



220 W. Main St. Suite 100 Midland, MI. 48640

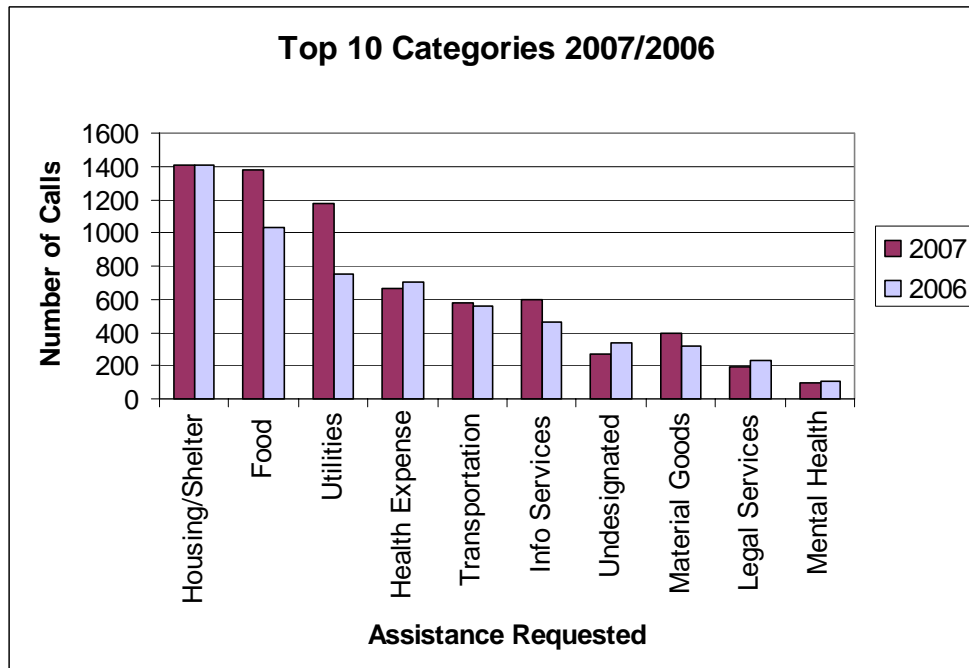
## 2007 Annual Report

### Total Calls January 2006 to December 2007

	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Total
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	
<b>2006</b>	496	442	507	527	518	569	497	634	575	731	580	459	6535
<b>2007</b>	<b>606</b>	<b>497</b>	<b>502</b>	<b>594</b>	<b>716</b>	<b>639</b>	<b>712</b>	<b>776</b>	<b>738</b>	<b>720</b>	<b>738</b>	<b>531</b>	<b>7769</b>
<b>Change</b>	22%	12%	-1%	13%	38%	12%	43%	22%	28%	-2%	27%	16%	19%

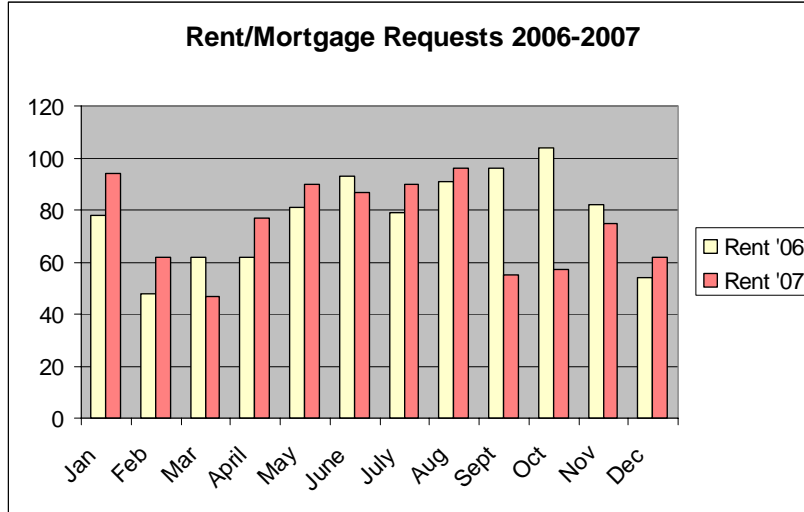
The call volume for First Call for Help (FCFH) increased 19% from 2006 setting many records for monthly call volume. Seven hundred seventy-six (776) calls were received in August setting the all time high since FCFH began taking calls in August 2000. Calls received surpassed the 700 mark six months this year, another first for FCFH.

Calls for help with Basic Living Needs (housing, food, utilities, clothing, transportation and undesignated financial assistance) comprised 67% of the total call volume in 2007. Housing and shelter need requests remained level with 2006 while food and utility assistance calls increased significantly over 2006.

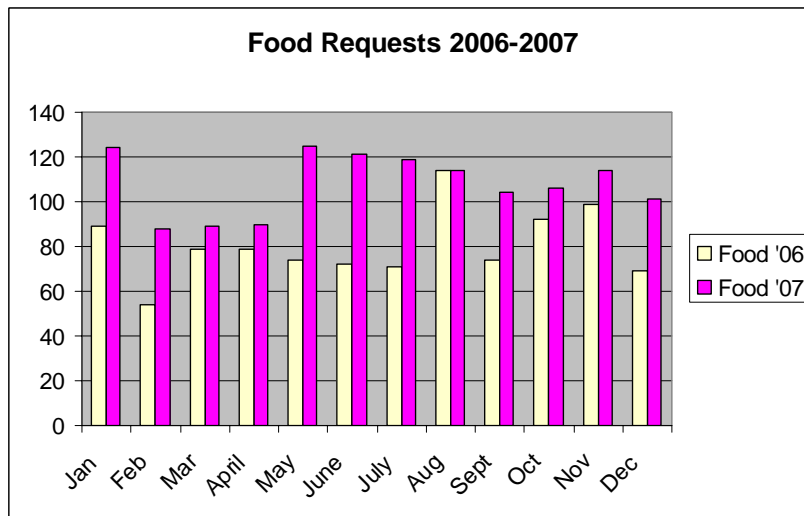


The following graphs show First Call for Help's requests for rent, food and electric assistance in 2007 compared to requests in 2006.

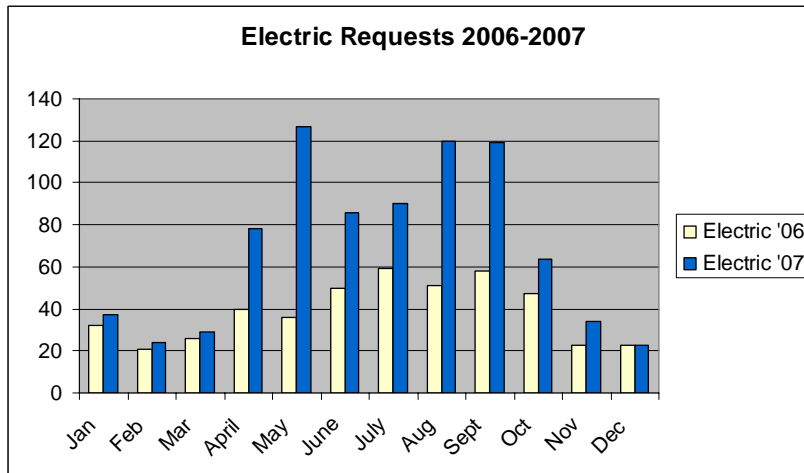
Rent/Mortgage requests in 2007 (12% of total calls) remained about the same as in 2006 (13% of total calls)



Food requests increased each month resulting in 1381 (18% of total calls) in 2007 compared to 1036 (16% of total calls) in 2006.



Electric requests in 2007 (831 or 11% of total calls) soared over those in 2006 (466 or 7% of total calls). The largest increase was in May – 253% over 2006.



Midland County families continue to struggle to put food on the table with food pantry referrals the top requested service again in 2007. Utility assistance requests moved up to the second most requested service at 15% of the calls received and rent assistance moved to third comprising 12% of the calls received in 2007. Requests for shelter moved into the top ten requested services in 2007. Midland County recorded 219 homeless residents in January's Point in Time count.

Transportation needs such as bus fare, car expenses and gasoline continue to top the unmet needs list. Two percent of the calls received were for assistance with car repair, car insurance or car registration and 32% of those requests remained unmet. Requests for bus fare accounted for only 1% of the call volume but also measured 32% unmet mainly due to requests for bus fare out of town.

Midland residents continue to struggle with prescription and medical expenses due to the high costs and lack of programs to assist with medical needs.

## Referred Services 2007 vs. 2006

### Top Referred Services 2007

Request	Total	%Total Calls	% Unmet
Food Pantries/Emergency Food	1272	16%	1%
Electric/Gas/Water Bill Asst.	1162	15%	3%
Rent/Mortgage Assistance	894	12%	5%
Gasoline	295	4%	8%
Undesignated Financial Aid	269	3%	2%
Low Cost/Subsidized Housing	248	3%	0%
Prescription/Medical Expenses	240	3%	17%
Clothing	183	2%	1%
Car Repair/Insurance/registration	176	2%	32%
General Legal Aid	170	2%	1%
Dental Assistance	149	2%	3%
Community Shelters	134	2%	14%
Holiday Gifts/Toys/Meals	114	2%	13%
Vision/Hearing Assistance	96	1%	2%
Bus Fare	94	1%	32%
Home Repair	86	1%	9%

### Top 10 Referred Services 2006

Request	Total	%Total Calls	% Unmet
Food Pantries/Emergency Food	948	15%	1%
Rent/Mortgage Assistance	930	14%	6%
Electric/Gas/Water Bill Asst.	727	11%	2%
General Information	458	7%	2%
Bus Fare/Gasoline	373	6%	11%
Undesignated Financial Aid	342	5%	N/A
Low Cost/Subsidized Housing	271	4%	N/A
Prescription/Medical Expenses	232	4%	10%
General Legal Aid	205	3%	0%
Dental Assistance	204	3%	3%
Car Repair/Insurance	167	3%	27%
Clothing	146	2%	2%

# OUTCOMES AND RESULTS

2007

First Call for Help measures outcomes by scheduling follow-up calls and asking callers to complete a short survey regarding the service they received. In 2007, 695 follow-up calls (15% of client calls) were made. Of those calls, 46% of the surveys were completed. The Survey Questions and Summary of Results are below.

1. Who referred the caller to First Call for Help?

Agency	28%
DHS	22%
Brochure	7%
Church	7%
Family/Friend	16%
Previously Called	0%
Other	20%

2. Was the caller able to talk to someone right away?

Yes	97%
No	3%

2a. If no, was call returned in a timely manner?

Yes	100%
No	0%

3. Did the caller receive the needed referrals/information?

Yes	99%
No	1%

3a. If yes, did the caller contact the organizations they were referred to?

Yes	93%
No	7%

4. Did the caller receive the services they were requesting?

Yes	57%
No	32%
Partially	15%

4a. If no, what reason did the caller state for not receiving assistance?

Agency out of funding	26%
Caller did not qualify	22%
Caller found help elsewhere	15%
Did not call yet	10%
No call back from agency	21%
Other reasons	6%

5. Would caller recommend FCFH to a friend/family member?

Yes	98%
No	2%

6. How does the caller rate the service received from FCFH on a scale of 1-5, with 5 best?

Average Rating	4.75
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