2-1-1 QUARTERLY REPORT

SERVING LAPEER, MACOMB, MONROE, OAKLAND, WASHTENAW & WAYNE COUNTIES

2019 2nd Quarter April- June

United Way for Southeastern Michigan

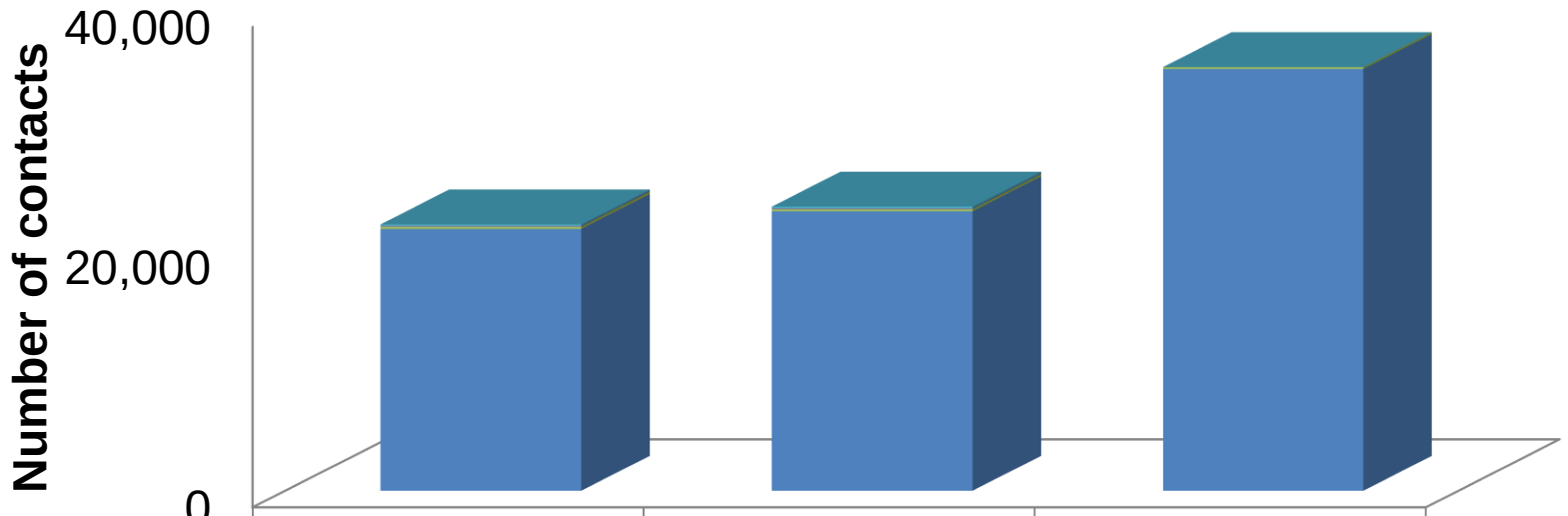
OVERVIEW OF QUARTERLY FINDINGS

- This quarter, we have noticed a decline in overall call volume. There was an increase in email and text inquiries. Web inquiry tracking is temporarily unavailable.

- The top request this quarter was Electric Service Payment Assistance at 27.9% of the total referrals given. Food Pantries are still one of the top three requested services.

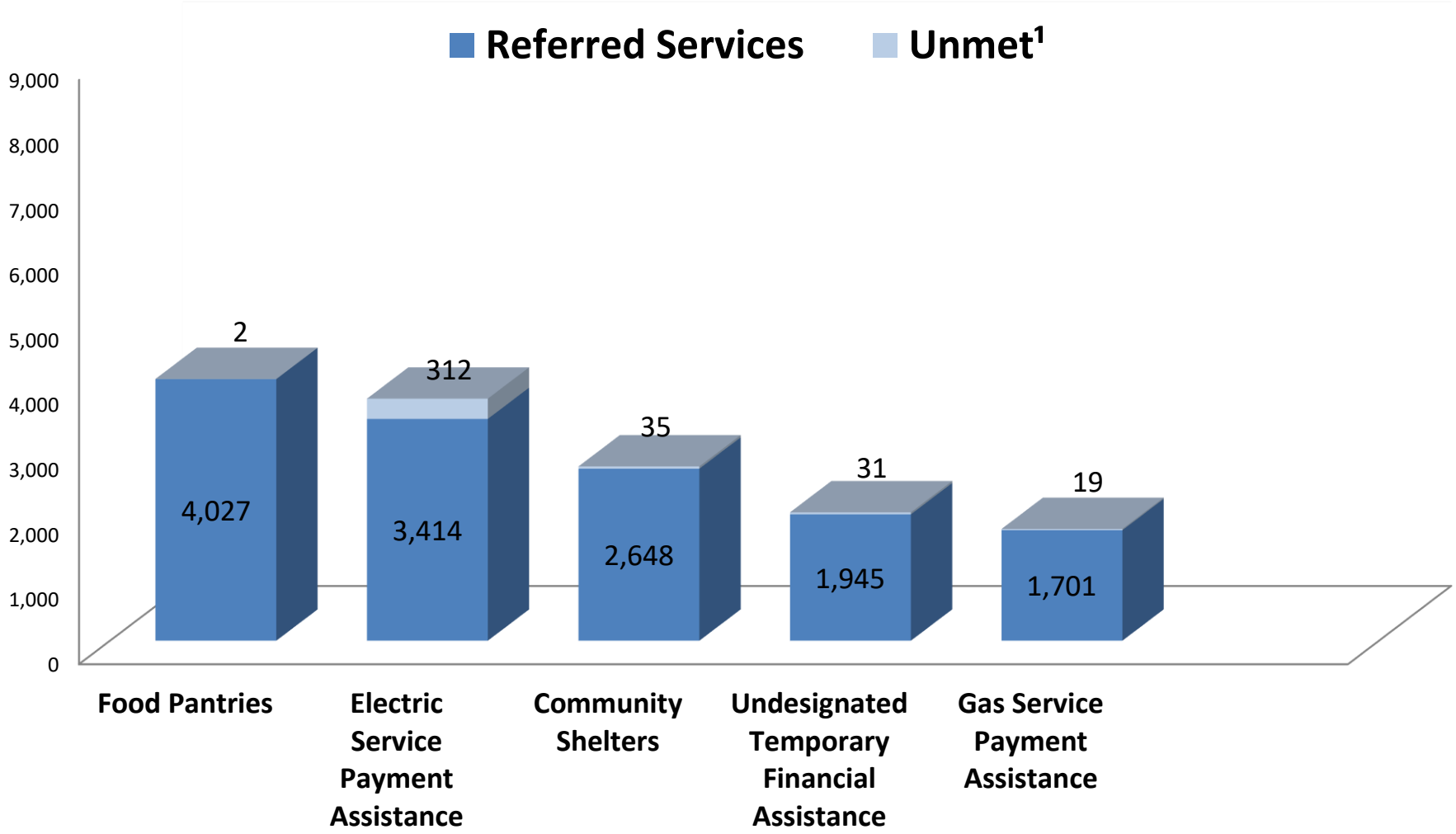
- Electric Service Payment assistance was the top unmet need for the quarter followed by Rent and Water Service Payment Assistance.

2-1-1 INQUIRIES



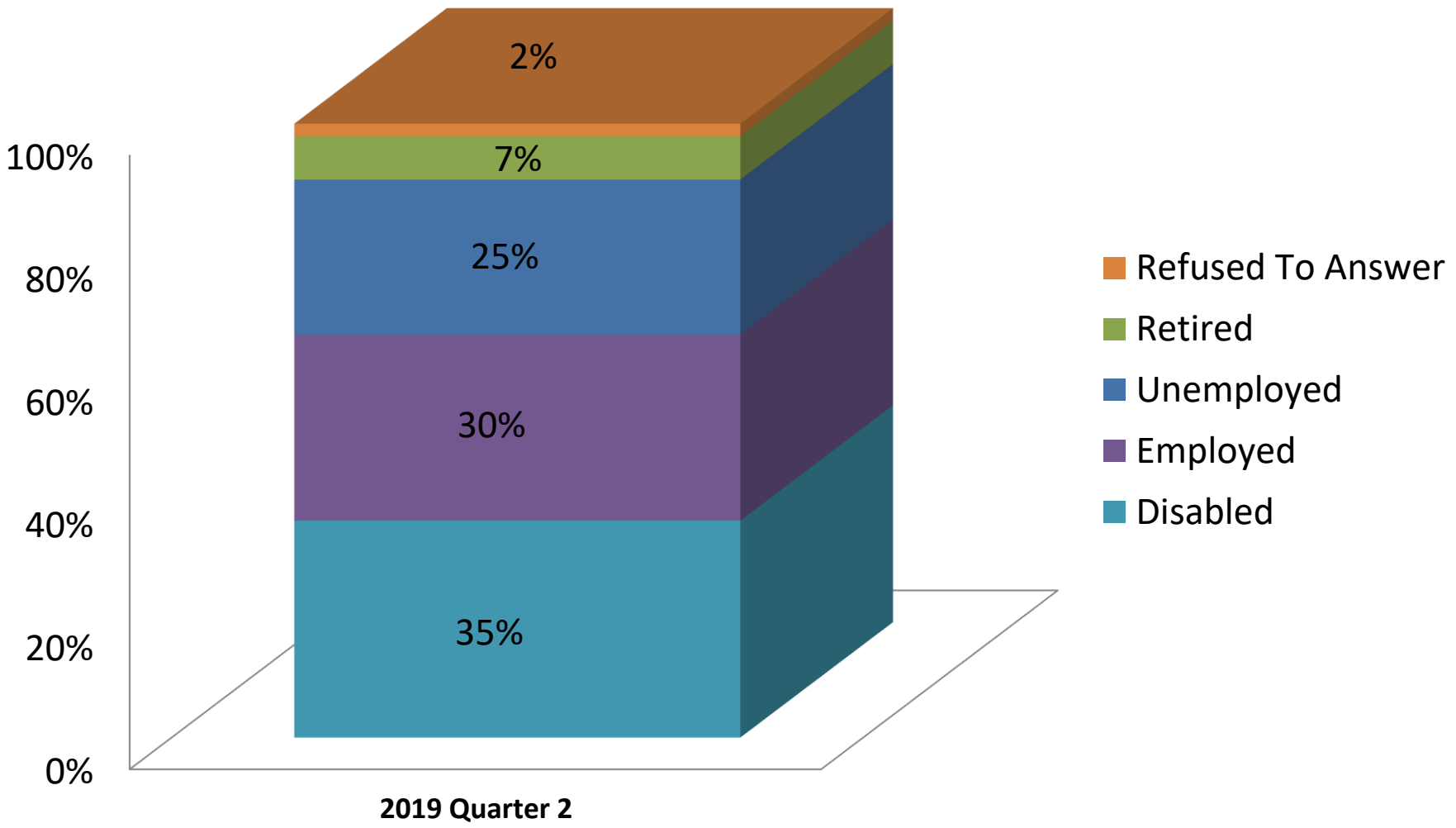
	2019 Quarter 2	2019 Quarter 1	2018 Quarter 2
Text	118	144	0
Emails	62	61	0
Chats	198	188	165
Web Inquiries	0	0	0
Calls	21,819	23,282	35,104

TOP 5 REQUESTS

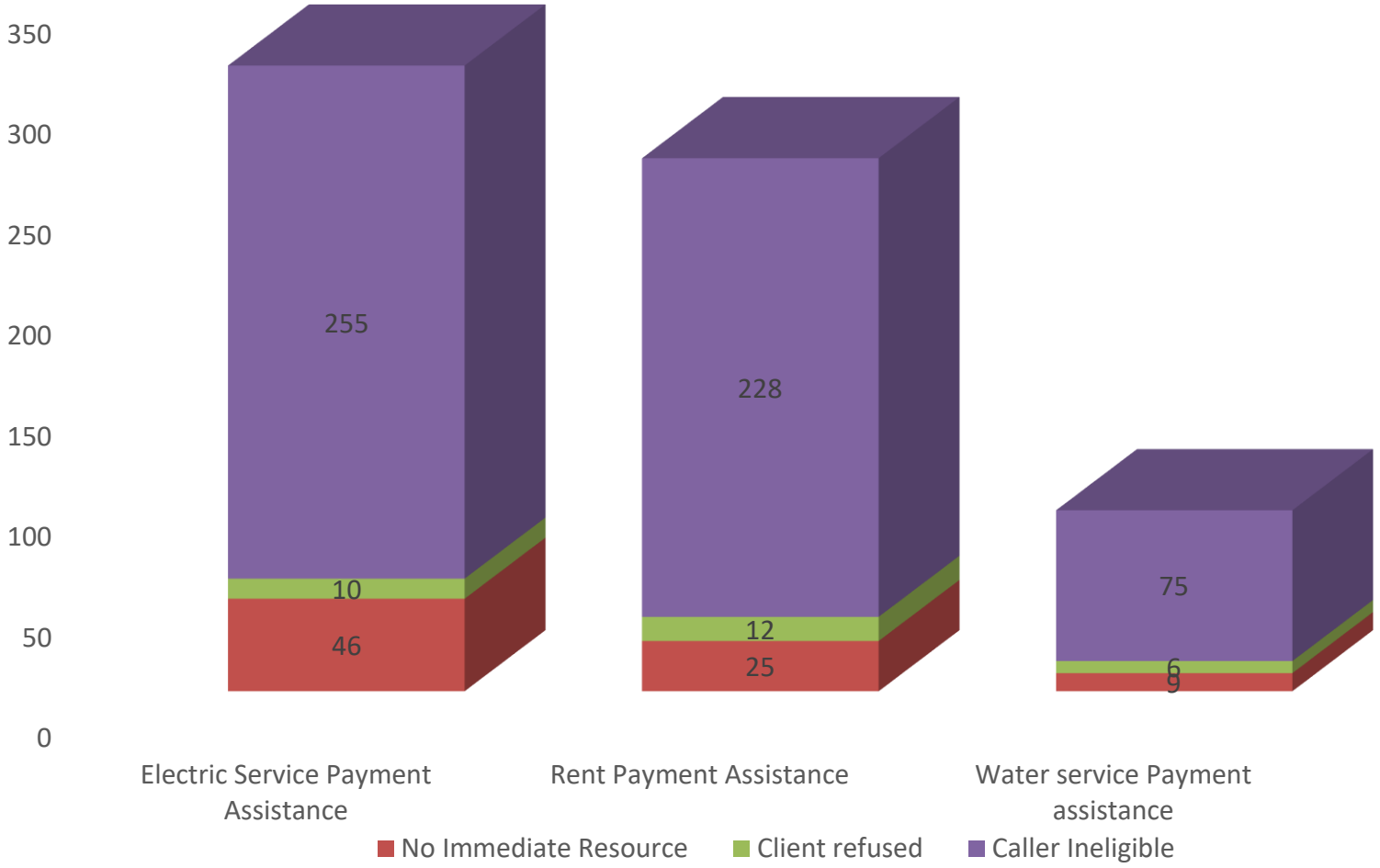


[1]An unmet need is a need for which an appropriate referral cannot be provided for a caller at the time of original call.

Employment Status



TOP UNMET NEEDS & REASONS



TOP 10 REFERRED SERVICES

TOTAL UWSEM 2-1-1 REGION

		# of Requests	% of Total	# of Referrals Provided
1	**Electric Service Payment Assistance**	**3,072**	**27.9%**	**5,807**
2	**Food Pantries**	**2,217**	**20.1%**	**6,082**
3	**Undesignated Temporary Financial Assistance**	**1,808**	**16.4%**	**2,050**
4	Community Shelters	1,582	14.4%	3,702
5	Gas Service Payment Assistance	1,361	12.4%	2,329
6	Housing Search Assistance	1,115	10.1%	1,601
7	Low Income/Subsidized Private Rental Housing	868	7.9%	1,839
8	Rent Payment Assistance	851	7.7%	1,232
9	General Clothing Provision	618	5.6%	1,279
10	Home Rental Listing	270	2.5%	574

TOP 10 REFERRED SERVICES

WAYNE COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Electric Service Payment Assistance**	**3106**	**24.2%**	**4,582**
2	**Food Pantries**	**1,510**	**14.9%**	**3,190**
3	**Undesignated Temporary Financial Assistance**	**1,236**	**12.2%**	**1,633**
4	Gas Service Payment Assistance	1,068	10.5%	1,681
5	Community Shelters	1,033	9.9%	2,021
6	Housing Search Assistance	877	8.7%	1,231
7	Low Income/Subsidized Private Rental Housing	604	5.4%	1,117
8	Water Service Payment Assistance	473	4.8%	591
9	General Clothing Provision	471	4.7%	814
10	Home Rehabilitation Grants	445	4.4%	492

OAKLAND COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Electric Service Payment Assistance**	**257**	**17.5%**	**519**
2	**Community Shelters**	**213**	**14.5%**	**389**
3	**Food Pantries**	**200**	**13.6%**	**395**
4	Undesignated Temporary Financial Assistance	185	12.6%	224
5	Rent Payment Assistance	156	10.6%	200
6	Gas Service Payment Assistance	129	8.8%	166
7	Housing Search Assistance	115	7.8%	123
8	Low Income/Subsidized Private Rental Housing	86	5.9%	123
9	General Legal Aid	70	4.7%	99
10	Transitional Housing/Shelter	58	3.9%	91

TOP 10 REFERRED SERVICES

MACOMB COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Food Pantries**	**401**	**20.1%**	**637**
2	**Electric Service Payment Assistance**	**274**	**18.1%**	**388**
3	**Community Shelters**	**271**	**11.9%**	**142**
4	Undesignated Temporary Financial Assistance	268	10.8%	260
5	Rent Payment Assistance	250	10.7%	206
6	Gas Service Payment Assistance	128	8.5%	147
7	Housing Search Assistance	73	6.7%	82
8	Low Income/Subsidized Private Rental	69	6.3%	112
9	General Clothing Provision	43	4.0	84
10	Specialized Information and Referral	32	2.9%	35

WASHTENAW COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Community Shelters**	**115**	**17.2%**	**110**
2	**Emergency Shelter Clearinghouses**	**79**	**12.8%**	**94**
3	**Food Pantries**	**69**	**12.8%**	**87**
4	Rent Payment Assistance	65	12.5%	109
5	Electric Service Payment Assistance	63	10.5%	68
6	Rent Payment Assistance	28	8.2%	48
7	Undesignated Temporary Financial Assistance	26	7.6%	27
8	Gas Service Payment Assistance	23	6.7%	33
9	Low Income/Subsidized Private Rental	21	6.1%	44
10	General clothing Provision	19	5.5%	37

TOP 10 REFERRED SERVICES

MONROE COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Undesignated Temporary Financial Assistance**	**29**	**27.3%**	**40**
2	**Electric Service Payment Assistance**	**25**	**19.5%**	**36**
3	**Food Pantries**	**20**	**10.9%**	**35**
4	Rent Payment Assistance	15	6.5%	20
5	Community Shelters	12	5.2%	13
6	Low Income/Subsidized Private Rental Housing	9	5.2%	10
7	Gas Service Payment Assistance	8	4.9%	15
8	Non Emergency Medical Transportation	4	3.9%	4
9	Rental Deposit Assistance	3	2.6%	2
10	Refrigerators	3	2.6%	2

LAPEER COUNTY

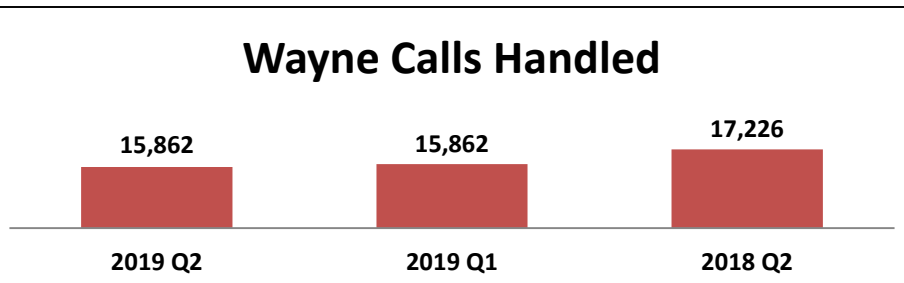
		# of Requests	% of Total	# of Referrals Provided
1	**Electric Service Payment Assistance**	**22**	**14.6%**	**29**
2	**Undesignated Temporary Financial Assistance**	**17**	**11.2%**	**10**
3	**Food Pantries**	**15**	**10%**	**24**
4	Gas Payment Assistance	10	6.7%	9
5	Community Shelters	6	4.0%	8
6	Rent Payment Assistance	4	2.7%	6
7	Specialized Information and Referral	4	2.7%	4
8	Home Rehabilitation Grants	4	2.7%	4
9	Low Income/Subsidized Private Rental Housing	2	1.3%	2
10	Food Stamp/Snap	2	1.3%	6

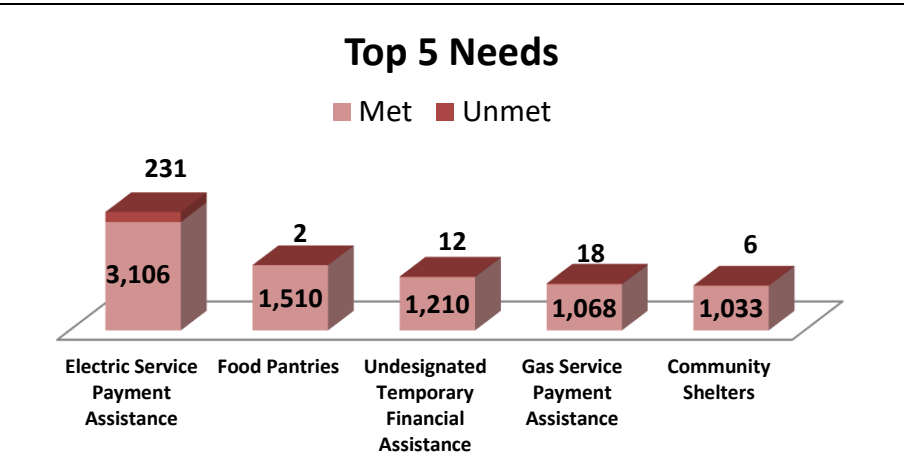
TOP 10 REFERRED AGENCIES

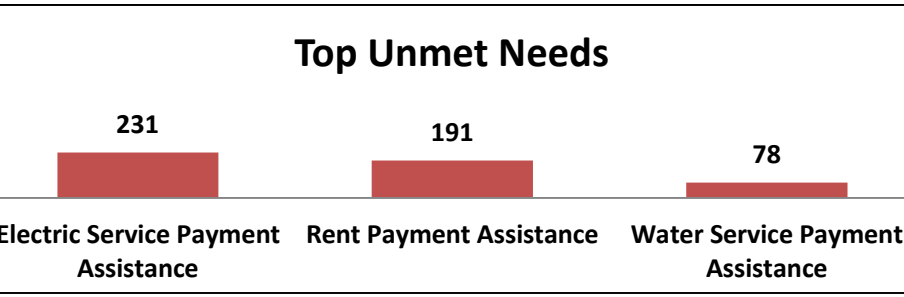
TOTAL UWSEM 2-1-1 REGION

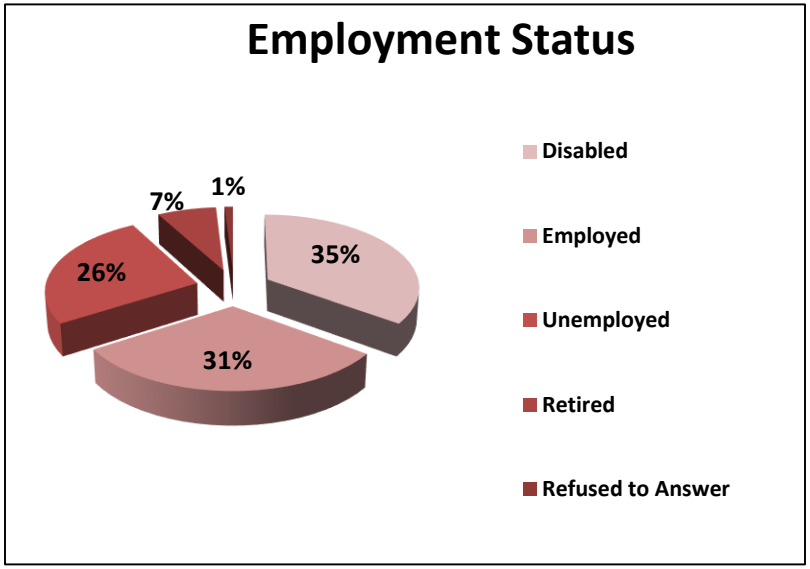
		Count	Percent of Six County Total
1	**MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES**	**3,853**	**17.9%**
2	**SOCIETY OF SAINT VICENT DE PAUL IN THE ARCHDIOCESE OF DETROIT**	**3,759**	**17.5%**
3	**SALVATION ARMY (THE) – EASTERN MICHIGAN DIVISION**	**2,165**	**10.1%**
4	WAYNE METROPOLITAN COMMUNITY ACTION AGENCY	1,690	7.9%
5	MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY	1,552	7.2%
6	SALVATION ARMY MEAP	1,285	6.0%
7	CROSSROADS OF MICHIGAN	1,106	5.1%
8	HEAT AND WARMTH FUND (THE)	923	4.3%
9	SOUTHWEST SOLUTIONS	860	4.0%
10	TRUENORTH COMMUNITY SERVICES	445	2.1%

WAYNE SUMMARY

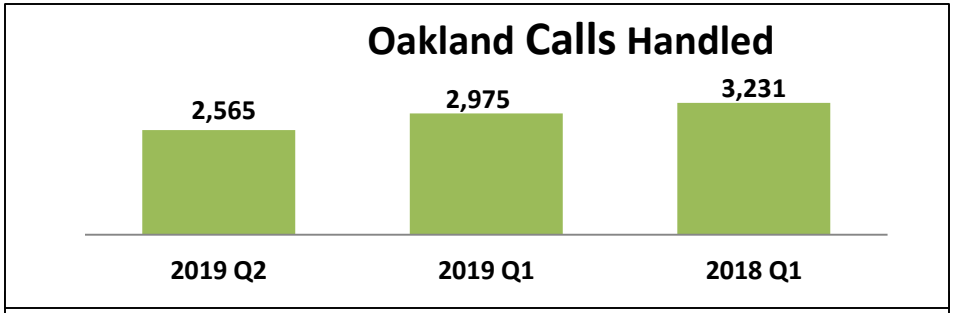


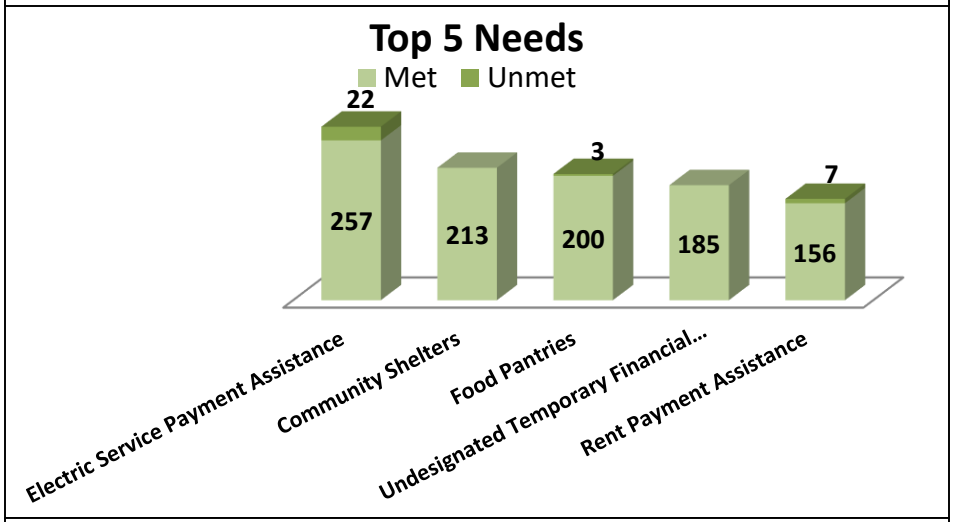


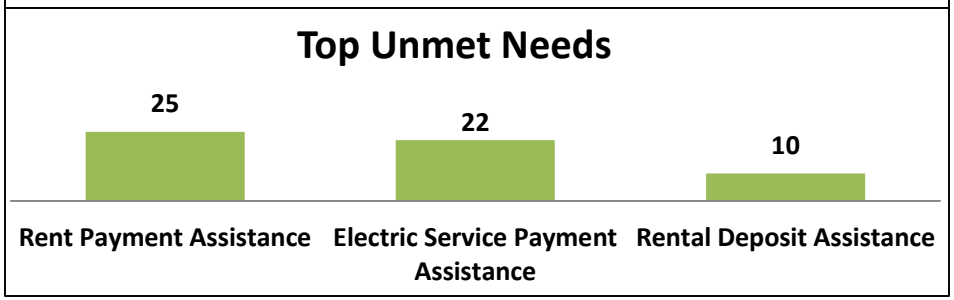


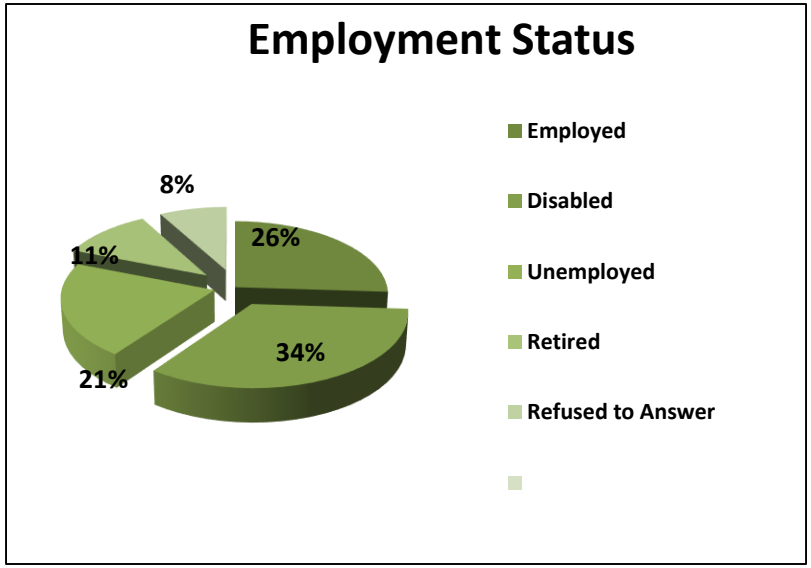


OAKLAND SUMMARY

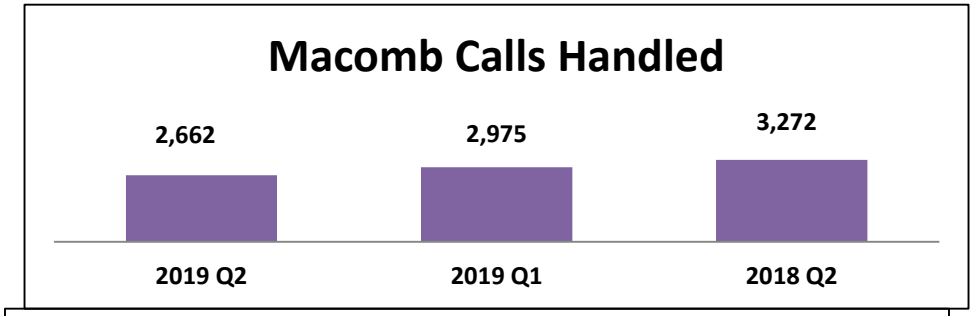


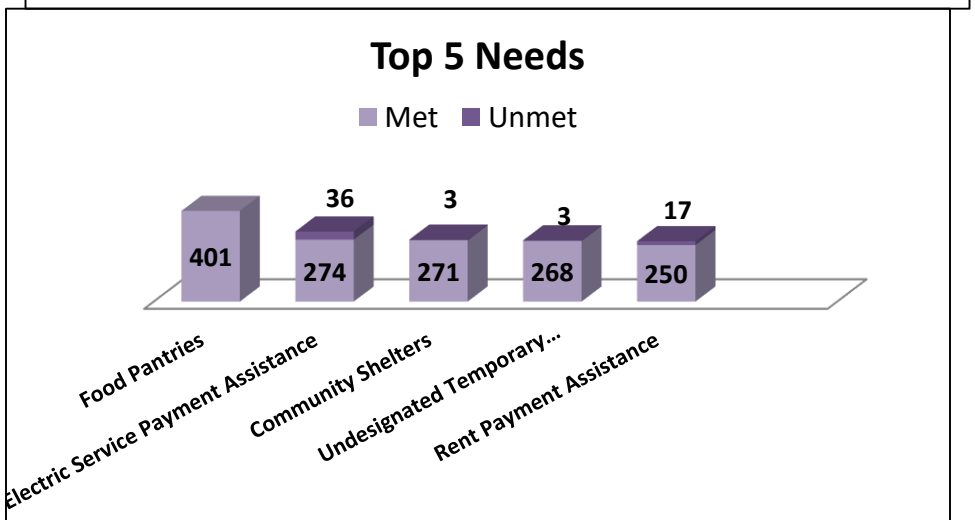


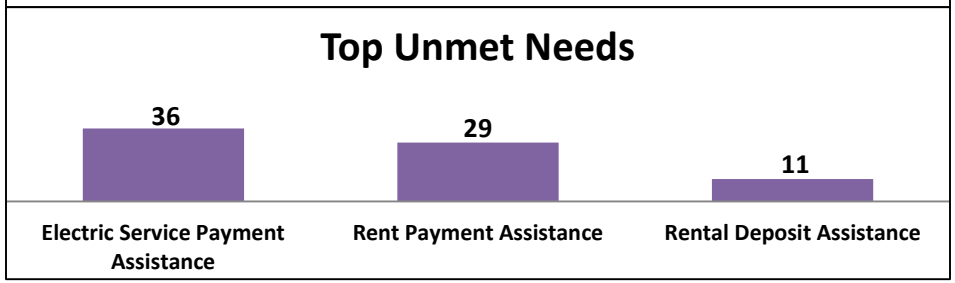


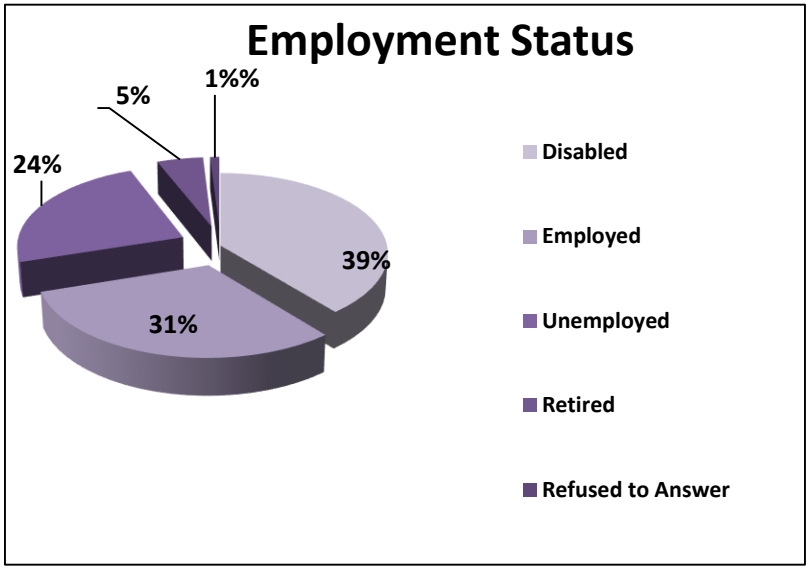


MACOMB SUMMARY

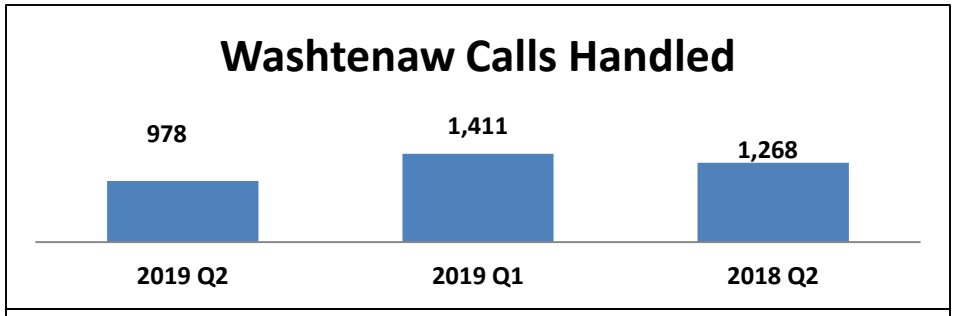


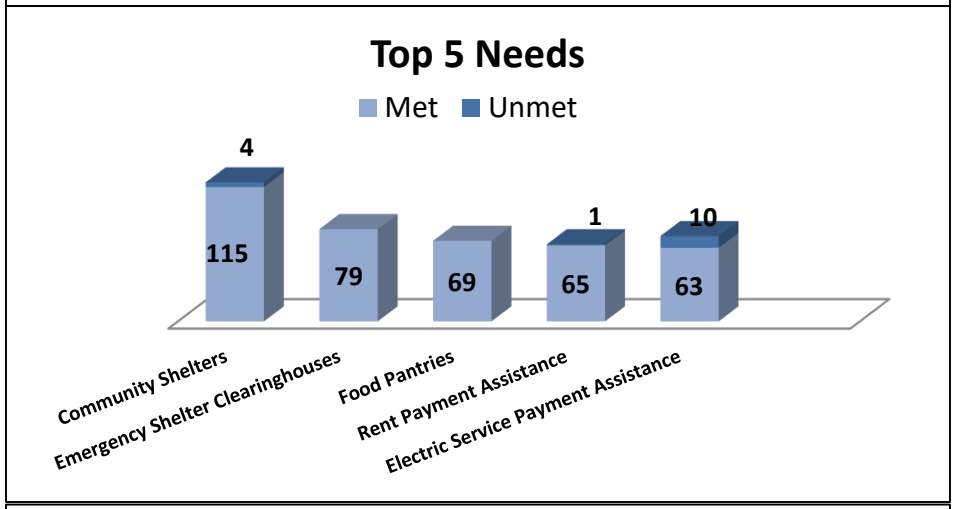


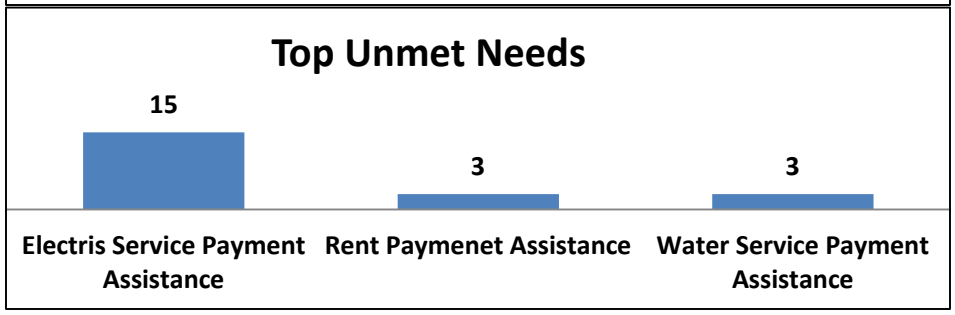


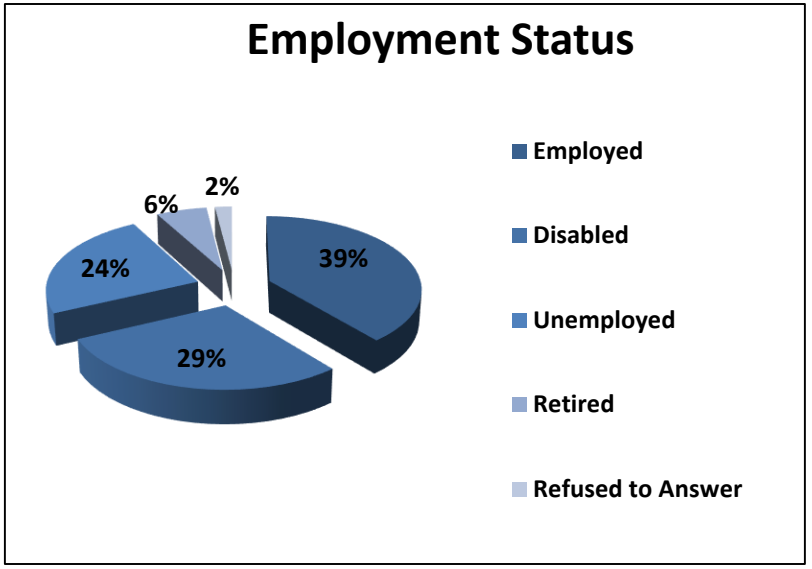


WASHTENAW SUMMARY

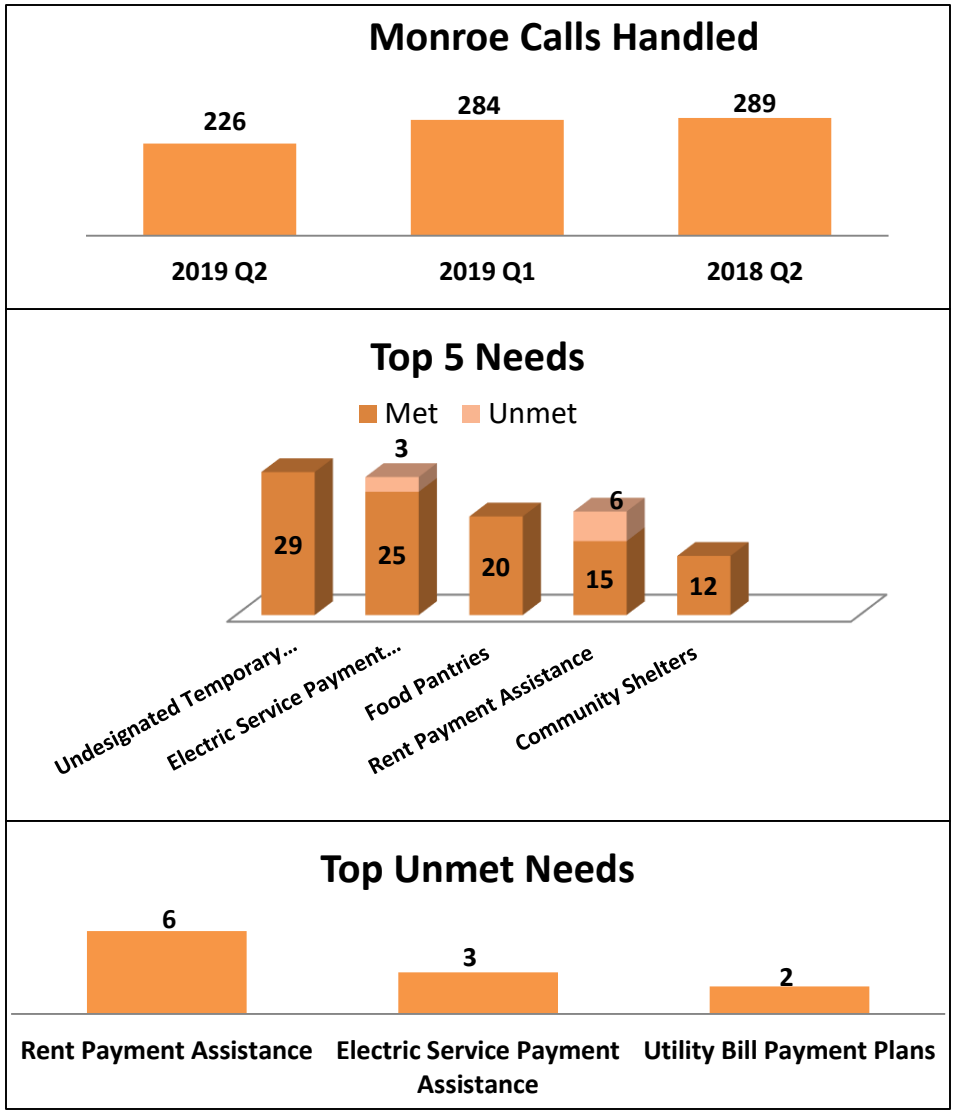


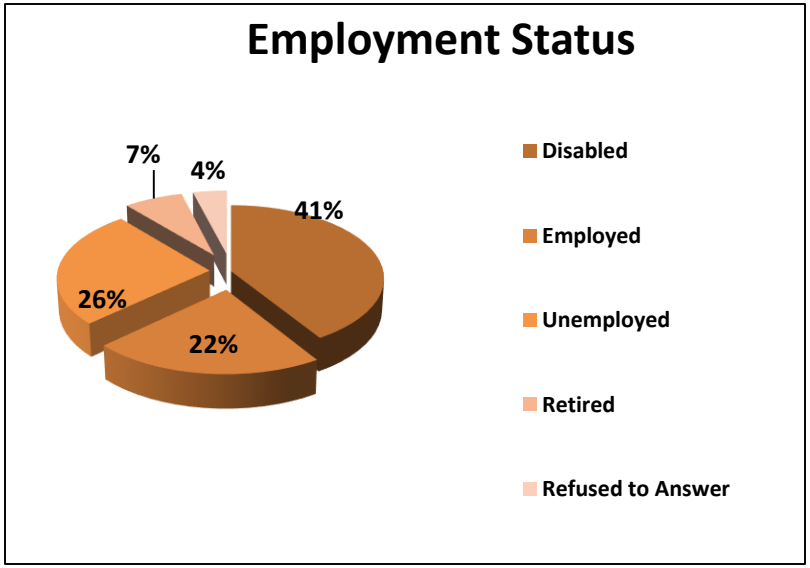




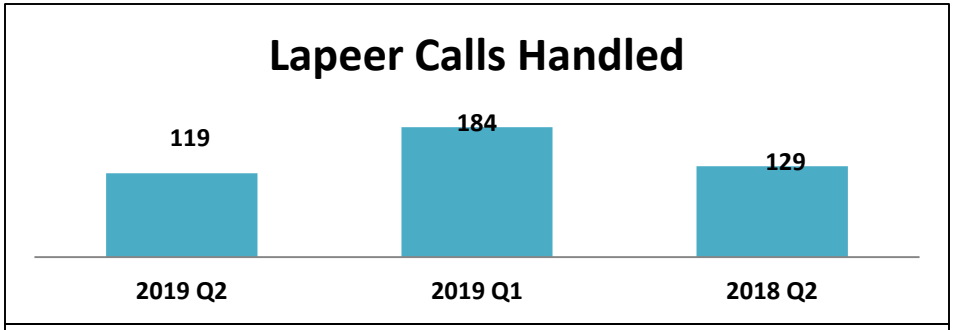


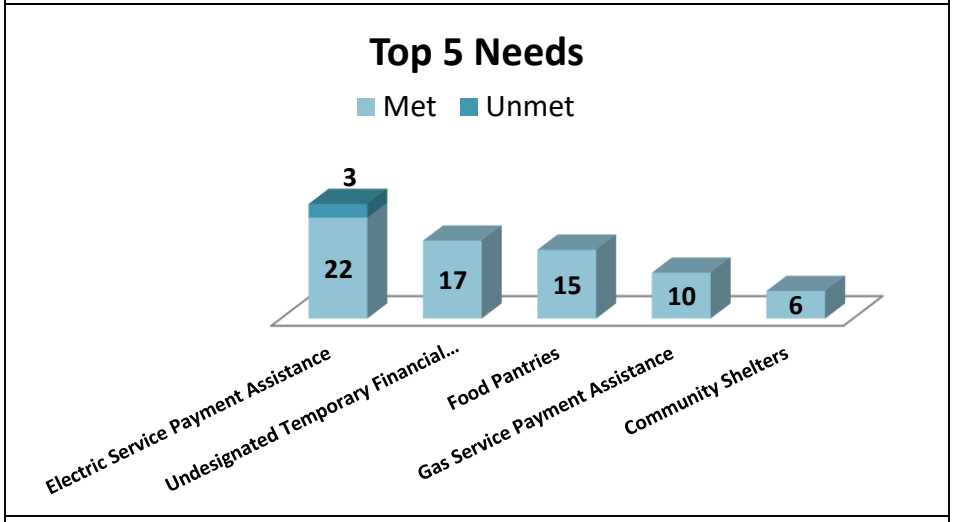
MONROE SUMMARY

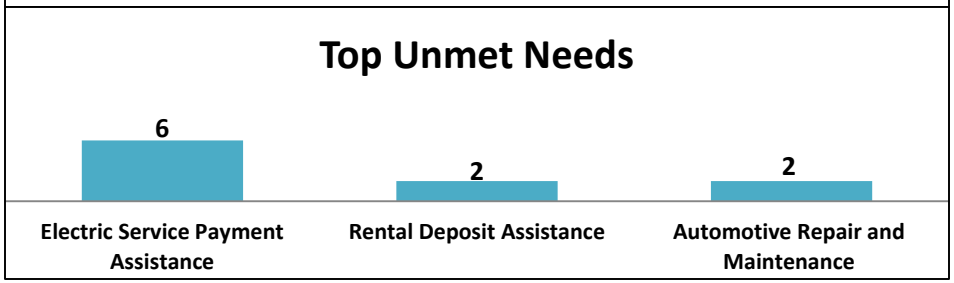


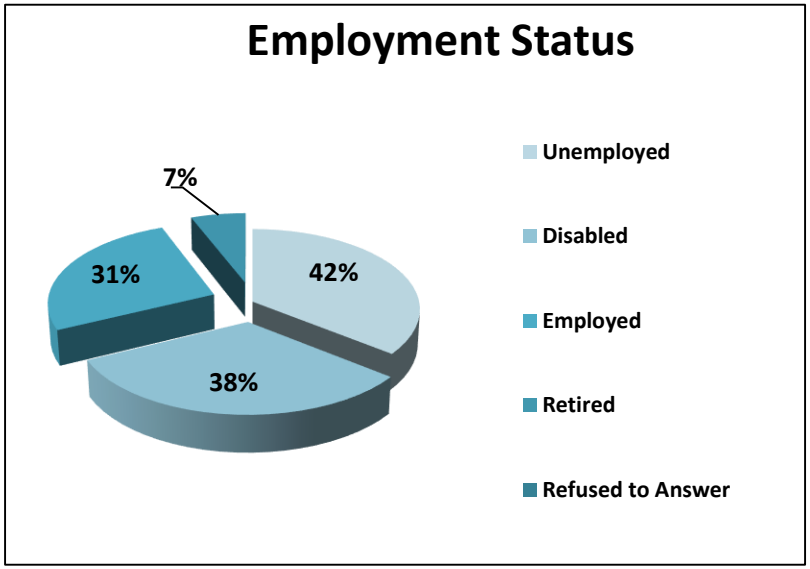


LAPEER SUMMARY

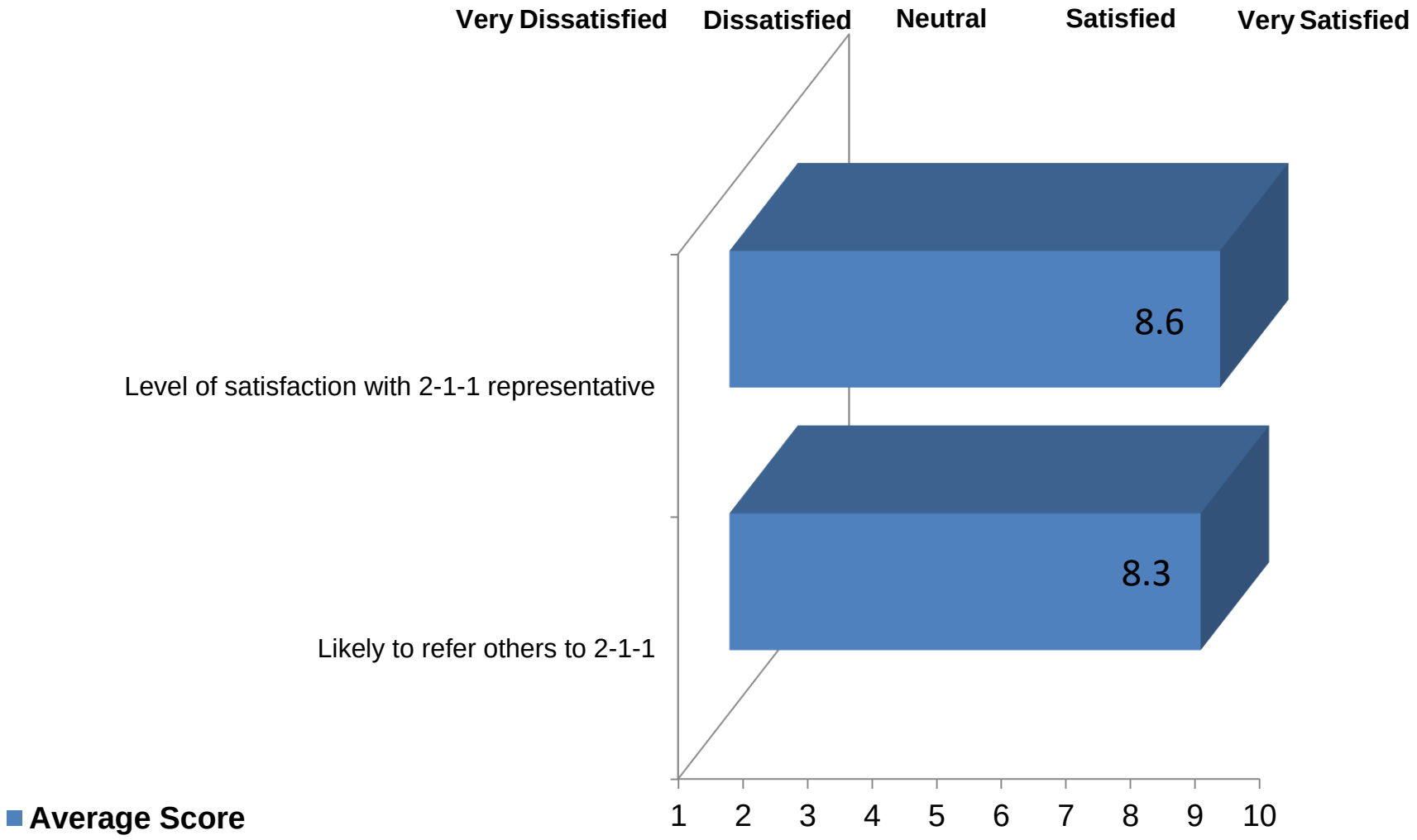








2-1-1 CALLER SATISFACTION SCORES



UNITED WAY 2-1-1 PRIMARY PARTNERS

- United Way for Southeastern Michigan
- United Way of Lapeer County
- United Way of Monroe County
- United Way of Washtenaw County
- Michigan 211
- Macomb Crisis Center
- Common Ground
- Neighborhood Service Organization
- U of M Psychiatric Emergency Service
- Lapeer County Community Mental Health
- Gryphon Place

United Way of Lapeer County

United Way of Monroe County

United Way of Washtenaw County

For additional information on this report, contact:
Tasha Ball, 2-1-1 Call Center Supervisor Tasha.Ball@LiveUnitedSEM.org (313-226-9307)