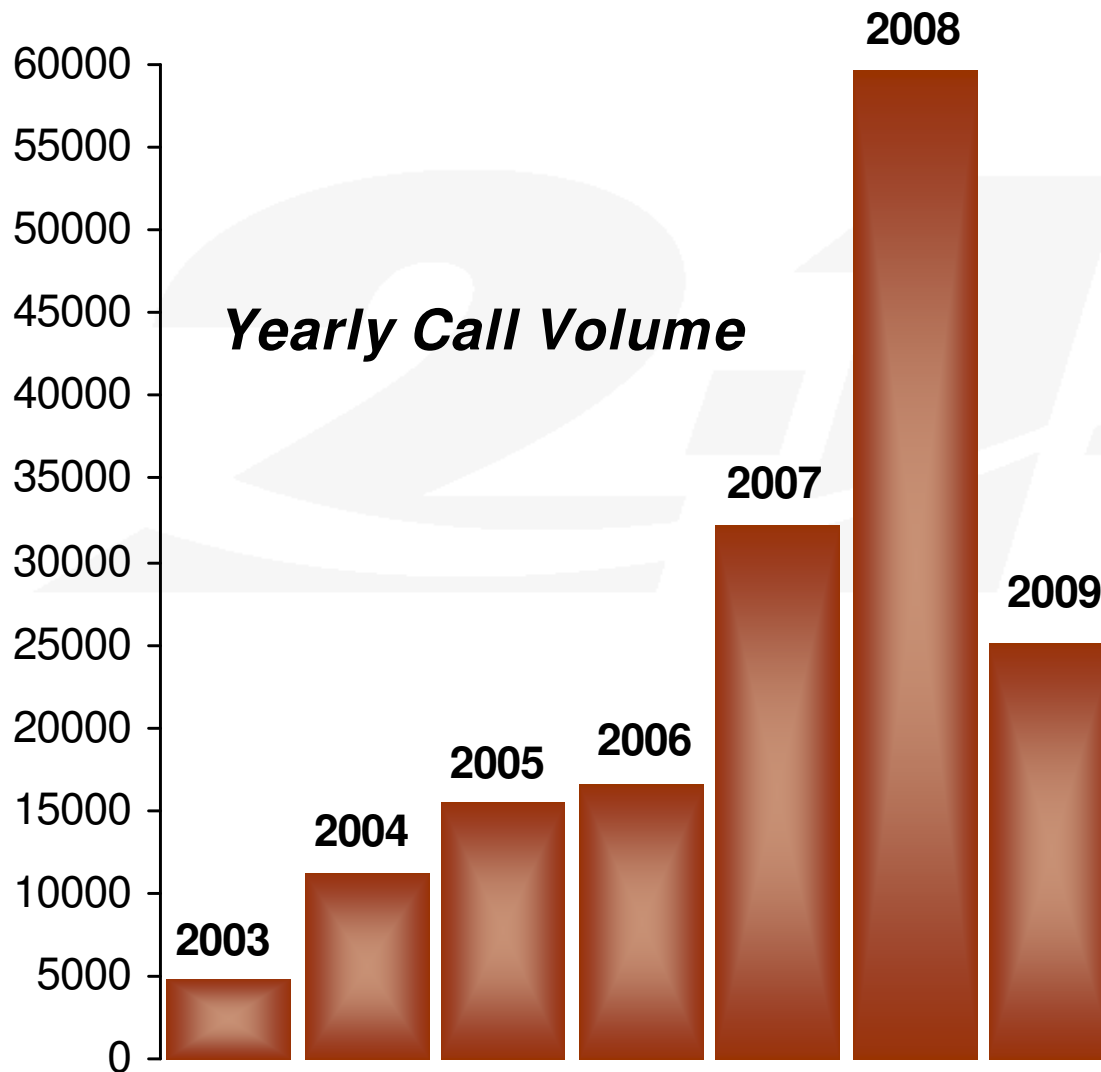




April 2009
Community Report

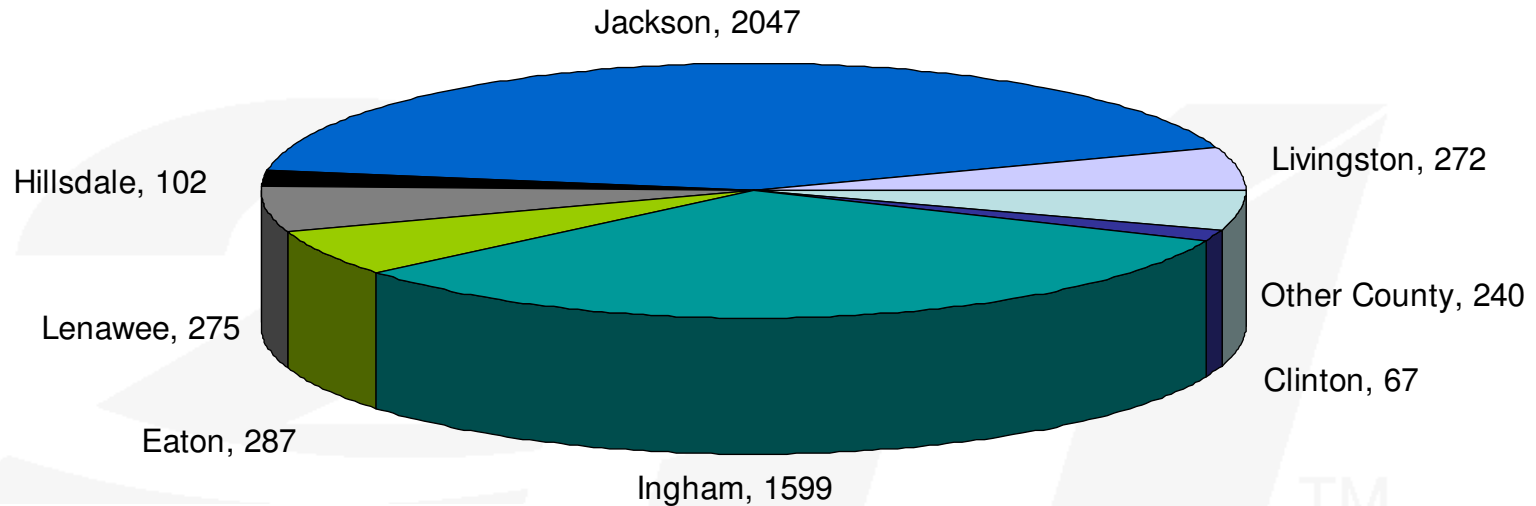
Toll Free: 866.561.2500
TDD/TTY Accessible: 517.789.2492
www.CentralMichigan211.org



For many people, especially those who are unfamiliar with the health and human services process, half of the effort in resolving a problem is locating the appropriate resources for help. Central Michigan 2-1-1 is there to assist individuals and families in finding help when they need it most. One call gives access to resources throughout the community.

April 2009 Call Distribution by County

Total Call Volume - 6,190



2-1-1 strengthens the community by uniting those who need help with those who can give it. Also, in times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise next week or next year.

In all, Central Michigan 2-1-1 took 3,848 VITA calls during the 2008 tax season.

April 2009 Referral Source

This section describes where the caller heard about Central Michigan 2-1-1.

Family/Friend	1858
Repeat Caller	1841
Non-profit Agency	334
<i>Department of Human Services (DHS)</i>	131
For-profit Business	111
<i>Printed Marketing Materials</i>	96
Medical/Mental Health Provider	69
<i>City/Township Governmental Agency</i>	51
Television	49
<i>Newspaper/Magazine</i>	48
Emergency Service Provider	46
Church	38
Radio	25
<i>Workplace</i>	22
Other State Governmental Agency	20
<i>School</i>	18
County Health Department	17
<i>Community Mental Health (CMH)</i>	16
Internet	15
<i>Phone Book</i>	14
Other County Governmental Agency	13
<i>Billboard</i>	1
Michigan Works!	1

Follow-Up Activity

In April 2009, Central Michigan 2-1-1 completed 883 follow-ups with callers.

Did you receive referrals that were related to the services you requested?

100% Yes

Did you receive the services you requested from the referral agencies?

77.8% Yes
3.7% No *
14.8% Did not contact agency
3.7% Unknown

* If you did not receive services, please tell me what happened.

50% Contact agency – waiting on approval
50% Did not contact agency

Was your Call Specialist helpful and knowledgeable?

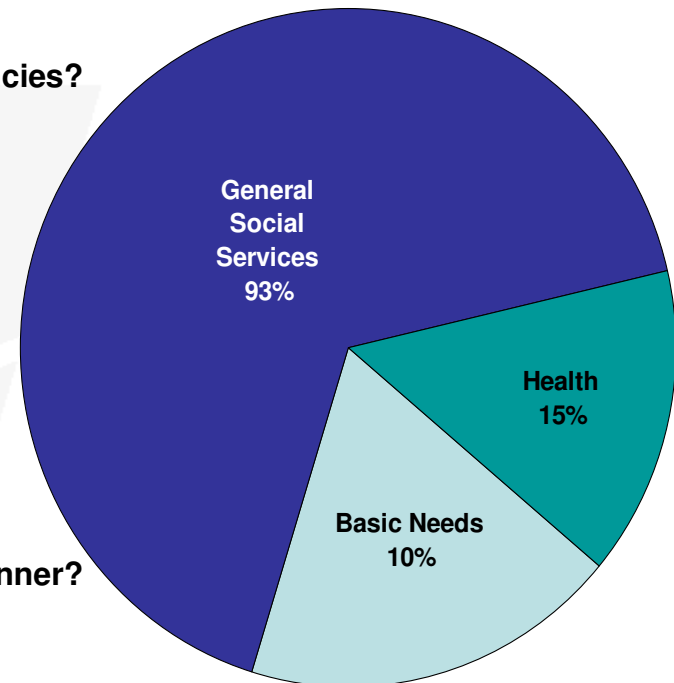
100% Yes

Did the Call Specialist treat you in a courteous and respectful manner?

100% Yes

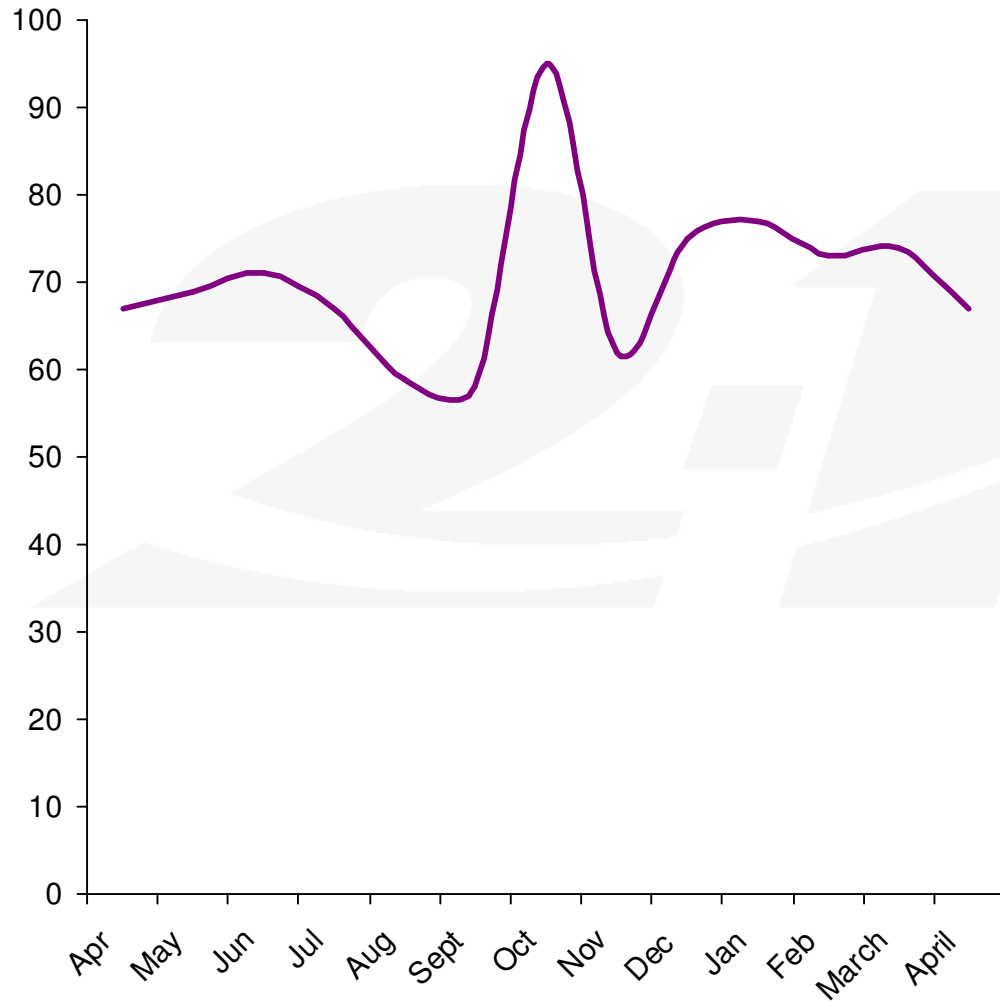
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



Clinton County Call Volume

Total Call Volume for April: 67



Top Needs (April 2009)	
Electric Bill Payment Assistance	10
Food Pantries	9
Agency Information Request	8
Low Income/Subsidized Private Rental Housing	5
Adult State/Local Health Insurance Programs	3
Home Rehabilitation Programs	3
Rent Payment Assistance	3
Appliances	2
Child Passenger Safety Seats	2
General Dentistry	2

Clinton County Detail

April 2009

Call Type

Information	Referral	Advocacy
9	51	1

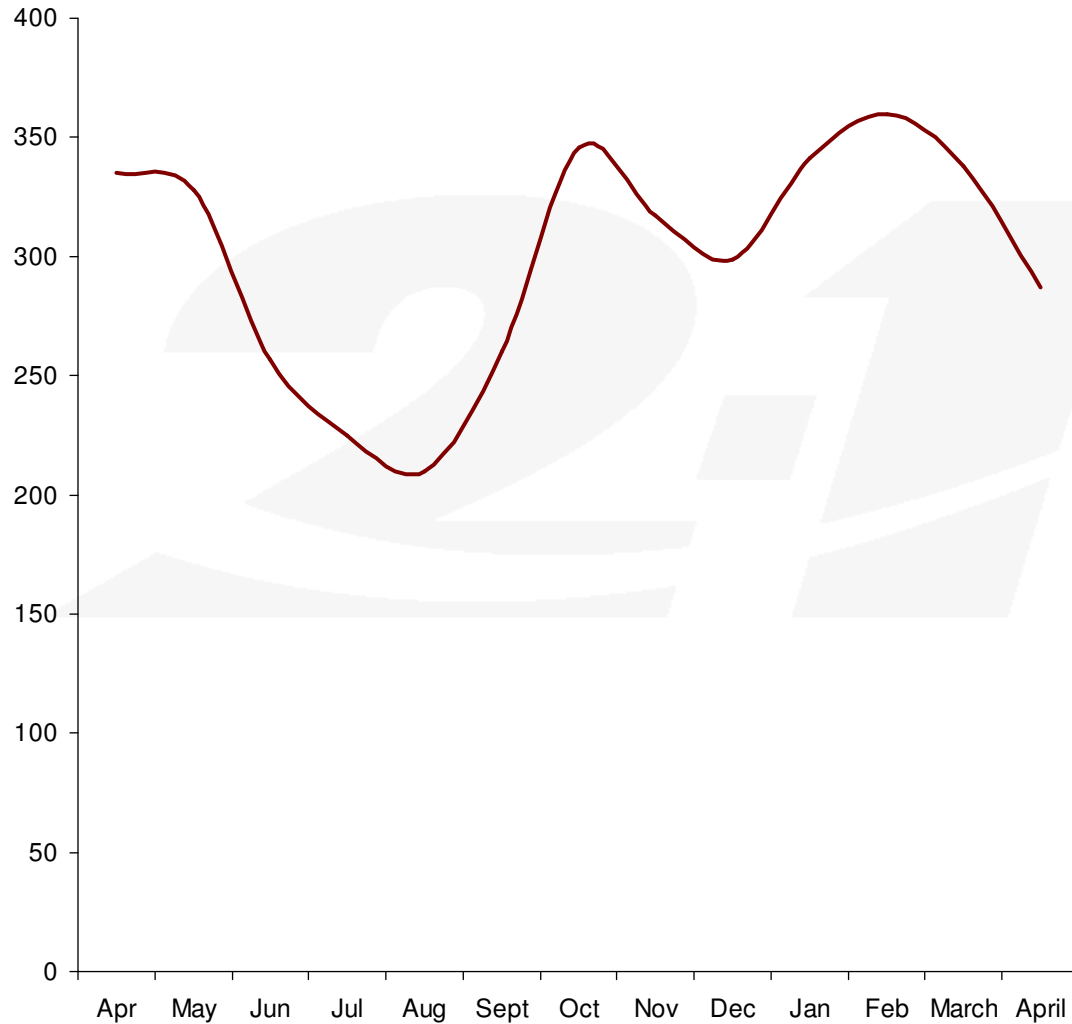
Unmet Needs & Reasons

VITA Program Sites (1)	1	No Immediate Resource Available
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TM

Eaton County Call Volume

Total Call Volume for April: 287



Agency Information Request	53
VITA Program Sites	33
Food Pantries	24
Electric Bill Payment Assistance	18
Low Income/Subsidized Private Rental Housing	12
Mortgage Foreclosure Prevention	11
General Legal Aid	10
General Dentistry	9
Adult State/Local Health Insurance Programs	7
Rent Payment Assistance	7

Eaton County Detail

April 2009

Call Type

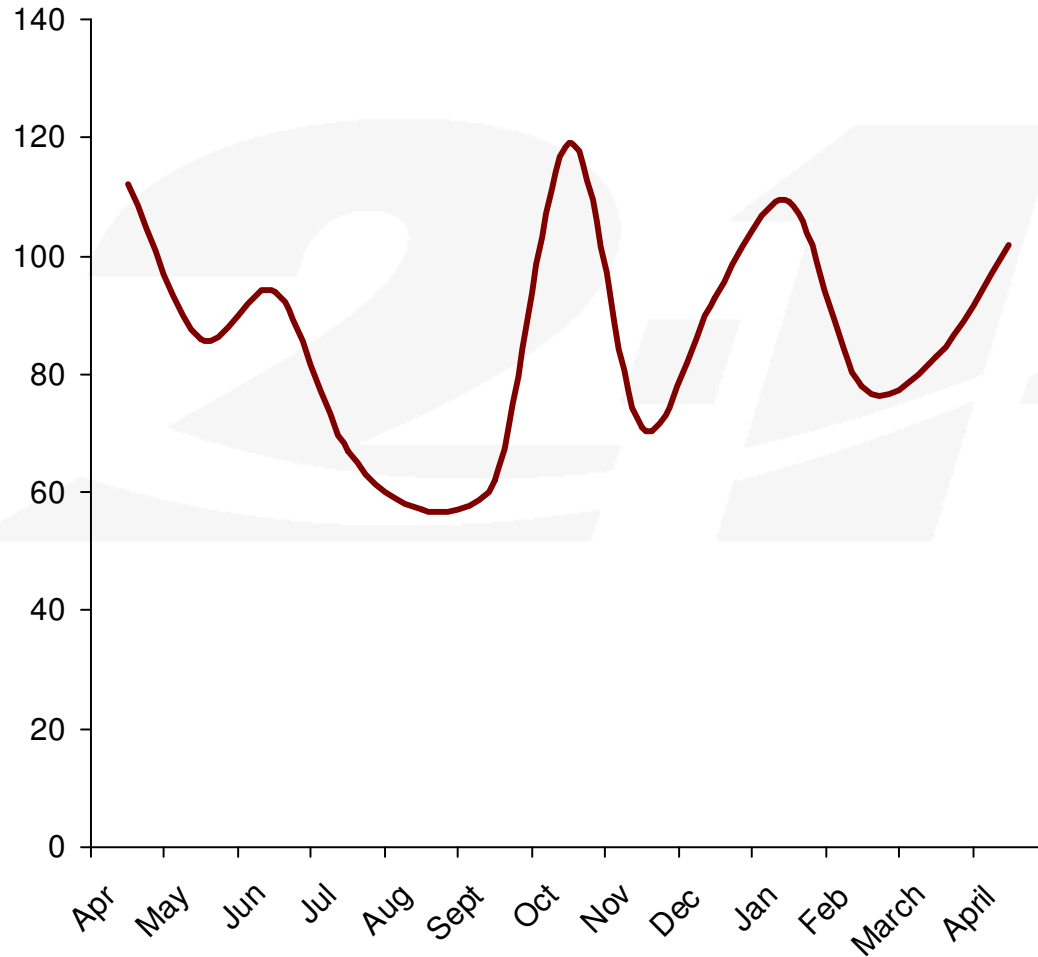
Information	Referral	Advocacy
22	284	2

Unmet Needs & Reasons

VITA Program Sites (14)	13	Registration Full/Past Deadline
	1	Client Ineligible/Target Population Requirement
General Dentistry (3)	3	No Immediate Resource Available
Electric Bill Payment Assistance (2)	2	Client Ineligible/No Documentation
Gas Money (2)	2	Service Not Available
Medical Information Lines (2)	2	Service Not Available

Hillsdale County Call Volume

Total Call Volume for April: 102



Top Needs (April 2009)

Agency Information Request	20
General Dentistry	7
Mortgage Foreclosure Prevention	5
VITA Program Sites	5
Electric Bill Payment Assistance	3
Low Income/Subsidized Private Rental Housing	3
Medical Transportation	3
Rent Payment Assistance	3
Adult State/Local Health Insurance Programs	2
Automobiles	2
Food Stamps	2
General Legal Aid	2

Hillsdale County Detail

April 2009

Call Type

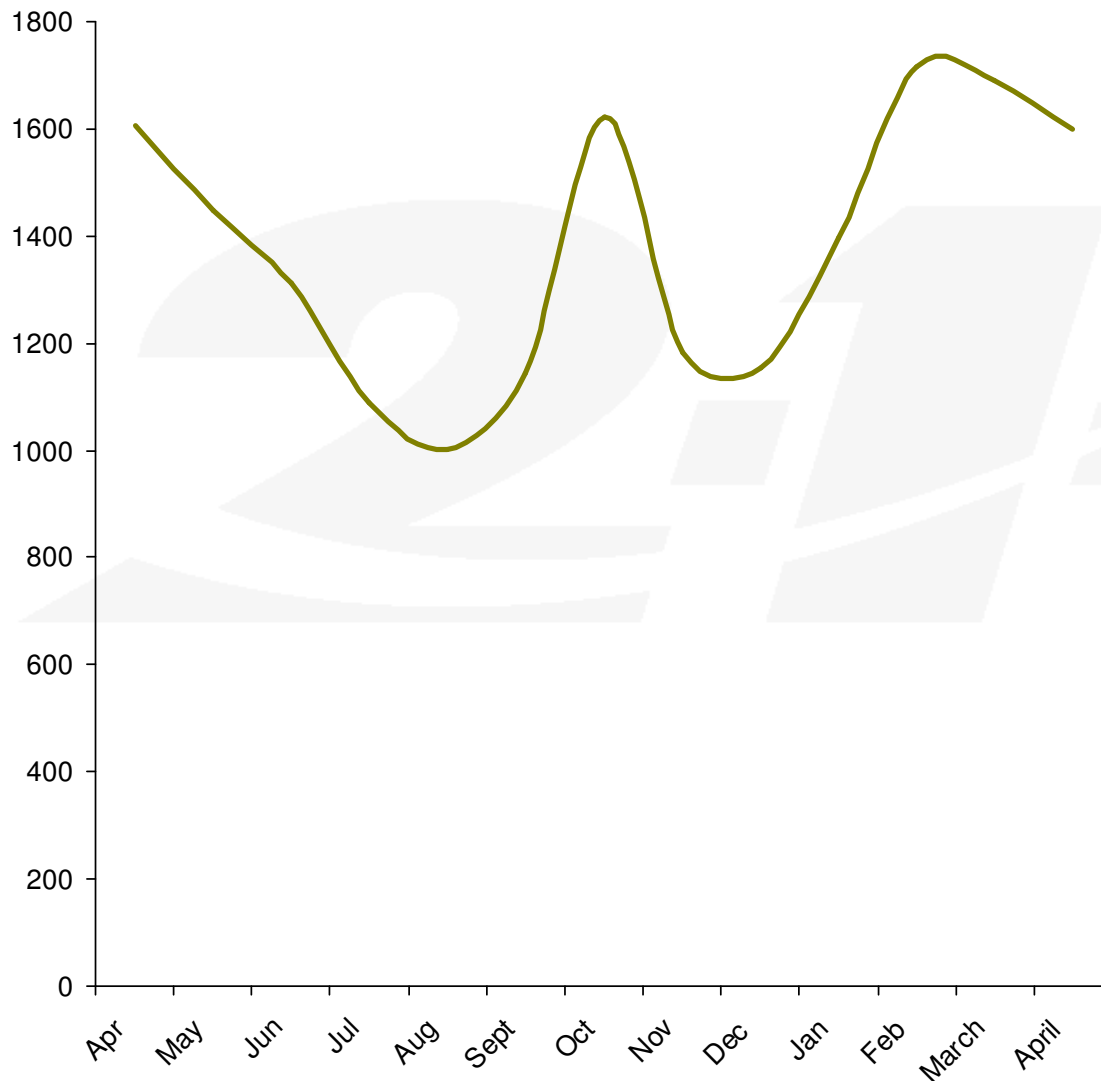
Information	Referral	Advocacy
3	70	1

Unmet Needs & Reasons

Rent Payment Assistance (3)	1	Client Ineligible/No Documentation
	1	Client Ineligible/Other Reason
	1	Client Ineligible/Previously Assisted
General Dentistry (2)	2	Service Not Available
Prescription Expense Assistance (2)	2	No Immediate Resource Available
Anger Management (1)	1	No Immediate Resource Available
Community Shelters (1)	1	Service Inaccessible/Transportation

Ingham County Call Volume

Total Call Volume for April: 1599



Top Needs (April 2009)

Agency Information Request	314
VITA Program Sites	277
Food Pantries	130
Electric Bill Payment Assistance	94
Rent Payment Assistance	42
Mortgage Foreclosure Prevention	41
Low Income/Subsidized Private Rental Housing	40
General Furniture Provision	29
General Legal Aid	27
Prescription Expense Assistance	26

Ingham County Detail

April 2009

Call Type

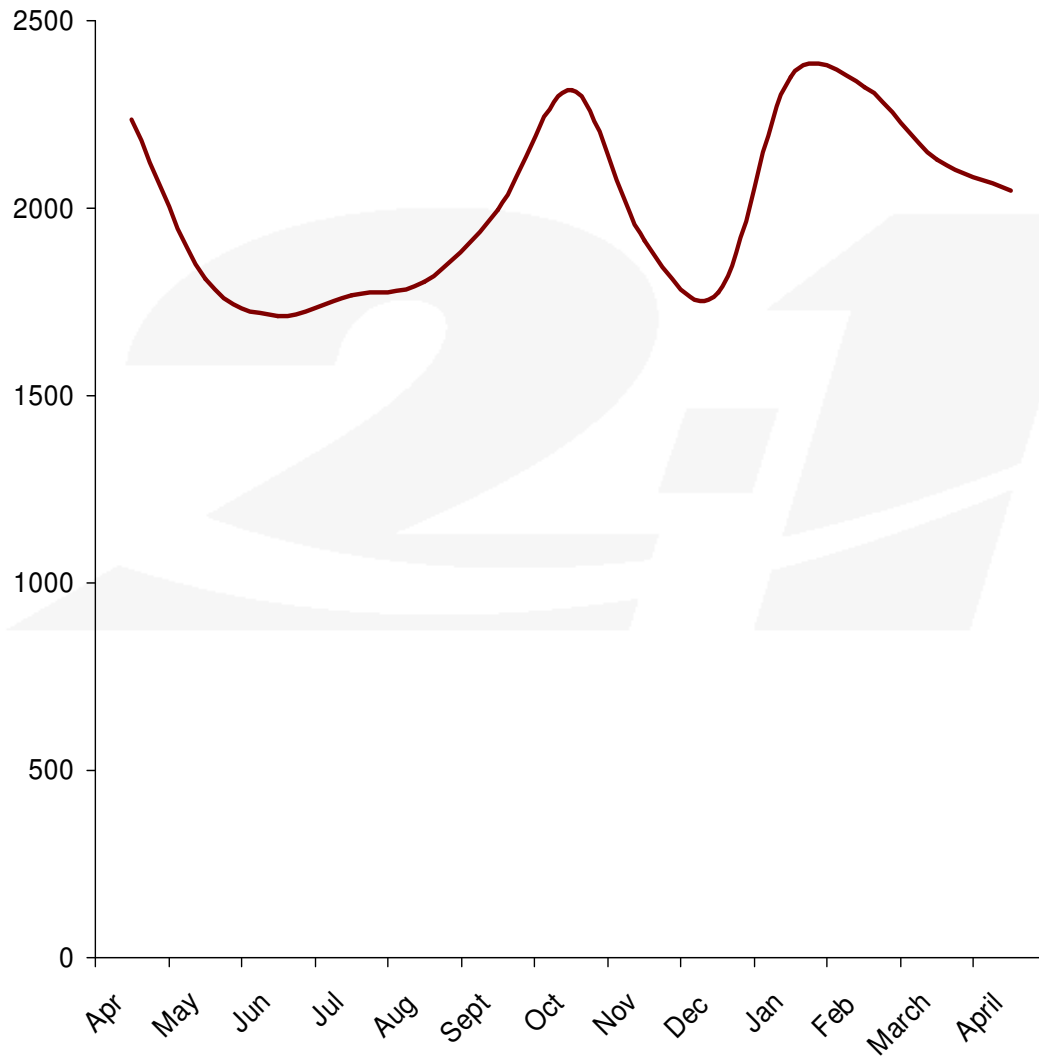
Information	Referral	Advocacy
135	1296	10

Unmet Needs & Reasons

VITA Program Sites (182)	181	Registration Full/Past Deadline
	1	Client Ineligible/Target Population Requirement
Rent Payment Assistance (8)	5	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
	1	Bill Exceeds Amount Available
Gas Money (7)	7	Service Not Available
Easter Baskets (6)	6	Service Not Available
Electric Bill Payment Assistance (4)	3	Client Ineligible/No Documentation
	1	Client Ineligible/Previously Assisted

Jackson County Call Volume

Total Call Volume for April: 2047



Top Needs (April 2009)	
Agency Information Request	435
VITA Program Sites	289
Food Pantries	150
Electric Bill Payment Assistance	128
General Furniture Provision	65
Rent Payment Assistance	65
Health Care Discount Enrollment Programs	59
Prescription Expense Assistance	44
Home Rehabilitation Programs	34
Low Income/Subsidized Private Rental Housing	33
Diapers	29

Jackson County Detail

April 2009

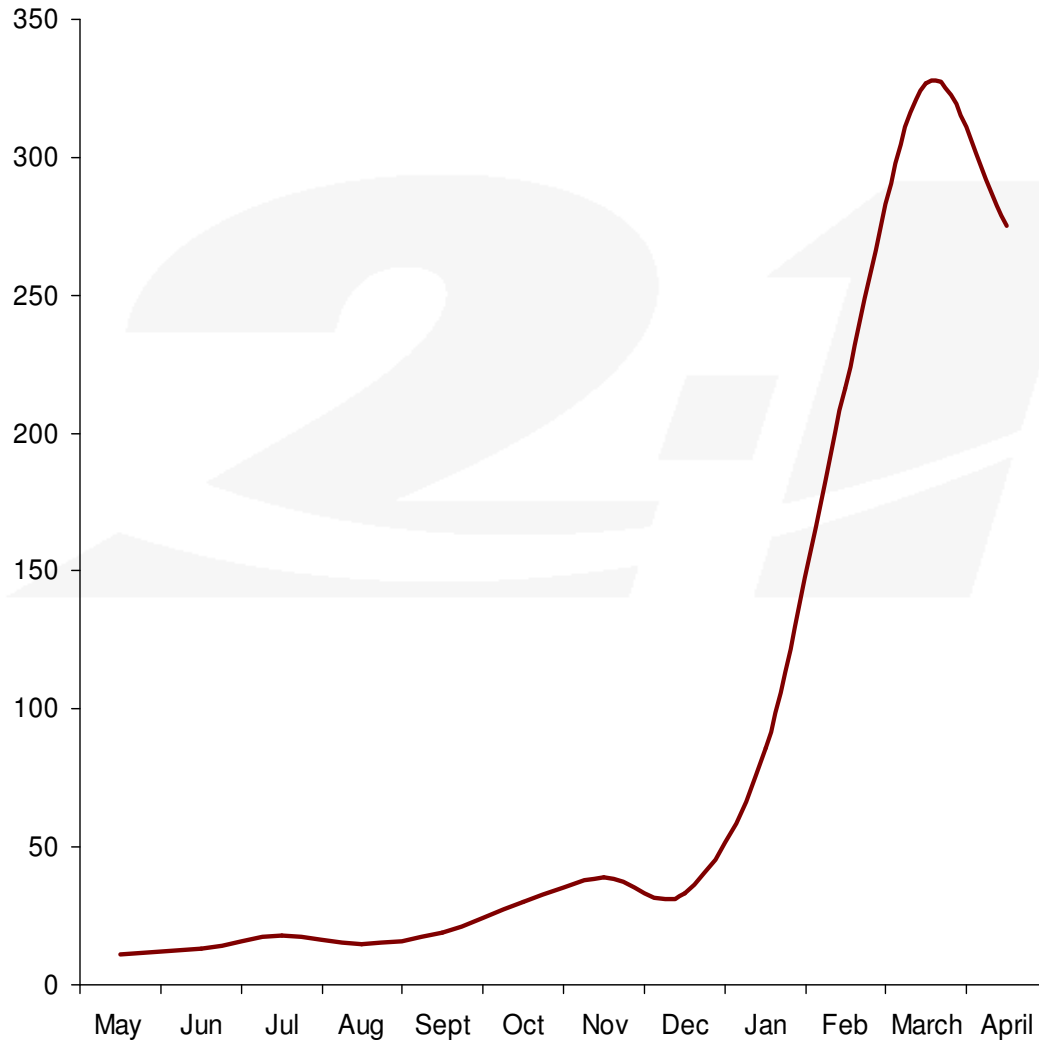
Call Type

Information	Referral	Advocacy
197	1584	10

Unmet Needs & Reasons		
Bus Fare (10)	10	No Immediate Resource Available
Electric Bill Payment Assistance (8)	8	Client Ineligible/No Documentation
Rent Payment Assistance (8)	7	Client Ineligible/No Documentation
	1	Service Inaccessible/Other Reason
VITA Program Sites (11)	8	No Immediate Resource Available
	2	Client Ineligible/Target Population Requirement
	1	Client Refused Referral
Burial/Cremation Expense Assistance (4)	3	No Immediate Resource Available
	1	Bill Exceeds amount Available

Lenawee County Call Volume

Total Call Volume for April: 275



Top Needs (April 2009)

Agency Information Request	70
Electric Bill Payment Assistance	26
Rent Payment Assistance	16
Food Pantries	14
Community Clinics	13
Mortgage Foreclosure Prevention	12
Prescription Expense Assistance	9
Food Cooperatives	7
General Legal Aid	7
Adult State/Local Health Insurance Programs	5
Food Stamps	5

Lenawee County Detail

April 2009

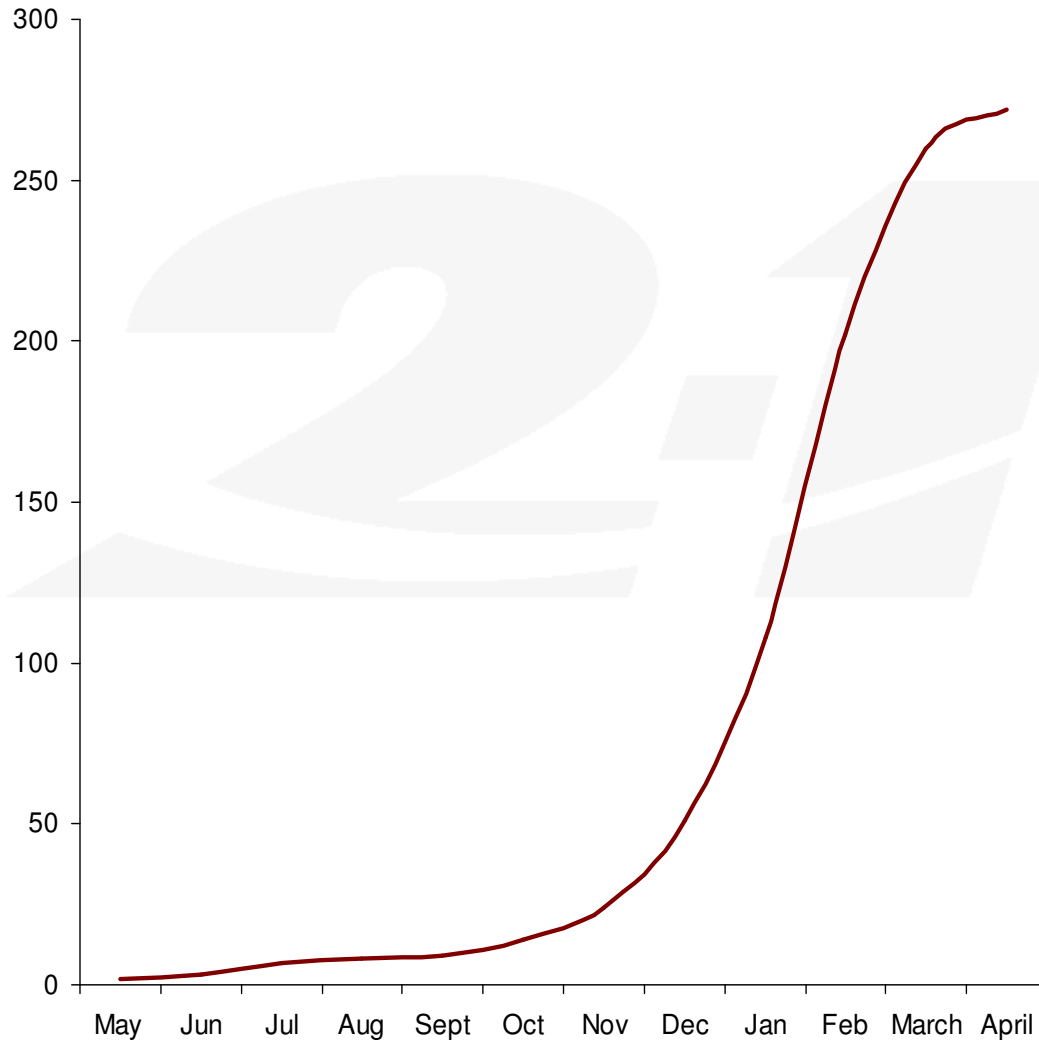
Call Type

Information	Referral	Advocacy
19	251	4

Unmet Needs & Reasons		
Rent Payment Assistance (6)	6	Client Ineligible/No Documentation
Electric Bill Payment Assistance (3)	2	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Low Income/Subsidized Private Rental Housing (2)	1	Client Ineligible/Outside Service Area
	1	No Immediate Resource Available
Medical Information Lines (2)	2	Service Not Available
Prescription Expense Assistance (2)	1	Bill Exceeds Amount Available
	1	Client Refused Referral

Livingston County Call Volume

Total Call Volume for April: 272



Top Needs (April 2009)

Agency Information Request	46
Electric Bill Payment Assistance	22
Low Income/Subsidized Private Rental Housing	16
Food Pantries	15
Mortgage Foreclosure Prevention	12
Rent Payment Assistance	10
Adult State/Local Health Insurance Programs	9
General Legal Aid	8
VITA Program Sites	8
Community Shelters	7
Home Rental Listings	7

Livingston County Detail

April 2009

Call Type

Information	Referral	Advocacy
12	198	4

Unmet Needs & Reasons

Electric Bill Payment Assistance (5)	5	Client Ineligible/No Documentation
Gas Money (2)	2	Service Not Available
Adult State/Local Health Insurance Programs (1)	1	Client Ineligible/Target Population Requirement
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement
Automotive Repair (1)	1	Bill Exceeds Amount Available

Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the burden caused by incorrectly referred clients. 2-1-1 also faithfully and accurately reports community needs to local and State government, helping to reveal hidden problems that might otherwise go unnoticed.

2-1-1 is committed to providing the highest level of community service. If you are unable to contact us by dialing 2-1-1 then please call us toll-free at: 866-561-2500.

2-1-1 is primarily supported through contributions from people like you! If you're interested in volunteering or supporting the program, dial 2-1-1!

We are proud to share that we have recently partnered with Lenawee United Way & Livingston County United Way to provide 2-1-1 service to their counties. **Search our database online - Visit www.CentralMichigan211.org!**



A program of United Way of Jackson County in partnership with Capital Area United Way, Eaton County United Way, Hillsdale County United Way, Lenawee United Way, LifeWays, and Livingston County United Way.

