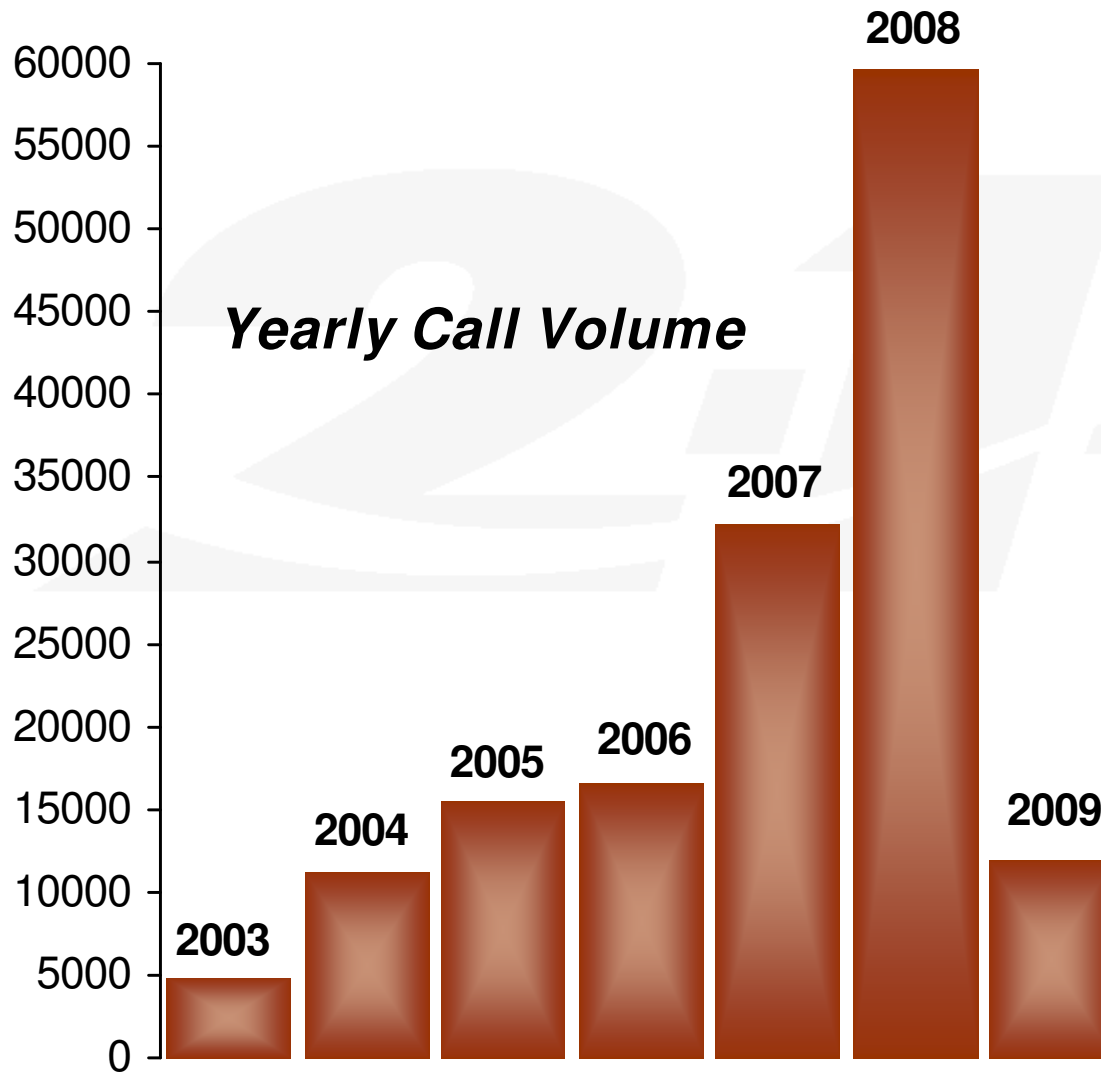




**February 2009  
Community Report**

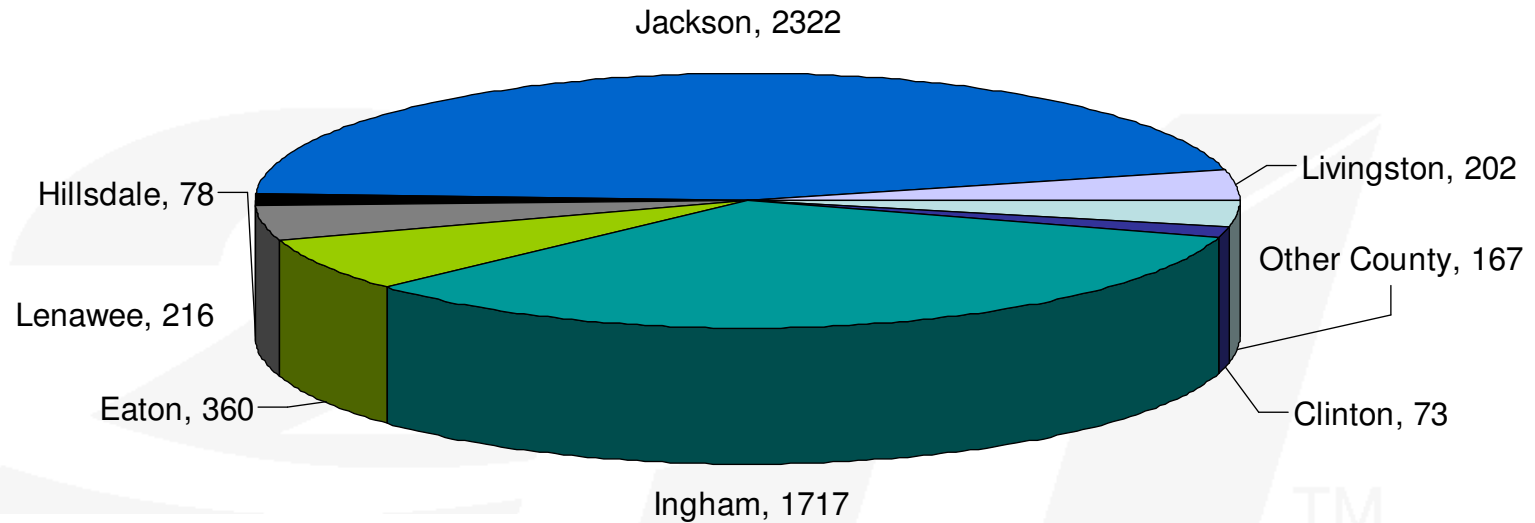
Toll Free: 866.561.2500  
TDD/TTY Accessible: 517.789.2492  
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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.

## February 2009 Call Distribution by County

Total Call Volume - 6,310

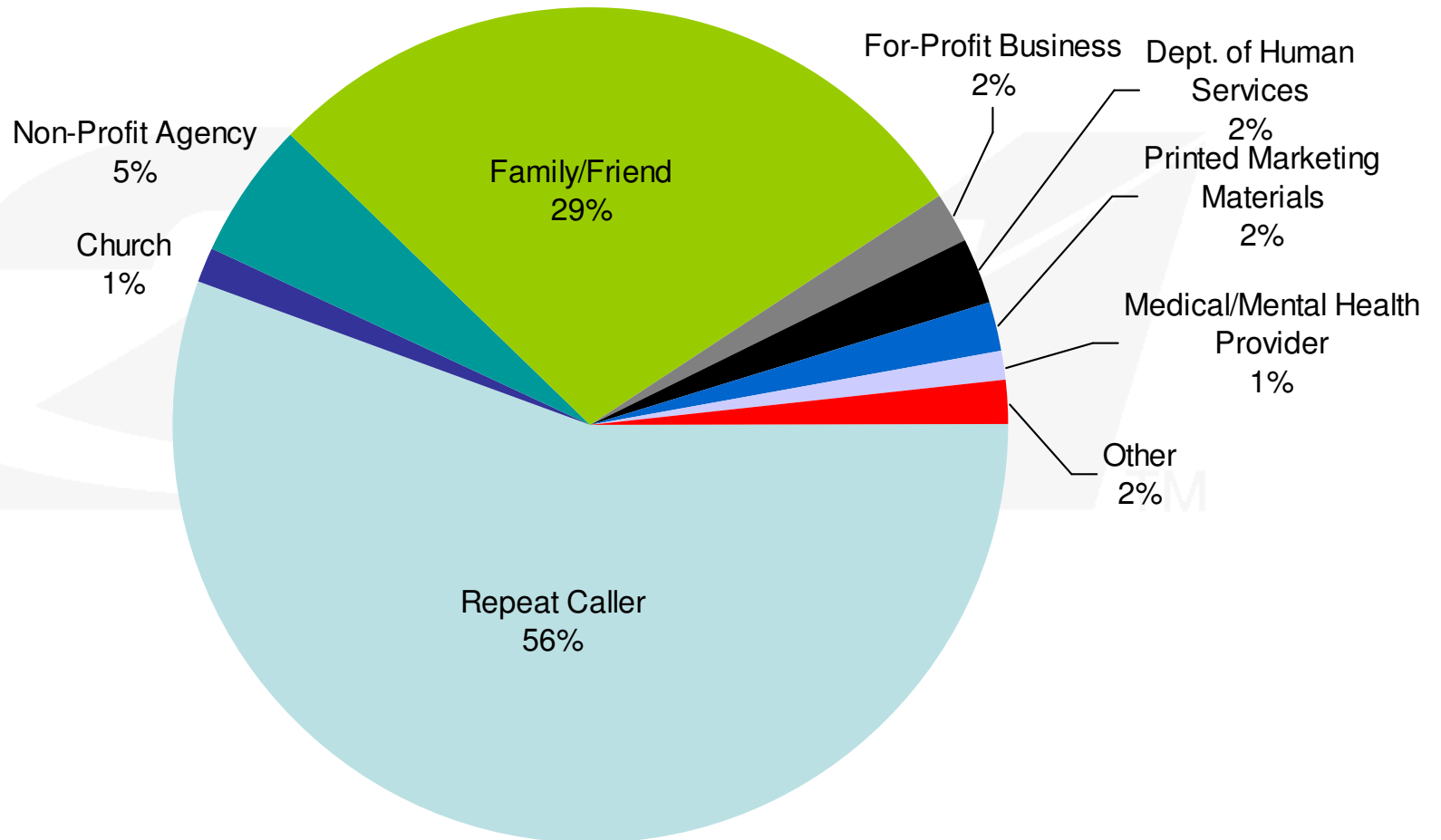


2-1-1 strengthens the community by uniting those who need help with those who can give it. Also, in times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise next week or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

*It's VITA season once again. VITA is a free tax preparation service for low and middle-income clients; Central Michigan 2-1-1 provides scheduling and eligibility determination assistance to the program each year. Since January 1, 2009, 2-1-1 has received 1,711 VITA calls.*

# February 2009 Referral Source

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



# Follow-Up Activity

In February 2009, Central Michigan 2-1-1 completed 75 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?

77.6% Yes  
17.2% No \*  
5.2% Did not contact agency

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

40% Contact agency – waiting on approval  
20% Refused Service  
20% Service not available from agency  
20% Agency out of funds

Was your Call Specialist helpful and knowledgeable?

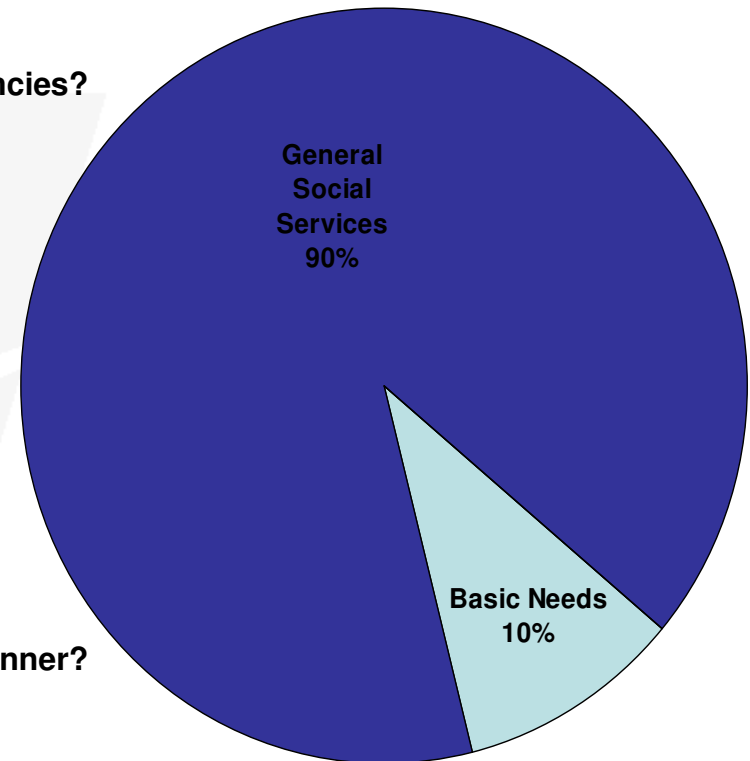
100% Yes

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

100% Yes

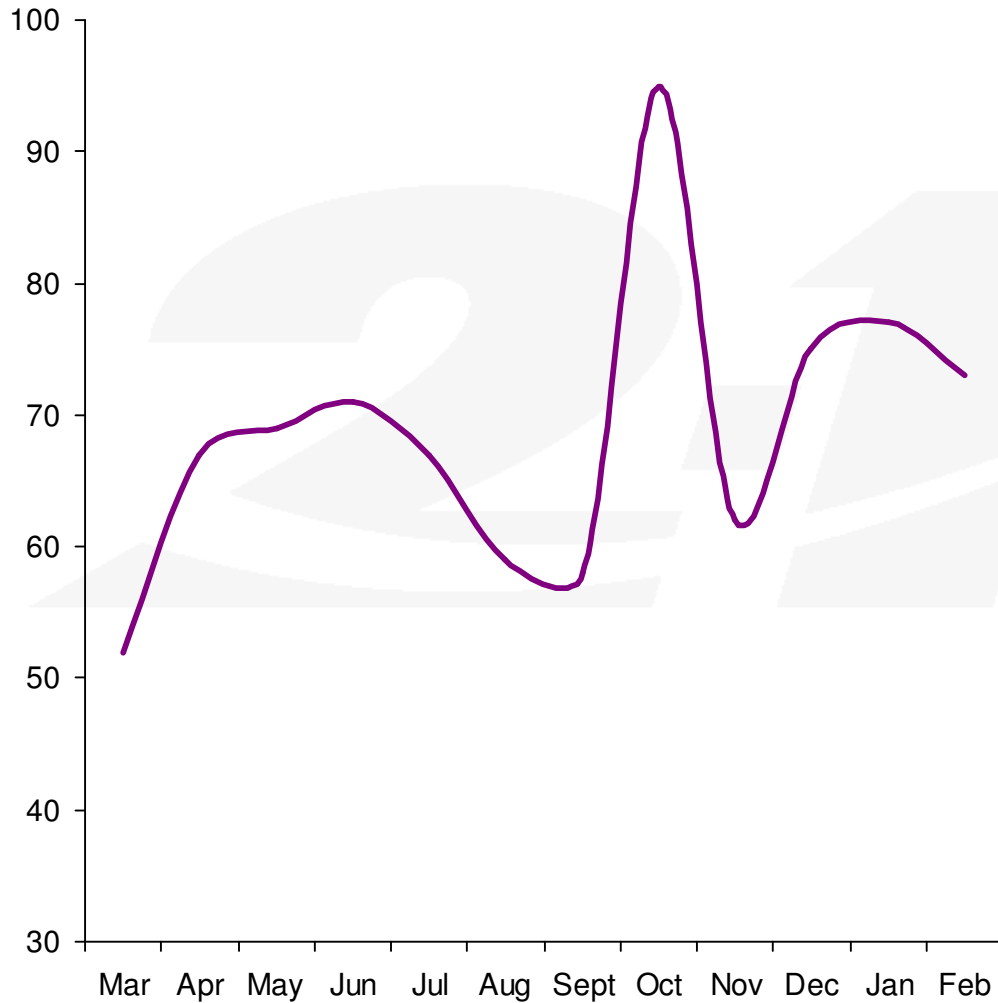
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



# Clinton County Call Volume

Total Call Volume for February: 73



## Top Needs (February 2009)

VITA Program Sites	12
Agency Information Request	8
Food Pantries	6
Prescription Expense Assistance	6
Adult State/Local Health Insurance Programs	4
Mortgage Foreclosure Prevention	4
Community Mental Health Agencies	3
Electric Bill Payment Assistance	3
Prescription Drug Patient Assistance Programs	3
Gas Bill Payment Assistance	2

# Clinton County Detail

February 2009

## Call Type

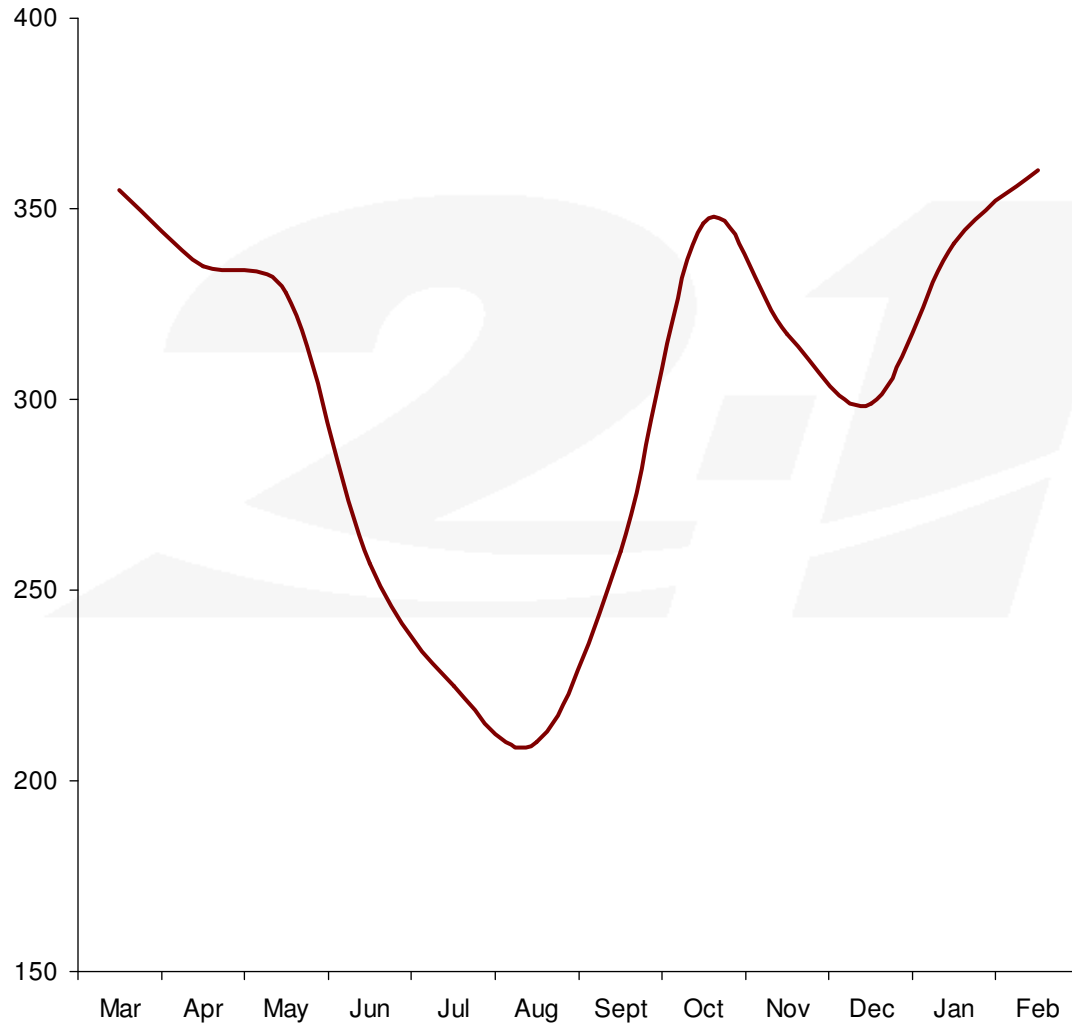
Information	Referral	Advocacy
4	60	1

## Unmet Needs & Reasons

Community Mental Health Agencies (1)	1	Service Inaccessible/Cost
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
Pest Control (1)	1	Service Not Available

# Eaton County Call Volume

Total Call Volume for February: 360



## Top Needs (February 2009)

VITA Program Sites	130
Agency Information Request	54
Electric Bill Payment Assistance	19
General Dentistry	14
Food Pantries	13
Rent Payment Assistance	10
Adult State/Local Health Insurance Programs	7
Food Cooperatives	6
General Furniture Provision	6
Heating Fuel Bill Payment Assistance	6

# Eaton County Detail

February 2009

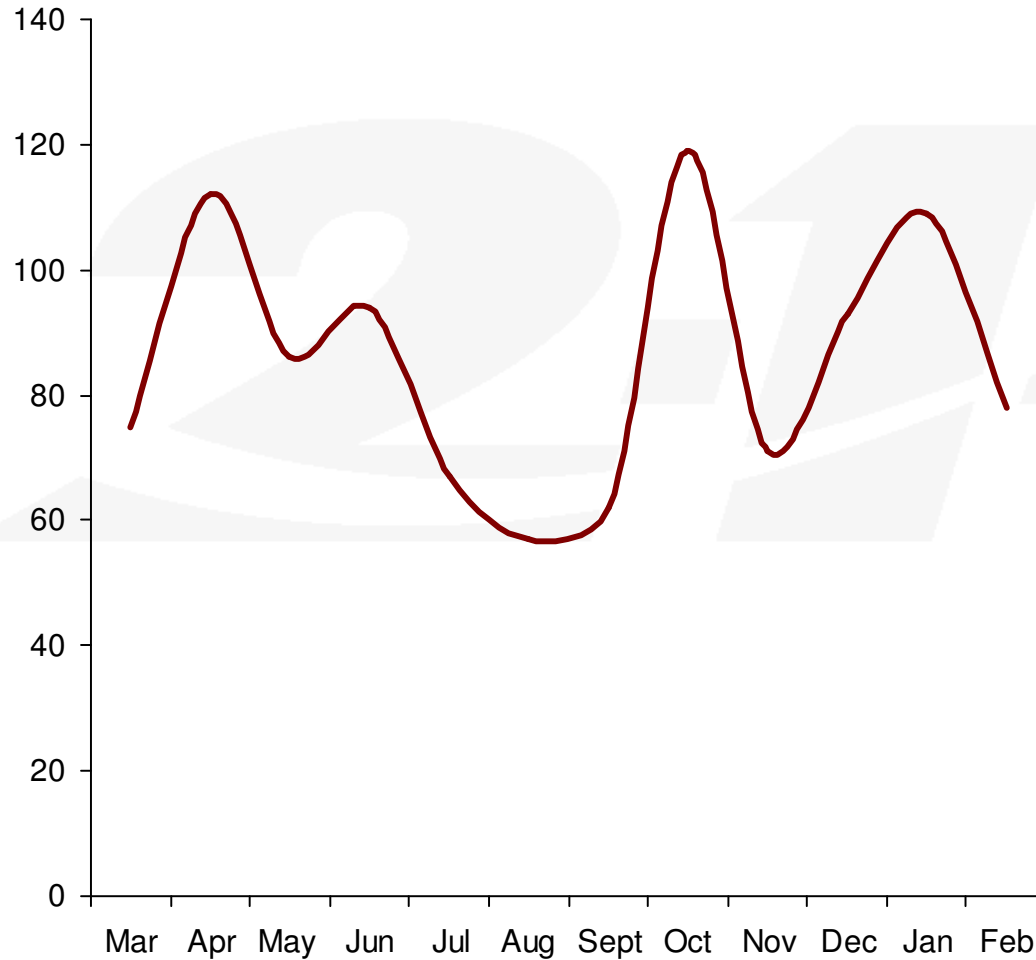
## Call Type

Information	Referral	Advocacy
26	279	2

Unmet Needs & Reasons		
VITA Program Sites (5)	3	No Immediate Resource Available
	1	Client Refused Referral
	1	Registration Full/Past Deadline
Electric Bill Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Client Refused Referral
Heating Fuel Bill Payment Assistance (2)	1	Client Ineligible/Target Population Requirement
	1	No Immediate Resource Available
Appliance Repair (1)	1	Service Not Available
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement

# Hillsdale County Call Volume

Total Call Volume for February: 109



## Top Needs (February 2009)

Agency Information Request	14
Electric Bill Payment Assistance	6
VITA Program Sites	6
Earned Income Credit Information	3
General Legal Aid	3
Low Income/Subsidized Private Rental Housing	3
Adult State/Local Health Insurance Programs	2
Community Clinics	2
Community Mental Health Agencies	2
Directory Assistance	2
Food Pantries	2
Heating Fuel Bill Payment Assistance	2

# Hillsdale County Detail

February 2009

## Call Type

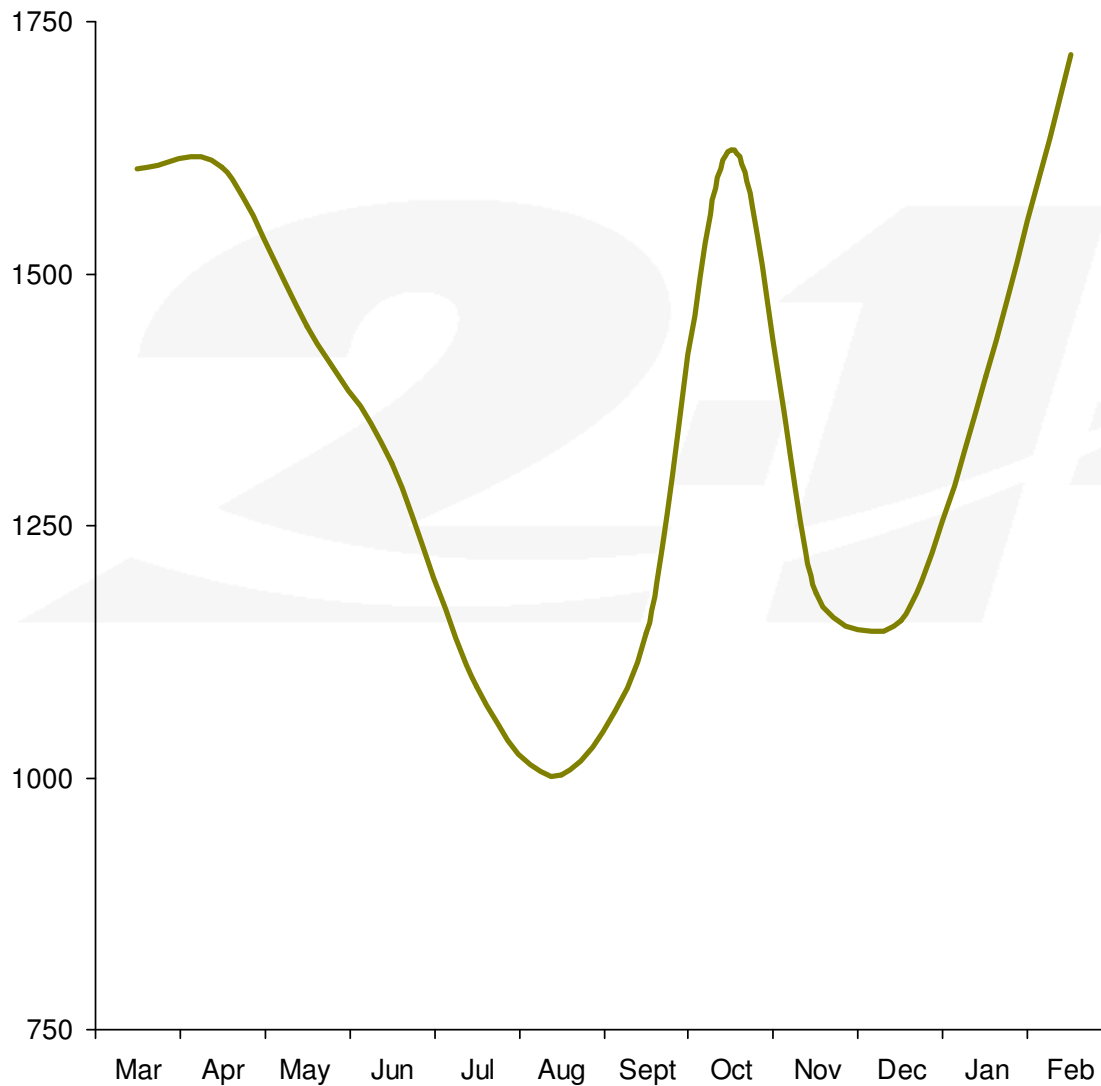
Information	Referral	Advocacy
4	62	0

## Unmet Needs & Reasons

Telephone Bill Payment Assistance (2)	2	Service Not Available
Automobile Payment Assistance (1)	1	Service Not Available
Cell Phone Donation (1)	1	Service Inaccessible/Other Reason
Cruelty To Animals Investigation (1)	1	No Immediate Resource Available
Electric Bill Payment Assistance (1)	1	Bill Exceeds Amount Available

# Ingham County Call Volume

Total Call Volume for February: 1717



## Top Needs (February 2009)

VITA Program Sites	592
Agency Information Request	302
Electric Bill Payment Assistance	71
Food Pantries	65
Rent Payment Assistance	58
General Furniture Provision	36
General Legal Aid	31
Mortgage Foreclosure Prevention	23
Property Tax Payment Assistance	23
Community Shelters	22

# Ingham County Detail

February 2009

## Call Type

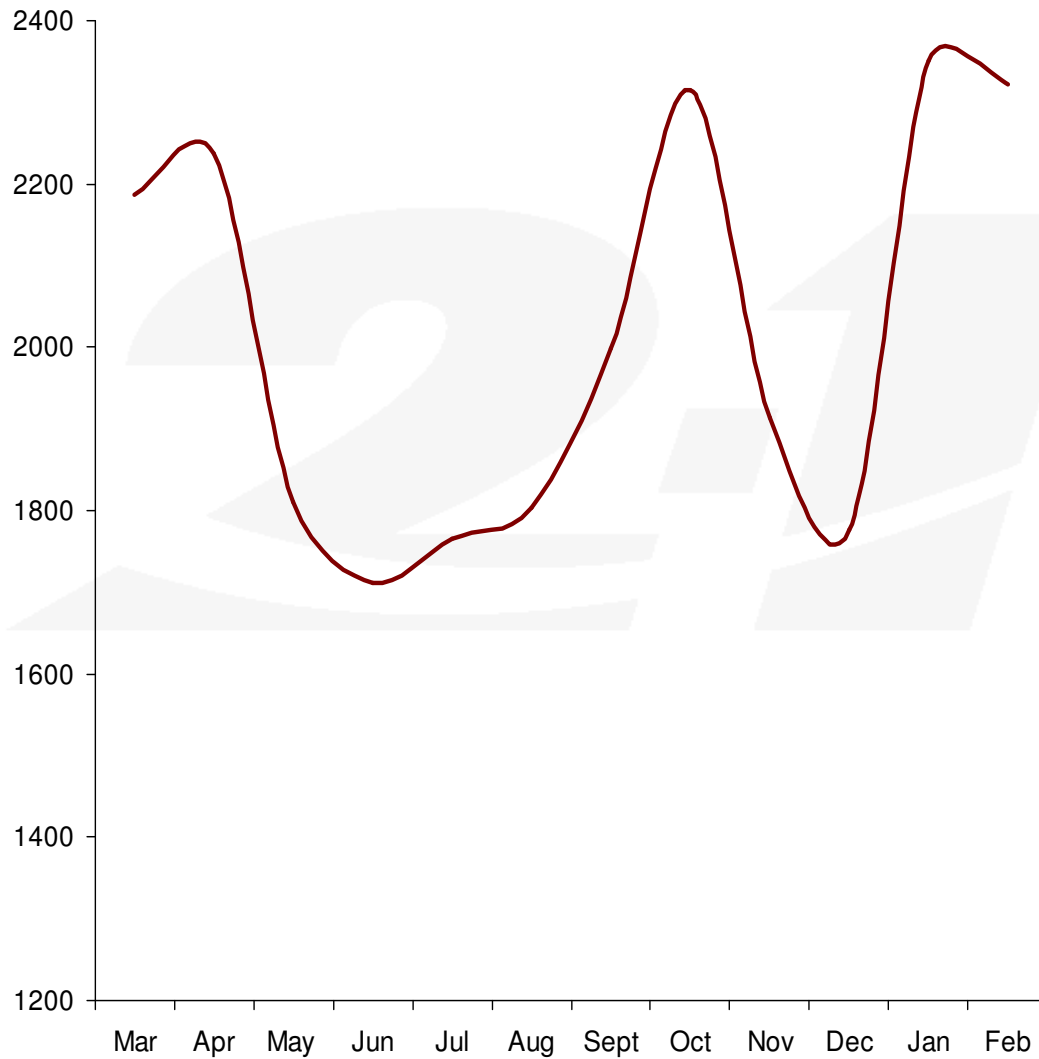
Information	Referral	Advocacy
142	1342	8

### Unmet Needs & Reasons

Rent Payment Assistance (17)	6	Client Ineligible/No Documentation
	4	Bill Exceeds Amount Available
	3	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (12)	9	Client Ineligible/No Documentation
	2	Client Ineligible/Previously Assisted
	1	Client Ineligible/Target Population Requirement
VITA Program Sites (7)	3	Client Refused Referral
	2	Service Inaccessible/Hours
	1	Client Ineligible/Target Population Requirement
Automotive Repair (2)	2	Client Ineligible/Target Population Requirement
Community Shelters (2)	1	No Immediate Resource Available
	1	Registration Full/Past Deadline

# Jackson County Call Volume

Total Call Volume for February: 2322



## Top Needs (February 2009)

VITA Program Sites	757
Agency Information Request	549
Health Care Discount Enrollment Programs	71
Electric Bill Payment Assistance	66
Food Pantries	66
General Furniture Provision	53
Rent Payment Assistance	43
General Dentistry	32
Directory Assistance	31
Prescription Expense Assistance	30
Community Clinics	26

# Jackson County Detail

February 2009

## Call Type

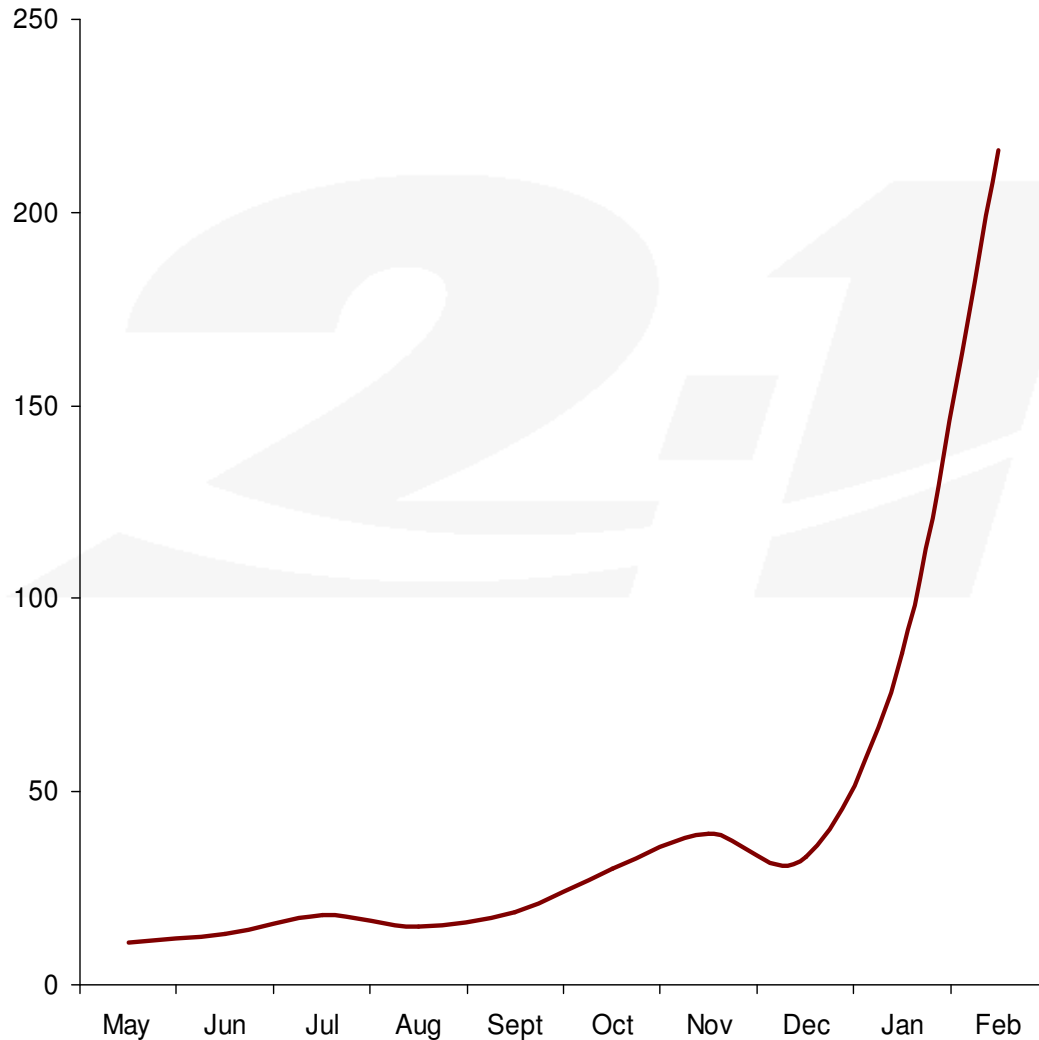
Information	Referral	Advocacy
271	1673	14

## Unmet Needs & Reasons

Rent Payment Assistance (12)	8	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
	1	Bill Exceeds Amount Available
Electric Bill Payment Assistance (9)	6	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	No Immediate Resource Available
VITA Program Sites (8)	3	Client Refused Referral
	3	No Immediate Resource Available
	1	Service Inaccessible/Hours
Medical Transportation (3)	2	No Immediate Resources Available
	1	Service Inaccessible/Cost
Telephone Bill Payment Assistance (3)	3	Service Not Available

# Lenawee County Call Volume

Total Call Volume for February: 216



## Top Needs (February 2009)

Agency Information Request	34
Electric Bill Payment Assistance	16
VITA Program Sites	14
Community Clinics	9
Rent Payment Assistance	9
Gas Bill Payment Assistance	8
General Legal Aid	6
Housing Search Assistance	6
Mortgage Foreclosure Prevention	6
Food Pantries	5
Heating Fuel Bill Payment Assistance	5

# Lenawee County Detail

February 2009

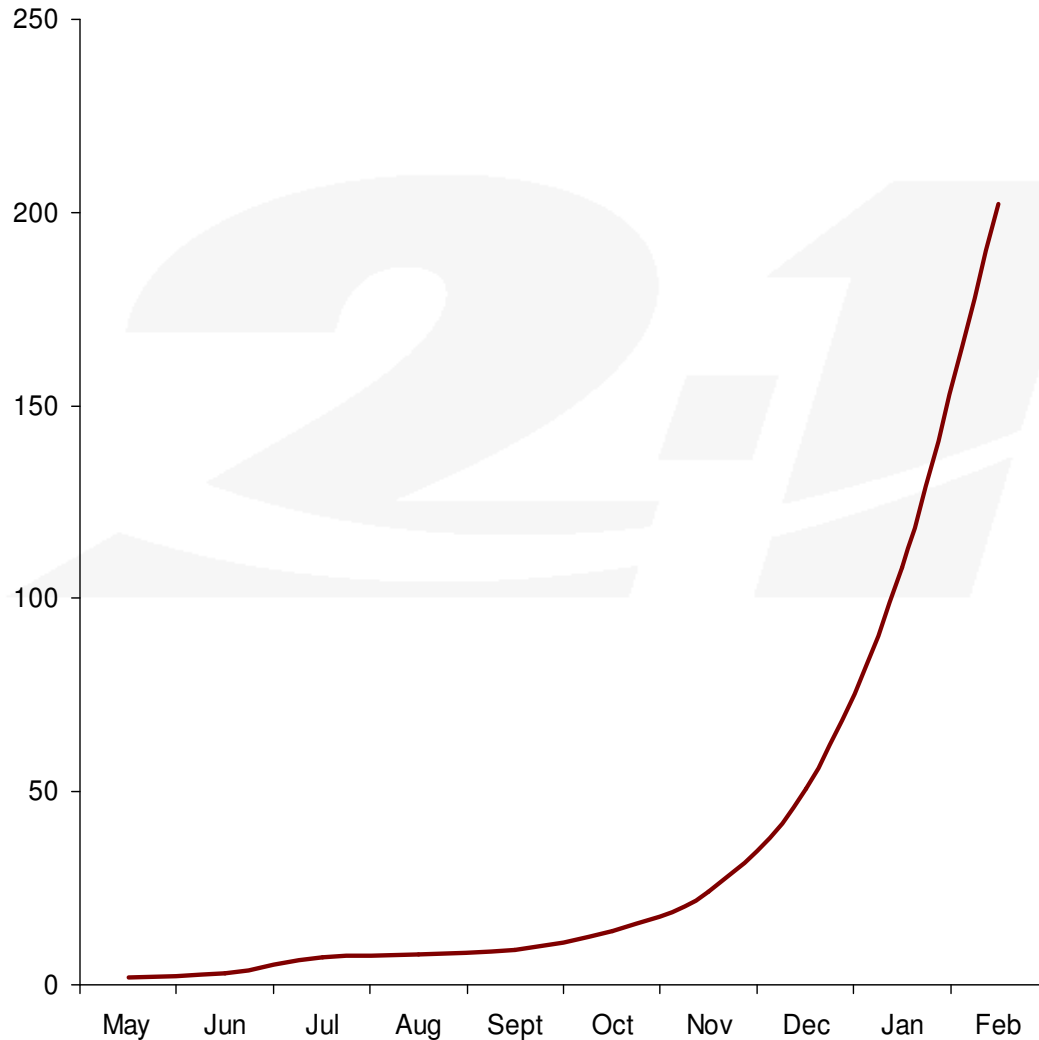
## Call Type

Information	Referral	Advocacy
11	176	2

Unmet Needs & Reasons		
Adult State/Local Health Insurance Programs (3)	3	Service Not Available
Electric Bill Payment Assistance (3)	2	Client Ineligible/No Documentation
	1	No Immediate Resource Available
Appliances (2)	2	No Immediate Resource Available
Gas Bill Payment Assistance (2)	1	Client Refused Referral
	1	Bill Exceeds Amount Available
Anger Management (1)	1	No Immediate Resource Available
Appliance Repair (1)	1	Service Not Available

# Livingston County Call Volume

Total Call Volume for February: 202



## Top Needs (February 2009)

Agency Information Request	50
Rent Payment Assistance	12
Electric Bill Payment Assistance	10
Food Pantries	10
Low Income/Subsidized Private Rental Housing	8
Community Shelters	7
Undesignated Temporary Financial Assistance	7
Automotive Repair	6
Food Cooperatives	6
Food Stamps	6
VITA Program Sites	6

# Livingston County Detail

February 2009

## Call Type

Information	Referral	Advocacy
8	150	0

## Unmet Needs & Reasons

Rent Payment Assistance (5)	4	Client Ineligible/No Documentation
	1	Client Ineligible/Target Population Requirement
Medical Supplies Donation Programs (3)	2	Service Not Available
	1	No Immediate Resource Available
Community Clinics (2)	2	No Immediate Resource Available
Home Maintenance And Minor Repair Services (2)	2	Service Not Available
Automobile Insurance Payment Assistance (1)	1	Service Not 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](http://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.

