

# MONTHLY REPORT February 2008



*Get Connected. Get Answers.*



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

# THIS MONTH IN REVIEW

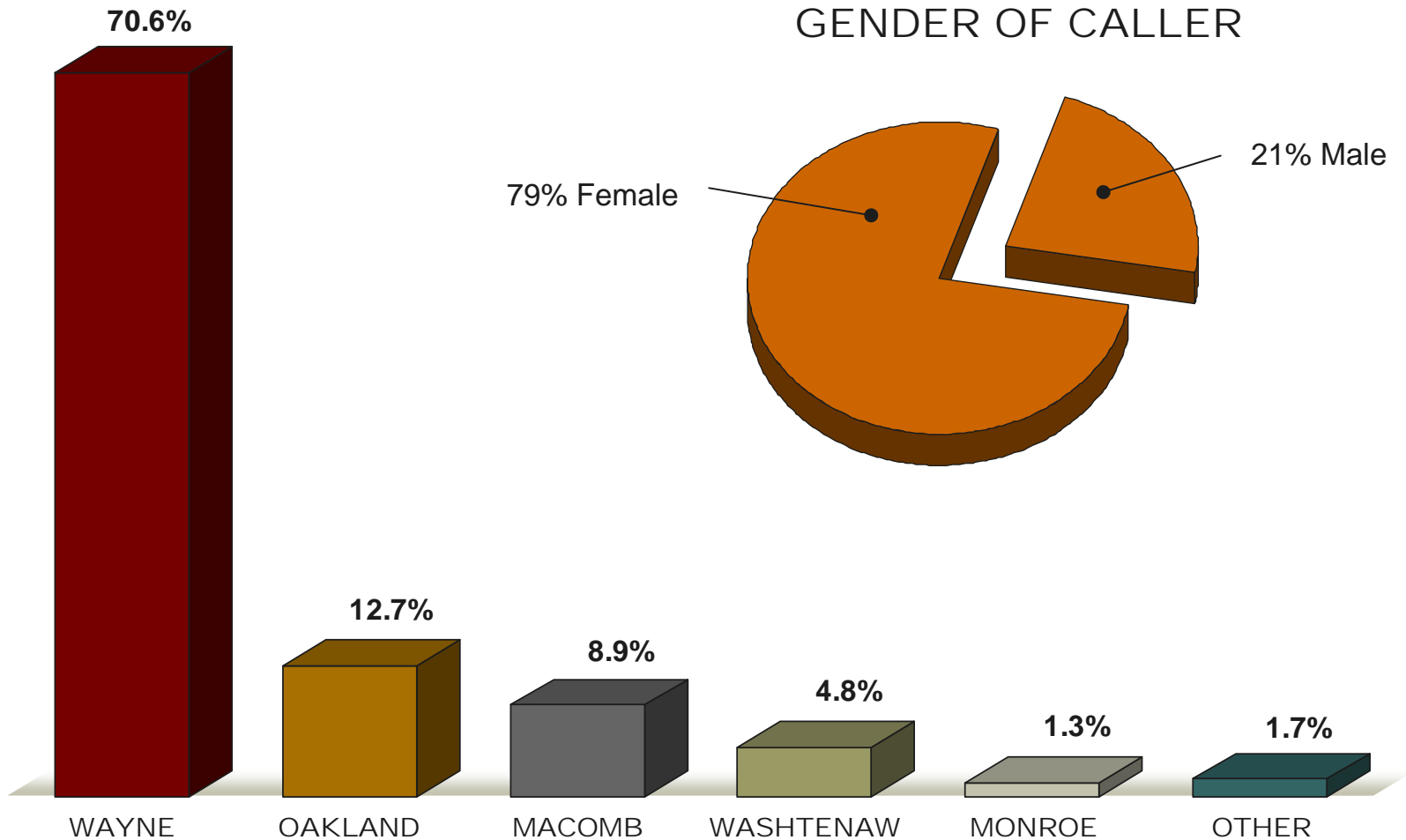


## **THE 2-1-1 MONTHLY REPORT IS NOW INCLUSIVE OF DATA GENERATED FROM OUR NEW SERVICE AREAS OF WASHTENAW AND MONROE COUNTIES.**

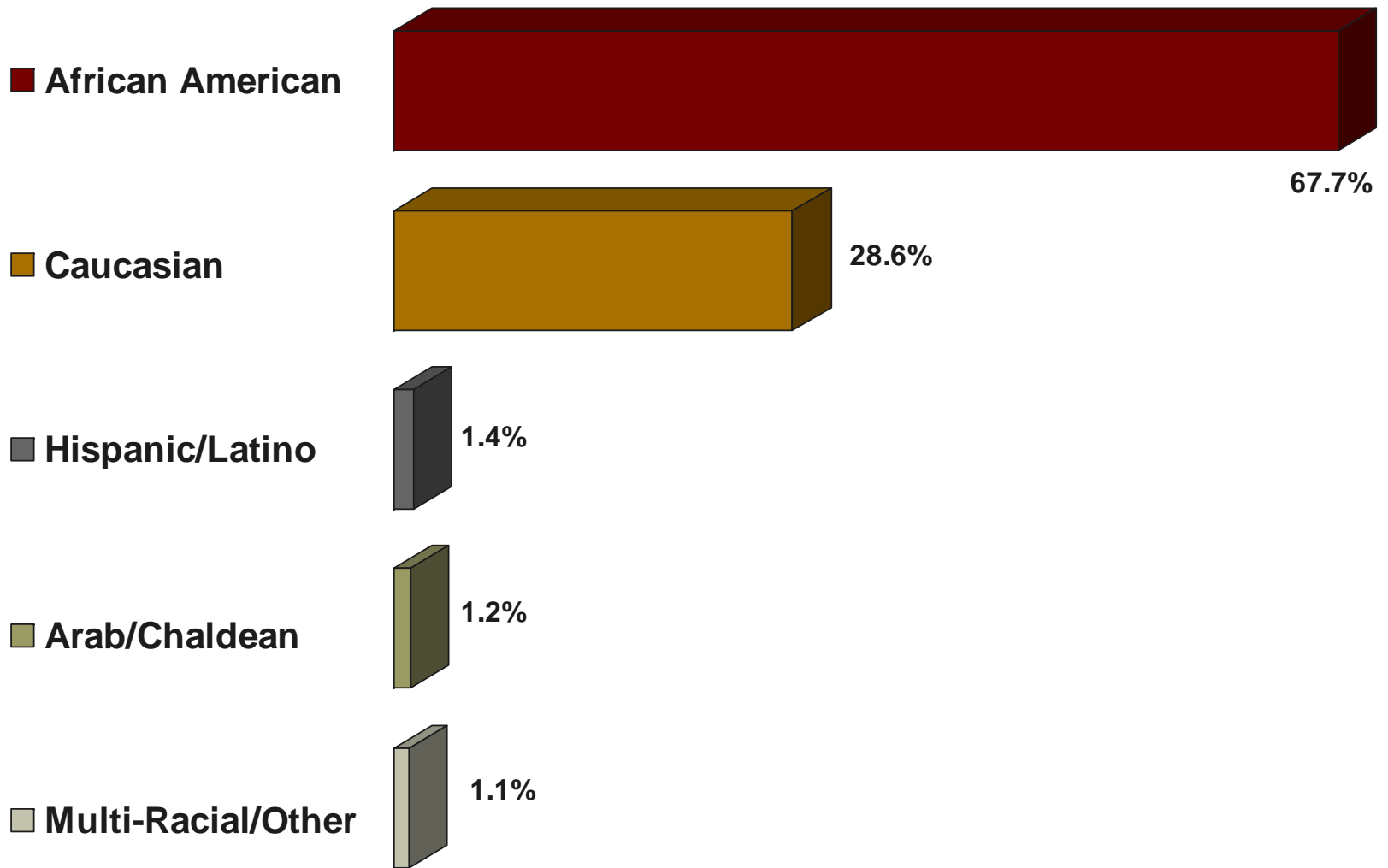
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- Update: The 2-1-1 Refer database, owned and maintained by the Detroit Public Library's TIP service, now offers 21,448 services and 6,610 programs.
- Call volume for February 2008 was 19,607, a 13% increase from the previous month.
- Call volume for February 2008 represents an increase of 161% over February 2007.
- Gas Bill Assistance, Electric Bill Assistance, and Food Assistance were included in the the top five most requested services for Wayne, Oakland, Macomb, Washtenaw and Monroe Counties.
- 469 callers were provided with referrals to free tax preparation sites as well as information on how to obtain the Earned Income Tax Credit (EITC). This caused Legal Services/Criminal Justice to appear as the number two Service Request category.
- Follow-up calls indicated that 100% of callers received referrals that were appropriate for their needs.

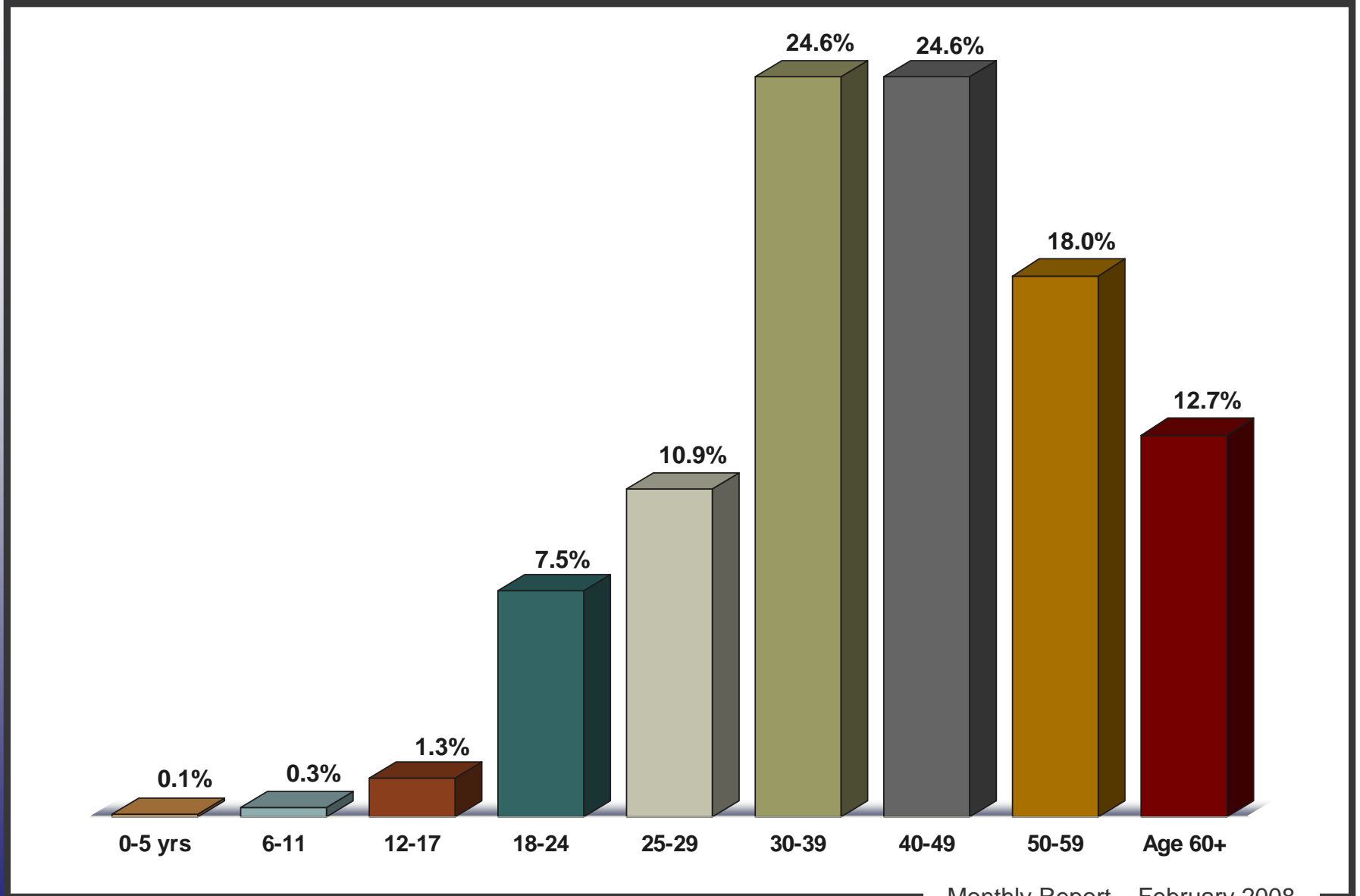
# CALL VOLUME BY COUNTY



# CALLS BY ETHNICITY

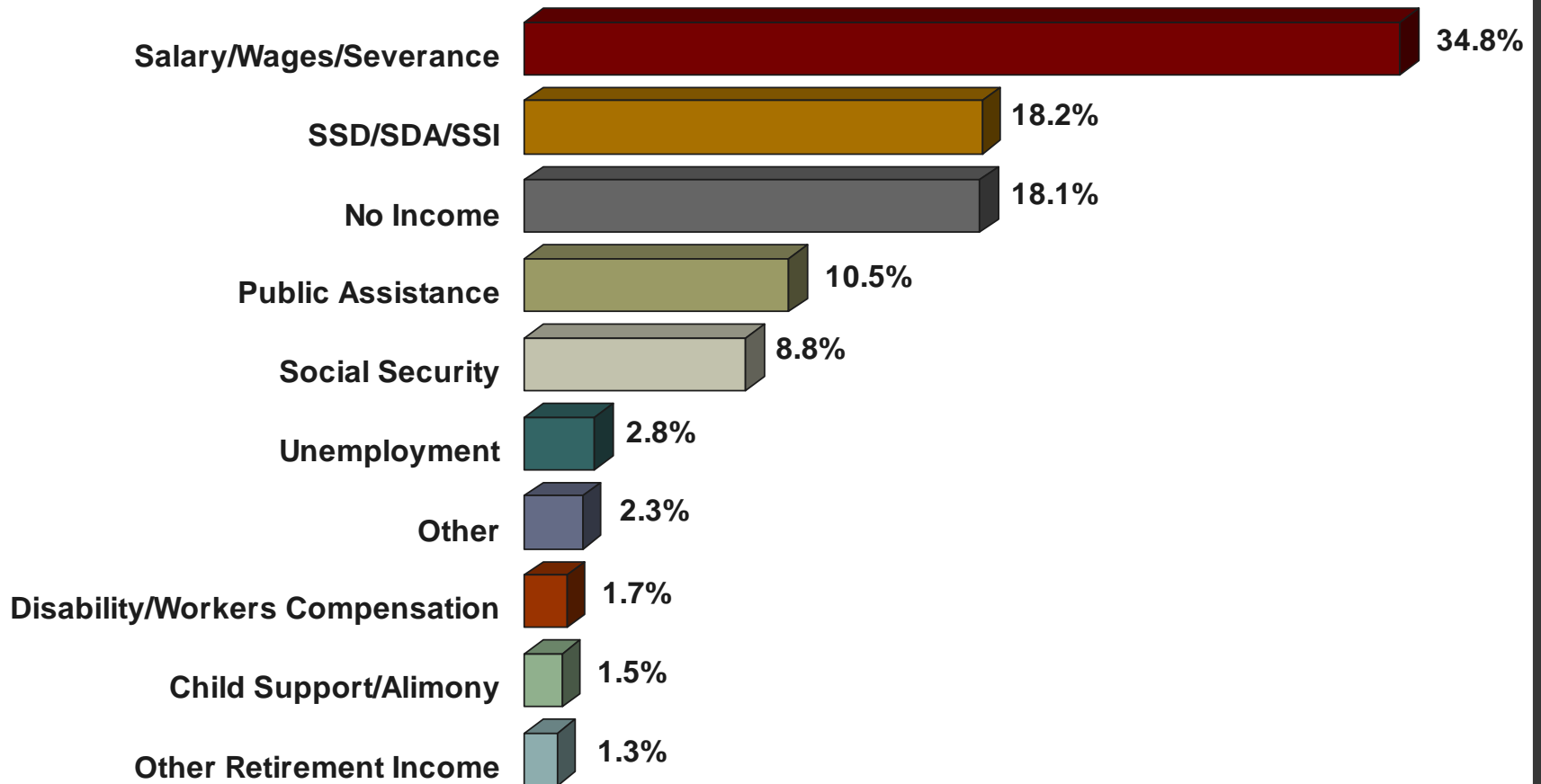


# AGE RANGE OF SERVICE REQUESTS

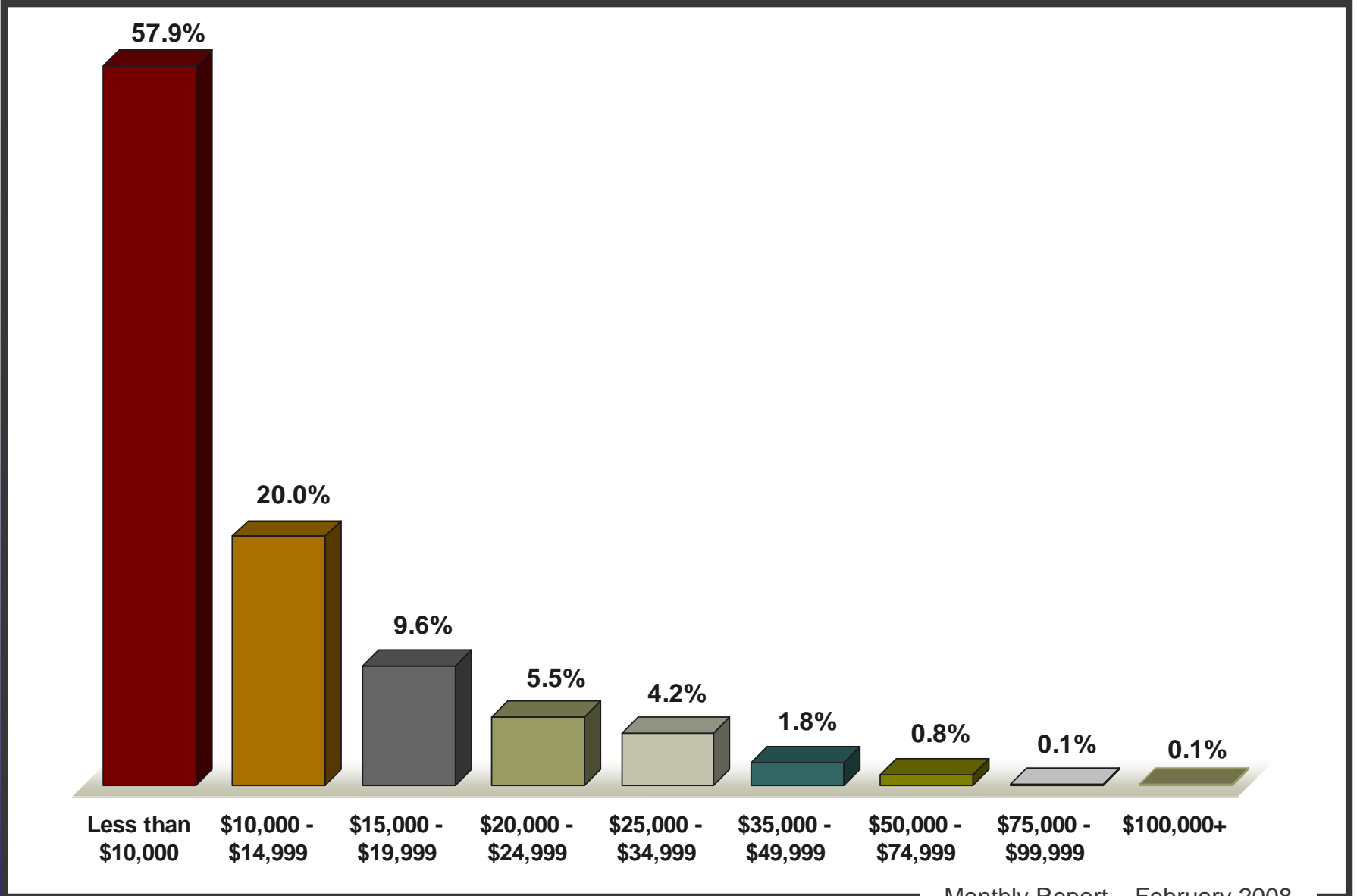


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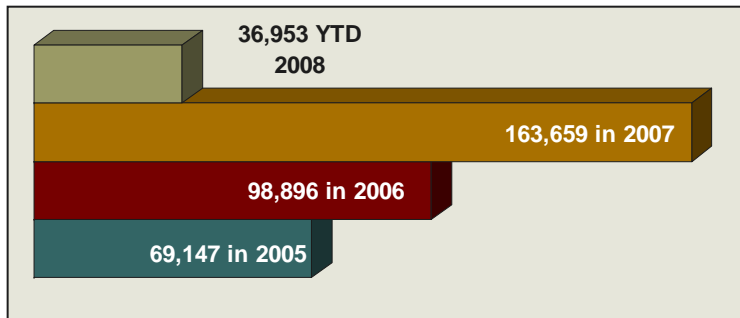
# PRIMARY SOURCE OF INCOME



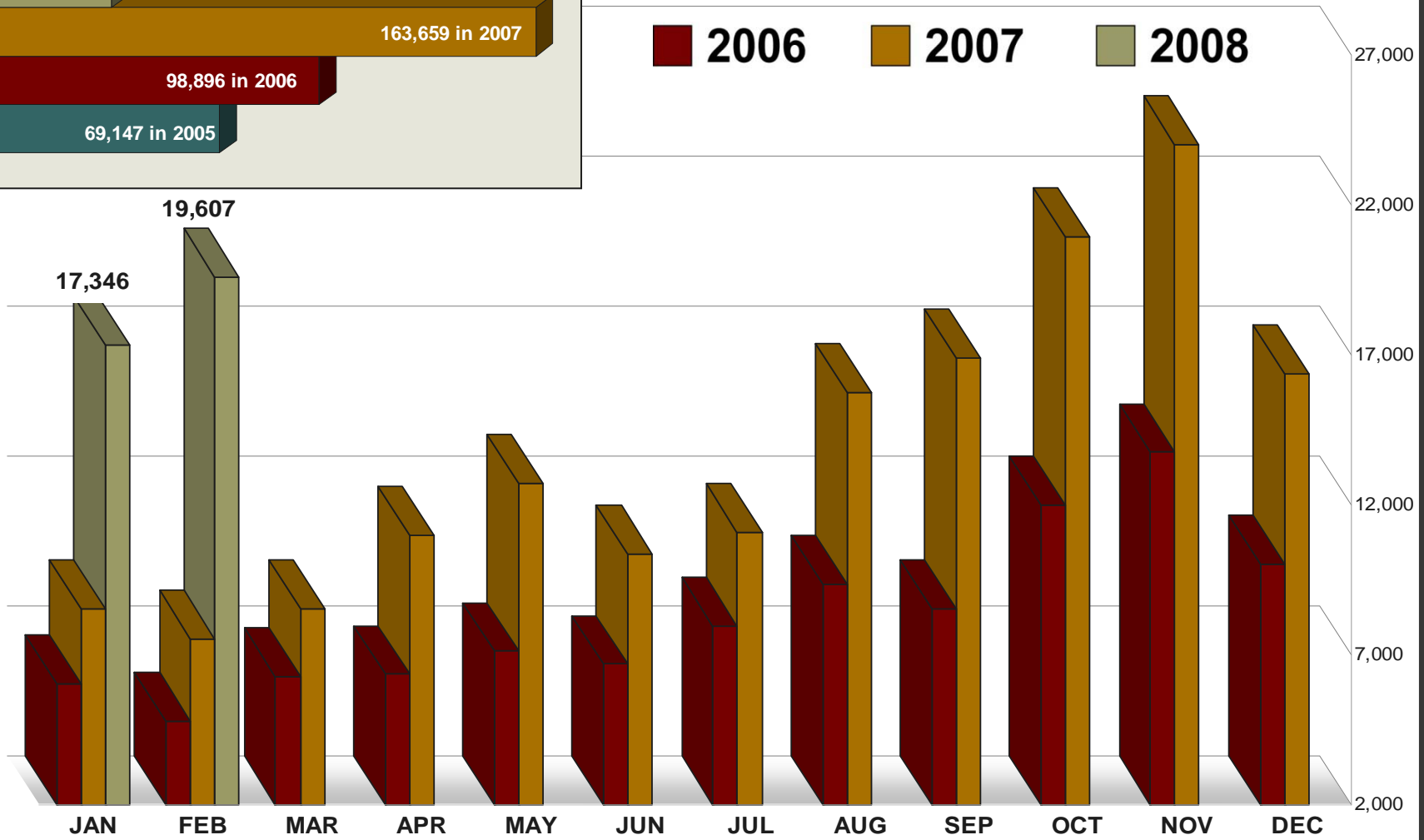
# INCOME LEVEL



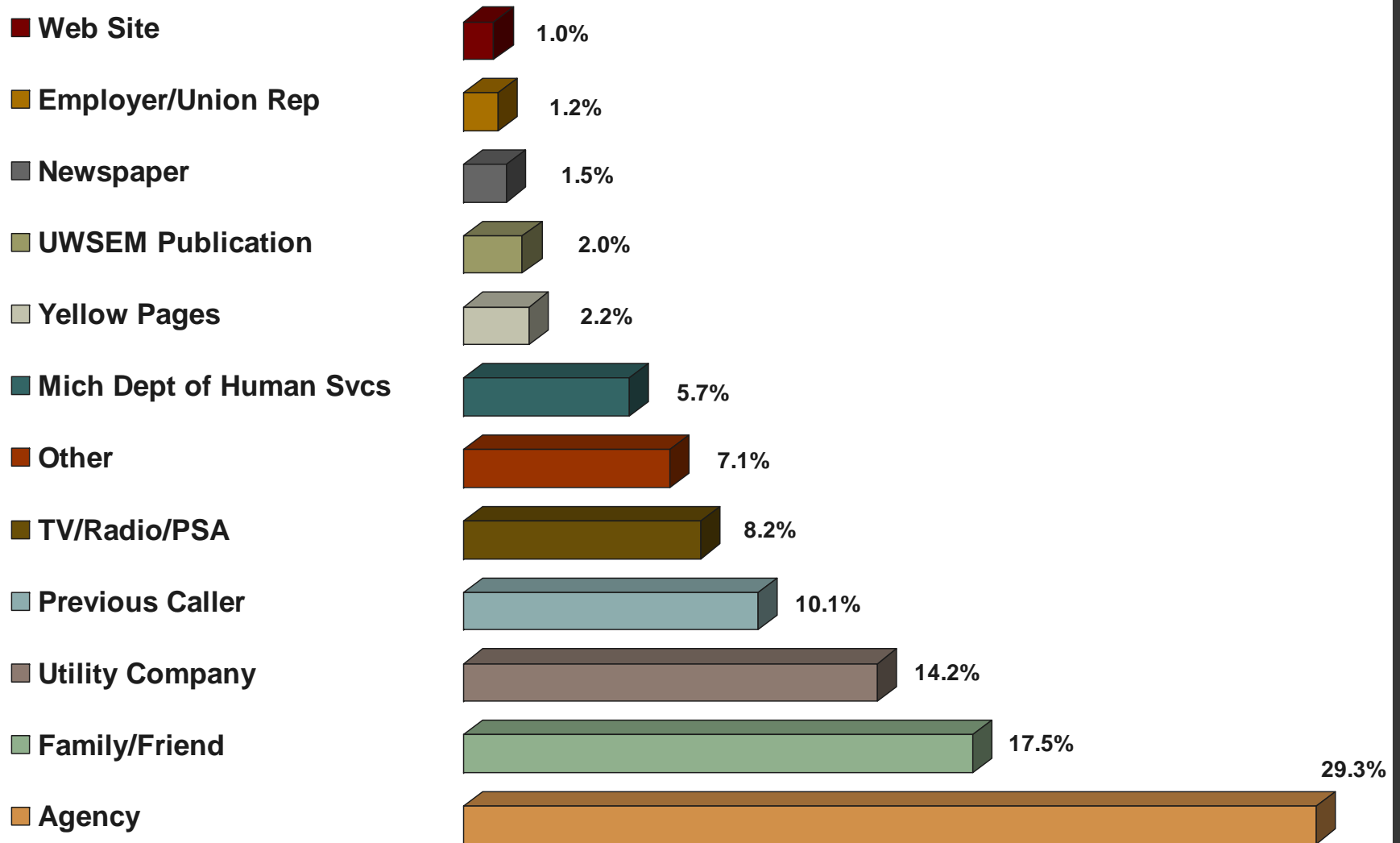
# CALLS RECEIVED



**2006**    **2007**    **2008**

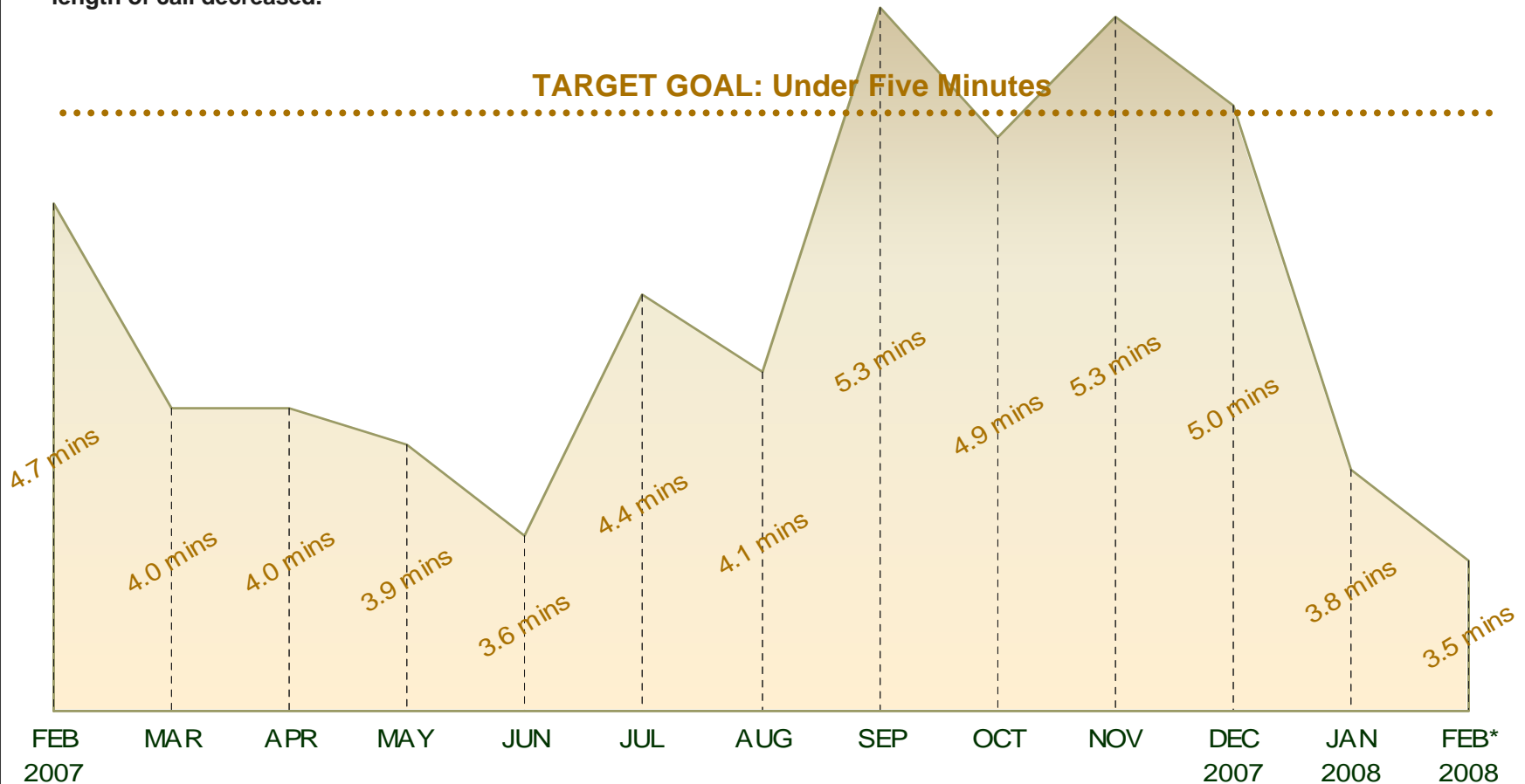


# REFERRED BY SOURCE

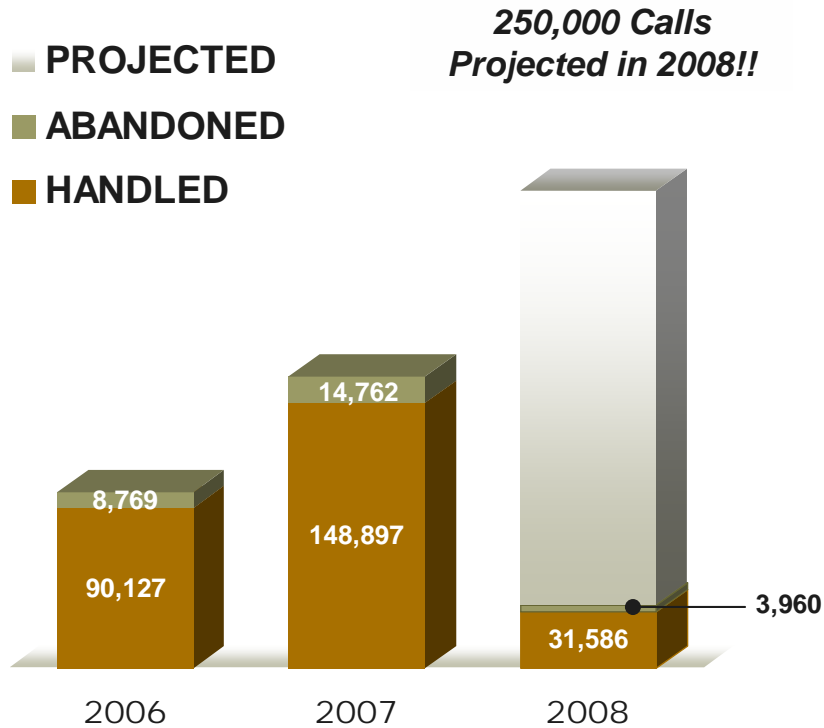


# AVERAGE LENGTH OF CALL

\*During the month of February, 2-1-1 Associates were observed for a Quality & Training initiative developed with Detroit Police Department's 9-1-1 Operators. Per organizational protocol, in order to maintain caller confidentiality, 2-1-1 Associates did not request follow-up while being observed. As a result, the average length of call decreased.



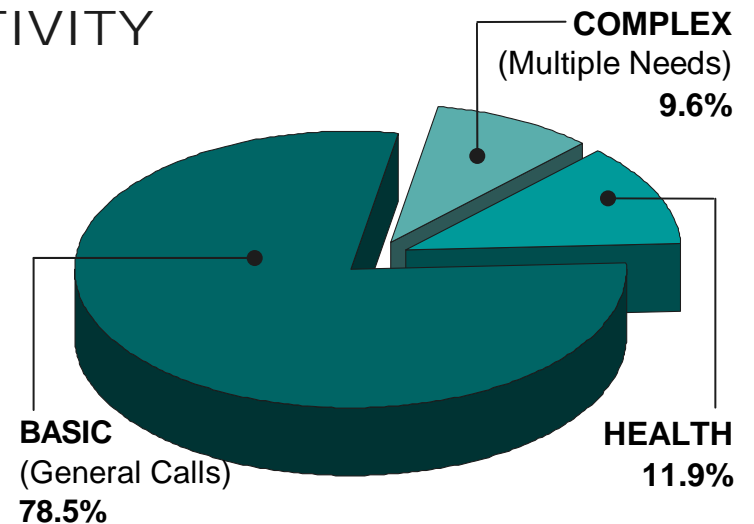
# CALL ACTIVITY



**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.

## FOLLOW-UP ACTIVITY



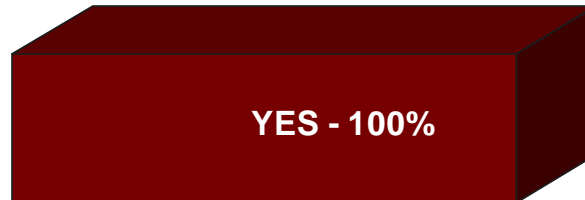
**Percent of total calls taken: 4.9%**

# FOLLOW-UP RESULTS

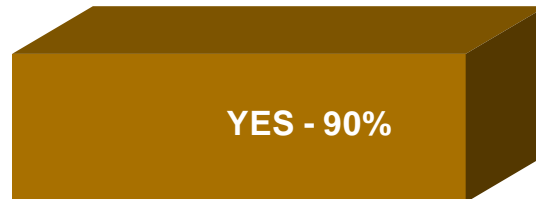
■ Would you recommend 2-1-1 to a relative or friend?



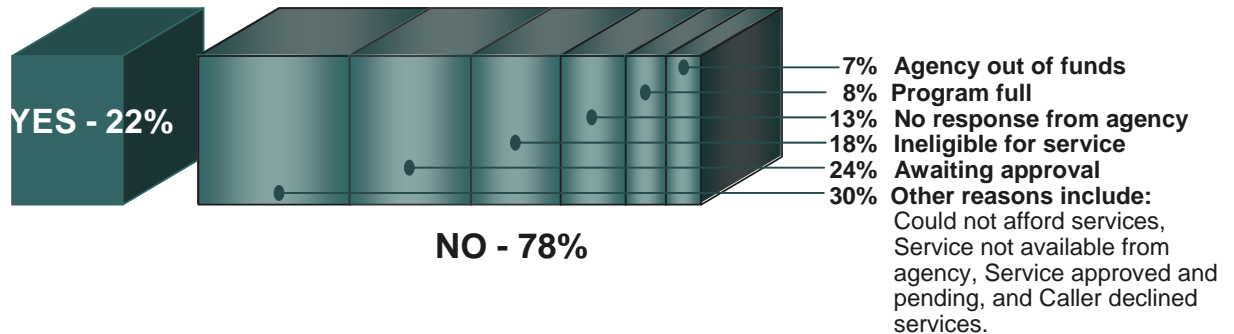
■ Did you receive agency referrals related to the services you requested?



■ Did you contact the agencies to which you were referred?



■ Did you receive the services you requested from referral agencies?








# HIGHLIGHTS OF 2-1-1 INITIATIVES


**BASIC NEEDS**

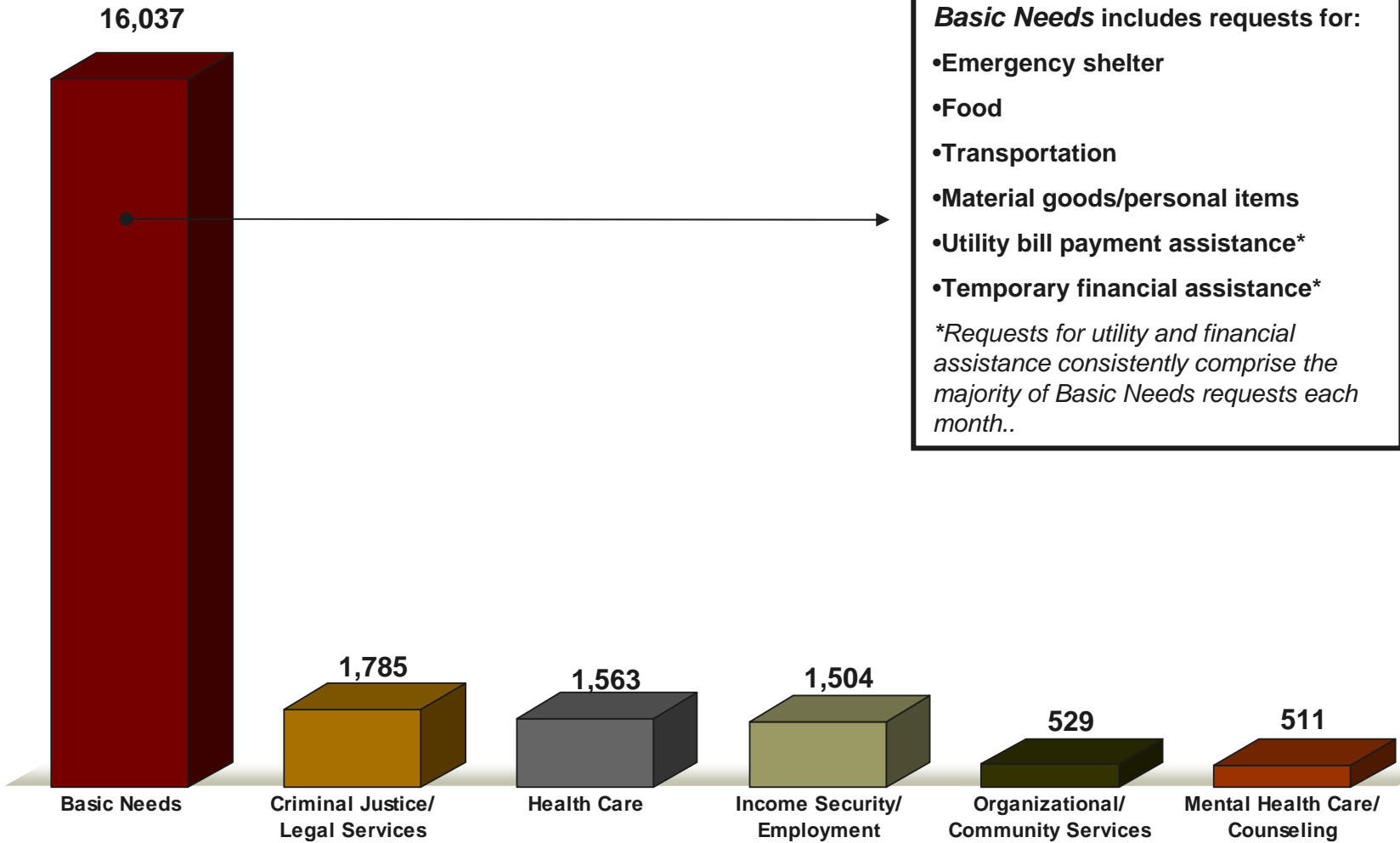
**FINANCIAL STABILITY**

**EDUCATIONAL PREPAREDNESS**

	CALLS	PERCENT*
 <b>THAW</b> 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 .....	5,247	33.6%
 <b>EARNED INCOME TAX CREDIT/TAX PREPARATION</b> 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 .....	491	3.0%
 <b>MORTGAGE FORECLOSURE ASSISTANCE</b> A statewide initiative assessing the type of assistance needed pertaining to a mortgage foreclosure or delinquency .....	299	1.9%
 <b>PRESCRIPTION ASSISTANCE</b> Prescreening and determining eligibility of callers seeking assistance with prescriptions, and connecting them to discount programs .....	56	0.4%
 <b>HOMELESS OUTREACH ("2-1-1 On the Go!")</b> Providing assets of identification, voice mailboxes, permanent street addresses, monthly bus passes and community resources to homeless individuals who demonstrate a willingness and capability of working, all of which can lead toward greater stability, including permanent housing and employment .....	26	0.2%

*\*Based on 15,627 calls handled.*

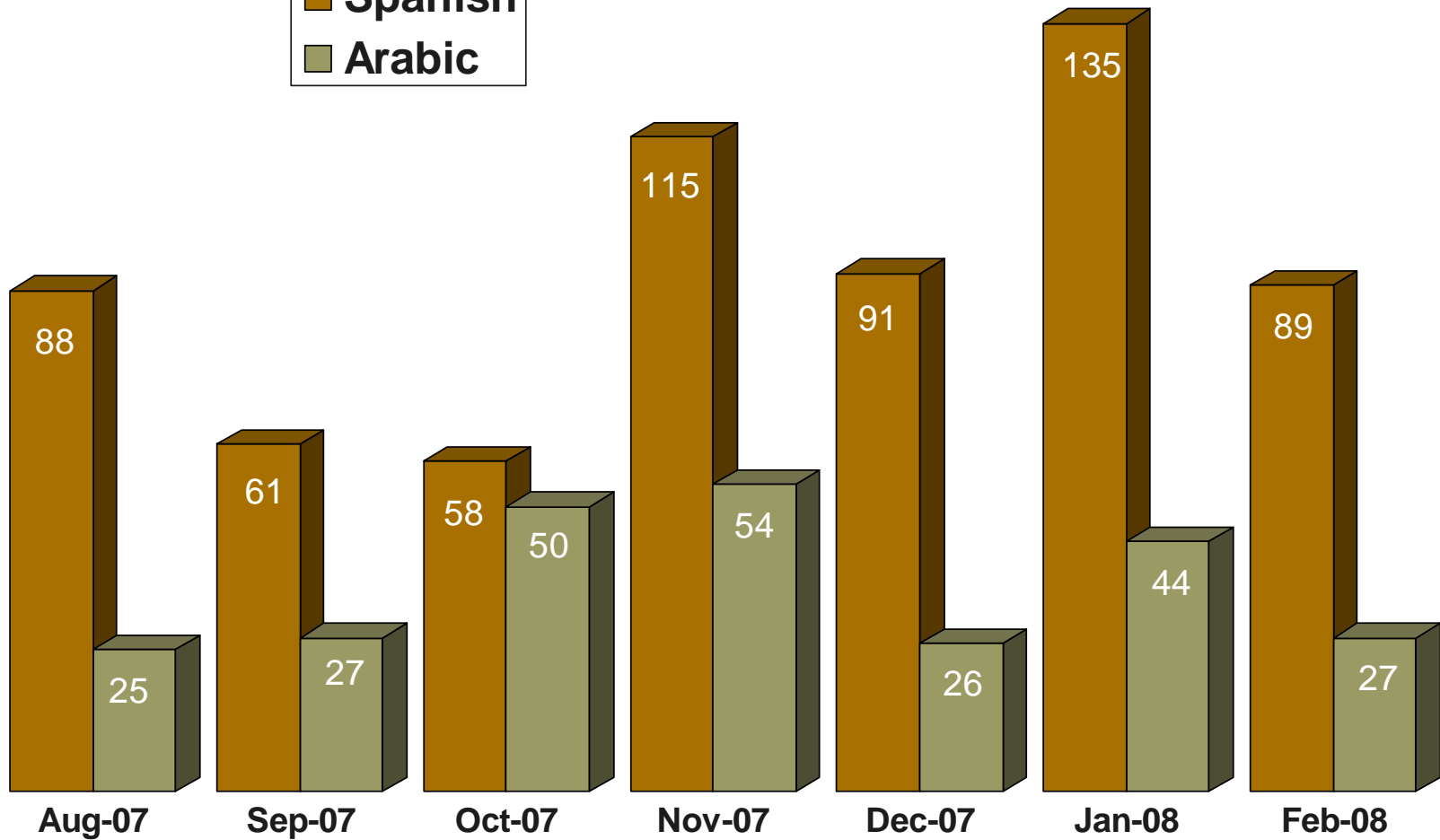
# SERVICE REQUESTS



TOP SIX CATEGORIES

# ALTERNATE LANGUAGE

(as selected by caller)



# TOP 20 SERVICE REQUESTS



WAYNE COUNTY			OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number Pct		Number Pct		Number Pct		
1	<b>Gas Bill Payment Assistance</b>	<b>4,337 25%</b>	<b>Gas Bill Payment Assistance</b>	<b>591 20%</b>	<b>Gas Bill Payment Assistance</b>	<b>326 17%</b>		
2	<b>Electric Bill Payment Assistance</b>	<b>1,877 11%</b>	<b>Electric Bill Payment Assistance</b>	<b>295 10%</b>	<b>Electric Bill Payment Assistance</b>	<b>165 8%</b>		
3	<b>Food Pantries</b>	<b>1,015 6%</b>	<b>Rent Payment Assistance</b>	<b>261 9%</b>	<b>Food Pantries</b>	<b>148 8%</b>		
4	<b>Job Search/Placement</b>	<b>786 5%</b>	<b>Food Pantries</b>	<b>188 6%</b>	<b>Rent Payment Assistance</b>	<b>127 6%</b>		
5	<b>Housing Search Assistance</b>	<b>563 3%</b>	<b>General Legal Aid</b>	<b>95 3%</b>	<b>VITA Program Sites</b>	<b>75 4%</b>		
6	VITA Program Sites	491 3%	Information Only	88 3%	Job Search/Placement	65 3%		
7	Rent Payment Assistance	429 2%	Job Search/Placement	76 3%	Housing Authorities	60 3%		
8	Information Only	406 2%	Community Clinics	75 2%	Homeless Shelter	59 3%		
9	Homeless Shelter	378 2%	VITA Program Sites	72 2%	Information Only	51 3%		
10	General Legal Aid	323 2%	Homeless Shelter	62 2%	Community Clinics	48 2%		
11	Community Clinics	317 2%	Temporary Financial Assistance	55 2%	Dental Care	33 2%		
12	General Clothing	269 2%	Dental Care	47 2%	General Clothing	33 2%		
13	General Furniture Provision	258 1%	Mortgage Payment Assistance	45 1%	General Furniture Provision	28 1%		
14	Dental Care	242 1%	General Counseling Services	41 1%	Mortgage Foreclosure Assistance	27 1%		
15	Low Income/Subsidized Rental Housing	233 1%	Mortgage Foreclosure Assistance	38 1%	General Legal Aid	27 1%		
16	Home Rehabilitation Grants	217 1%	General Furniture Provision	29 1%	Emergency Food Clearinghouses	25 1%		
17	Water Bill Payment Assistance	186 1%	Housing Authorities	29 1%	Mortgage Payment Assistance	24 1%		
18	Mortgage Foreclosure Assistance	151 1%	Volunteer Development	28 1%	Low Income/Subsidized Rental Housing	23 1%		
19	Comprehensive Job Assistance	145 1%	Low Income/Subsidized Rental Housing	27 1%	General Counseling Services	20 1%		
20	Temporary Financial Assistance	132 1%	General Clothing	27 1%	Prescription Drug Assistance Prog	18 1%		

# TOP 20 SERVICE REQUESTS



WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	<b>Rent Payment Assistance</b>	<b>181</b>	<b>13%</b>	<b>Electric Bill Payment Assistance</b>	<b>30</b>	<b>11%</b>	
2	<b>Electric Bill Payment Assistance</b>	<b>156</b>	<b>11%</b>	<b>Rent Payment Assistance</b>	<b>25</b>	<b>9%</b>	
3	<b>Food Pantries</b>	<b>103</b>	<b>7%</b>	<b>Gas Bill Payment Assistance</b>	<b>21</b>	<b>8%</b>	
4	<b>Gas Bill Payment Assistance</b>	<b>103</b>	<b>7%</b>	<b>Food Pantries</b>	<b>18</b>	<b>7%</b>	
5	<b>VITA Program Sites</b>	<b>78</b>	<b>6%</b>	<b>Homeless Shelter</b>	<b>11</b>	<b>4%</b>	
6	Homeless Shelter	57	4%	Phone Number request	11	4%	
7	Phone Number request	46	3%	Furniture	8	3%	
8	Undesignated Temporary Financial Assistance	29	2%	Community Clinics	7	3%	
9	Community Clinics	27	2%	General Legal Aid	7	3%	
10	General Dentistry	24	2%	Ramp Construction	6	2%	
11	Low Income/Subsidized Private Rental Housing	20	1%	Housing Authorities	6	2%	
12	Furniture	17	1%	VITA Program Sites	5	2%	
13	Job Search/Placement	17	1%	Heating Fuel Bill Payment Assistance	5	2%	
14	Anger Management	16	1%	Prescription Expense Assistance	4	2%	
15	General Legal Aid	13	1%	Mortgage Payment Assistance	4	2%	
16	Housing Authorities	13	1%	Job Search/Placement	3	1%	
17	Furniture/Home Furnishings Donation Programs	12	1%	Medical Transportation	3	1%	
18	Food Donation Programs	12	1%	Eye Screening	3	1%	
19	Section 8 Housing Choice Vouchers	12	1%	Health Related Support Groups	3	1%	
20	General Clothing	12	1%	Domestic Violence Shelters	3	1%	

# TOP 20 REFERRALS PROVIDED

WAYNE COUNTY				OAKLAND COUNTY			MACOMB COUNTY		
Rank		Number	Pct		Number	Pct		Number	Pct
1	Detroit Dept of Human Services	1,763	9%	Oakland Livingston Human Svce Agcy	407	11%	Salvation Army	313	15%
2	Michigan Dept of Human Services	1,480	8%	Michigan Dept of Human Services	298	8%	Michigan Dept of Human Services	241	12%
3	Salvation Army	1,447	7%	Salvation Army	294	8%	Macomb County Comm Svcs Agcy	212	10%
4	United Community Housing Coalition	1,134	6%	Lighthouse Emergency Services	280	8%	St. Vincent de Paul	178	9%
5	Neighborhood Service Organization	922	5%	St. Vincent de Paul	162	4%	Roseville Senior Center	45	2%
6	Wayne Metro Comm Action Agency	858	4%	Southfield Human Services Dept	79	2%	Macomb/St. Clair Workforce Devp Board	42	2%
7	Crossroads of Michigan	373	2%	Jewish Family Service	54	1%	Samaritan House	31	2%
8	St. Vincent de Paul	340	2%	Oakland County Emplymt & Training Div	48	1%	South Eastern Michigan Indians	27	1%
9	Neighborhood Legal Services	297	2%	Legal Aid and Defender Association	45	1%	Legal Aid and Defender Association	26	1%
10	Izak's House	295	1%	Catholic Social Services	44	1%	Michigan State Housing Dev Authority	26	1%
11	Detroit Workforce Development Dept	265	1%	Gary Burnstein Community Health Clinic	40	1%	Macomb Cty Rotating Emerg Shelter	26	1%
12	Michigan State Housing Dev Authority	227	1%	Common Ground Sanctuary	38	1%	Goodwill Industries of Greater Detroit	22	1%
13	Detroit Urban League	194	1%	Saint John's Episcopal Church	38	1%	Macomb County Health Dept	21	1%
14	Legal Aid and Defender Association	193	1%	Consumers Energy	35	1%	Detroit Community Health Connection	19	1%
15	Delray United Action Council	188	1%	Izak's House	35	1%	Area Agency on Aging 1-B	18	1%
16	Black Family Development	166	1%	Michigan State Housing Dev Authority	35	1%	Eastpointe Housing Commission	18	1%
17	Arab Comm Ctr for Econ/Social Svcs	156	1%	Area Agency on Aging 1-B	33	1%	Safe Center	17	1%
18	Wayne County Veterans Affairs Div	153	1%	Rochester Area Neighborhood House	33	1%	Clinton Township Housing Commission	16	1%
19	Detroit Area Agency on Aging	148	1%	Lighthouse Community Development	32	1%	World Medical Relief	15	1%
20	Advantage Health Centers	148	1%	United Way for Southeastern Michigan	25	1%	Osborne Neighborhood Tax Center	15	1%

# TOP 20 REFERRALS PROVIDED



WASHTENAW COUNTY				MONROE COUNTY			
Rank		Number	Pct		Number	Pct	
1	Friends in Deed	135	10%	Monroe County Opportunity Program	43	14%	
2	Salvation Army	101	7%	Salvation Army	31	10%	
3	Hope Medical Clinic, Inc.	76	5%	Monroe County Department of Human Services	29	10%	
4	Washtenaw County Department of Human Services	73	5%	The Monroe Center	9	3%	
5	SOS Community Services	73	5%	Legal Services of South Central Michigan	9	3%	
6	Parents Together	54	4%	Michigan Works!	7	2%	
7	Washtenaw Co. Employment Training and Comm Svcs	42	3%	Habitat for Humanity	6	2%	
8	Jewish Family Service	41	3%	Monroe County Veterans Affairs	5	2%	
9	Catholic Social Services	37	3%	Monroe County Food Bank	5	2%	
10	Shelter Association of Washtenaw County	32	2%	Damascus House	5	2%	
11	Michigan Works!	27	2%	Family Counseling & Shelter Services	4	1%	
12	Ann Arbor Parks and Recreation	22	2%	Monroe County Department of Public Health	4	1%	
13	Emmanuel Lutheran Church	20	1%	Family Medical Center of Michigan	4	1%	
14	Interfaith Hospitality Network	19	1%	Michigan Dept of Human Services	4	1%	
15	Ann Arbor Housing Commission Section 8	18	1%	Caring Alternatives Incorporated	4	1%	
16	Ann Arbor Community Center	17	1%	Project Ramp	3	1%	
17	Legal Services of South Central Michigan	15	1%	Housing Development Authority Office	3	1%	
18	Ypsilanti District Library	14	1%	Monroe Veterans Service Center	3	1%	
19	Washtenaw County Community Mental Health	14	1%	Monroe County Public Housing Information	3	1%	
20	Neighborhood Senior Services	14	1%	Ypsilanti District Library	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 Information Center, Inc.
- The Detroit Public Library
- Macomb Crisis Center
- Common Ground Sanctuary
- Neighborhood Service Organization

*For additional information, contact Bill.Sullivan@uwsem.org (313-226-9453)*