

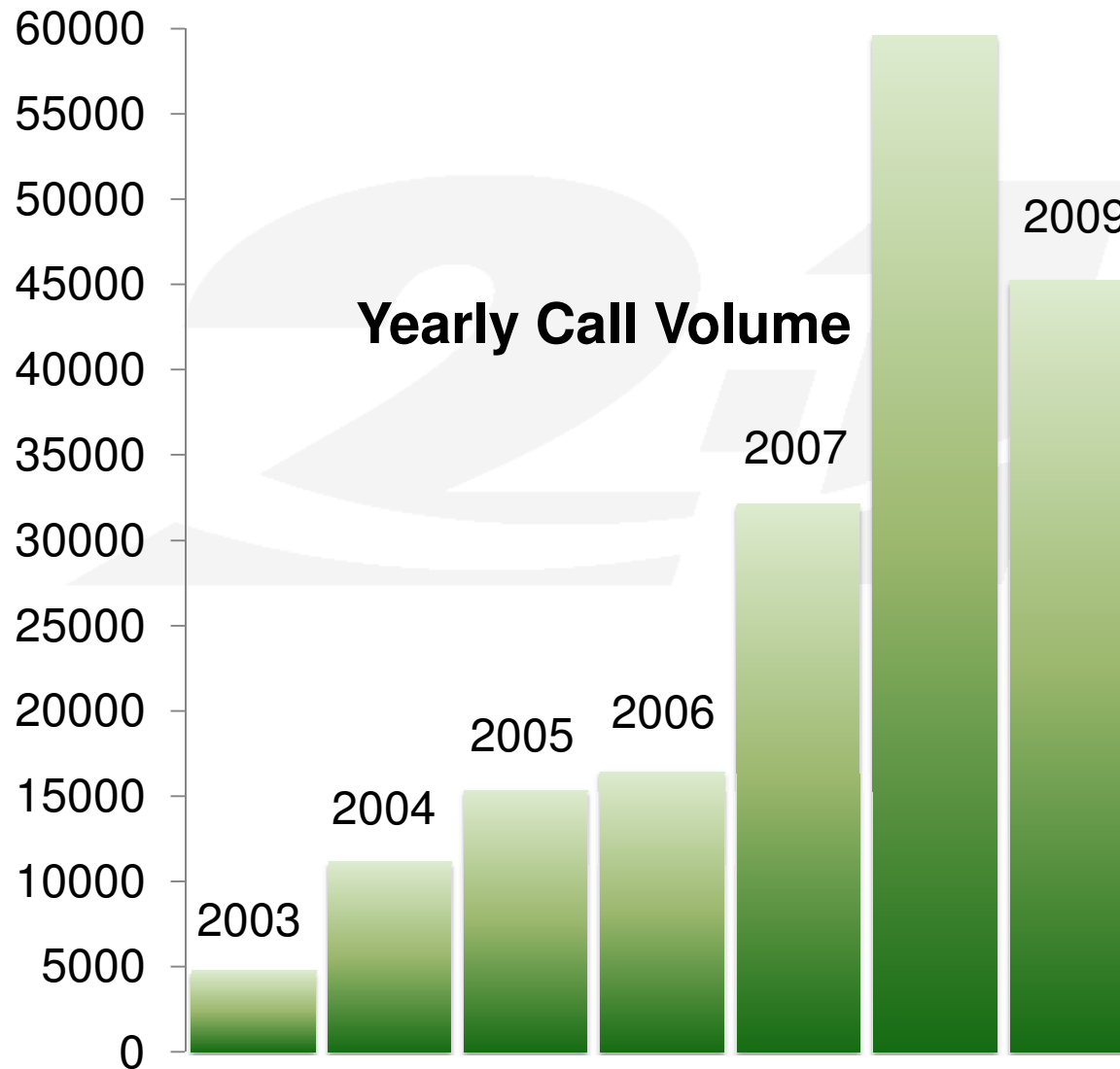


**August 2009  
Community Report**

Toll Free: 866.561.2500

TDD/TTY Accessible: 517.789.2492

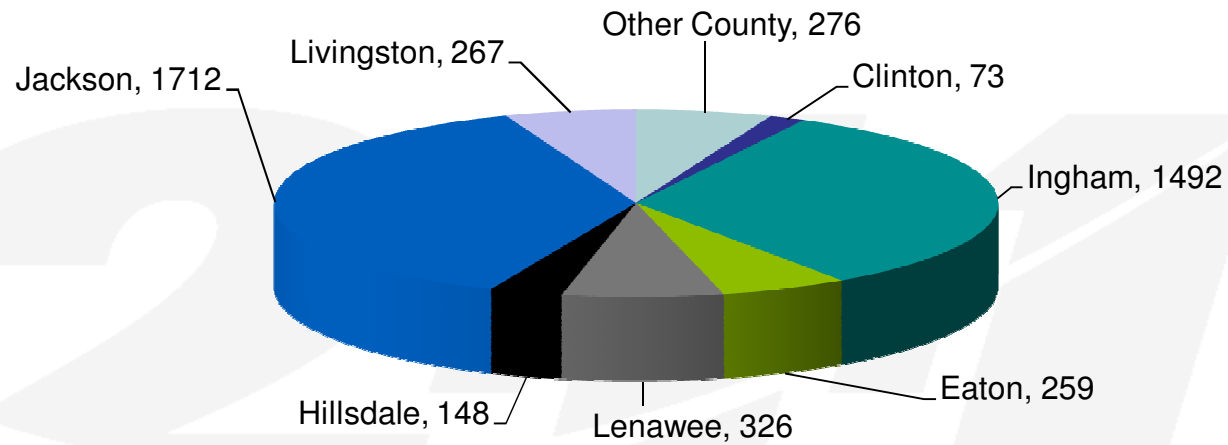
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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.

## August 2009 Call Distribution by County


Total Call Volume – 5,205



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.

# August 2009 Referral Source

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



<b>Repeat Caller</b>	<b>2300</b>
<b>Family/Friend</b>	<b>1388</b>
<b>Non-profit Agency</b>	<b>202</b>
<b>Department of Human Services</b>	<b>136</b>
<b>Medical/Mental Health Provider</b>	<b>77</b>
<b>Church</b>	<b>69</b>
<b>For-Profit Business</b>	<b>55</b>
<b>Newspaper/Magazine</b>	<b>47</b>
<b>Emergency Service Provider</b>	<b>43</b>
<b>Printed Marketing Materials</b>	<b>34</b>
<b>Television</b>	<b>31</b>
<b>County Health Department</b>	<b>23</b>
<b>Other State Governmental Agency</b>	<b>19</b>
<b>Radio</b>	<b>16</b>
<b>Workplace</b>	<b>16</b>
<b>Internet</b>	<b>11</b>
<b>School</b>	<b>11</b>
<b>City/Township Governmental Agency</b>	<b>10</b>
<b>Other County Governmental Agency</b>	<b>10</b>
<b>Community Mental Health</b>	<b>9</b>
<b>Phone Book</b>	<b>4</b>
<b>Michigan Works!</b>	<b>1</b>

# Follow-Up Activity

In August 2009, Central Michigan 2-1-1 completed 330 follow-ups with callers.

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

88% Yes

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

59% Yes  
22% No \*  
9% Did not contact agency  
10% Unknown

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

24% Contact agency – waiting on approval  
21% Other-Ride Available, Not When Desired  
18% Ineligible for Service  
12% Refused service  
7% Contacted Agency for Information Only  
6% Agency out of funds  
6% Did not contact agency  
6% Other

Was your Call Specialist helpful and knowledgeable?

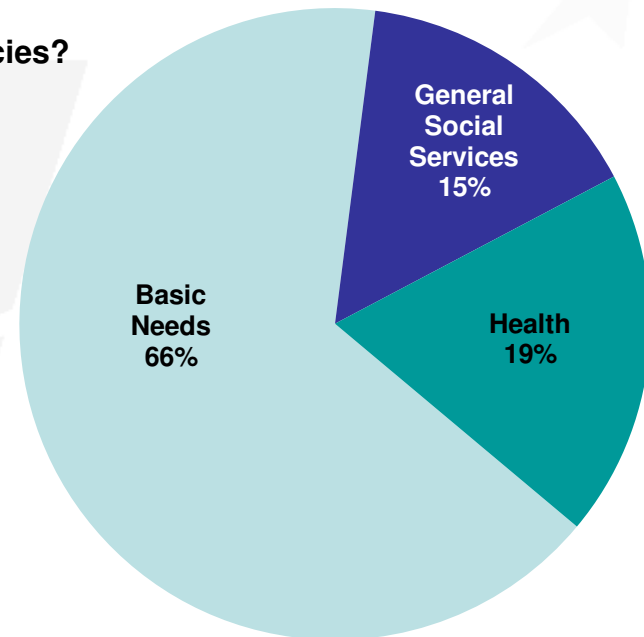
100% Yes

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

100% Yes

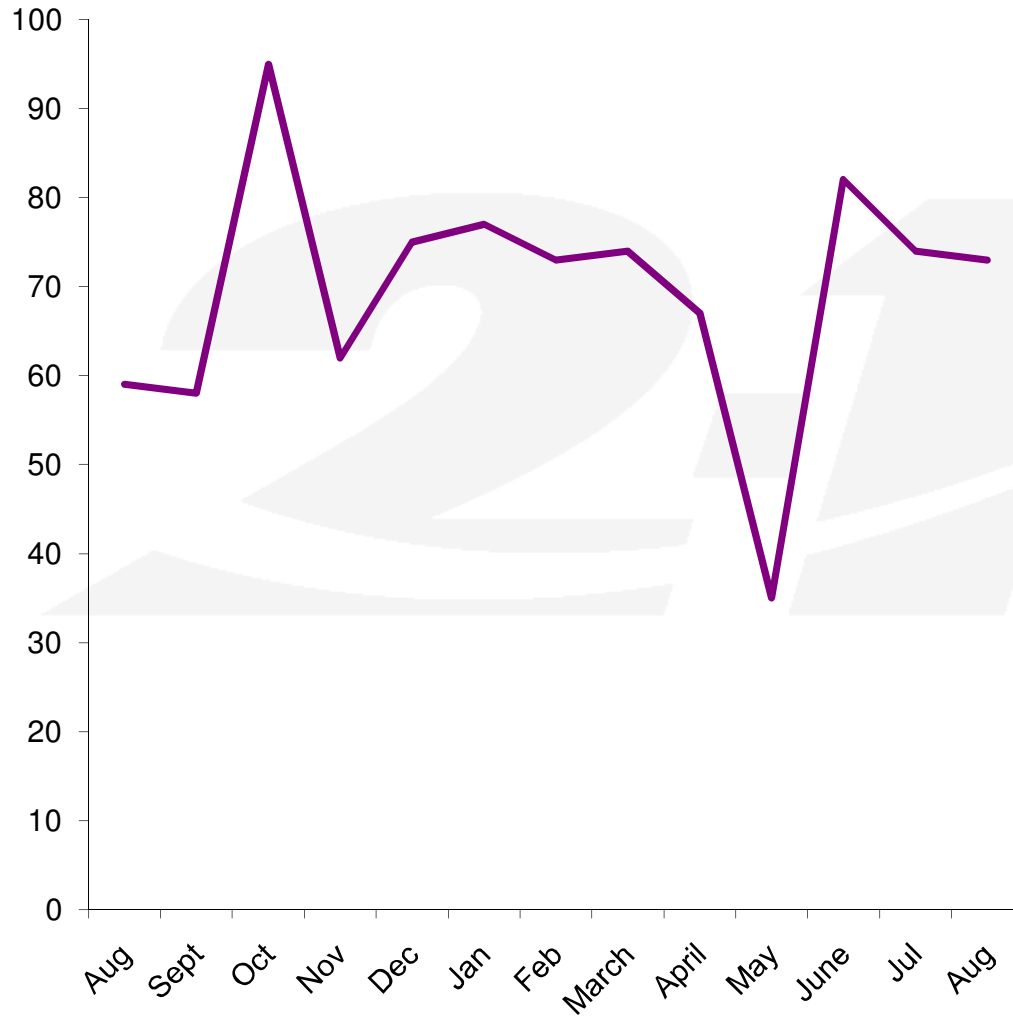
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



# Clinton County Call Volume

Total Call Volume for August: 73



## Top Needs (August 2009)

Rent Payment Assistance	13
Electric Bill Payment Assistance	7
Food Pantries	5
Prescription Expense Assistance	4
Undesignated Temporary Financial Assistance	4
Gas Money	3
General Furniture Provision	3
Home Rehabilitation Programs	3
Adult State/Local Health Insurance Programs	2
Agency Information Request	2

# Clinton County Detail

August 2009

## Call Type

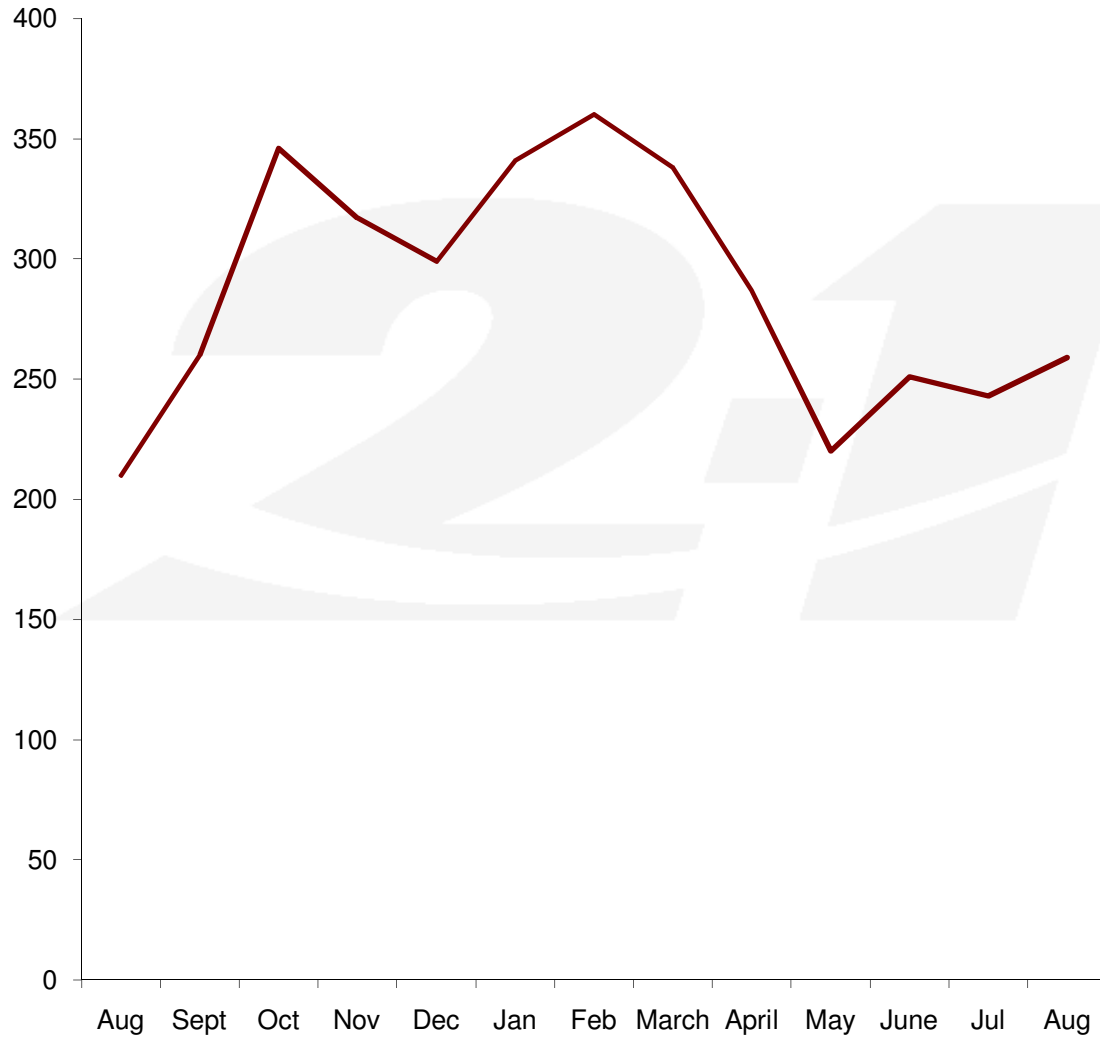
Information	Referral	Advocacy
1	66	0

## Unmet Needs & Reasons

Rent Payment Assistance (5)	3	Client Ineligible/No Documentation
	2	Bill Exceeds Amount Available
	1	Service Inaccessible/Other Reason
Gas Money (3)	3	Service Not Available
Electric Bill Payment Assistance (2)	2	Client Ineligible/No Documentation
Automobile Insurance Payment Assistance (1)	1	Client Ineligible/Target Population Requirement
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement

# Eaton County Call Volume

Total Call Volume for August: 259



Top Needs (August 2009)	
Food Pantries	32
Electric Bill Payment Assistance	31
Agency Information Request	18
Rent Payment Assistance	12
Mortgage Foreclosure Prevention	10
General Dentistry	7
School Supplies	7
Glasses/Contact Lenses	6
Personal/Grooming Supplies	6
Undesignated Temporary Financial Assistance	6

# Eaton County Detail

August 2009

## Call Type

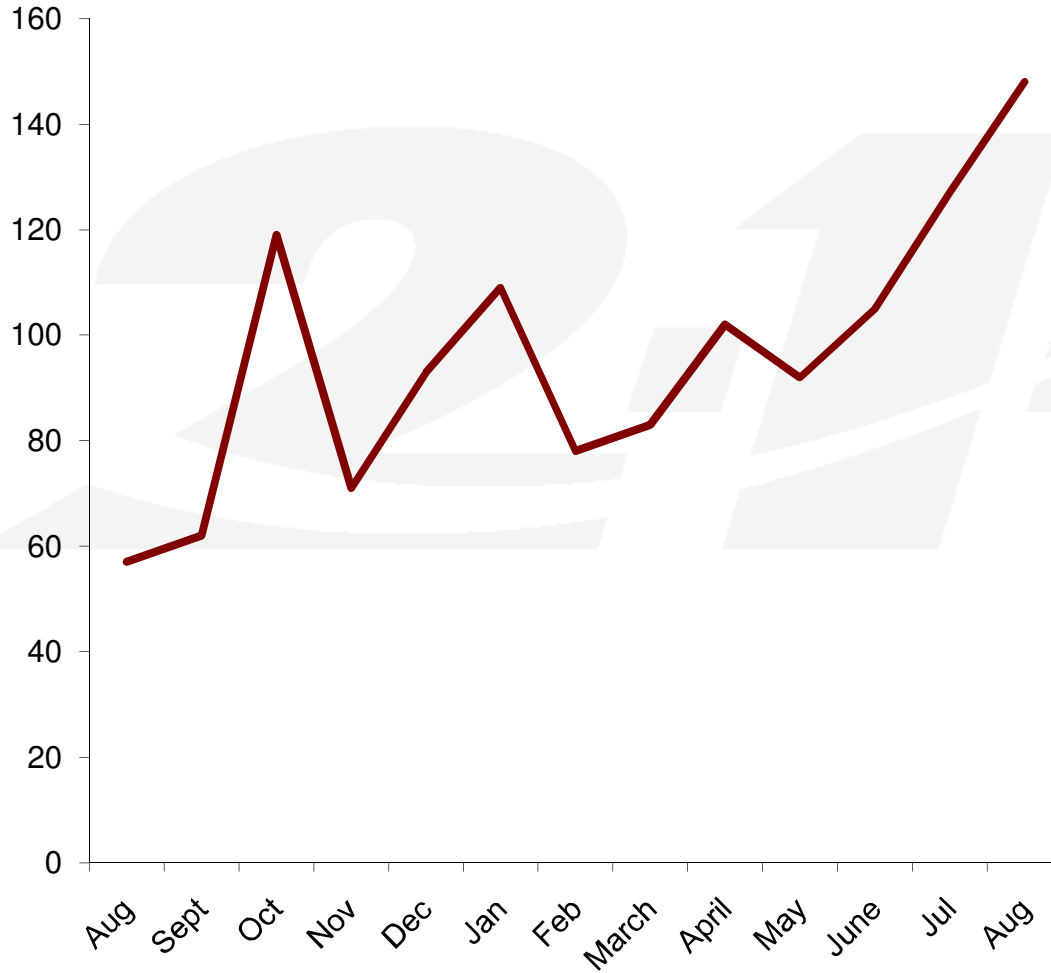
Information	Referral	Advocacy
6	219	0



Unmet Needs & Reasons		
Electric Bill Payment Assistance (6)	4	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Gas Bill Payment Assistance (2)	2	No Immediate Resource Available
Rent Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Client Refused Referral
Diapers (1)	1	No Immediate Resource Available
Domestic Violence Support Groups (1)	1	Client Refused Referral

# Hillsdale County Call Volume

Total Call Volume for August: 148



## Top Needs (August 2009)

Agency Information Request	11
Electric Bill Payment Assistance	11
Gas Money	9
Food Pantries	6
Diapers	5
General Clothing Provision	5
General Legal Aid	5
Low Income/Subsidized Private Rental Housing	5
Prescription Expense Assistance	4
Rent Payment Assistance	4
Adult State/Local Health Insurance Programs	3
Community Clinics	3

# Hillsdale County Detail

August 2009

## Call Type

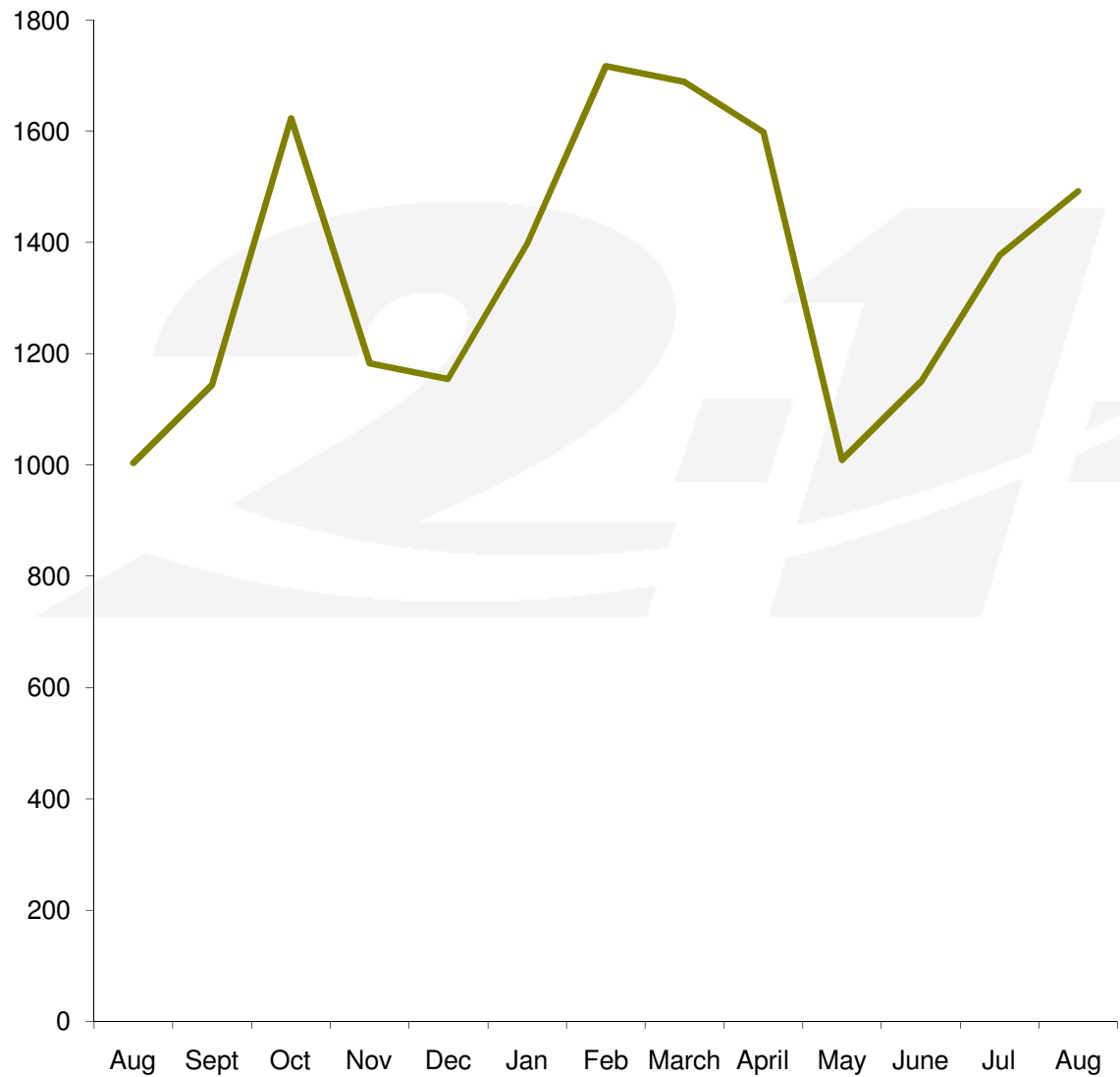
Information	Referral	Advocacy
5	118	0

## Unmet Needs & Reasons

Electric Bill Payment Assistance (6)	4	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
	1	No Immediate Resource Available
Gas Money (6)	6	Service Not Available
Rent Payment Assistance (3)	3	Client Ineligible/No Documentation
School Clothing (3)	3	Registration Full/Past Deadline
School Supplies (3)	3	Registration Full/Past Deadline

# Ingham County Call Volume

Total Call Volume for August: 1492



## Top Needs (August 2009)

Agency Information Request	151
Food Pantries	144
Electric Bill Payment Assistance	104
School Supplies	80
General Furniture Provision	67
Community Shelters	65
Rent Payment Assistance	62
School Clothing	45
Personal/Grooming Supplies	44
General Clothing Provision	33

# Ingham County Detail

August 2009

## Call Type

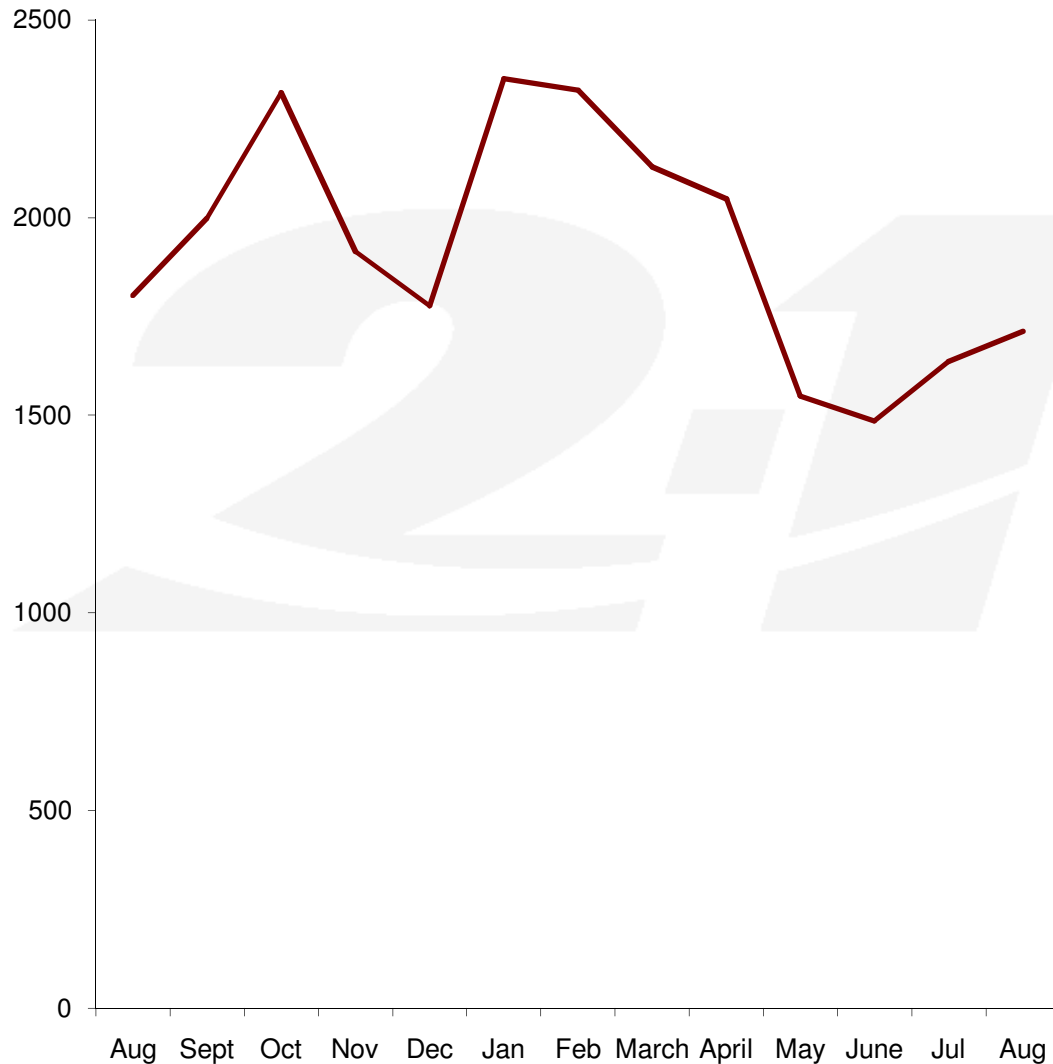
Information	Referral	Advocacy
42	1192	4

## Unmet Needs & Reasons

Electric Bill Payment Assistance (25)	10	Bill Exceeds Amount Available
	9	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
Rent Payment Assistance (16)	9	Client Ineligible/No Documentation
	4	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Prescription Expense Assistance (6)	4	Client Ineligible/Target Population Requirement
	1	Client Ineligible/Other Reason
	1	No Immediate Resource Available
School Supplies (6)	5	Registration Full/Past Deadline
	1	Client Refused Referral
Gas Money (5)	5	Service Not Available

# Jackson County Call Volume

Total Call Volume for August: 1712



Top Needs (August 2009)	
Agency Information Request	176
Food Pantries	161
School Supplies	110
Electric Bill Payment Assistance	109
General Furniture Provision	75
School Clothing	59
Rent Payment Assistance	54
Prescription Expense Assistance	46
Health Care Discount Enrollment Programs	44
Directory Assistance	33
Community Shelters	31

# Jackson County Detail

August 2009

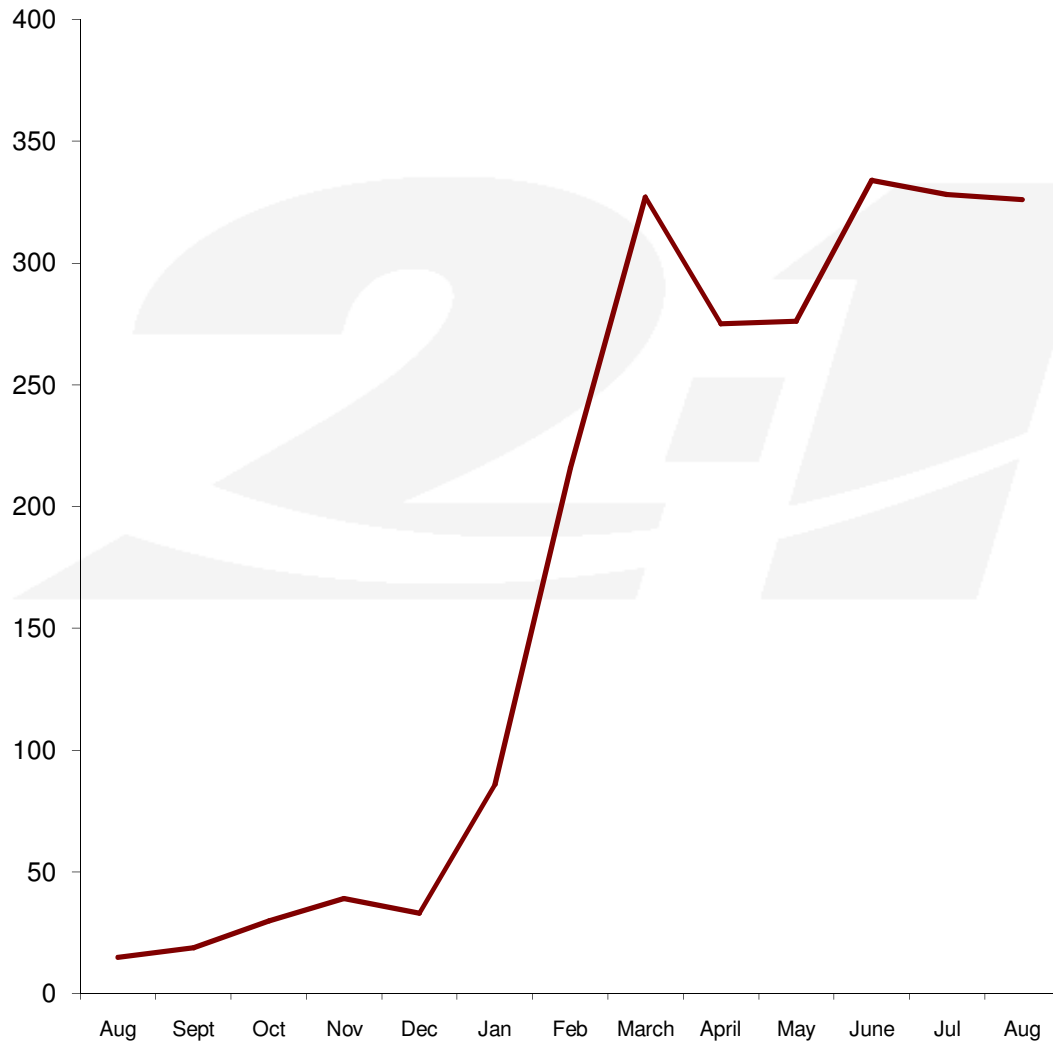
## Call Type

Information	Referral	Advocacy
83	1343	4

Unmet Needs & Reasons		
School Supplies (30)	18	No Immediate Resource Available
	12	Registration Full/Past Deadline
Rent Payment Assistance (23)	16	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Refused Referral
Electric Bill Payment Assistance (16)	9	Bill Exceeds Amount Available
	6	Client Ineligible/No Documentation
	1	Client Refused Referral
Rental Deposit Assistance (9)	7	Client Ineligible/Target Population Requirement
	1	Client Ineligible/No Documentation
	1	No Immediate Resource Available
Automotive Repair (6)	5	Client Ineligible/Target Population Requirement
	1	Bill Exceeds Amount Available

# Lenawee County Call Volume

Total Call Volume for August: 326



Top Needs (August 2009)	
Agency Information Request	33
Electric Bill Payment Assistance	28
Rent Payment Assistance	18
Community Clinics	16
Food Pantries	13
Mortgage Foreclosure Prevention	9
Section 8 Housing Choice Vouchers	9
Directory Assistance	7
Gas Bill Payment Assistance	7
Home Rehabilitation Programs	7
Prescription Expense Assistance	7

# Lenawee County Detail

August 2009

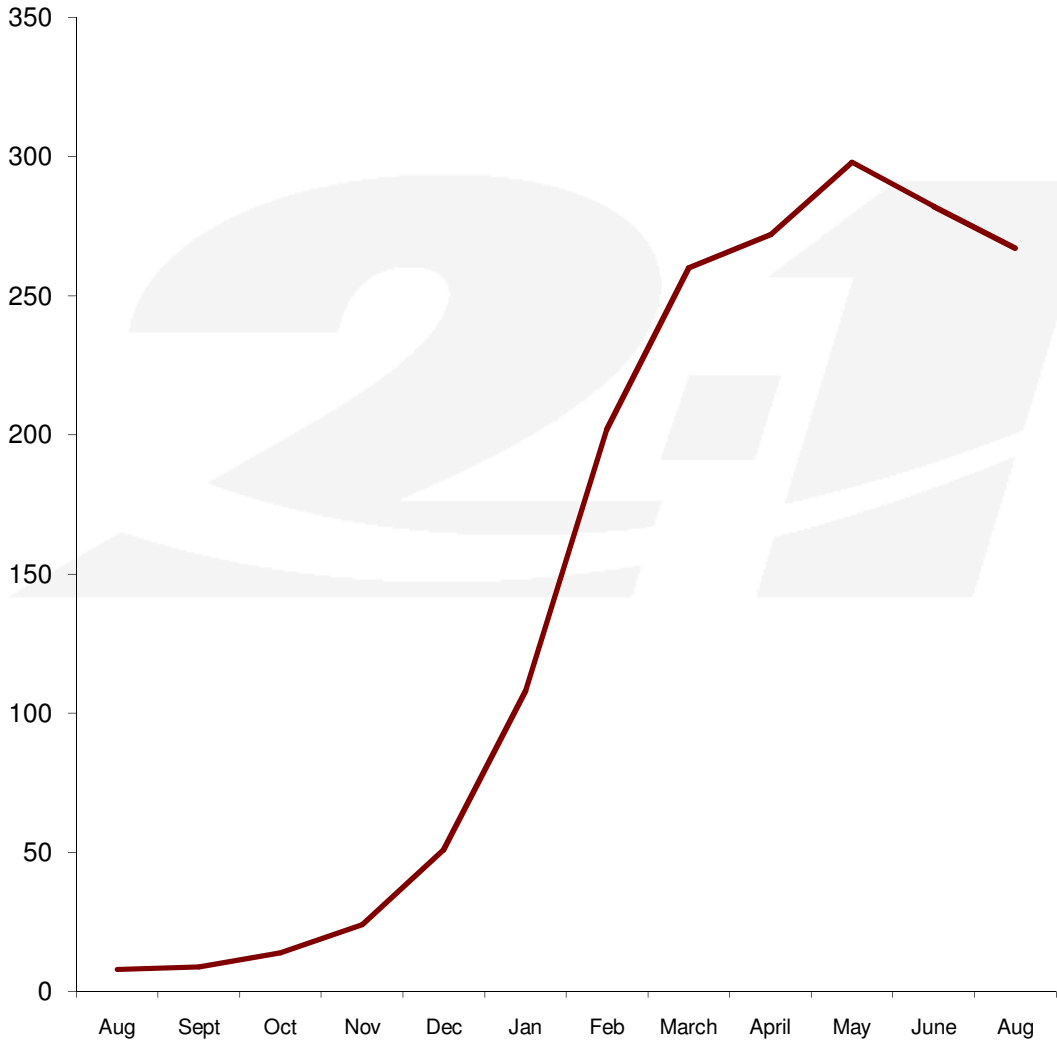
## Call Type

Information	Referral	Advocacy
23	253	0

Unmet Needs & Reasons		
Electric Bill Payment Assistance (7)	4	Client Ineligible/No Documentation
	2	Client Refused Referral
	1	Bill Exceeds Amount Available
School Supplies (7)	4	No Immediate Resource Available
	3	Registration Full/Past Deadline
Rent Payment Assistance (6)	6	Client Ineligible/No Documentation
Prescription Expense Assistance (4)	3	No Immediate Resource Available
	1	Client Ineligible/Previously Assisted
Community Shelters (3)	2	Service Inaccessible/Transportation
	1	Client Refused Referral

# Livingston County Call Volume

Total Call Volume for August: 267



Top Needs (August 2009)	
Food Pantries	20
Electric Bill Payment Assistance	19
Agency Information Request	18
Mortgage Foreclosure Prevention	15
Rent Payment Assistance	14
Community Shelters	10
General Legal Aid	10
Food Stamps	9
General Clothing Provision	9
Home Rehabilitation Programs	7
Community Clinics	6

# Livingston County Detail

August 2009

## Call Type

Information	Referral	Advocacy
5	219	4

Unmet Needs & Reasons		
Gas Money (6)	6	Service Not Available
Rental Deposit Assistance (5)	4	Client Ineligible/Target Population Requirement
	1	Client Ineligible/No Documentation
Bus Fare (4)	4	Service Not Available
Electric Bill Payment Assistance (4)	3	Client Ineligible/No Documentation
	1	Client Ineligible/Other Reason
Community Shelters (3)	3	No Immediate Resource Available

## Giving Help: August 2009

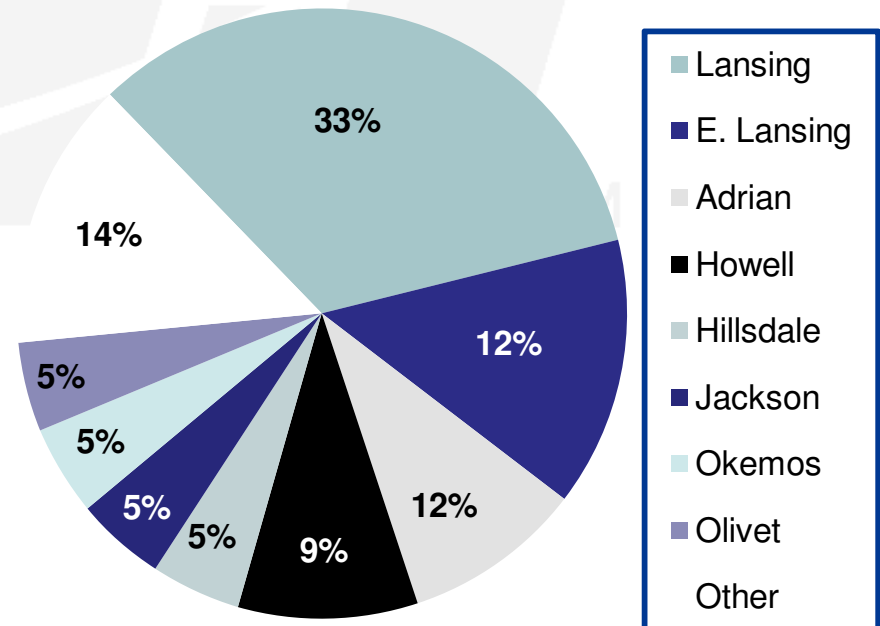
Our monthly report may give the impression that we only take calls related to emergency basic needs. While these comprise a large percentage of our call volume, we also receive many calls from people looking to donate goods or services to the community. This section will illustrate "Give Help" calls on a monthly basis.

### Giving Help: Volunteerism and Donations

#### "Give Help" Calls by Type and Volume

Volunteer Placement	19
Donation Pickups	5
Clothing Donation	4
Furniture Donation	4
Computer Donation	2
Food Donation	2
Wheelchair Donation	2
Appliance Donation	1
Bedding/Linen Donation	1
Cell Phone Donation	1
Kitchenware Donation	1
Medical Supplies Donation	1
Tools/Equipment Donation	1
Vehicle Donation	1

#### Top "Give Help" Cities (% of total "Give Help" calls)



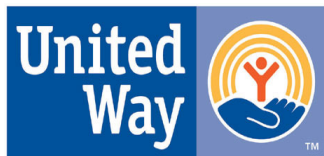
Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the 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 Resource Genesee & Shiawassee United Way with the hope of providing 2-1-1 service to their counties in the future.

**Search our database online - Visit [www.CentralMichigan211.org](http://www.CentralMichigan211.org)!**



A partnership of  
Capital Area United Way,  
Eaton County United Way,  
Resource Genesee,  
Hillsdale County United Way,  
United Way of Jackson County,  
Lenawee United Way,  
LifeWays,  
Livingston County United Way &  
Shiawassee United Way

