

Referrals 2016-2017

	<u>Social Services</u>	<u>State of Michigan</u>	<u>State Legislators</u>	<u>Wayne County</u>	<u>Utilities</u>	<u>Private Business/ Corporate Small Business</u>	<u>Federal Government</u>
March 2016	92	46	39	598	532	41	6
April 2016	52	101	24	523	435	68	2
May 2016	121	212	3	602	321	91	3
June 2016	98	197	5	541	251	89	7
July 2016	161	202	41	618	221	36	45
August 2016	118	135	53	525	514	52	5
September 2016	143	122	64	721	482	26	4
October 2016	119	78	55	654	464	42	18
November 2016	238	93	34	348	351	57	11
December 2016	273	39	9	562	233	38	13
January 2017	281	65	12	643	212	23	7

Total Referrals: 14,360

Since 2005, the Office of the Ombudsman has worked diligently to respond to every inquiry, including information that falls outside the purview of Charter-mandated responsibilities. Budget reductions in every area of the economy have left fewer staff to answer calls. Therefore, a system for documenting referrals was designed, and the results are shown in the grid above. In addition, examples of typical inquiries are listed below:

Social Services: Housing/homelessness, food assistance, aging, child care, heating assistance, rape counseling/child abuse, healthcare/dental assistance, wheelchair ramp construction

State of Michigan: Medical clinics, corrections, tax tribunal, victim assistance, education, mental health, unemployment, grants, job placement, WIC locations, foster care/guardianship

State Legislators: Vacant and dangerous properties, parks, illegal dumping

Wayne County: Meals on Wheels, home healthcare, probation/parole, gambling counseling, gun licenses, PPOs, drug treatment, Register of Deeds, marriage licenses, youth programs, tutoring

Utilities: Shut-offs, tree trimming, billing, heating assistance, down wires

Private Business: Landlord/tenant issues, eviction, labor unions, mortgage/foreclosure/fraud, towing companies, dog kennels, drivers' training, franchise start-ups, auto warranties, grocery markets, taxes, water bills, insurance companies, credit card companies

Federal Government: Immigration, medicare, social security, corrections, education, railroad safety

Our comprehensive database of referral agencies allows us to successfully reroute inquiries to the appropriate resources.