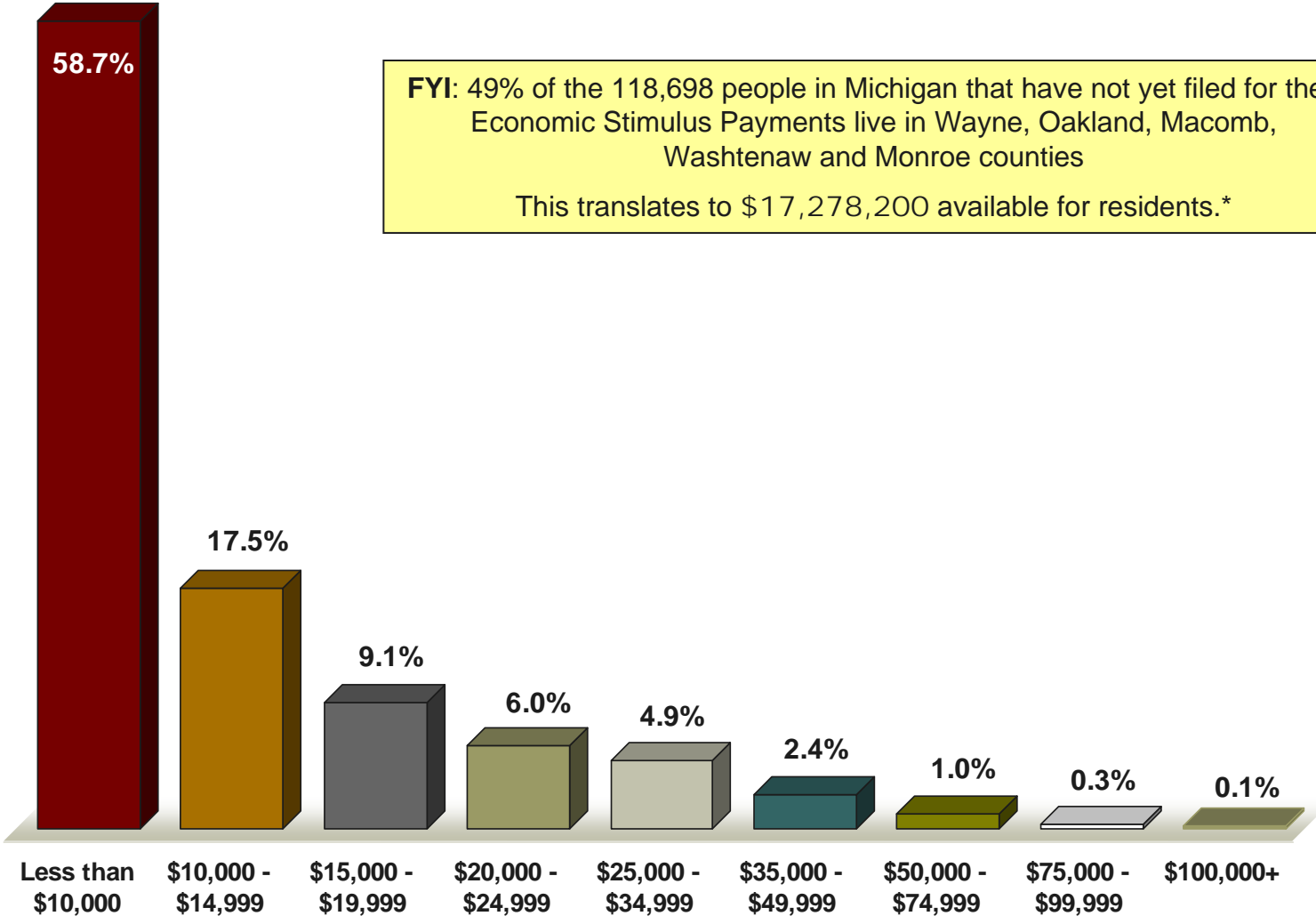
Monthly Report – September 2008

PRIMARY SOURCE OF INCOME



FYI: 53.5% of 2-1-1 callers are unemployed.
 The combined unemployment rate for Wayne, Oakland, Macomb, Washtenaw and Monroe counties is 7.6%.
 The national unemployment rate is 8.1%

INCOME LEVEL



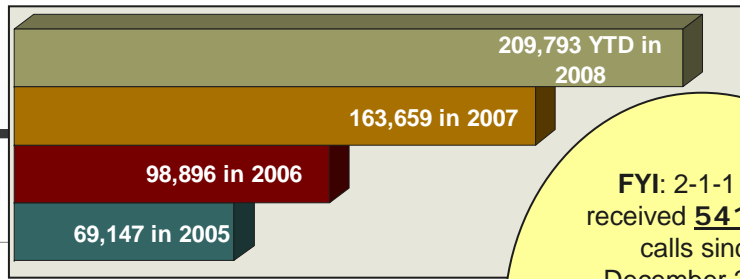
FYI: 49% of the 118,698 people in Michigan that have not yet filed for their Economic Stimulus Payments live in Wayne, Oakland, Macomb, Washtenaw and Monroe counties
This translates to \$17,278,200 available for residents.*

*Source: IRS data 090708

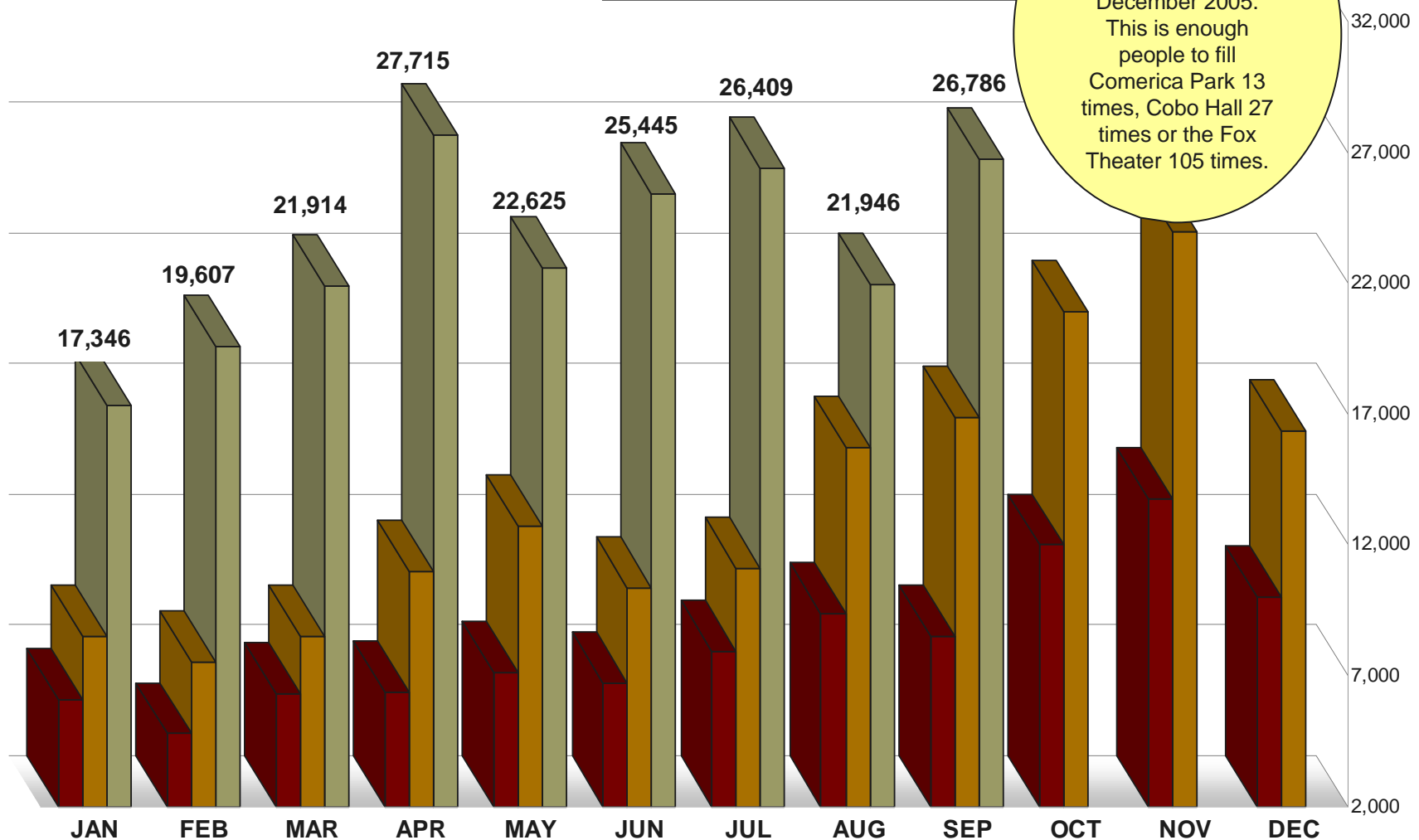


CALLS RECEIVED

■ 2006 ■ 2007 ■ 2008

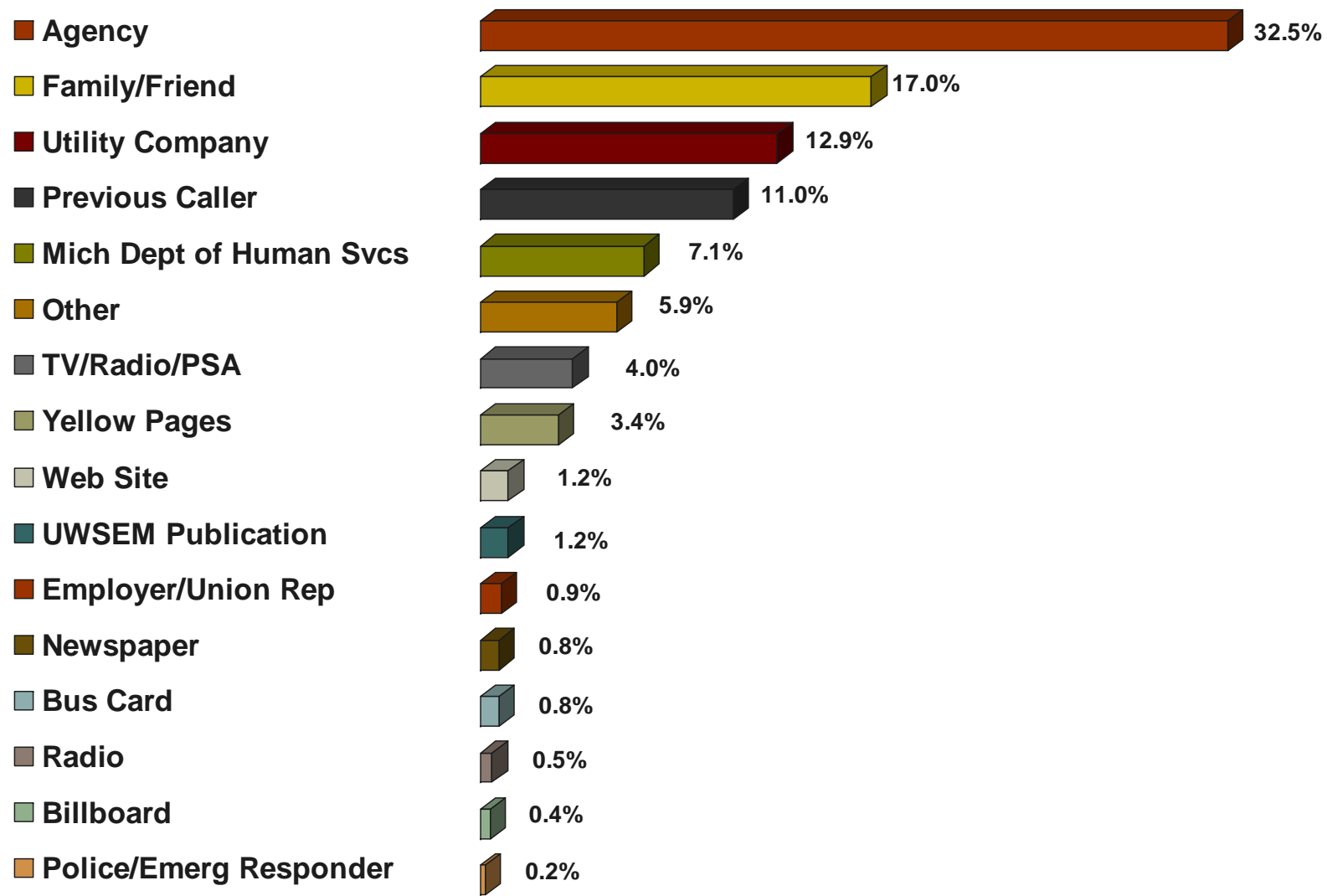


FYI: 2-1-1 has received 541,495 calls since December 2005. This is enough people to fill Comerica Park 13 times, Cobo Hall 27 times or the Fox Theater 105 times.



Monthly Report – September 2008

REFERRED BY SOURCE



AVERAGE LENGTH OF CALL

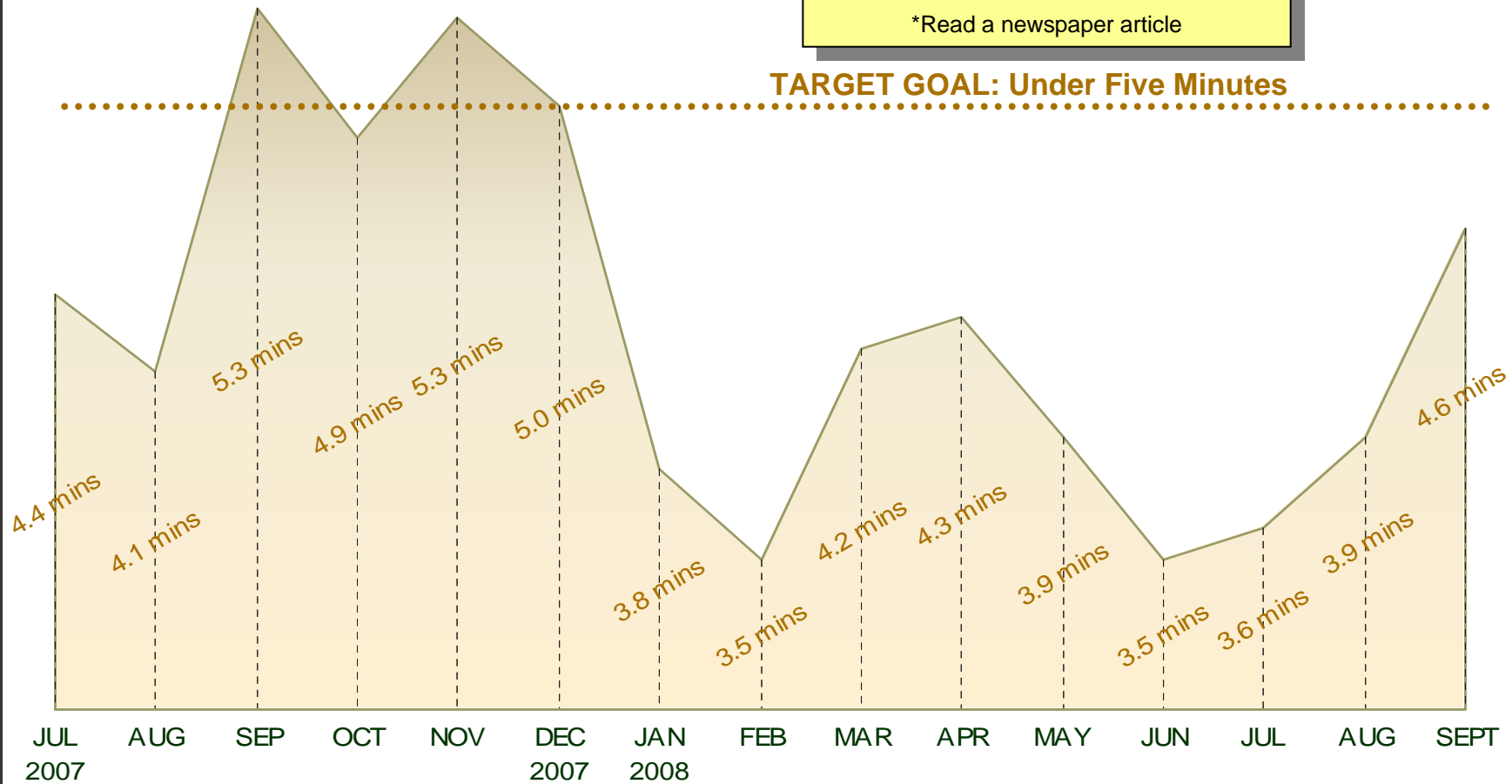


On average, it takes a 2-1-1 Call Specialist just under 5 minutes to help the caller navigate through the presenting issues.

Equally, it takes about the same amount of time to:

- *Unload the dishwasher
- *Make your bed
- *Eat a bowl of cereal
- *Read a newspaper article

TARGET GOAL: Under Five Minutes



Monthly Report – September 2008

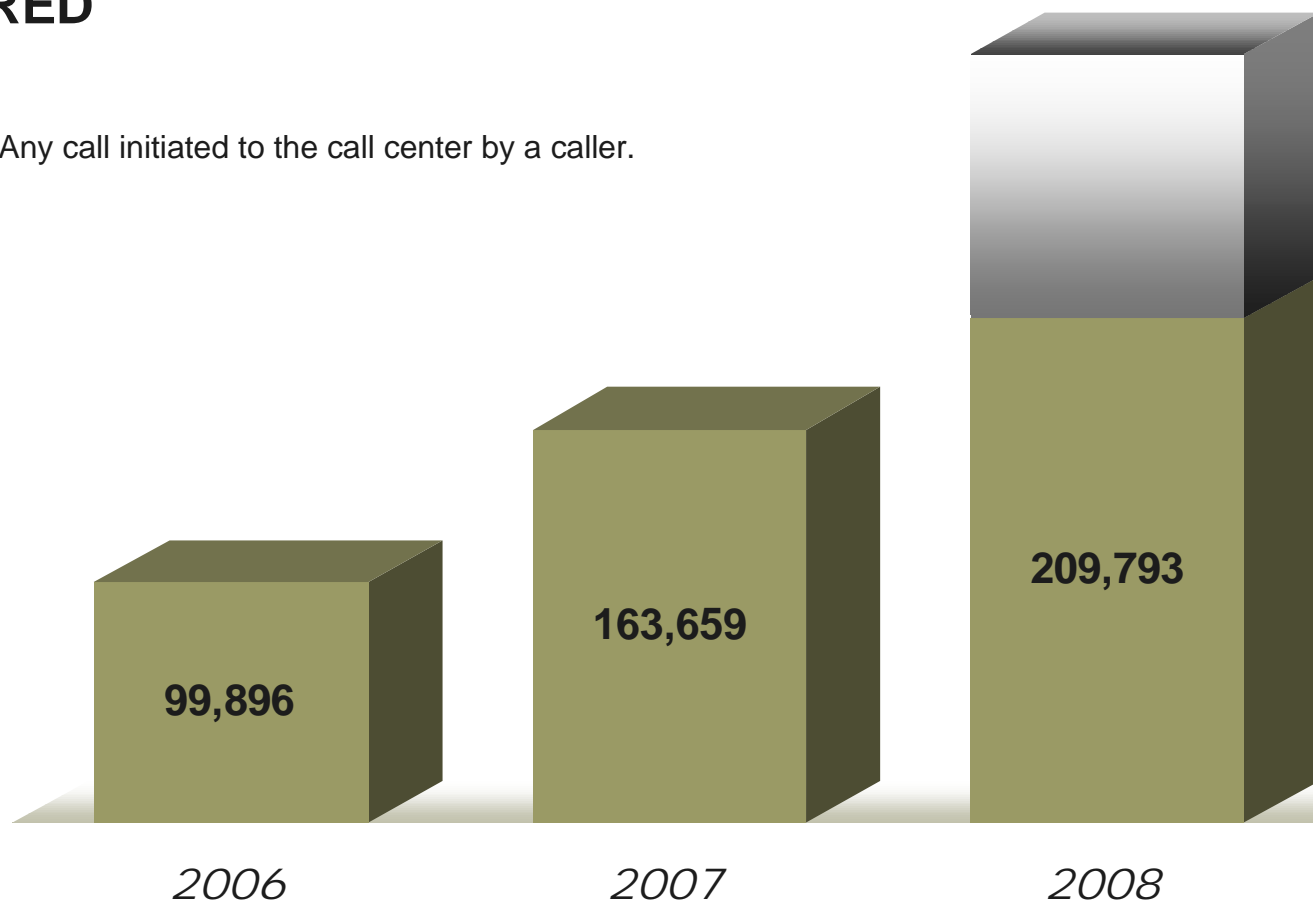
CALL ACTIVITY

■ PROJECTED

■ OFFERED

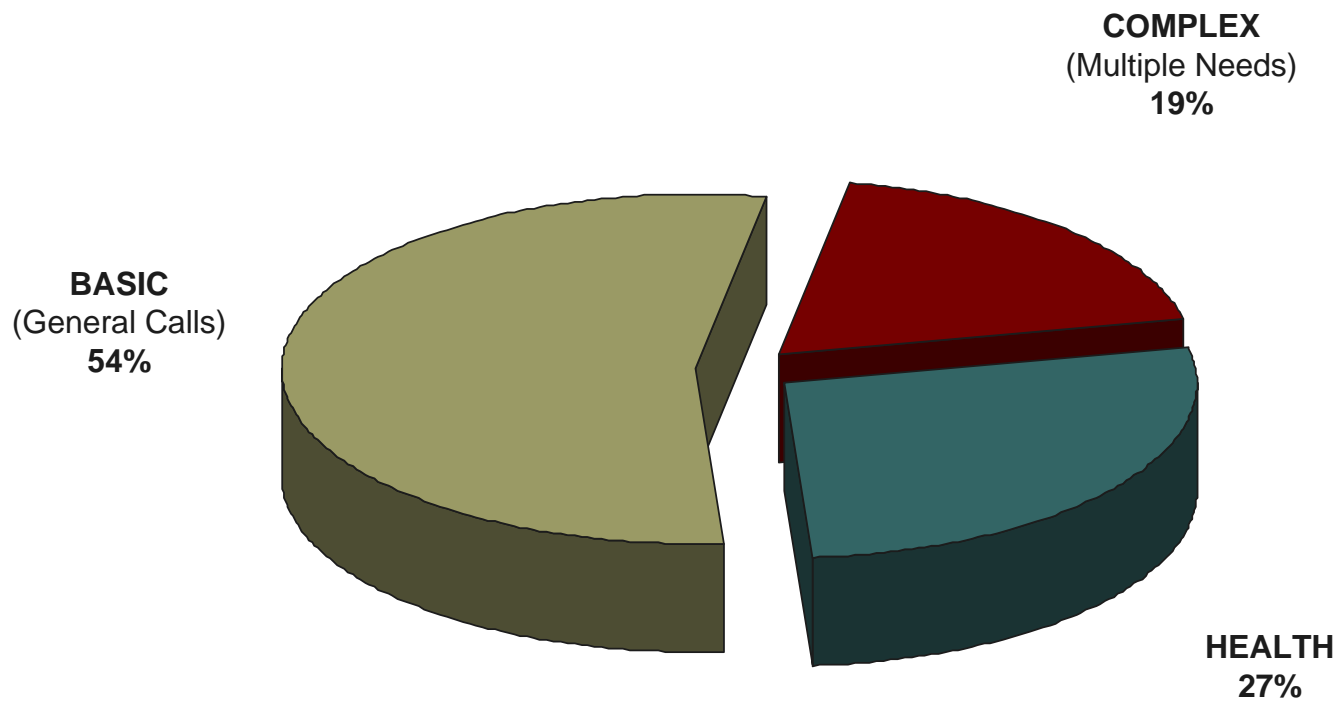
Offered call: Any call initiated to the call center by a caller.

*320,000 Calls
Projected in 2008!!*



Monthly Report – September 2008

FOLLOW-UP ACTIVITY



IMPROVING LIVES



“I called for help paying for my father-in-law’s medicine. Our family had been paying \$500 per month so he could get his medication. It was an extreme financial burden on us. I called 2-1-1 and was able to receive Rx assistance through World Medical Relief. Now we only pay \$8.30 per month. I am so grateful! Thank You 2-1-1.”

~Farrah in Sterling Heights, calling for Prescription Assistance

“I needed food and I contacted 211. They put me in touch with Capuchin where I was able to obtain food. While I was at Capuchin getting food, someone there heard that I was looking to rent a room. Through networking I was also able to find a place to rent. This would never have happened had I not called 2-1-1.”

~Lynda in Detroit, calling for food

“I didn’t know what I was going to do and I didn’t know where to turn for help. A friend told me to call 2-1-1. They told me to contact DHS and my church for assistance with my utilities. My church was able to provide a little cash assistance to pay for a portion of my utility bill and DHS is processing paperwork for additional utility assistance.”

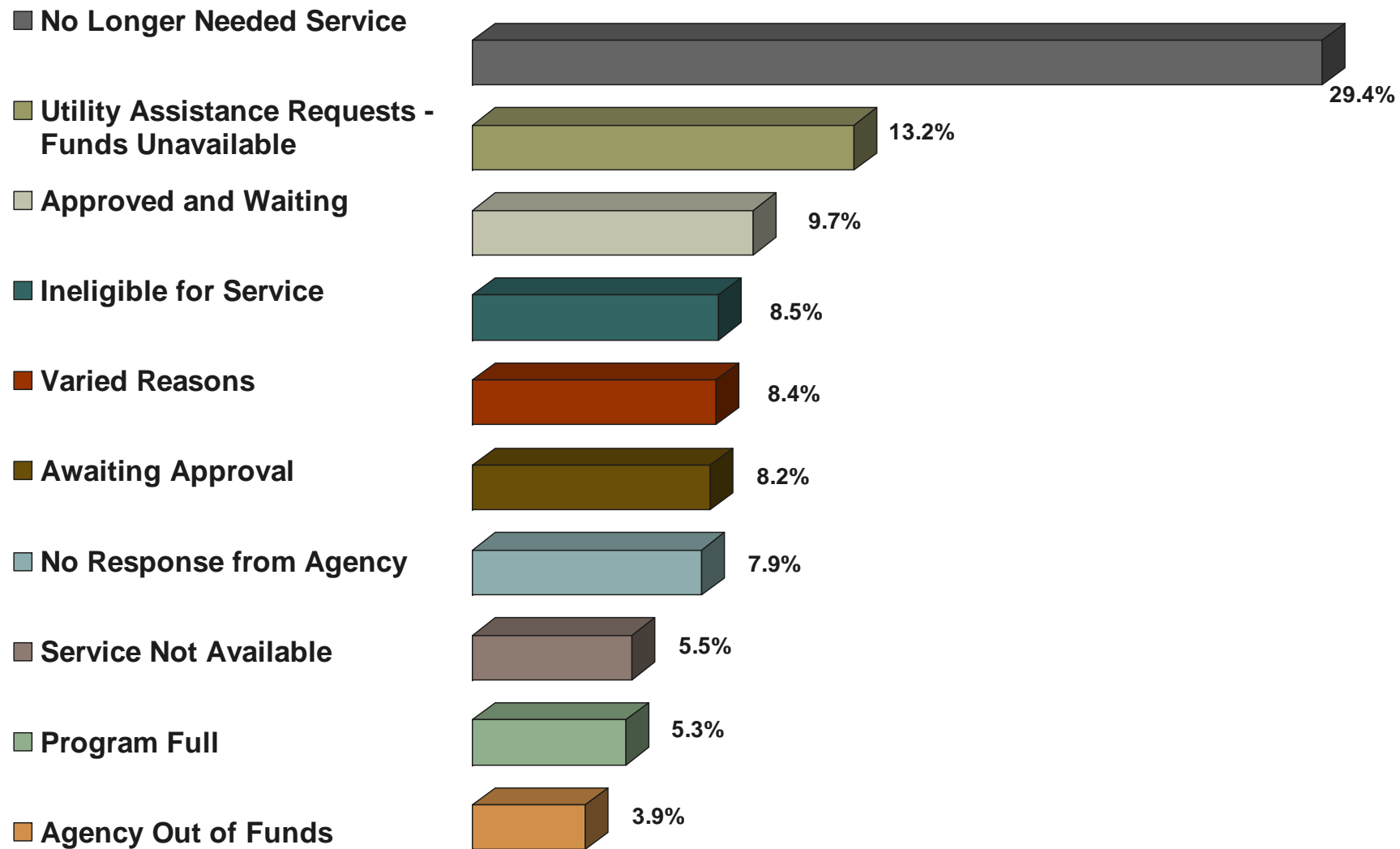
~Deborah in Harrison Township, calling for Utility Assistance

“Call 2-1-1! They will do their best for you just like they did for me. I called 2-1-1 and found a job as well as some clothing to wear for work.”

~Shanna in Detroit, calling for Utility Assistance

Monthly Report – September 2008

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.
- THAW** Assisting The Heat And Warmth Fund by helping to determine eligibility for financial assistance with utility bills then connecting them to the appropriate THAW site for their region.

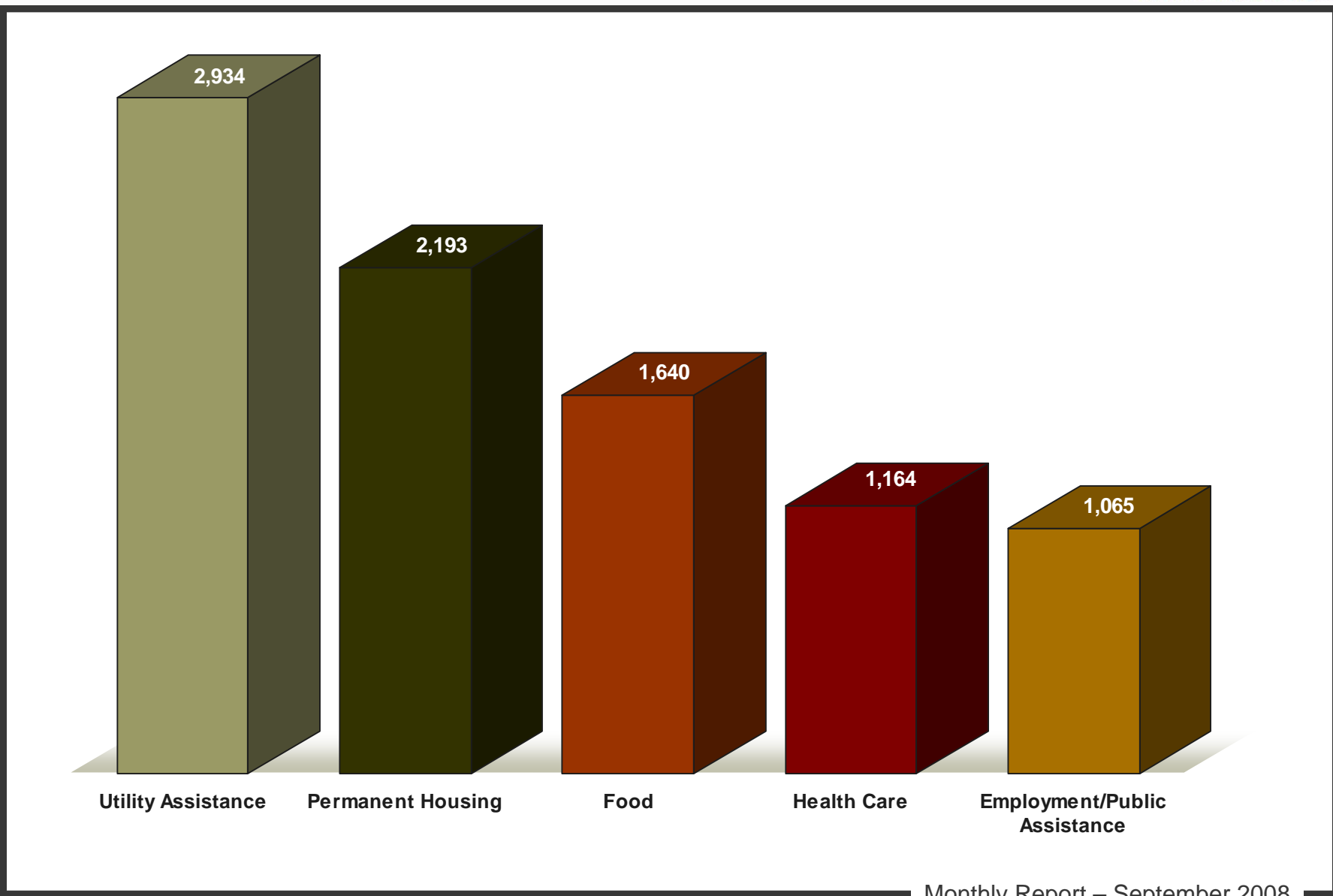
FINANCIAL STABILITY

- 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

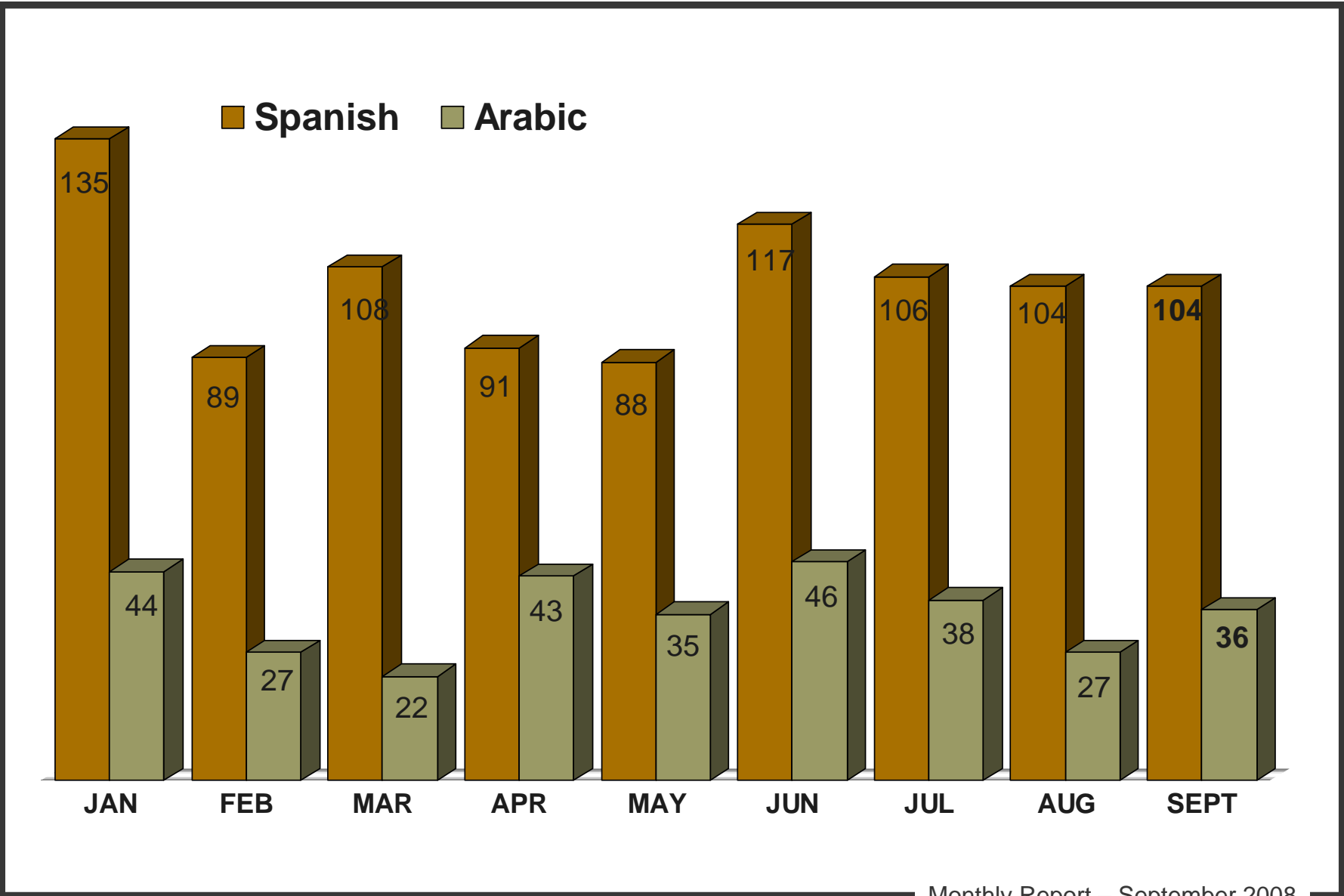
- The Reading Village** (Pilot) A collaborator within a designed “village”, providing 24/7 resources and advocacy to 9 identified families who have children born with low birth rates and are statistically at risk for poor performance in school.

TOP 5 SERVICES PROVIDED



Monthly Report – September 2008

ALTERNATE LANGUAGE



Monthly Report – September 2008



TOP 20 SERVICE REQUESTS

WAYNE COUNTY				OAKLAND COUNTY				MACOMB COUNTY			
Rank		Number	Pct		Number	Pct		Number	Pct		
1	Gas Bill Payment Asst.	1,565	22%	Gas Bill Payment Asst.	281	19%	Food Pantries	194	21%		
2	Food Pantries	978	14%	Food Pantries	185	13%	Gas Bill Payment Asst.	155	16%		
3	Electric Bill Payment Asst.	538	8%	Rent Payment Asst.	180	12%	Homeless Shelter	87	9%		
4	Job Search/Placement	515	7%	Electric Bill Payment Asst.	119	8%	Electric Bill Payment Asst.	60	6%		
5	Gave phone number only	447	6%	Job Search/Placement	87	6%	Rent Payment Asst.	56	6%		
6	Rent Payment Asst.	400	6%	Agency Info only	84	6%	Job Search/Placement	54	6%		
7	Homeless Shelter	318	4%	Homeless Shelter	70	5%	Agency Info only	43	5%		
8	Community Clinics	300	4%	General Legal Aid	53	4%	General Clothing	38	4%		
9	Housing Search Asst.	239	3%	Community Clinics	50	3%	Low Inc./Sub. Private Rental Housing	30	3%		
10	General Clothing	229	3%	Undesignated Temp. Financial Asst.	44	3%	Undesignated Temp. Financial Asst.	27	3%		
11	General Furniture Provision	219	3%	General Clothing	43	3%	Community Clinics	26	3%		
12	Low Inc./Sub. Private Rental Housing	193	3%	Low Inc./Sub. Private Rental Housing	41	3%	General Legal Aid	23	2%		
13	Undesignated Temp. Financial Asst.	179	3%	Dental Care	30	2%	Section 8 Housing Choice Vouchers	22	2%		
14	General Legal Aid	179	3%	General Furniture Provision	28	2%	General Furniture Provision	21	2%		
15	Home Rehabilitation Grants	174	2%	Mortgage Payment Asst.	27	2%	Housing Authorities	21	2%		
16	Information and Referral	152	2%	Housing Authorities	25	2%	Voter Registration Offices	20	2%		
17	Dental Care	101	1%	State/Local Health Insurance Programs	23	2%	Emergency Food Clearinghouses	20	2%		
18	Federal Inc. Tax Information	97	1%	General Counseling Services	23	2%	Dental Care	19	2%		
19	State/Local Health Insurance Programs	88	1%	Section 8 Housing Choice Vouchers	22	2%	Mortgage Foreclosure Asst.	15	2%		
20	Prescription Expense Asst.	79	1%	Voter Registration Offices	20	1%	State/Local Health Insurance Programs	15	2%		

Monthly Report – September 2008



TOP 20 SERVICE REQUESTS

WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Phone Number Request	65	16%	Phone Number Request	24	15%	
2	Rent Payment Assistance	46	11%	Electric Bill Payment Assistance	23	14%	
3	Gas Bill Payment Assistance	41	10%	Gas Bill Payment Assistance	14	9%	
4	Electric Bill Payment Assistance	30	7%	Rent Payment Assistance	13	8%	
5	Homeless Shelter	27	7%	Food Pantries	12	8%	
6	Food Pantries	26	6%	Federal Income Tax Information	10	6%	
7	Transitional Housing/Shelter	18	4%	Homeless Shelter	5	3%	
8	Undesignated Temporary Financial Assistance	16	4%	Household Goods Vouchers	4	3%	
9	Housing Authorities	14	3%	Volunteer Recruitment/Placement	3	2%	
10	Rental Deposit Assistance	12	3%	Section 8 Housing Choice Vouchers	3	2%	
11	Food Stamps	11	3%	Prescription Expense Assistance	3	2%	
12	Low Income/Subsidized Private Rental Housing	11	3%	Community Clinics	3	2%	
13	Furniture	9	2%	Furniture	3	2%	
14	General Legal Aid	9	2%	Automobile Donation Programs	3	2%	
15	Community Clinics	8	2%	Gave phone number only	3	2%	
16	Automobile Donation Programs	7	2%	General Clothing	3	2%	
17	Adult State/Local Health Insurance Programs	7	2%	General Legal Aid	3	2%	
18	Furniture/Home Furnishings Donation Programs	6	1%	Adult In Home Respite Care	3	2%	
19	Public Housing	6	1%	Weatherization Programs	2	1%	
20	Weatherization Programs	5	1%	Housing Authorities	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	1,830	22%	Michigan Dept of Human Services	429	22%	Michigan Dept of Human Services	291	22%		
2	Salvation Army	854	10%	Oakland Livingston Human Svce Agcy	404	20%	Salvation Army	242	18%		
3	Wayne Metro Comm Action Agency	790	9%	Lighthouse Emergency Services	257	13%	St. Vincent de Paul	140	11%		
4	Child Care Coordinating Council	746	9%	Salvation Army	143	7%	Macomb County Comm Svcs Agcy	71	5%		
5	Crossroads of Michigan	593	7%	St. Vincent de Paul	106	5%	Macomb Co. Rotating Emerg Shelter	69	5%		
6	St. Vincent de Paul	535	6%	Saint John's Episcopal Church	72	4%	Samaritan House	46	4%		
7	Neighborhood Legal Services	292	3%	Oakland County Emplmt & Training Div	61	3%	Michigan State Housing Dev Authority	44	3%		
8	DTE Energy	288	3%	South Oakland Shelter	53	3%	Macomb/St. Clair Workforce Dev Bd	40	3%		
9	Detroit Urban League	260	3%	Michigan State Housing Dev Authority	50	3%	Detroit Rescue Mission Ministries	37	3%		
10	Detroit Workforce Development Dept	258	3%	Rochester Area Neighborhood House	45	2%	Good Shepherd Coalition	31	2%		
11	Capuchin Soup Kitchen	246	3%	Common Ground Sanctuary	42	2%	Goodwill Industries of Greater Detroit	31	2%		
12	Michigan State Housing Dev Authority	243	3%	Detroit Community Health Connection	40	2%	South Eastern Michigan Indians	30	2%		
13	Detroit Dept of Human Services	222	3%	God's Helping Hands	37	2%	Macomb County Veteran's Services	28	2%		
14	Detroit Community Health Connection	220	3%	Grace Centers of Hope	36	2%	Legal Aid and Defender Association	26	2%		
15	Legal Aid and Defender Association	214	3%	Gary Burnstein Community Health Clinic	35	2%	New Life Assembly of God	26	2%		
16	Detroit Rescue Mission Ministries	181	2%	Legal Aid and Defender Association	34	2%	Crossroads of Michigan	25	2%		
17	Advantage Health Centers	170	2%	Lighthouse Community Development	33	2%	Detroit Community Health Connection	25	2%		
18	Coalition on Temporary Shelter	158	2%	Catholic Social Services	30	2%	God's Helping Hands	23	2%		
19	Wayne County Veterans Affairs Div	147	2%	Baldwin Ave United Methodist Church	30	2%	Faith Lutheran Church	21	2%		
20	Black Family Development	133	2%	Area Agency on Aging	27	1%	Roseville Housing Commission	21	2%		

Monthly Report – September 2008



TOP 20 REFERRALS PROVIDED

WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Friends in Deed	136	18%	Salvation Army	54	24%	
2	Salvation Army	100	13%	Monroe County Department of Human Services	37	16%	
3	SOS Community Services	89	12%	Monroe County Opportunity Program	24	10%	
4	Washtenaw County Department of Human Services	72	9%	Monroe County I & R Call Center	10	4%	
5	Hope Medical Clinic, Inc.	63	8%	Internal Revenue Service	9	4%	
6	Catholic Social Services	37	5%	Monroe Housing Commission	7	3%	
7	Parents Together	37	5%	Damascus House	7	3%	
8	Jewish Family Service	31	4%	Purple Heart	5	2%	
9	Washtenaw 2-1-1	24	3%	Area Agency on Aging	5	2%	
10	Shelter Association of Washtenaw County	23	3%	Habitat for Humanity	5	2%	
11	Ann Arbor Housing Commission	21	3%	United Way Volunteer Action Center	3	1%	
12	Ann Arbor Community Center	17	2%	Emmanuel Lutheran Church	3	1%	
13	Emmanuel Lutheran Church	16	2%	United Way of Monroe County	3	1%	
14	Washtenaw County Community Mental Health	16	2%	Accounting Aid Society	3	1%	
15	Interfaith Hospitality Network	16	2%	Pfizer Helpful Answers	3	1%	
16	Michigan Ability Partners	14	2%	Ann Arbor eCycle	3	1%	
17	Washtenaw Affordable Nonprofit Housing	13	2%	DTE Energy	3	1%	
18	Washtenaw County Department of Public Health	12	2%	Caring Alternatives Incorporated	3	1%	
19	Michigan Works!	12	2%	World Medical Relief	2	1%	
20	Legal Services of South Central Michigan	11	1%	Home Inc.	2	1%	

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
- Neighborhood Service Organization

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Monthly Report – September 2008