2-1-1 QUARTERLY REPORT

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

2·1·1

United Way

United Way
for Southeastern Michigan

2019 3rd Quarter July- September

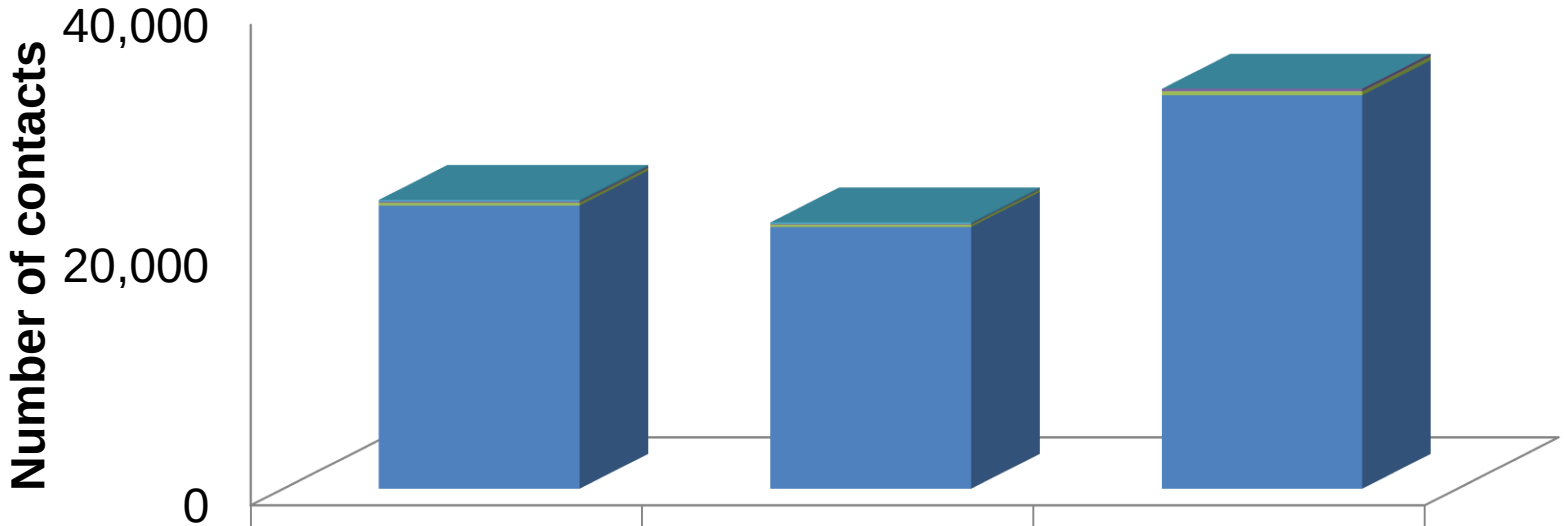
OVERVIEW OF QUARTERLY FINDINGS

- 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 Food Pantries at 17.2% of the total referrals given. Electric Service Payment assistance is still one of the top three requested services.

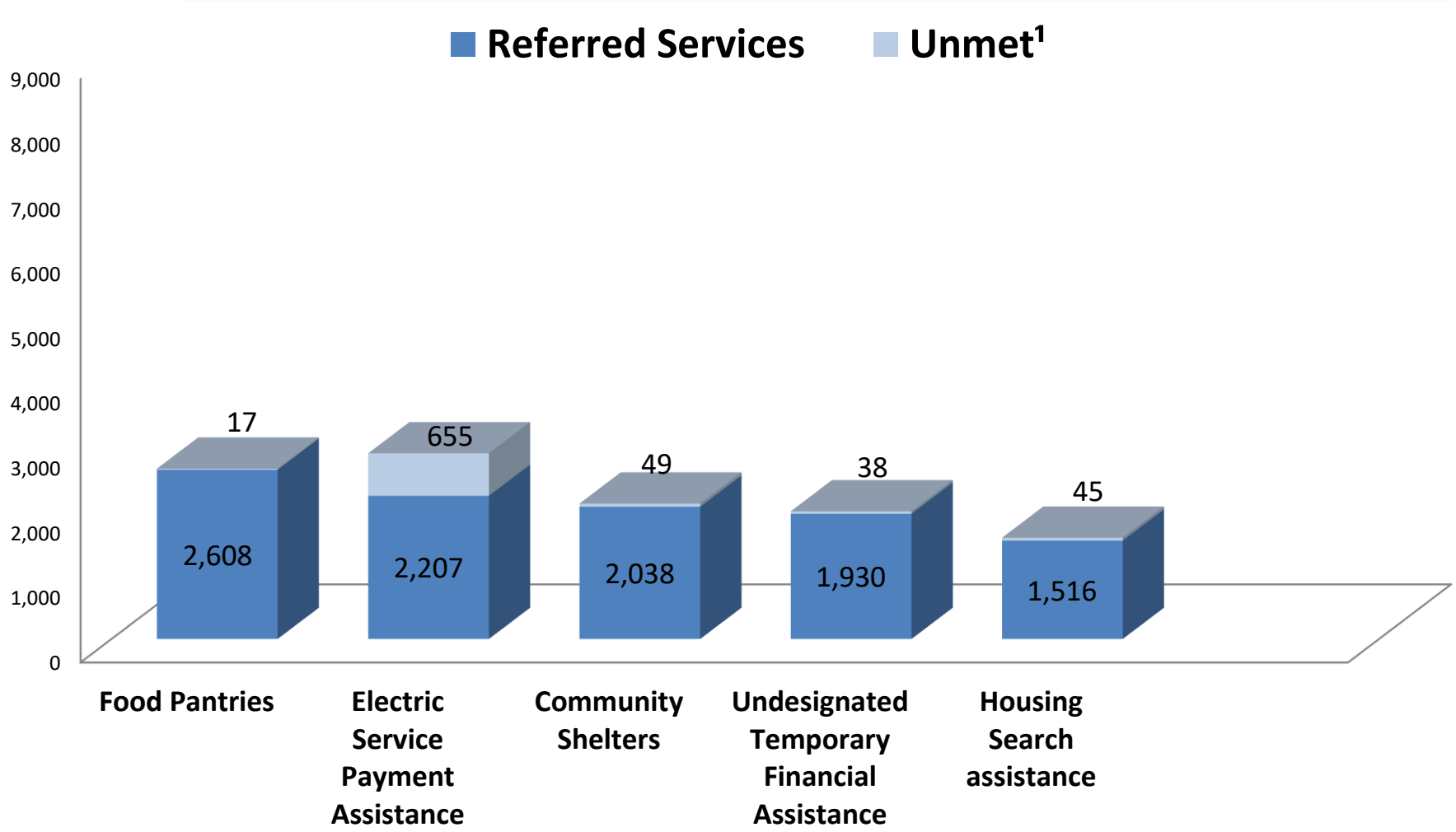
- Electric Service Payment assistance was the top unmet need for the quarter followed by Rent and Gas Service Payment Assistance.

2-1-1 INQUIRIES



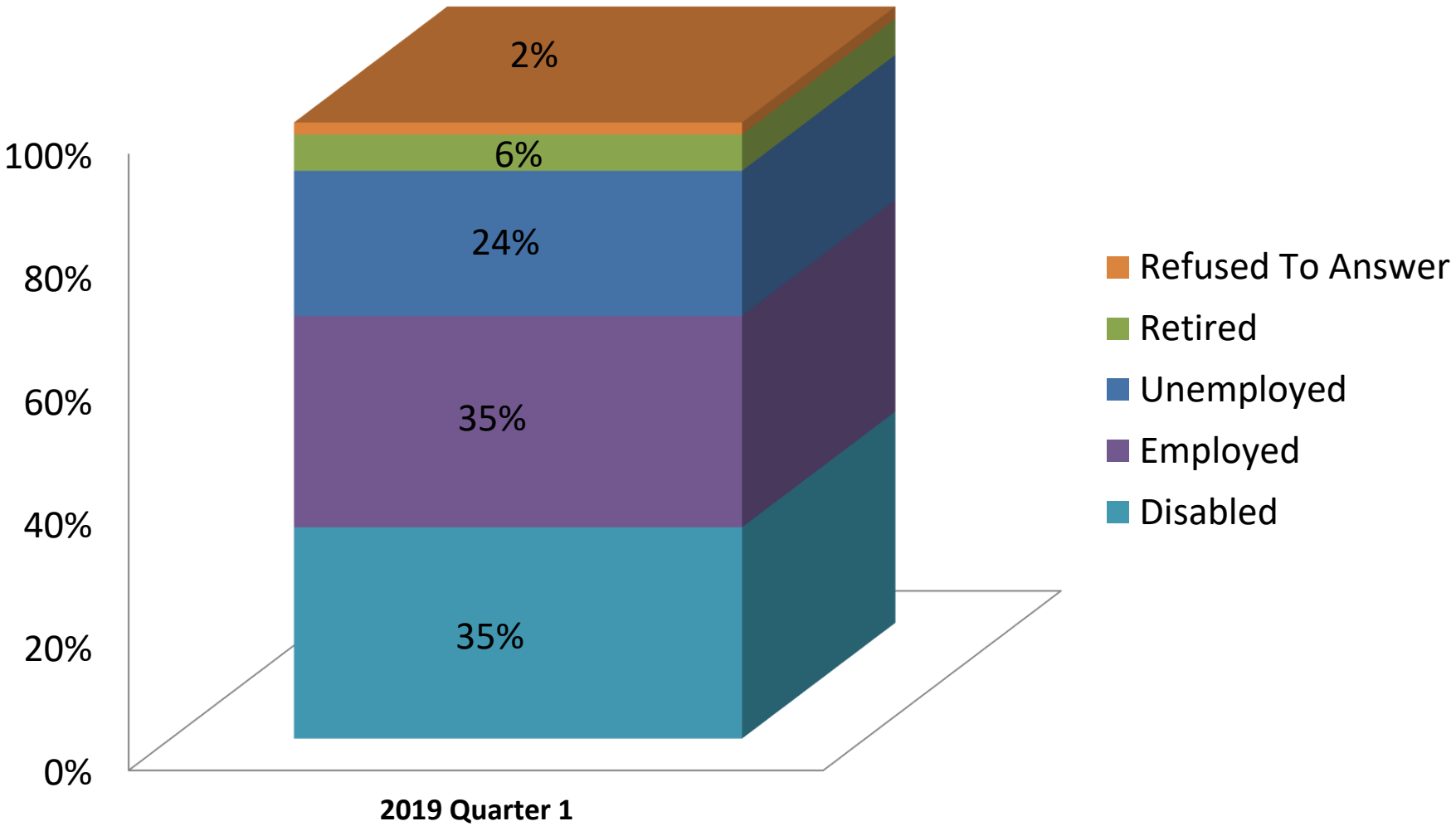
	2019 Quarter 3	2019 Quarter 2	2018 Quarter 3
Text	122	118	0
Emails	109	62	201
Chats	241	198	336
Web Inquiries	0	0	0
Calls	23,595	21,819	32,762

TOP 5 REQUESTS

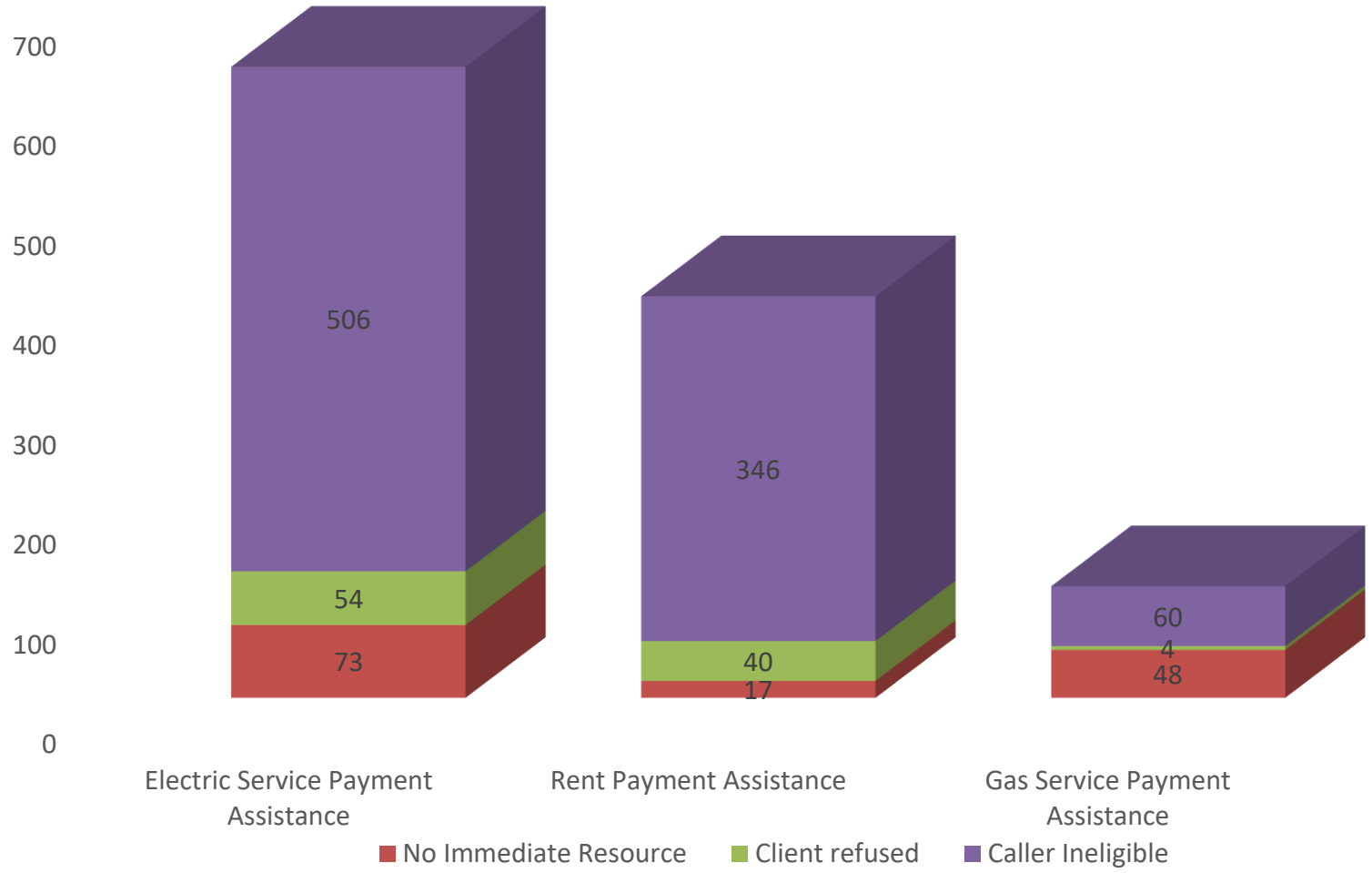


[1]An unmet need is a need for which an appropriate referral cannot be provided for a caller at the time of original call.

Employment Status



TOP UNMET NEEDS & REASONS



TOP 10 REFERRED SERVICES

TOTAL UWSEM 2-1-1 REGION

		# of Requests	% of Total	# of Referrals Provided
1	**Food Pantries**	**2608**	**17.2%**	**7646**
2	**Electric Service Payment Assistance**	**2207**	**14.6%**	**2599**
3	**Community Shelters**	**2038**	**13.4%**	**4540**
4	Undesignated Temporary Financial Assistance	1930	12.7%	2262
5	Housing Search Assistance	1516	10.0%	2192
6	Rent Payment Assistance	1274	8.4%	1766
7	Low Income/Subsidized Private Rental Housing	1035	6.8%	2226
8	Gas Service Payment Assistance	1019	6.7%	1308
9	Water Service Payment Assistance	855	5.6%	1133
10	General Clothing Provision	683	4.5%	1637

TOP 10 REFERRED SERVICES

WAYNE COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Food Pantries**	**1796**	**17.5%**	**5176**
2	**Electric Service Payment Assistance**	**1565**	**15.3%**	**1800**
3	**Community Shelters**	**1355**	**13.2%**	**3060**
4	Undesignated Temporary Financial Assistance	1306	12.7%	1449
5	Housing Search Assistance	1083	10.6%	1679
6	Water Service Payment Assistance	720	7.0%	958
7	Low Income/Subsidized Private Rental Housing	718	7.0%	1706
8	Gas Service Payment Assistance	631	6.2%	780
9	Rent Payment Assistance	582	5.7%	617
10	General Clothing Provision	495	4.8%	1217

OAKLAND COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Community Shelters**	**330**	**16.1%**	**631**
2	**Electric Service Payment Assistance**	**277**	**13.5%**	**367**
3	**Rent Payment Assistance**	**274**	**13.4%**	**416**
4	Undesignated Temporary Financial Assistance	251	12.2%	369
5	Food Pantries	249	12.2%	725
6	Housing Search Assistance	207	10.1%	239
7	Gas Service Payment Assistance	174	8.5%	257
8	Low Income/Subsidized Private Rental Housing	123	6.0%	180
9	Transitional Housing/Shelter	93	4.5%	154
10	Home Rental Listing	71	4.5%	108

TOP 10 REFERRED SERVICES

MACOMB COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Food Pantries**	**468**	**19.5%**	**1469**
2	**Community Shelters**	**364**	**15.2%**	**628**
3	**Rent Payment Assistance**	**315**	**13.1%**	**560**
4	Housing Search Assistance	268	11.1%	272
5	Undesignated Temporary Financial Assistance	247	10.3%	272
6	Electric Service Payment Assistance	243	10.1%	268
7	Gas Service Payment Assistance	158	6.7%	182
8	Low Income/Subsidized Private Rental	137	5.7%	196
9	Transitional Housing/Shelter	103	4.3%	125
10	General Clothing Provision	93	3.9%	203

WASHTENAW COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Community Shelters**	**121**	**19.0%**	**171**
2	**Undesignated Temporary Financial Assistance**	**90**	**14.2%**	**134**
3	**Emergency Shelter Clearinghouse**	**72**	**11.3%**	**72**
4	Rent Payment Assistance	72	11.3%	110
5	Electric Service Payment Assistance	68	10.7%	81
6	Food Pantries	63	9.9%	180
7	Low Income/Subsidized Private Rental	50	7.7%	103
8	Gas Service Payment Assistance	36	5.7%	53
9	General Clothing Provision	33	5.2%	85
10	Home Rental Listing	31	4.9%	51

TOP 10 REFERRED SERVICES

MONROE COUNTY

		# of Requests	% of Total	# of Referrals Provided
1	**Electric Service Payment Assistance**	**34**	**19.1**	**49**
2	**Food Pantries**	**25**	**14.0%**	**62**
3	**Undesignated Temporary Financial Assistance**	**24**	**13.5%**	**25**
4	Community Shelters	22	12.4%	25
5	Rent Payment Assistance	21	11.8%	32
6	General Clothing Provision	13	7.3%	25
7	Gas Service Payment Assistance	12	6.7%	18
8	Low Income/Subsidized Private Rental Housing	11	6.2%	27
9	Home Rental Listing	10	5.6%	15
10	Domestic Violence Shelter	6	3.4%	6

LAPEER COUNTY

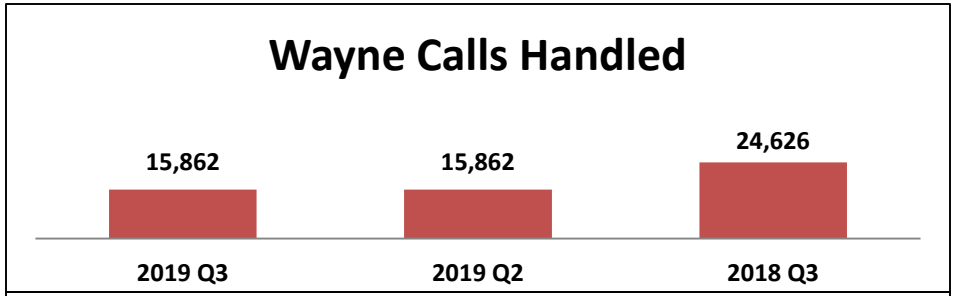
		# of Requests	% of Total	# of Referrals Provided
1	**Rent Payment Assistance**	**14**	**17.9%**	**31**
2	**Electric Service Payment Assistance**	**12**	**15.4%**	**16**
3	**Undesignated Temporary Financial Assistance**	**12**	**15.4%**	**12**
4	Food Pantries	10	12.8%	29
5	Gas Service Payment Assistance	7	9.0%	12
6	Community Shelters	6	7.7	10
7	Low Income/Subsidized Private Rental Housing	5	6.4%	8
8	Home Rental Listing	4	5.1%	7
9	Prescription Expense Assistance	4	5.1%	7
10	Water Service Payment Assistance	4	5.1%	5

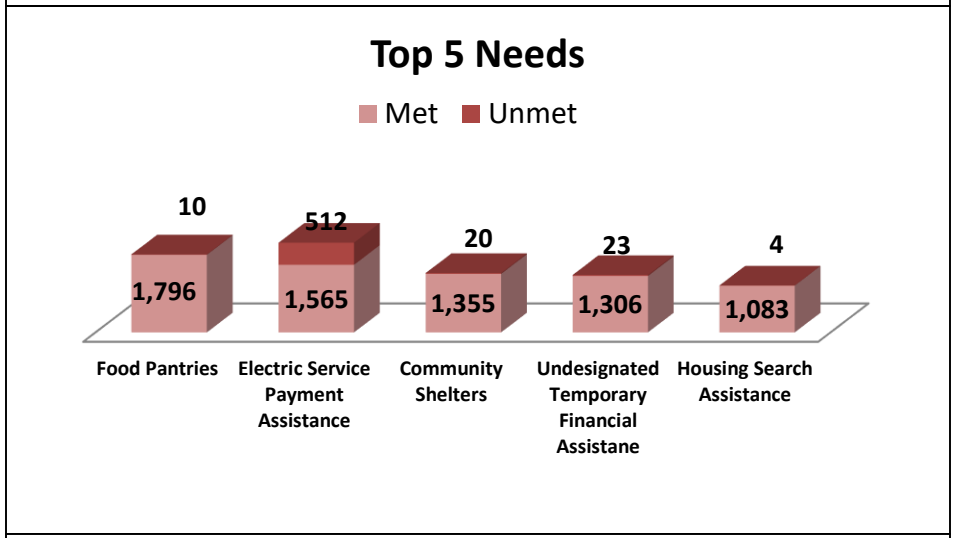
TOP 10 REFERRED AGENCIES

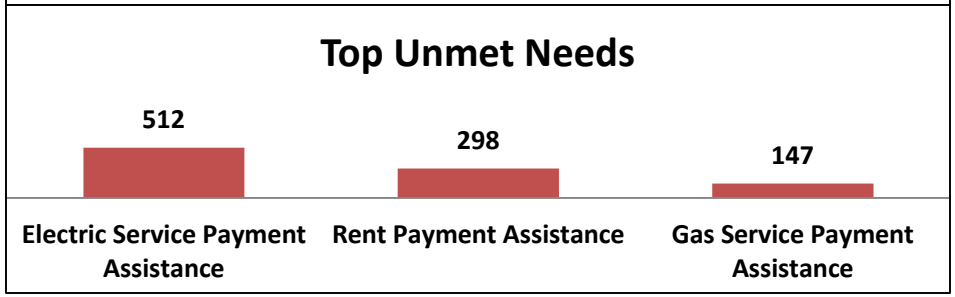
TOTAL UWSEM 2-1-1 REGION

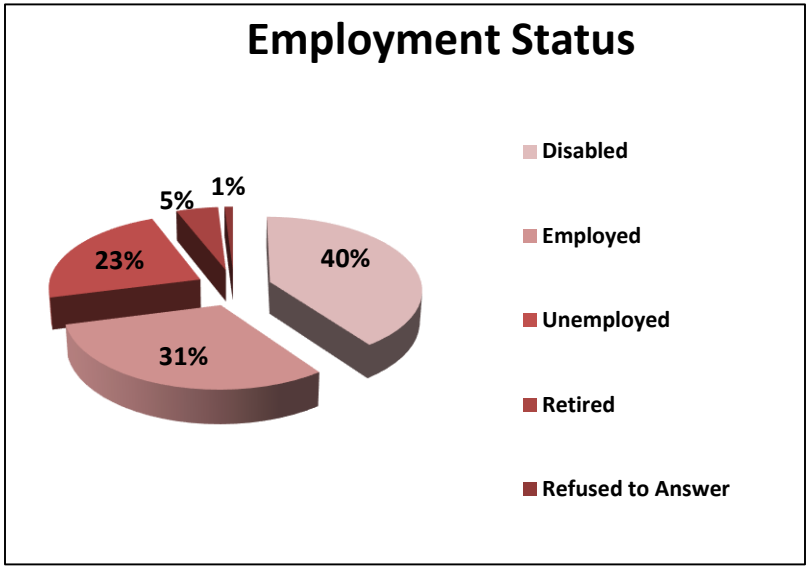
		Count	Percent of Six County Total
1	**MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES**	**5,708**	**23.5%**
2	**SALVATION ARMY (THE) – EASTERN MICHIGAN DIVISION**	**2,811**	**11.6%**
3	**SOCIETY OF SAINT VINCENT DE PAUL**	**1,934**	**8.0%**
4	MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY	1,683	6.9%
5	CROSSROADS OF MICHIGAN	1,364	5.6%
6	DETROIT RESCUE MISSION MINISTRIES	1,043	4.2%
7	BLACK FAMILY DEVELOPMENT	1,031	4.2%
8	SOUTHWEST SOLUTIONS	994	4.1%
9	WAYNE METROPOLITAN ACTION AGENCY	919	3.8%
10	THE PHILIP HOUSE MISSION	806	3.3%

WAYNE SUMMARY

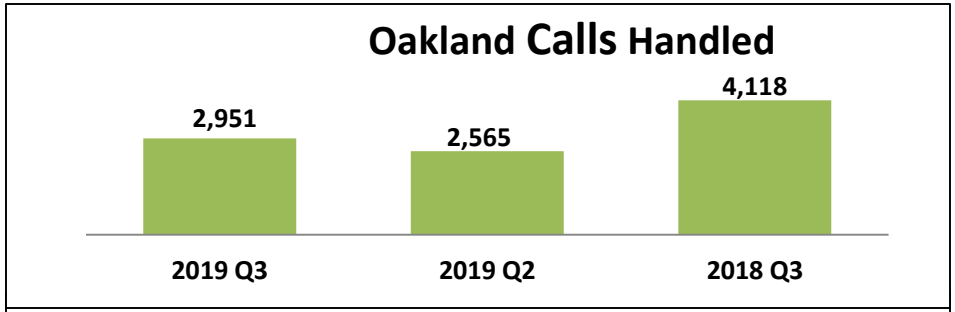


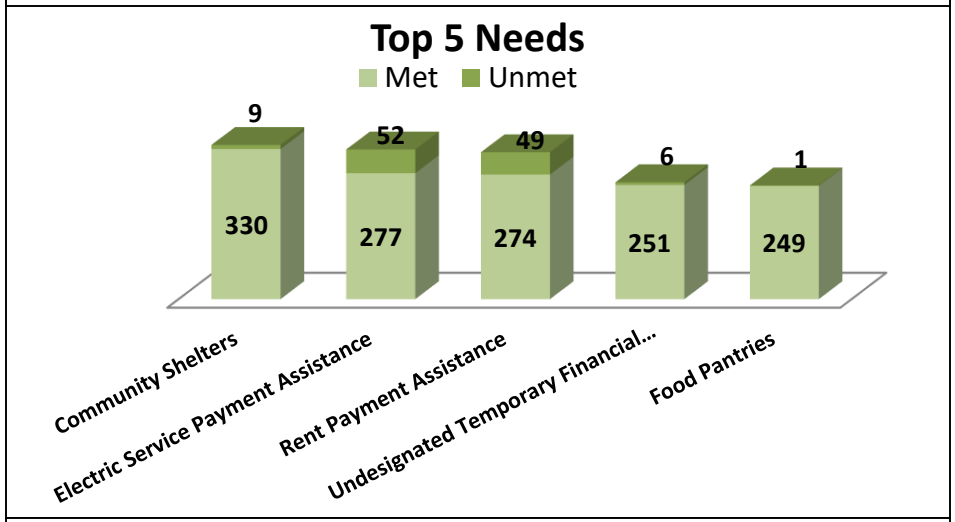


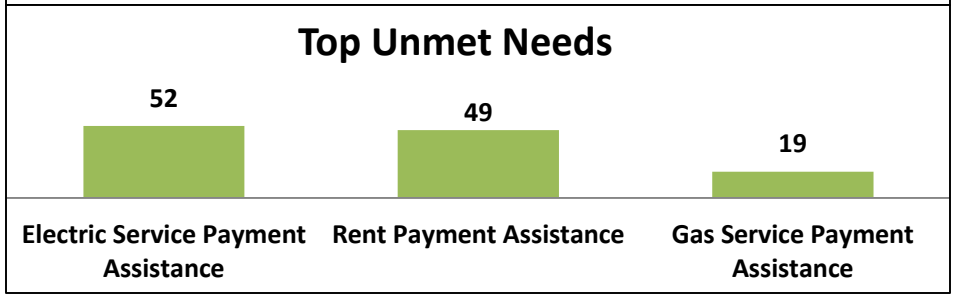


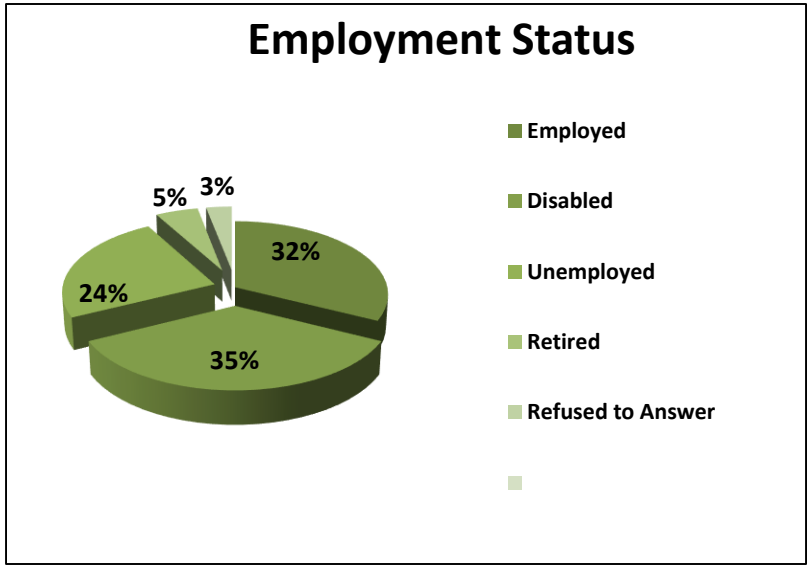


OAKLAND SUMMARY

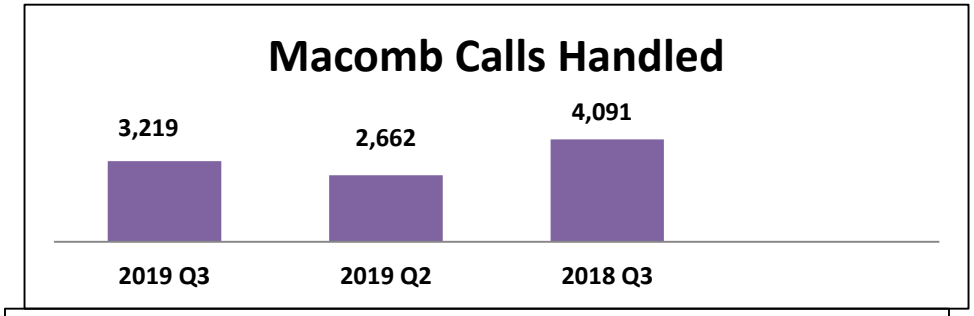


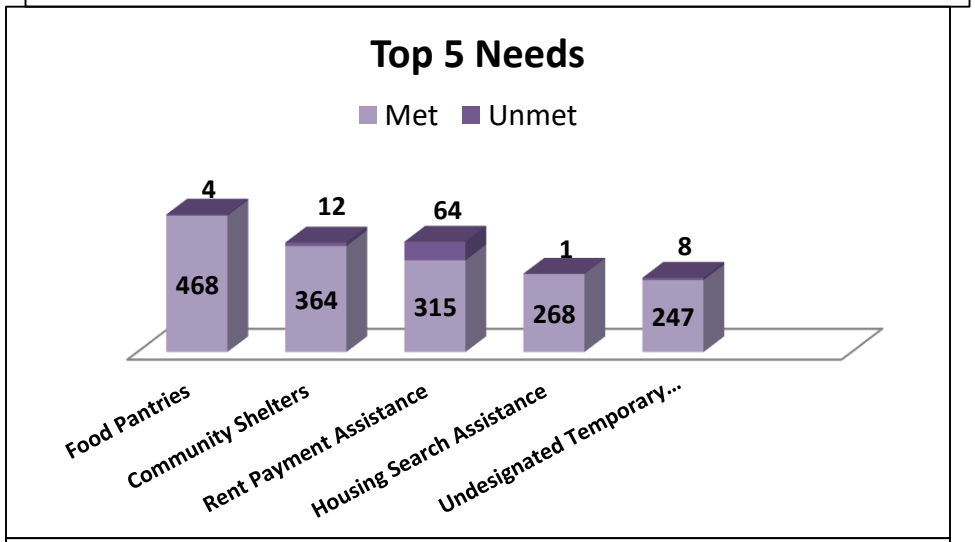


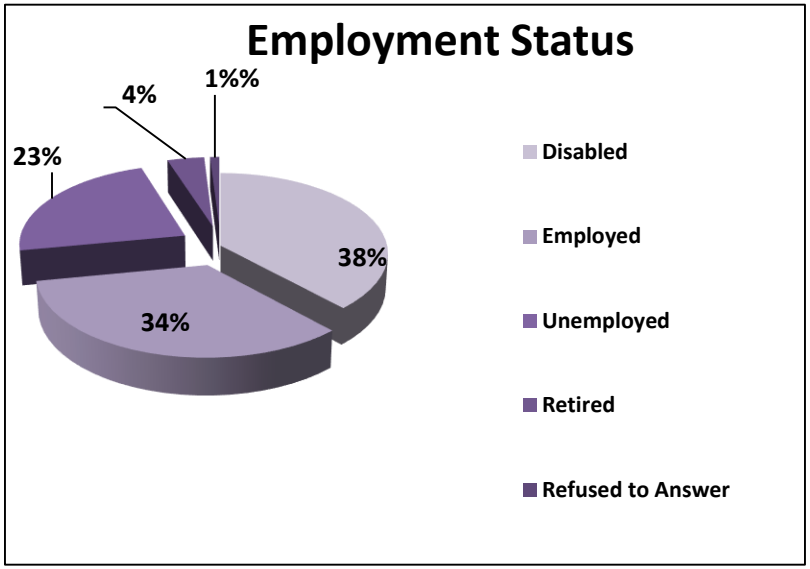


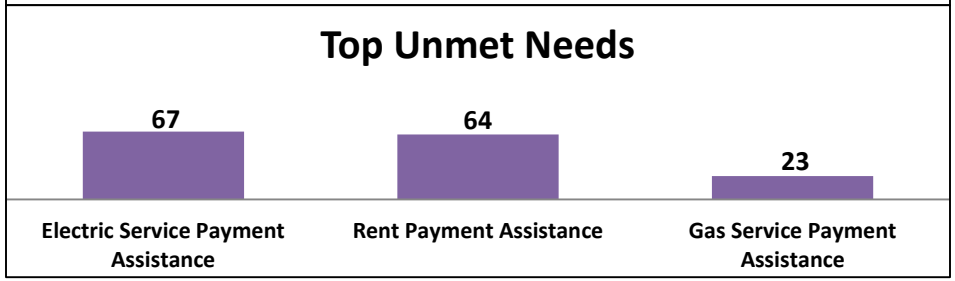


MACOMB SUMMARY

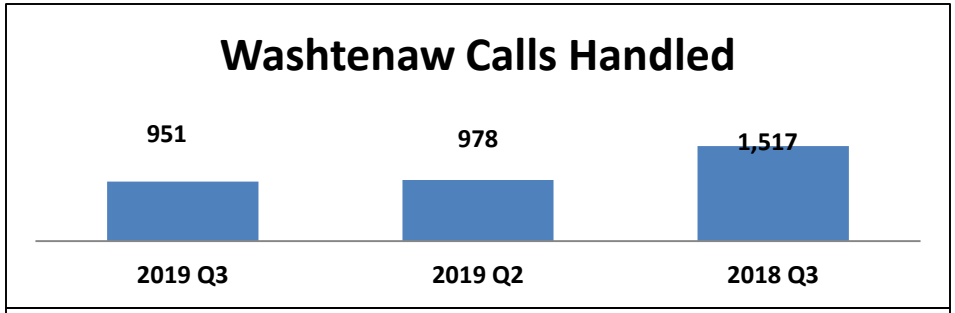


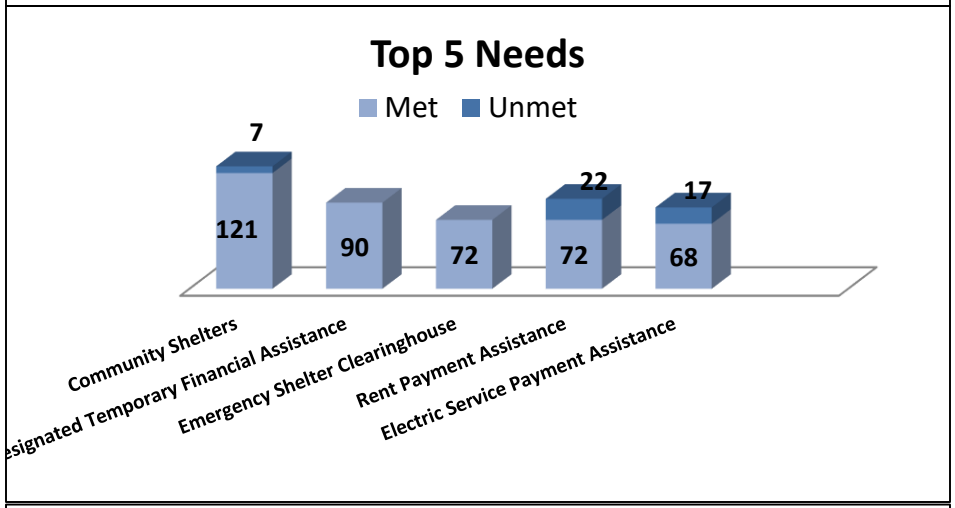


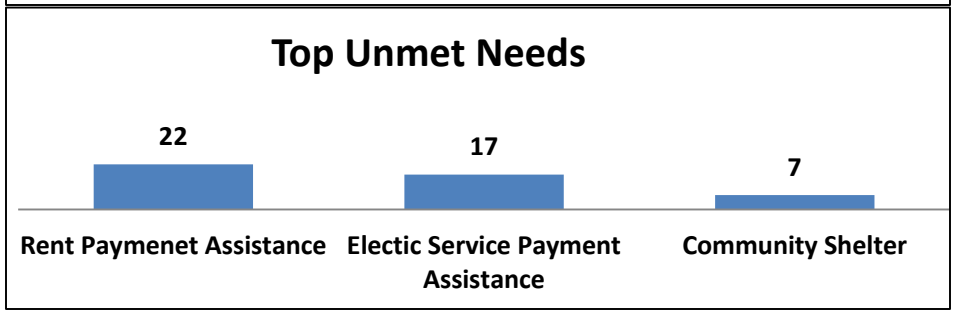


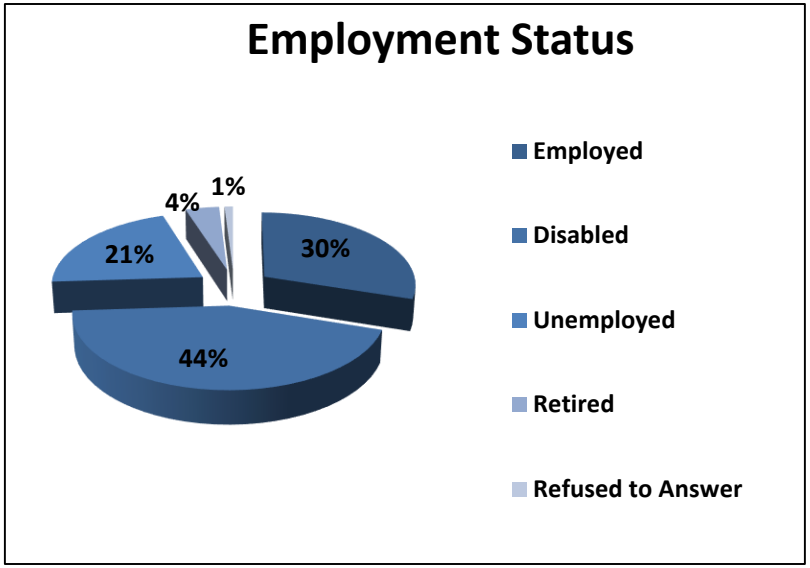


WASHTENAW SUMMARY

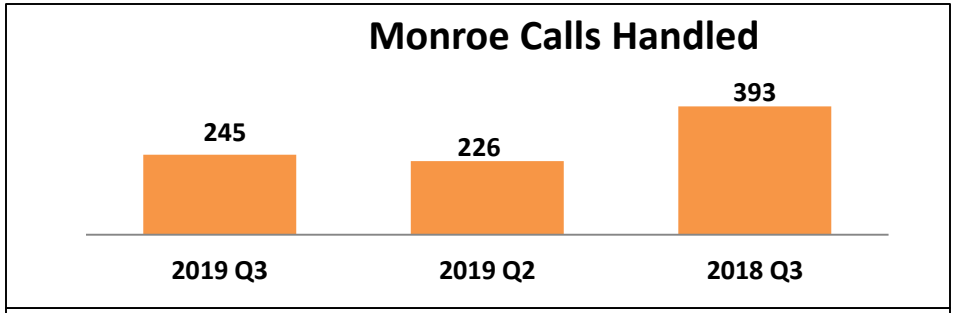


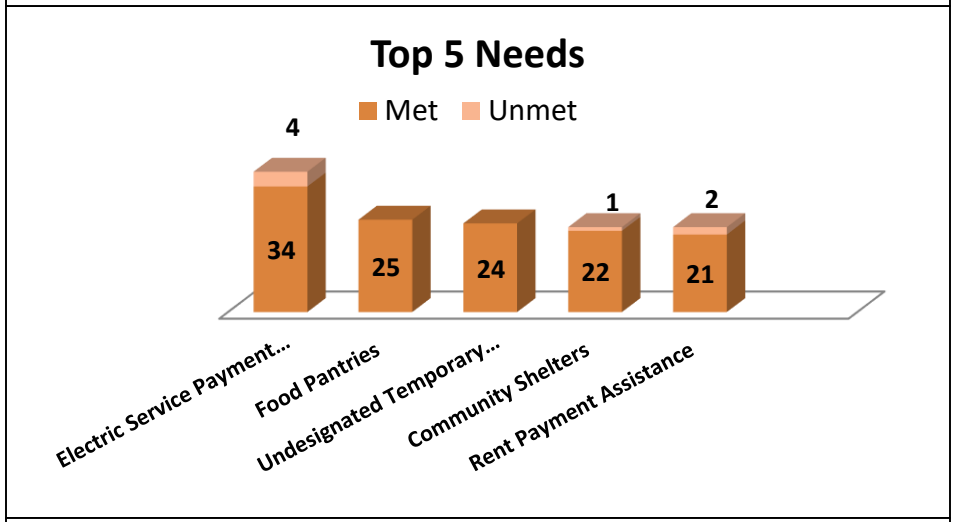


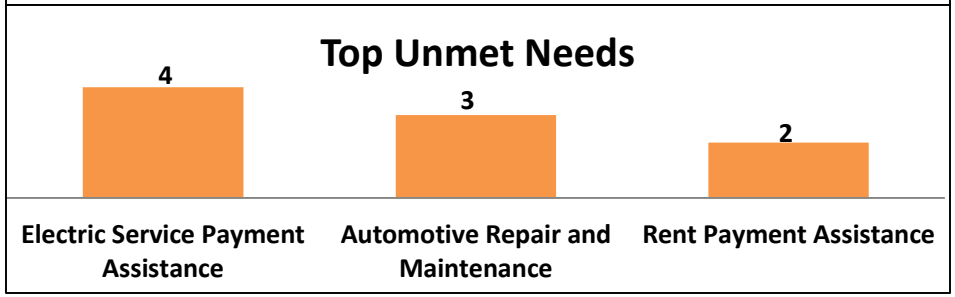


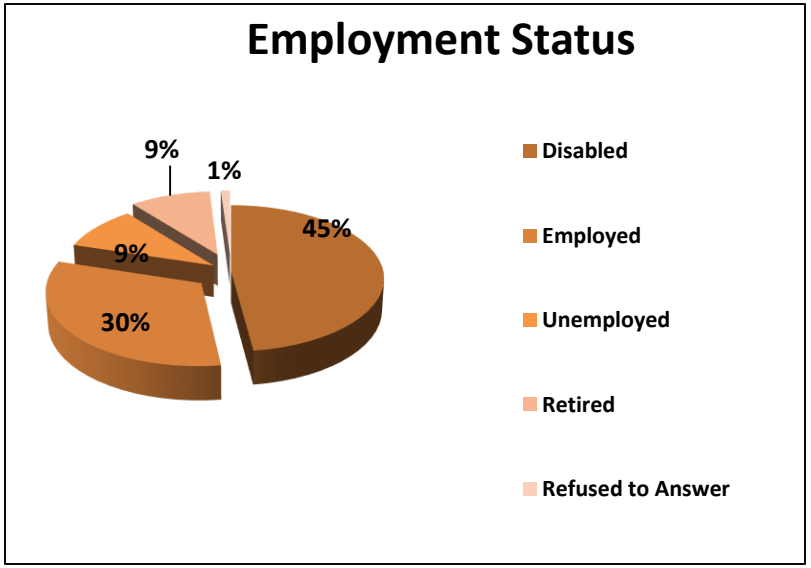


MONROE SUMMARY

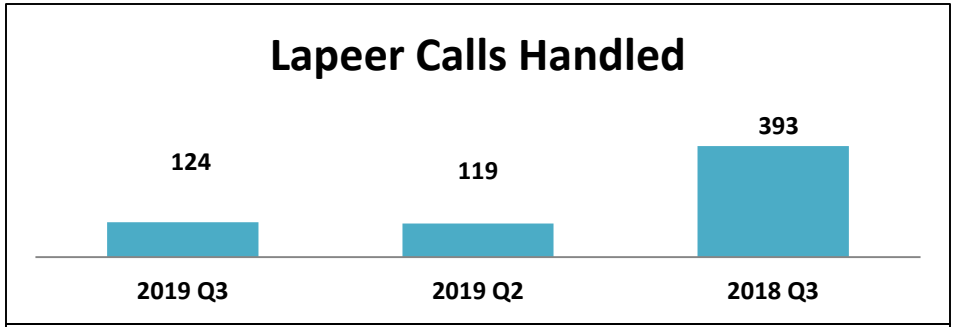


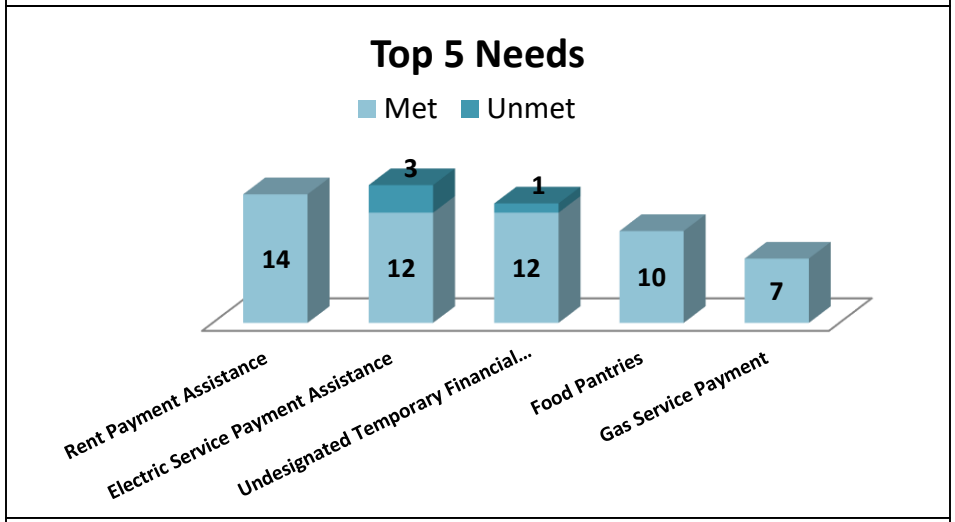


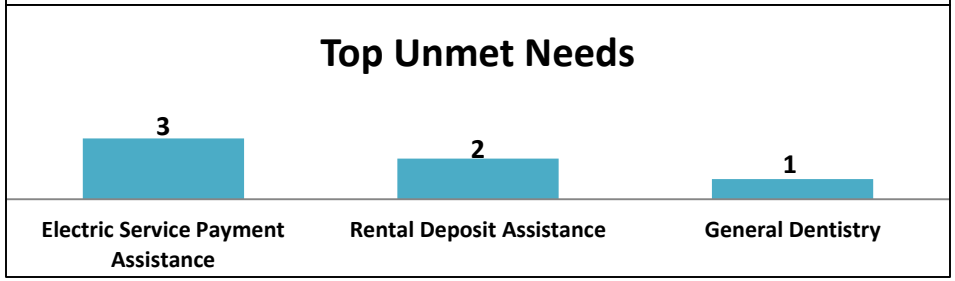


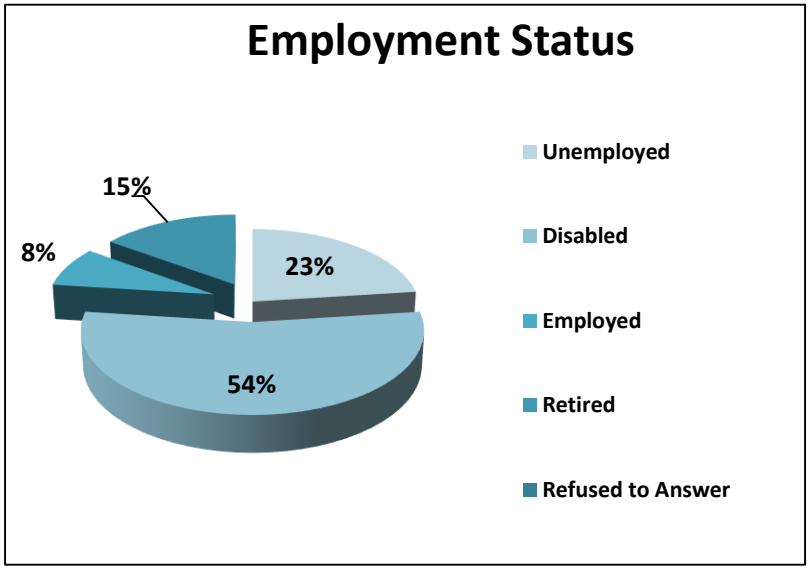


LAPEER SUMMARY

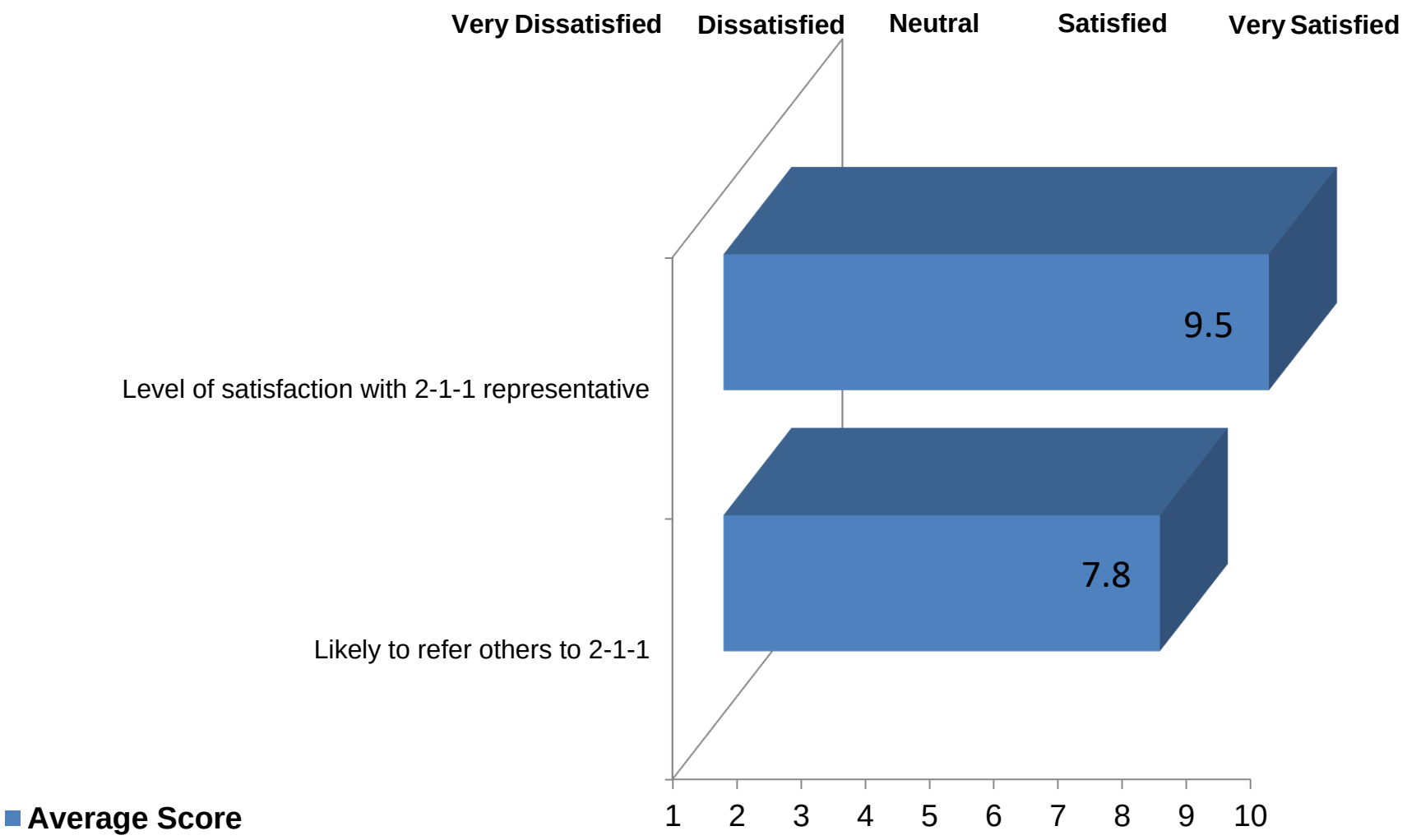








2-1-1 CALLER SATISFACTION SCORES



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)