# 2-1-1 QUARTERLY REPORT

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

United Way • AIRS 2-1-1™

Get Connected. Get Answers.

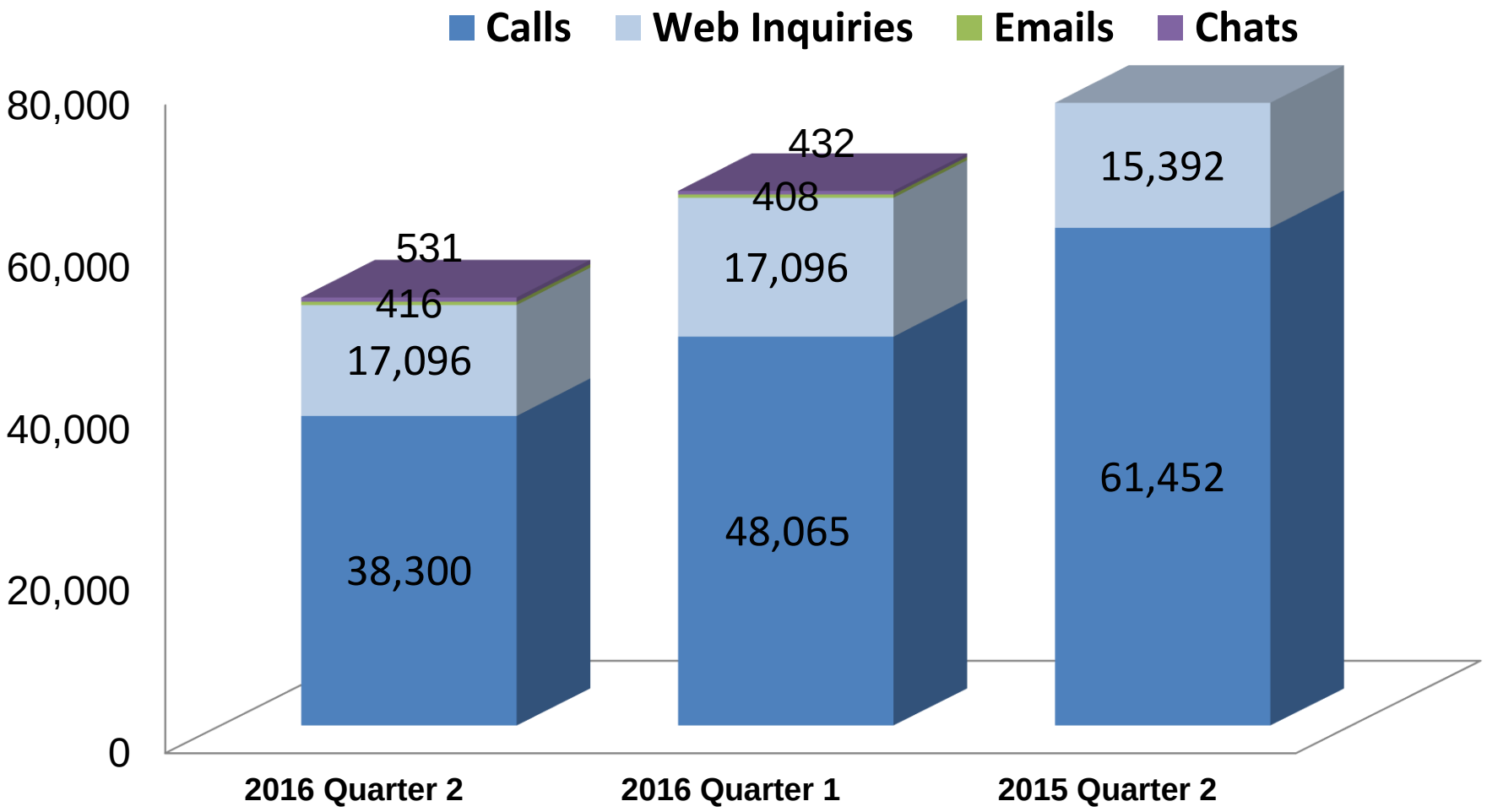
LIVE UNITED

United Way

United Way for Southeastern Michigan

2016 2nd Quarter April-June

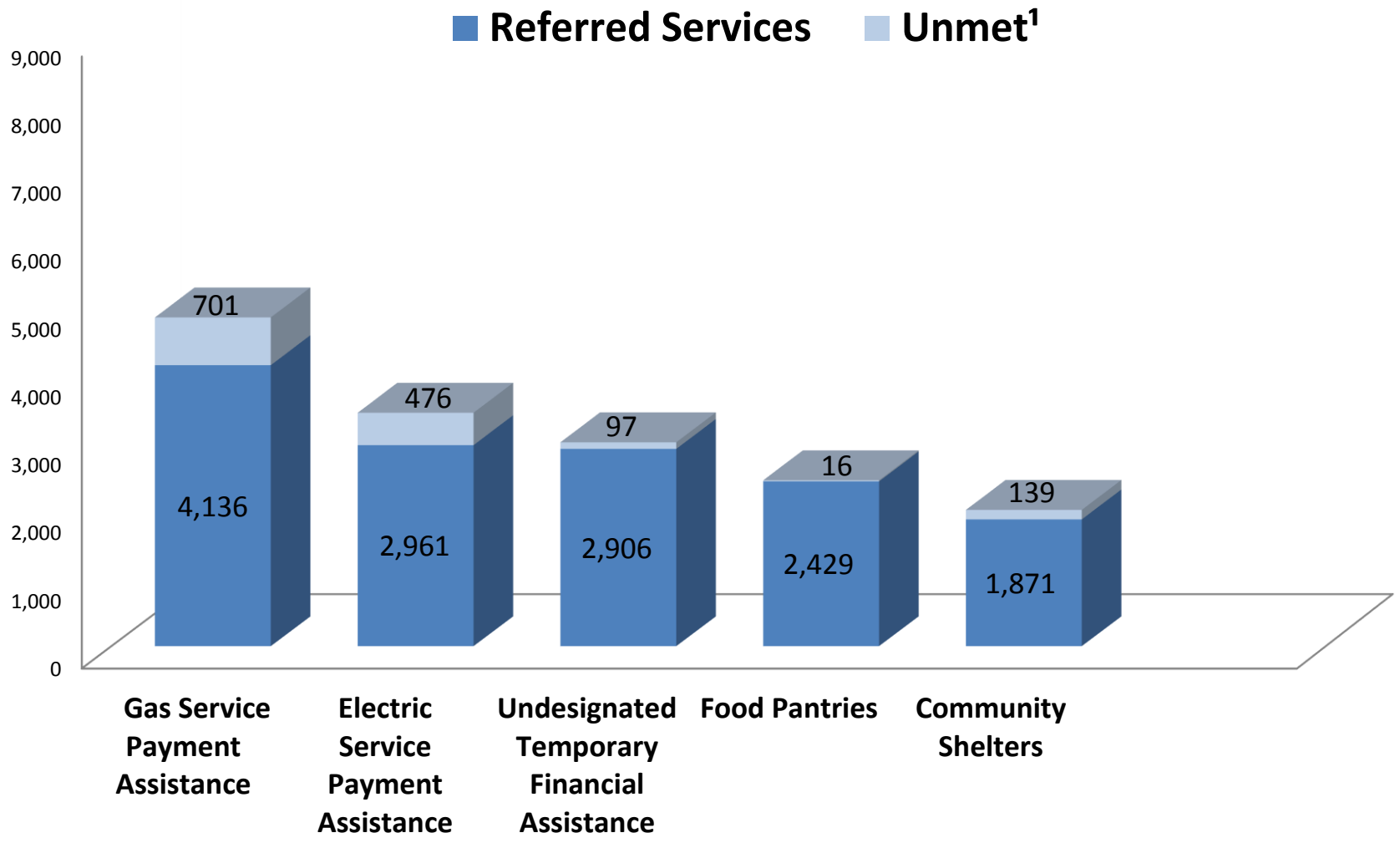
# 2-1-1 INQUIRIES





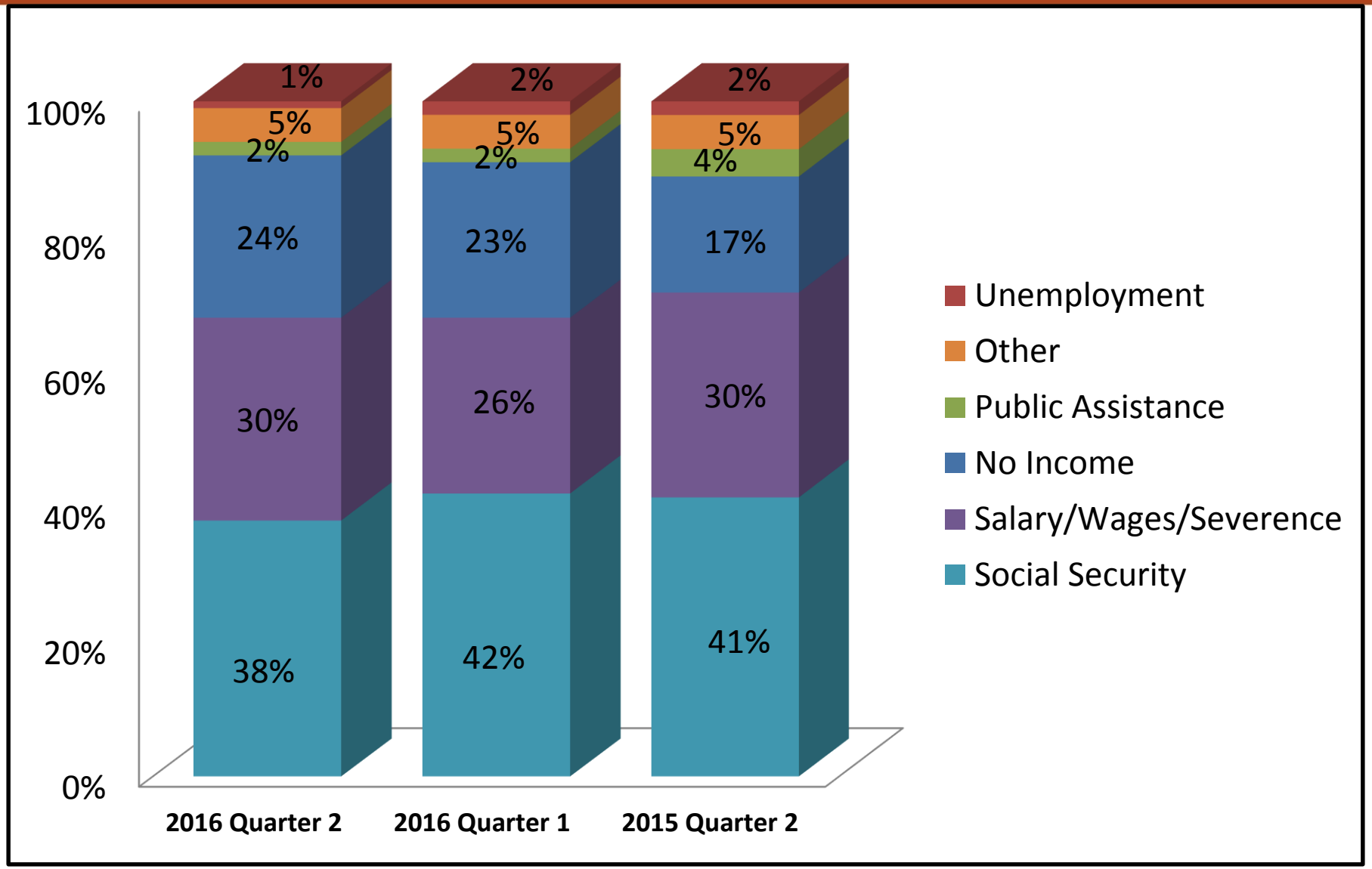

* emails/chats were not integrated in the 2nd quarter of 2015

# TOP 5 REQUESTS

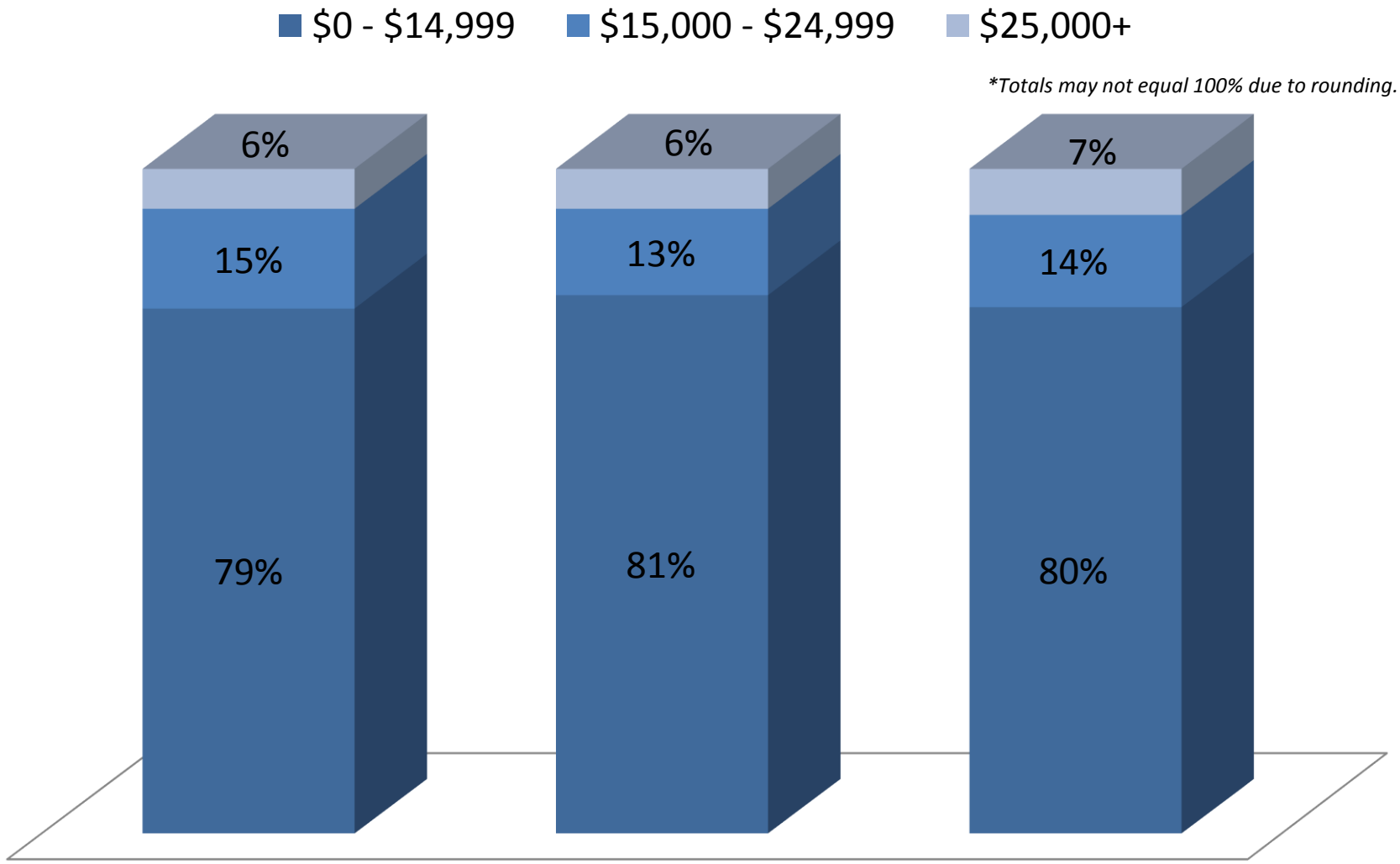



[1]An unmet need is a need for which an appropriate referral cannot be provided for a caller at the time of original call.

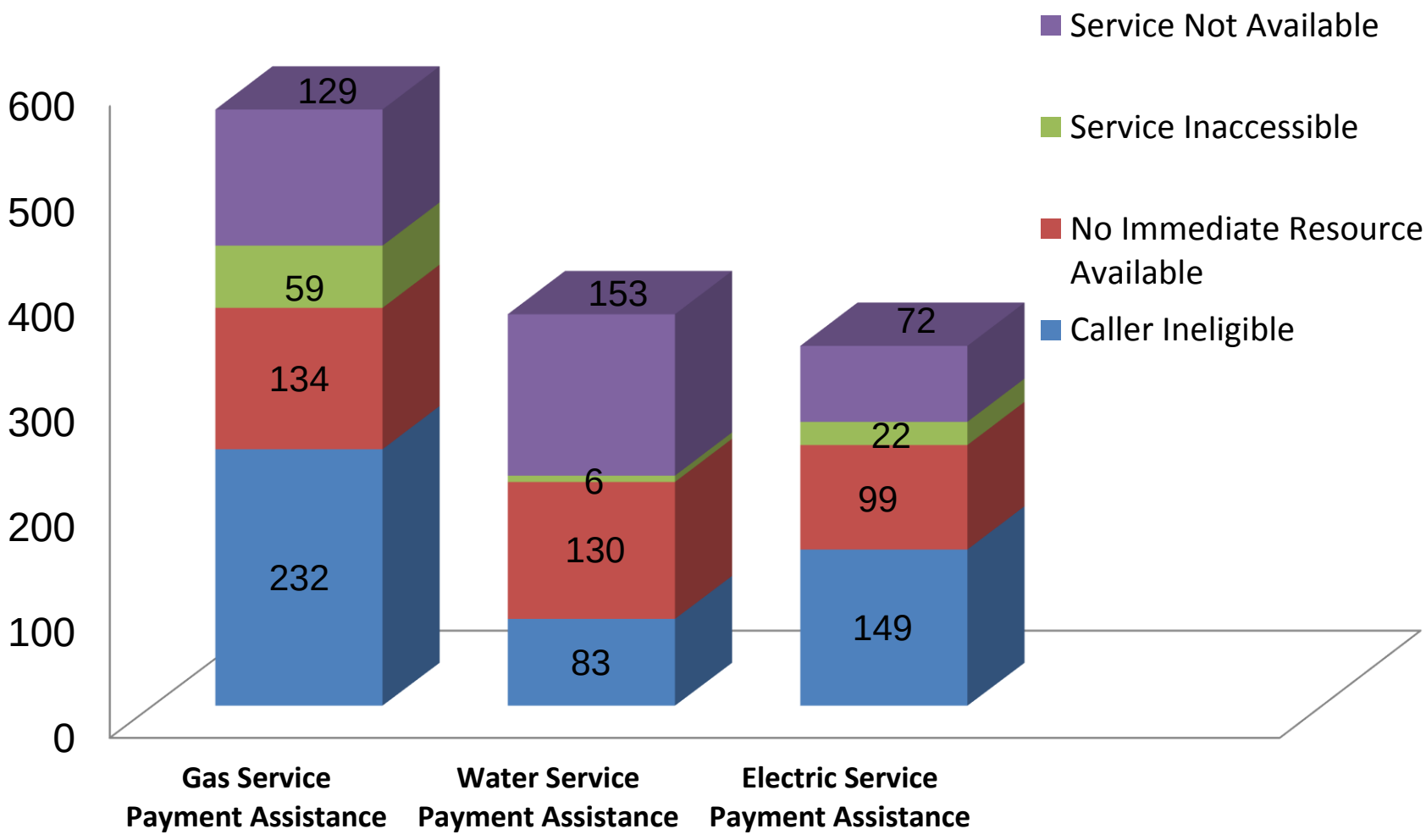
# PRIMARY SOURCE OF INCOME



# INCOME LEVEL



# TOP UNMET NEEDS & REASONS



# TOP 10 REFERRED SERVICES

United Way • AIRS 2-1-1 Get Connected. Get Answers.

## TOTAL UWSEM 2-1-1 REGION

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Gas Service Payment Assistance** | **4,572** | **10.9%** | **8,711** |
| **2** | **Electric Service Payment Assistance** | **3,283** | **7.8%** | **6,221** |
| **3** | **Undesignated Temporary Financial Assistance** | **2,954** | **7.0%** | **3,645** |
| 4 | Food Pantries | 2,445 | 5.8% | 7,012 |
| 5 | Community Shelters | 2,198 | 5.2% | 4,654 |
| 6 | Rent Payment Assistance | 1,718 | 4.1% | 2,355 |
| 7 | Housing Search Assistance | 1,716 | 4.1% | 2,797 |
| 8 | Water Service Payment Assistance | 1,597 | 3.8% | 1,570 |
| 9 | Emergency Shelter Clearinghouses | 1,024 | 2.4% | 931 |
| 10 | Home Rental Listings | 827 | 2.0% | 1,297 |

# TOP 10 REFERRED SERVICES

## WAYNE COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Gas Service Payment Assistance** | **3,126** | **10.6%** | **5,143** |
| **2** | **Electric Service Payment Assistance** | **2,254** | **7.6%** | **3,695** |
| **3** | **Undesignated Temporary Financial Assistance** | **2,182** | **7.4%** | **2,606** |
| 4 | Food Pantries | 1,678 | 5.7% | 4,758 |
| 5 | Water Service Payment Assistance | 1,432 | 4.8% | 1,414 |
| 6 | Community Shelters | 1,251 | 4.2% | 3,102 |
| 7 | Housing Search Assistance | 1,219 | 4.1% | 2,289 |
| 8 | Rent Payment Assistance | 915 | 3.1% | 684 |
| 9 | Emergency Shelter Clearinghouses | 752 | 2.5% | 883 |
| 10 | Home Rehabilitation Grants | 558 | 1.9% | 552 |

## OAKLAND COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Gas Service Payment Assistance** | **647** | **13.3%** | **1,892** |
| **2** | **Electric Service Payment Assistance** | **443** | **9.1%** | **1,288** |
| **3** | **Community Shelters** | **404** | **8.3%** | **761** |
| 4 | Rent Payment Assistance | 327 | 6.7% | 910 |
| 5 | Undesignated Temporary Financial Assistance | 269 | 5.5% | 390 |
| 6 | Food Pantries | 236 | 4.8% | 686 |
| 7 | Housing Search Assistance | 197 | 4.0% | 216 |
| 8 | Home Rental Listings | 81 | 1.7% | 130 |
| 9 | Rental Deposit Assistance | 79 | 1.6% | 117 |
| 10 | Water Service Payment Assistance | 79 | 1.6% | 56 |

# TOP 10 REFERRED SERVICES

United Way • AIRS 2-1-1 Get Connected. Get Answers.

## MACOMB COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Gas Service Payment Assistance** | **591** | **11.1%** | **1,332** |
| **2** | **Community Shelters** | **479** | **9.0%** | **754** |
| **3** | **Food Pantries** | **425** | **8.0%** | **1,294** |
| 4 | Electric Service Payment Assistance | 391 | 7.3% | 879 |
| 5 | Undesignated Temporary Financial Assistance | 335 | 6.3% | 398 |
| 6 | Rent Payment Assistance | 332 | 6.2% | 485 |
| 7 | Housing Search Assistance | 288 | 5.4% | 286 |
| 8 | Home Rental Listings | 140 | 2.6% | 224 |
| 9 | Case/Care Management | 106 | 2.0% | 103 |
| 10 | Housing Authorities | 93 | 1.7% | 193 |

## WASHTENAW COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Emergency Shelter Clearinghouses** | **214** | **12.6%** | **202** |
| **2** | **Gas Service Payment Assistance** | **136** | **8.0%** | **227** |
| **3** | **Undesignated Temporary Financial Assistance** | **127** | **7.5%** | **205** |
| 4 | Rent Payment Assistance | 118 | 6.9% | 201 |
| 5 | Electric Service Payment Assistance | 109 | 6.4% | 183 |
| 6 | Food Pantries | 66 | 3.9% | 195 |
| 7 | Home Rental Listings | 50 | 2.9% | 82 |
| 8 | Housing Authorities | 49 | 2.9% | 98 |
| 9 | Low Income/Subsidized Private Rental Housing | 45 | 2.6% | 102 |
| 10 | Community Shelters | 30 | 1.8% | 1 |

# TOP 10 REFERRED SERVICES

## MONROE COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Electric Service Payment Assistance** | **57** | **16.3%** | **116** |
| **2** | **Gas Service Payment Assistance** | **36** | **10.3%** | **54** |
| **3** | **Undesignated Temporary Financial Assistance** | **29** | **8.3%** | **34** |
| 4 | Food Pantries | 25 | 7.1% | 43 |
| 5 | Community Shelters | 20 | 5.7% | 25 |
| 6 | Rent Payment Assistance | 16 | 4.6% | 16 |
| 7 | Home Rehabilitation Grants | 6 | 1.7% | 6 |
| 8 | Low Income/Subsidized Private Rental Listings | 6 | 1.7% | 15 |
| 9 | Rental Deposit Assistance | 4 | 1.1% | 4 |
| 10 | Home Rental Listings | 4 | 1.1% | 5 |

## LAPEER COUNTY

| | | # of Requests | % of Total | # of Referrals Provided |
|---|---|---|---|---|
| **1** | **Gas Service Payment Assistance** | **36** | **15.1%** | **63** |
| **2** | **Electric Service Payment Assistance** | **29** | **12.2%** | **60** |
| **3** | **Food Pantries** | **15** | **6.3.%** | **36** |
| 4 | Community Shelters | 14 | 5.9% | 11 |
| 5 | Undesignated Temporary Financial Assistance | 12 | 5.0% | 12 |
| 6 | Rent Payment Assistance | 10 | 4.2% | 17 |
| 7 | Specialized Information and Referral | 10 | 4.2% | 8 |
| 8 | Home Rehabilitation Grants | 7 | 2.9% | 19 |
| 9 | Home Rental Listings | 7 | 2.9% | 13 |
| 10 | Housing Authorities | 4 | 1.7% | 10 |

# TOP 10 REFERRED AGENCIES

United Way • AIRS 2-1-1 Get Connected. Get Answers.

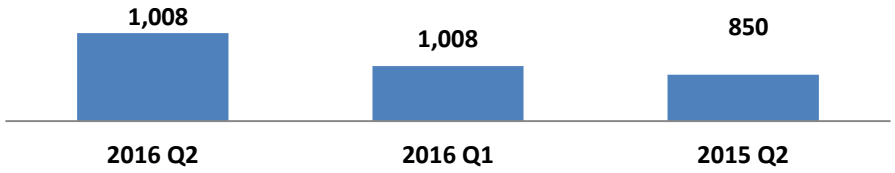
## TOTAL UWSEM 2-1-1 REGION

| | | Count | Percent of Six County Total |
|---|---|---|---|
| **1** | **SALVATION ARMY (THE) EASTERN MICHIGAN DIVISION** | **7,011** | **10.8%** |
| **2** | **SOCIETY OF SAINT VINCENT DE PAUL IN THE ARCHDIOCESE OF DETROIT** | **6,396** | **9.9%** |
| **3** | **MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES** | **6,087** | **9.4%** |
| 4 | CROSSROADS OF MICHIGAN | 1,761 | 2.7% |
| 5 | MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY | 1,488 | 2.3% |
| 6 | UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT – REGION 5 | 1,462 | 2.3% |
| 7 | WAYNE METROPOLITAN COMMUNITY ACTION AGENCY | 1,453 | 2.2% |
| 8 | DETROIT RESCUE MISSION MINISTRIES | 1,347 | 2.1% |
| 9 | SOUTHWESTSOLUTIONS | 1,169 | 1.8% |
| 10 | OLHSA, A COMMUNITY ACTION AGENCY | 1,162 | 1.8% |

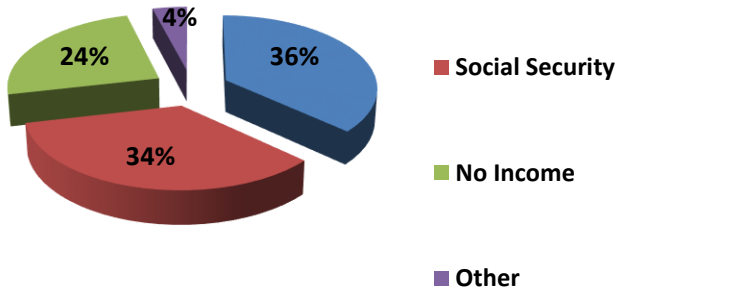
# WASHTENAW SUMMARY

United Way • AIRS 2-1-1 Get Connected. Get Answers.

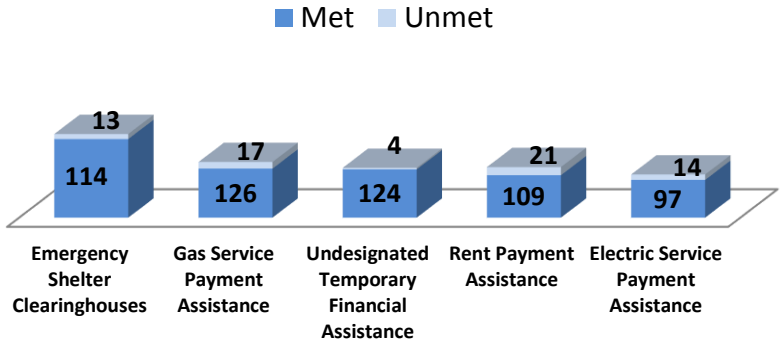
## Washtenaw Calls Handled



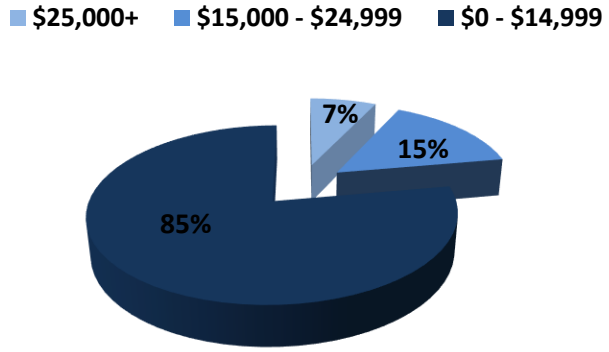

## Source of Income



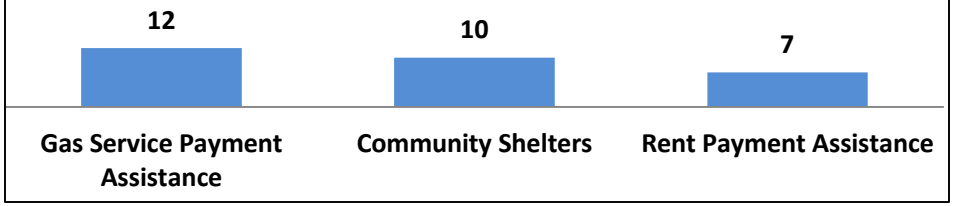

## Top 5 Needs




## Income Level



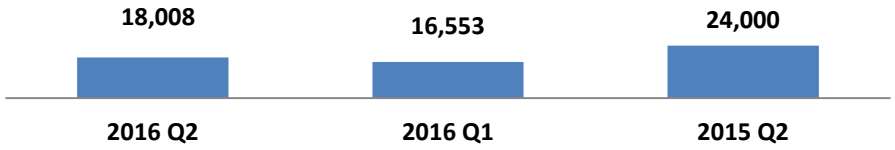

## Top Unmet Needs



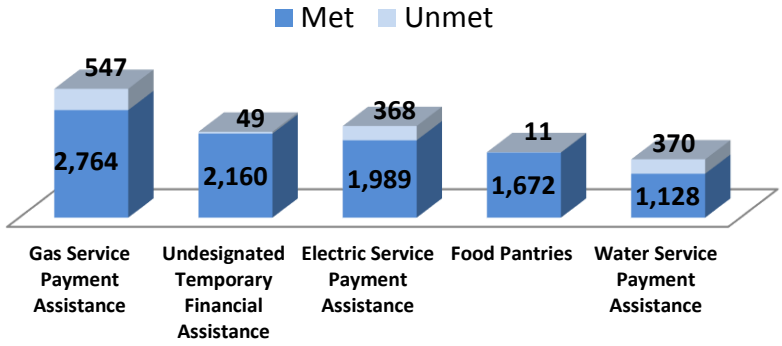
# WAYNE SUMMARY

United Way • AIRS 2-1-1 Get Connected. Get Answers.

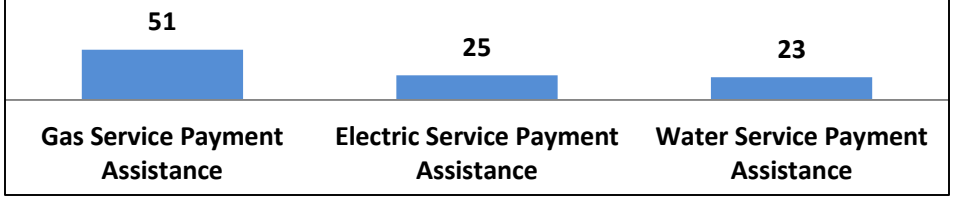
## Wayne Calls Handled



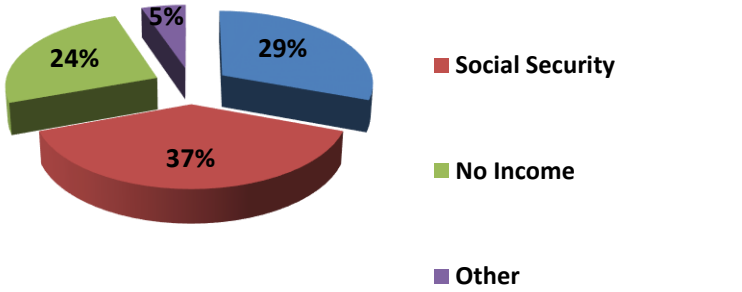

## Top 5 Needs



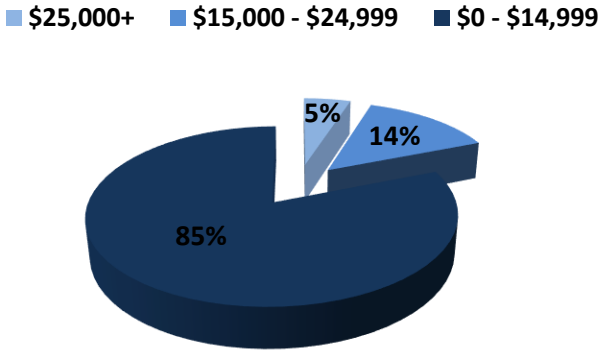

## Top Unmet Needs



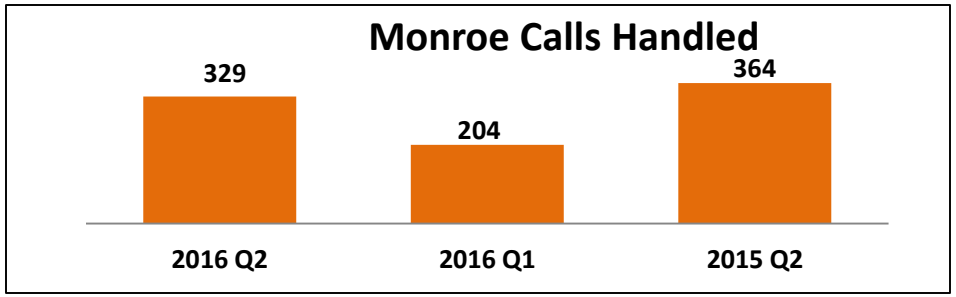

## Source of Income

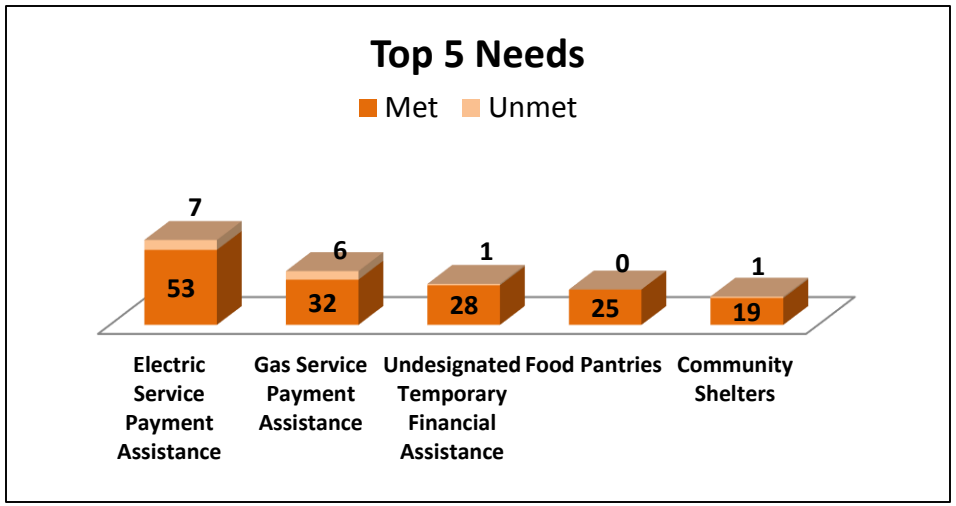


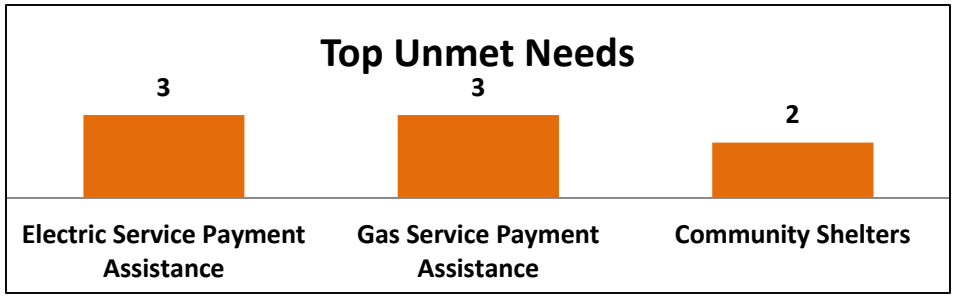

## Income Level

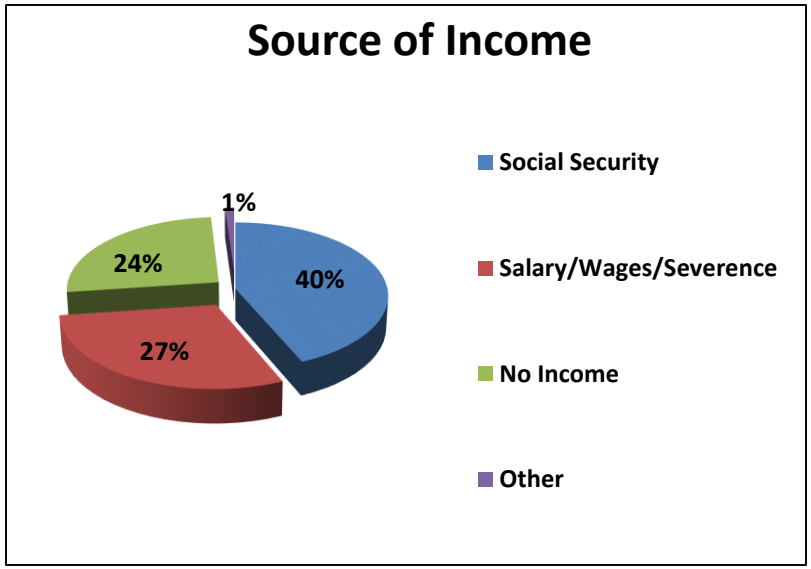


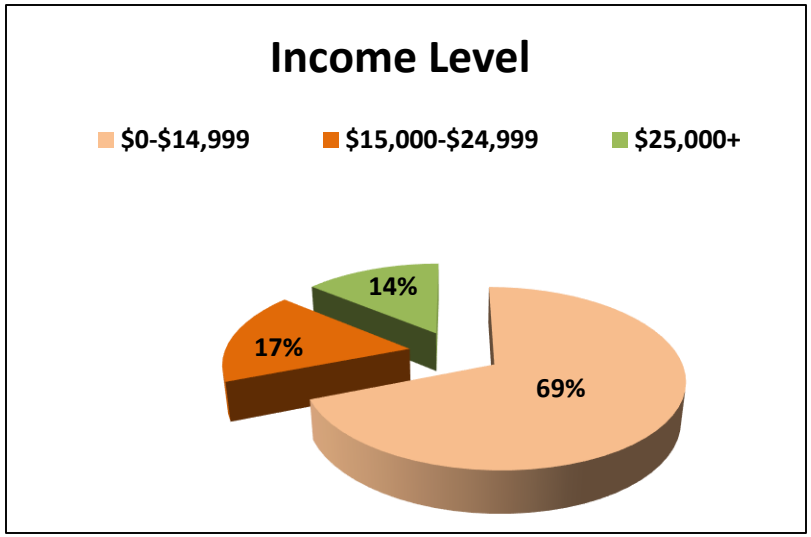
# MONROE SUMMARY



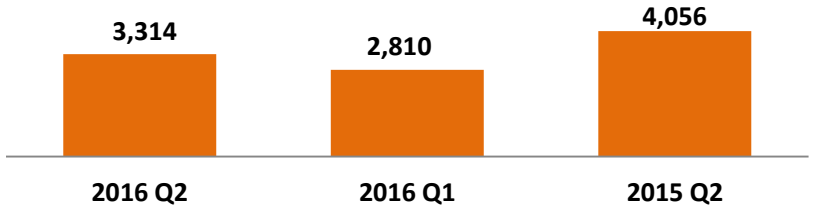



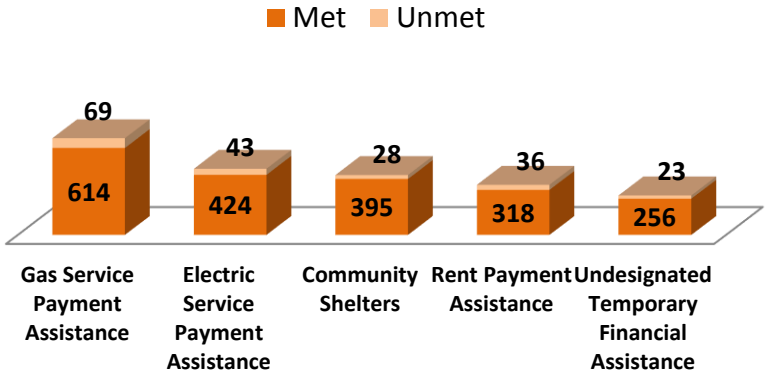
# OAKLAND SUMMARY

United Way • AIRS 2-1-1 Get Connected. Get Answers.

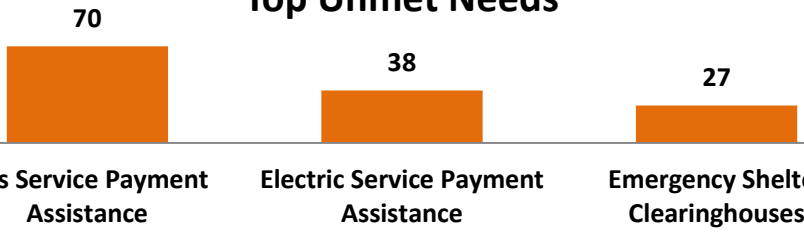
## Oakland Calls Handled



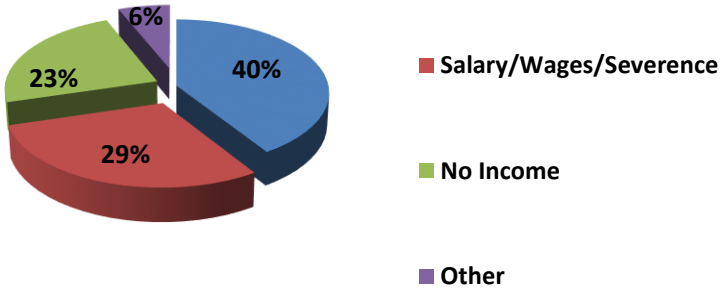

## Top 5 Needs



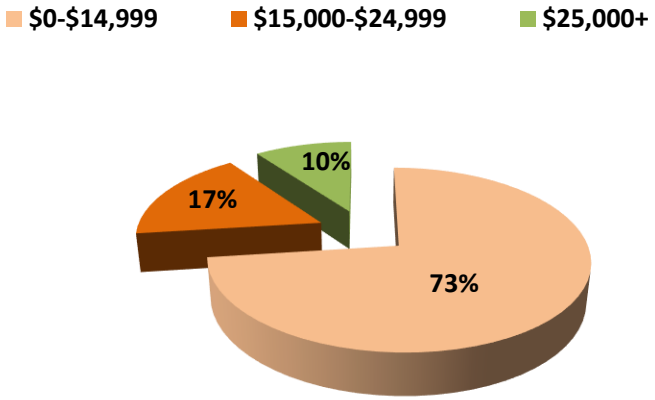

## Top Unmet Needs




## Source of Income




## Income Level



# LAPEER SUMMARY

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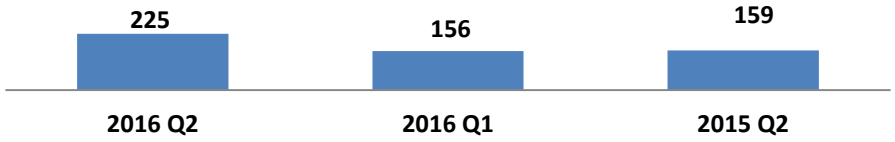
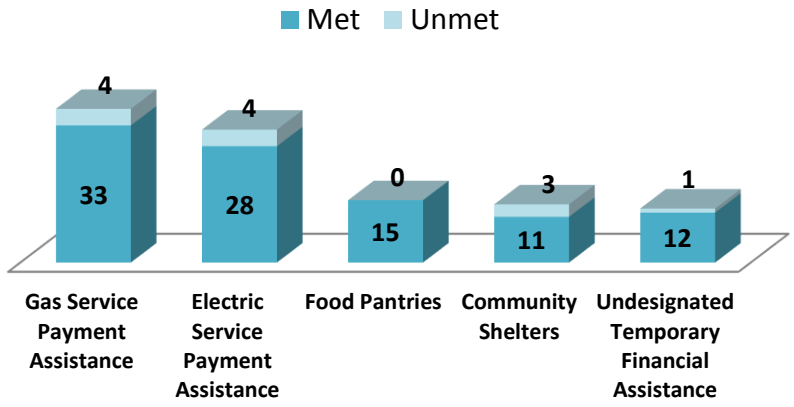
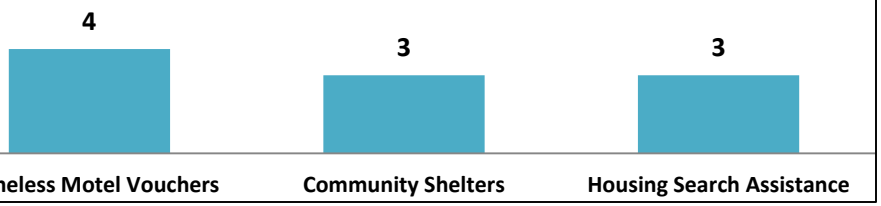
## Lapeer Calls Handled



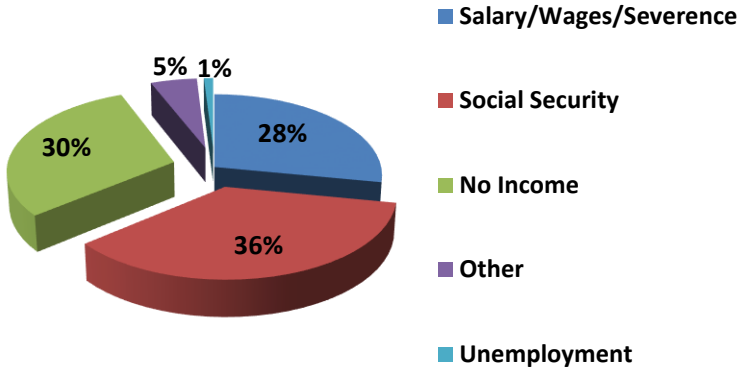

## Top 5 Needs



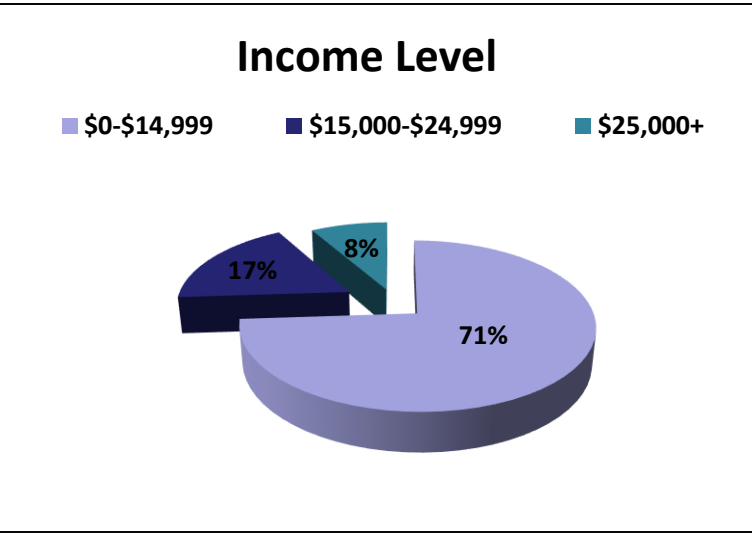

## Top Unmet Needs




## Source of Income



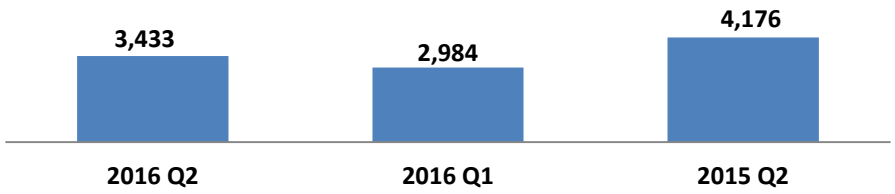

## Income Level



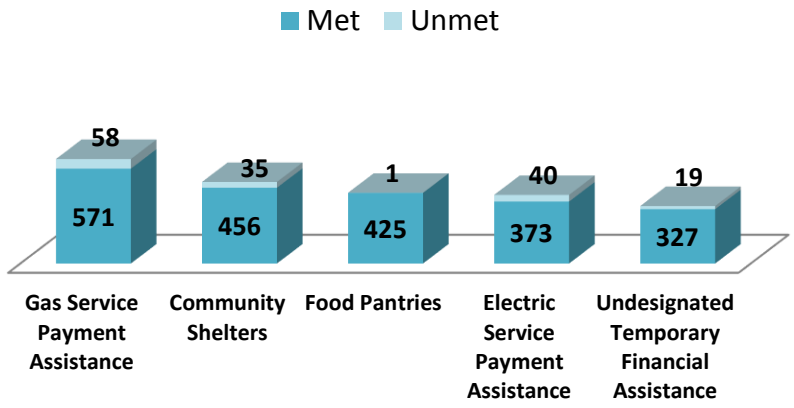
# MACOMB SUMMARY

United Way • AIRS 2-1-1 Get Connected. Get Answers.

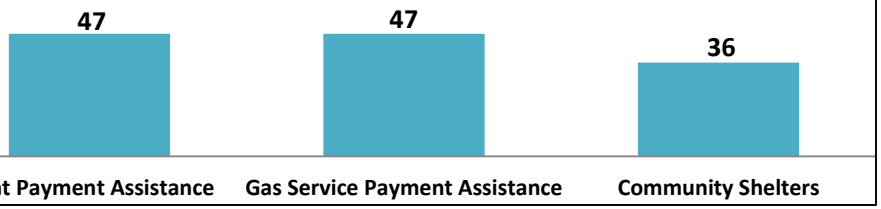
## Macomb Calls Handled



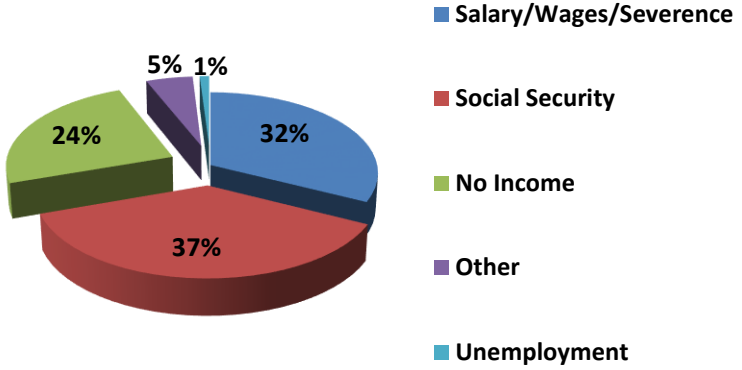

## Top 5 Needs



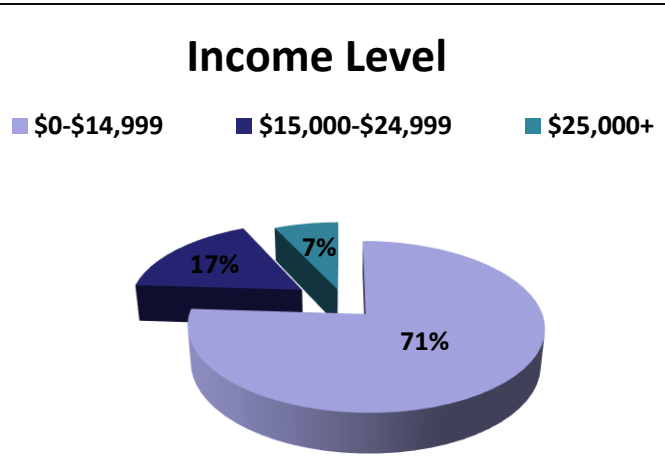

## Top Unmet Needs



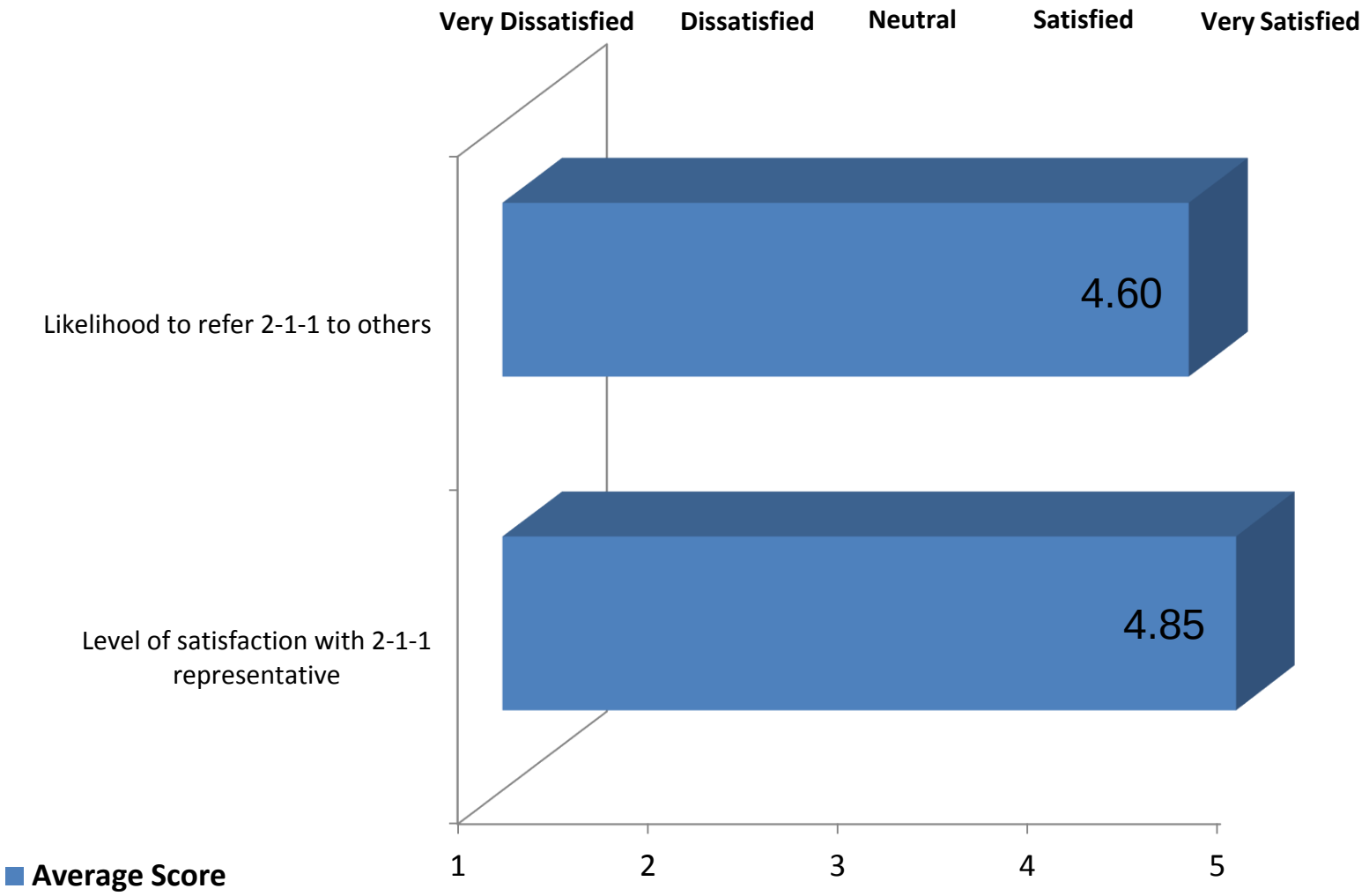

## Source of Income




## Income Level



# 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
- MI 211
- Macomb Crisis Center
- Common Ground
- Neighborhood Service Organization
- U of M Psychiatric Emergency Service
- Lapeer County Community Mental Health

*For additional information on this report, contact:*
***Brandi Turner, Quality/Outcomes Team Leader Brandi.Turner@LiveUnitedSEM.org (313-226-9467)***