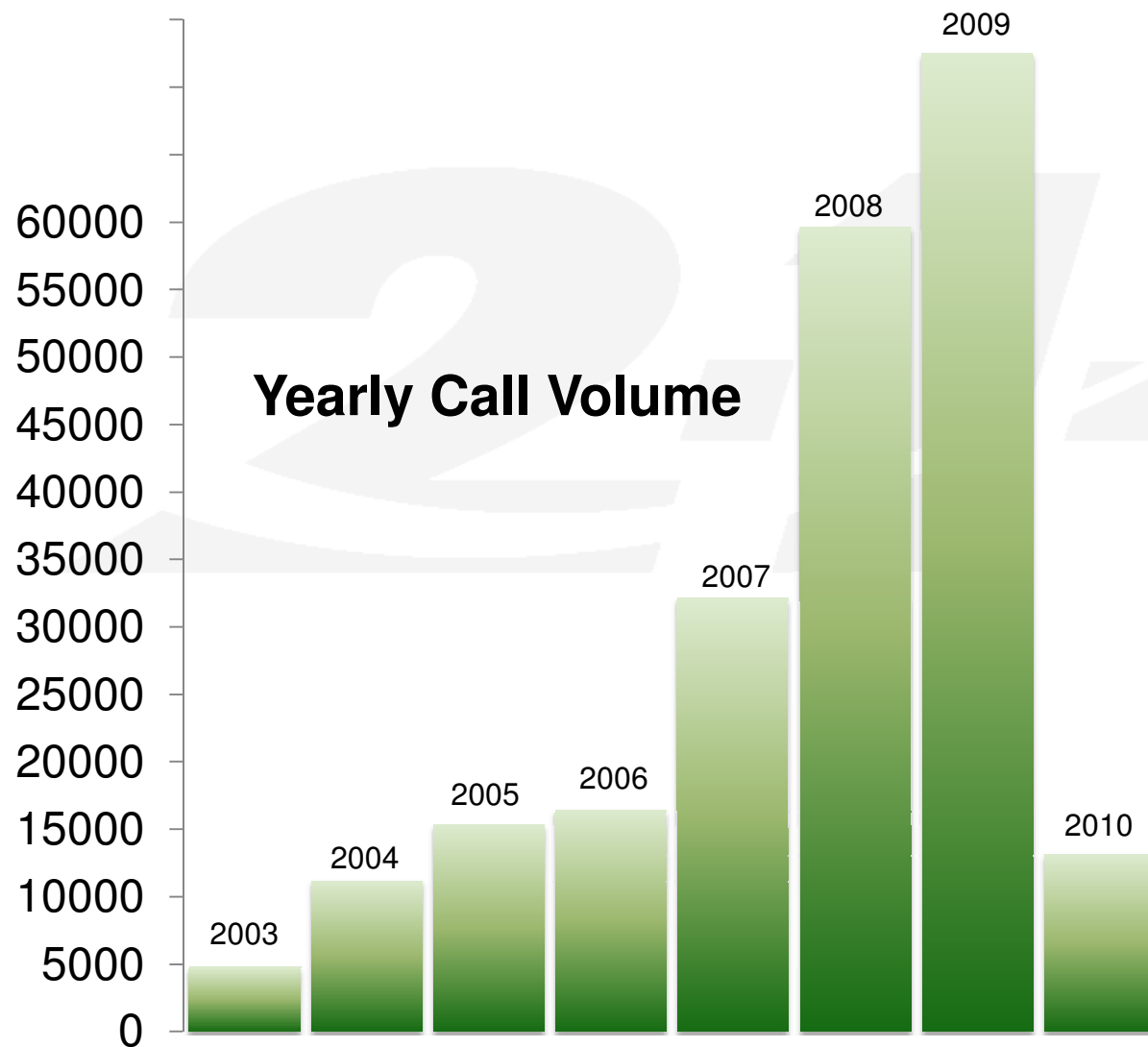




**February 2010
Community Report**

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.

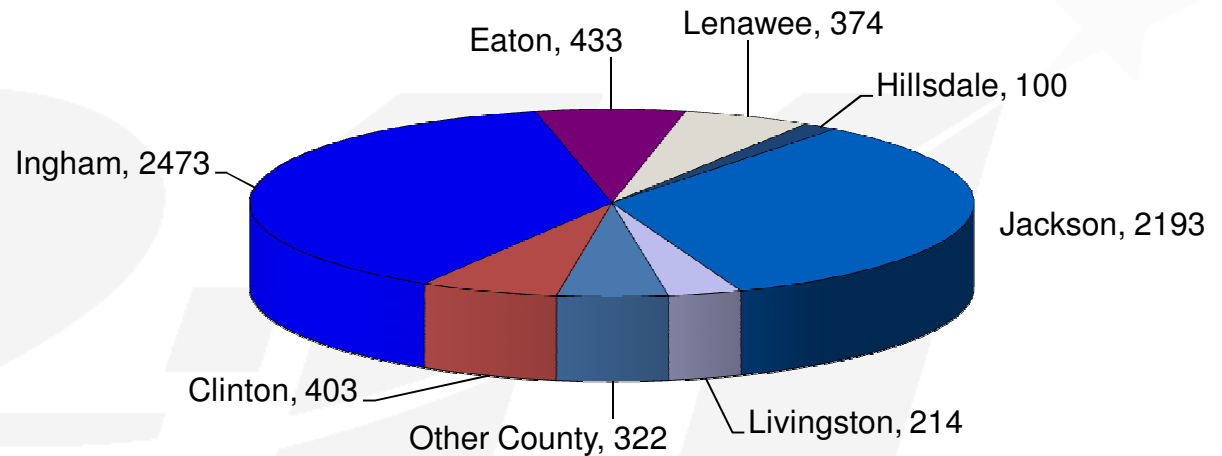
Call Distribution by County

Total Call Volume, February 2010 – 6,512

During February, Central Michigan 2-1-1 took 6,512 calls.

During the same month of 2009, Central Michigan 2-1-1 took 5,133 calls.


This is a 27% increase between years.



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.

Referral Source

Where the caller heard about Central Michigan 2-1-1



Repeat Caller	3552
Family/Friend	1708
Non-profit Agency	291
Department of Human Services	152
Television	123
For-profit Business	94
Newspaper/Magazine	76
Printed Marketing Materials	64
Municipal Utility Company	63
Medical/Mental Health Provider	54
Public Utility Company	49
Workplace	46
Church	29
City/Township Governmental Agency	24
Internet	20
Michigan Works!	18
Radio	17
Emergency Service Provider	16
Other County Governmental Agency	13
Other State Governmental Agency	13
Community Mental Health	12
Phone Book	12
School	12
County Health Department	8
Billboard	5

Follow-Up Activity

In February 2010, Central Michigan 2-1-1 completed 424 follow-ups with callers.

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

95% Yes

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

67% Yes
21% No *
12% Did not contact agency/Unknown

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

21% Contacted Agency – waiting on approval
18% Service Inaccessible/Transportation
16% Ineligible for Service
14% Service not available from agency
7% Did Not Contact agency
5% Agency out of Funds
19% Other

Was your Call Specialist helpful and knowledgeable?

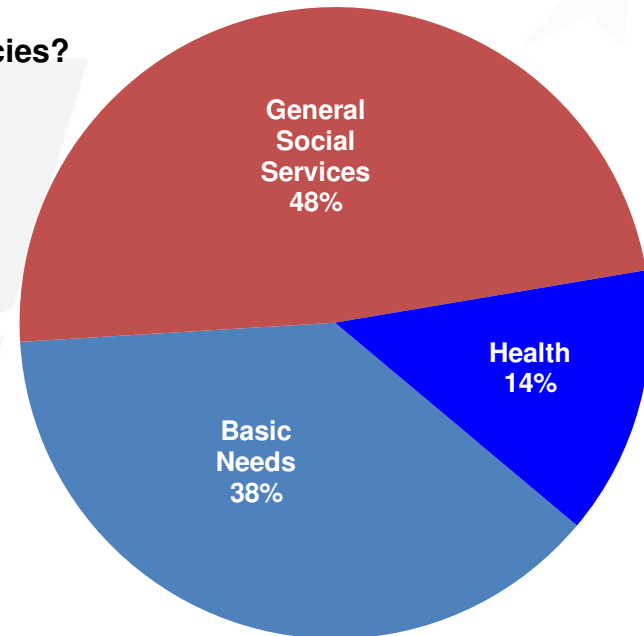
97% Yes

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

99% Yes

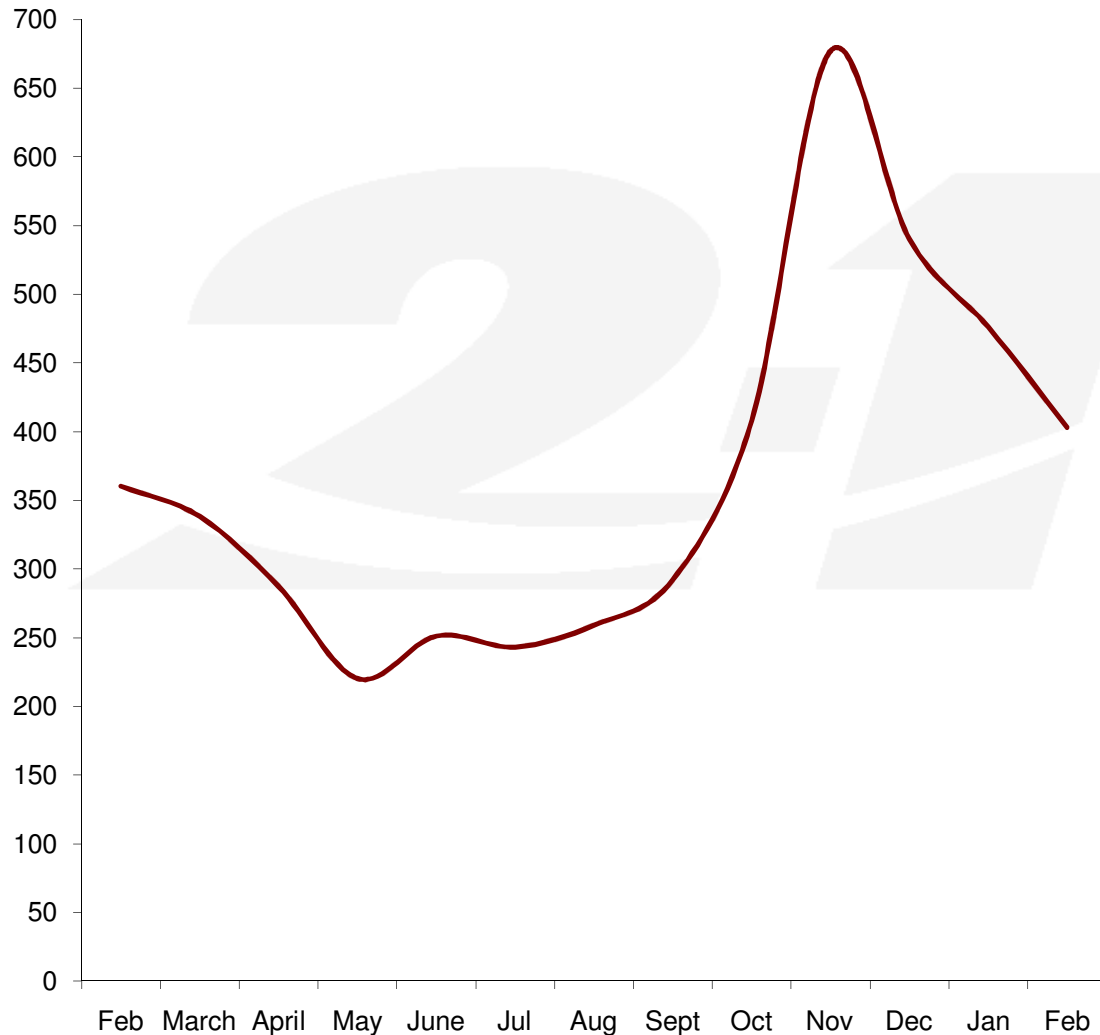
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



Clinton County Call Volume

Total Call Volume for February: 403

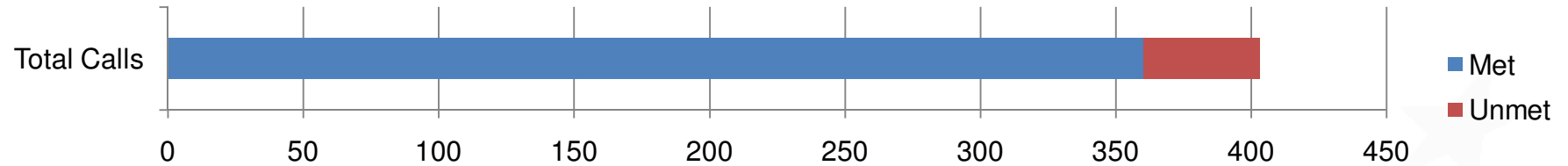


February's Top Needs

VITA Program Sites	177
Electric Bill Payment Assistance	15
State Income Tax Information	13
Prescription Expense Assistance	12
General Legal Aid	9
Community Shelters	8
Food Pantries	8
Rent Payment Assistance	7
Earned Income Credit Information	6
Directory Assistance	5

Clinton County Detail

February 2010

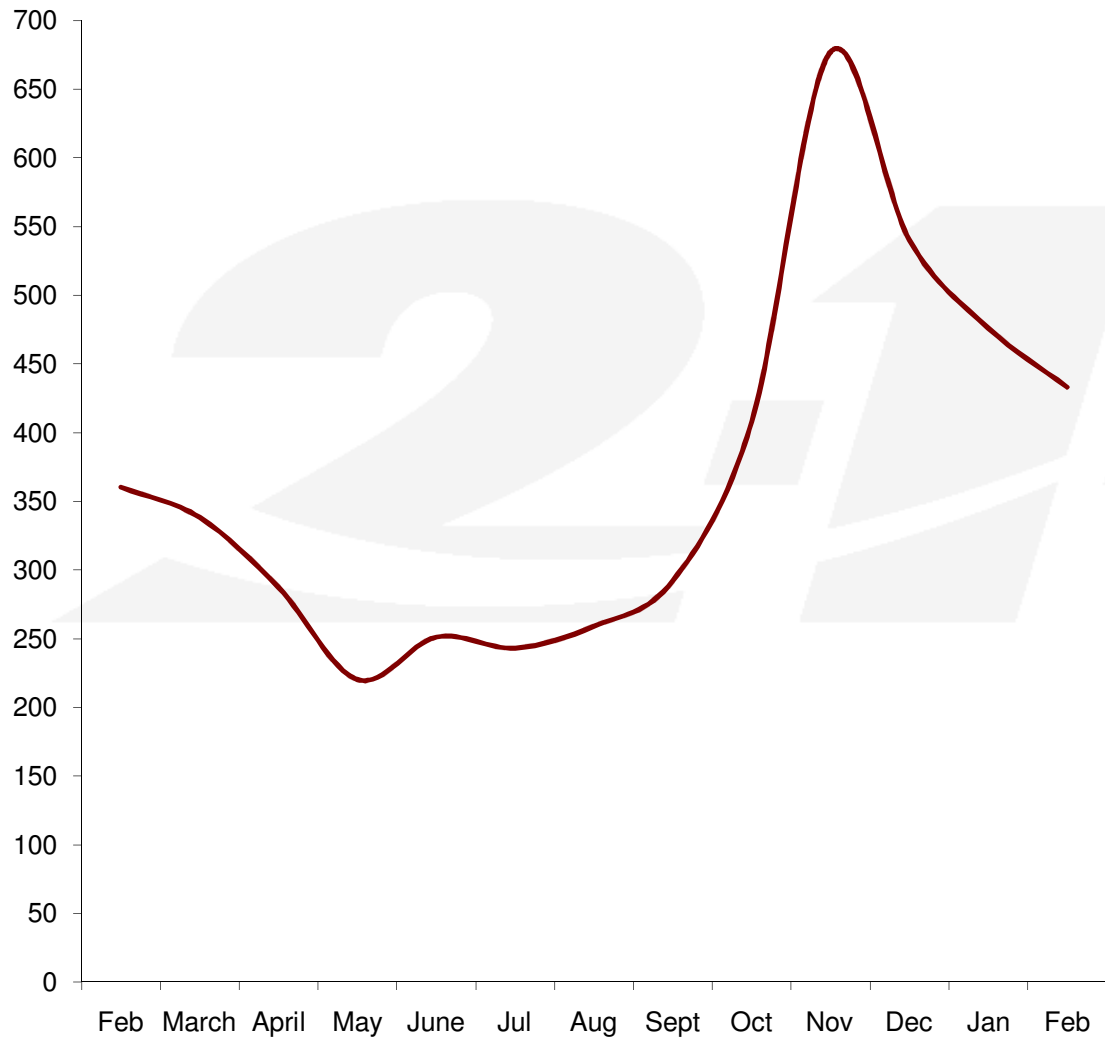


Unmet Needs & Reasons

VITA Program Sites (22)	7	Registration Full/Past Deadline
	4	Client Ineligible/Target Population Requirement
	4	No Immediate Resource Available
Electric Bill Payment Assistance (4)	4	Client Ineligible/No Documentation
Rent Payment Assistance (3)	3	Client Ineligible/No Documentation
Automotive Repair (2)	2	Client Ineligible/Target Population Requirement
Burial/Cremation Expense Assistance (1)	1	Client Refused Referral

Eaton County Call Volume

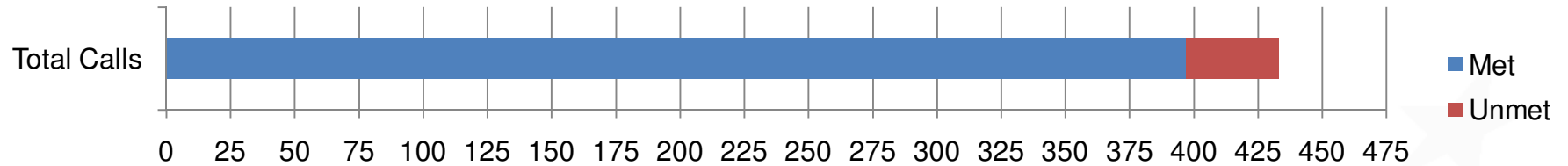
Total Call Volume for February: 433



February's Top Needs	
VITA Program Sites	137
Electric Bill Payment Assistance	25
State Income Tax Information	19
Food Pantries	18
Rent Payment Assistance	13
Directory Assistance	12
Rent Rebate/Tax Credit Information	10
Earned Income Credit Information	9
Adult State/Local Health Insurance Programs	7
General Furniture Provision	6

Eaton County Detail

February 2010

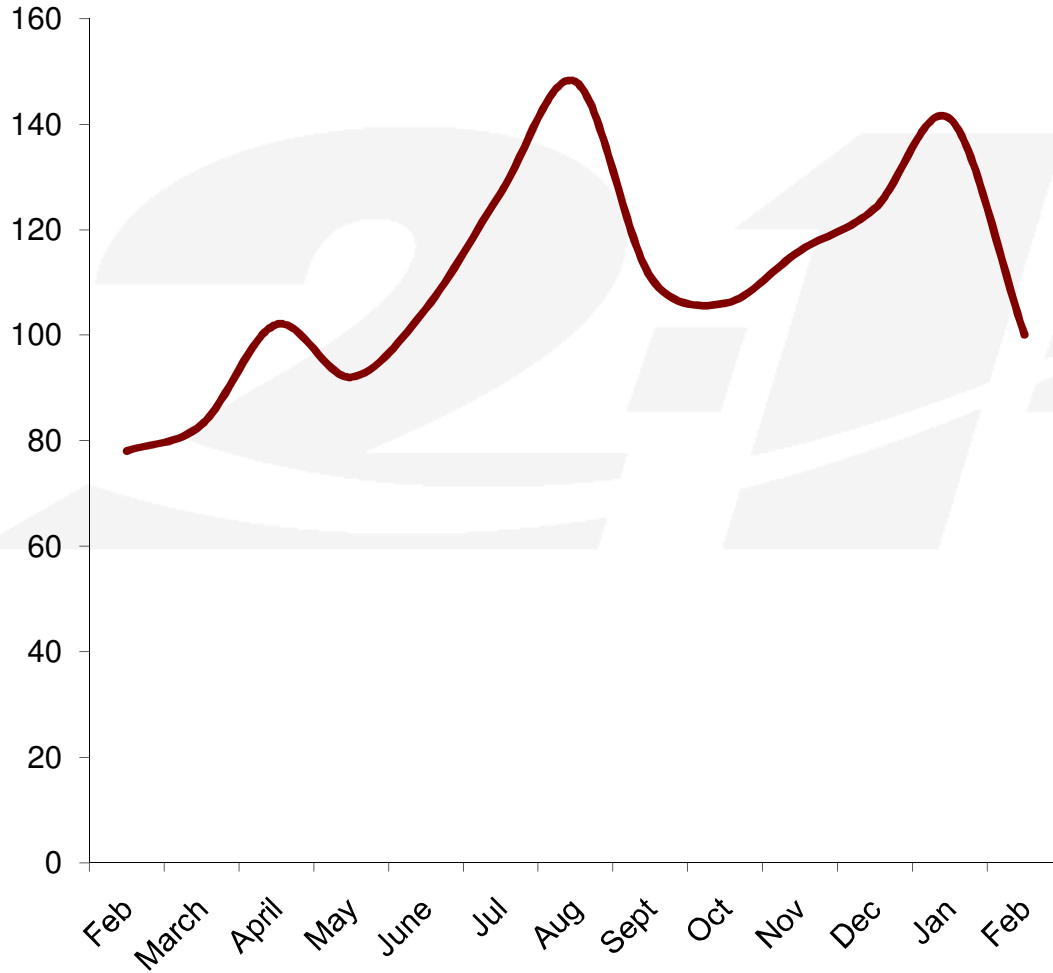


Unmet Needs & Reasons

Rent Payment Assistance (8)	8	Client Ineligible/No Documentation
Electric Bill Payment Assistance (6)	5	Client Ineligible/No Documentation
	1	Client Ineligible/Previously Assisted
VITA Program Sites (5)	3	Client Ineligible/Target Population Requirement
	2	Client Refused Referral
Property Tax Payment Assistance (2)	2	Client Ineligible/No Documentation
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement

Hillsdale County Call Volume

Total Call Volume for February: 100

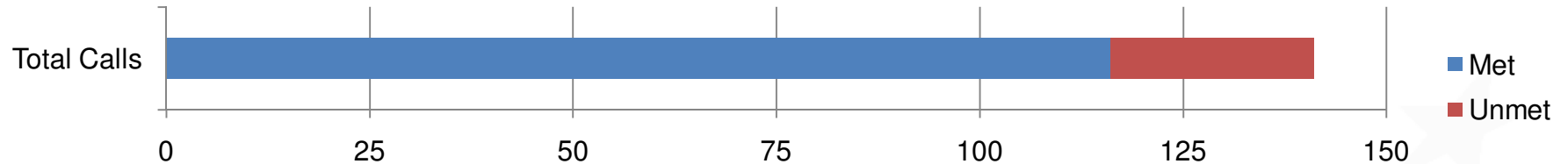


February's Top Needs

Food Pantries	7
Electric Bill Payment Assistance	6
General Furniture Provision	6
Adult State/Local Health Insurance Programs	5
Directory Assistance	5
Heating Fuel Bill Payment Assistance	5
Rent Payment Assistance	5
Community Shelters	4
General Clothing Provision	4
General Legal Aid	4
Prescription Expense Assistance	4
Community Clinics	3

Hillsdale County Detail

February 2010

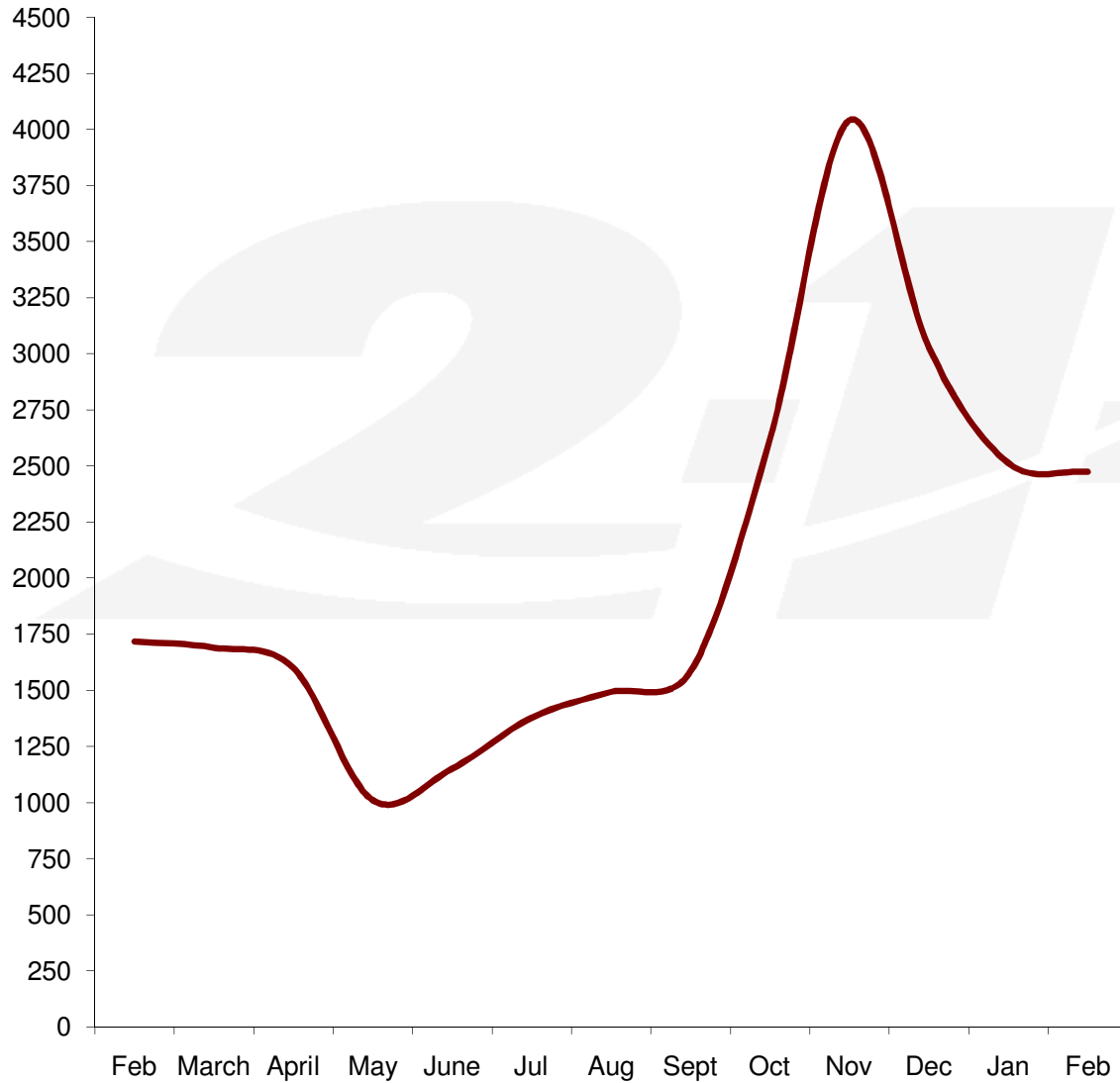


Unmet Needs & Reasons

Gas Money (3)	3	Service Not Available
Bus Fare (2)	2	Service Not Available
Community Shelters (2)	1	Service Inaccessible/Transportation
	1	Service Not Available
Electric Bill Payment Assistance (2)	1	Bill Exceeds Amount Available
	1	Client Ineligible/No Documentation
Heating Fuel Bill Payment Assistance (2)	2	Client Ineligible/Previously Assisted

Ingham County Call Volume

Total Call Volume for February: 2473

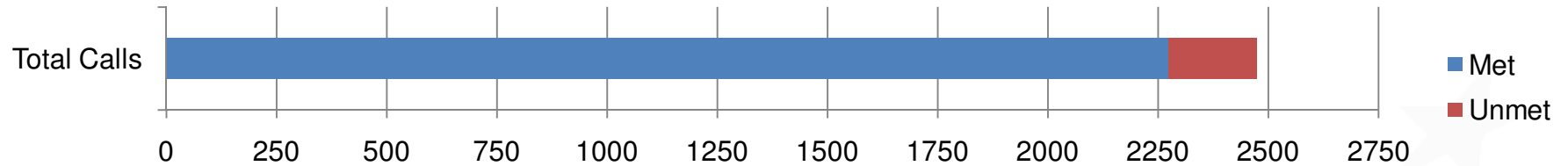


February's Top Needs

VITA Program Sites	703
Electric Bill Payment Assistance	211
Food Pantries	93
Directory Assistance	85
Rent Payment Assistance	62
State Income Tax Information	48
Prescription Expense Assistance	35
General Furniture Provision	33
General Legal Aid	33
Earned Income Credit Information	29

Ingham County Detail

February 2010

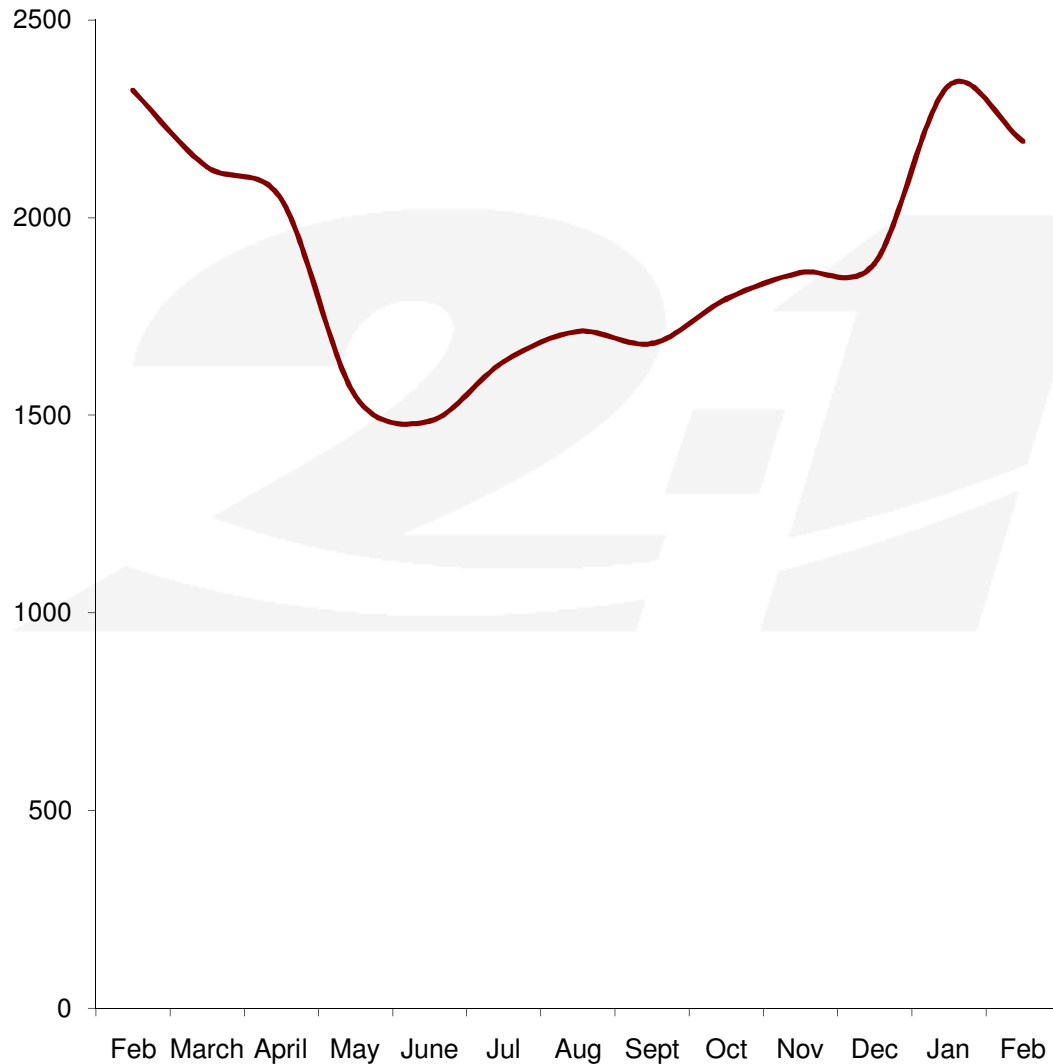


Unmet Needs & Reasons

Electric Bill Payment Assistance (66)	60	Client Ineligible/No Documentation
	3	Client Refused Referral
	1	Bill Exceeds Amount Available
VITA Program Sites (56)	17	Client Refused Referral
	17	Service Inaccessible/Other Reason
	11	No Immediate Resource Available
Rent Payment Assistance (16)	9	Client Ineligible/No Documentation
	7	Bill Exceeds Amount Available
Automotive Repair (5)	5	Client Ineligible/Target Population Requirement
Gas Bill Payment Assistance (5)	5	Bill Exceeds Amount Available

Jackson County Call Volume

Total Call Volume for February: 2193

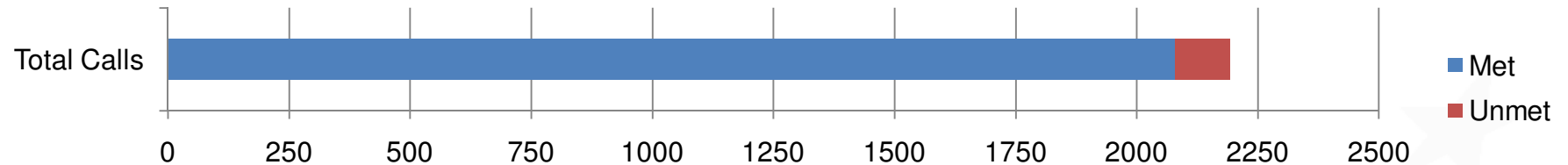


February's Top Needs

VITA Program Sites	509
Rent Payment Assistance	106
Electric Bill Payment Assistance	99
Food Pantries	90
Directory Assistance	87
General Furniture Provision	75
Health Care Discount Enrollment Programs	40
Rental Deposit Assistance	37
Prescription Expense Assistance	35
General Legal Aid	34
Community Shelters	32

Jackson County Detail

February 2010

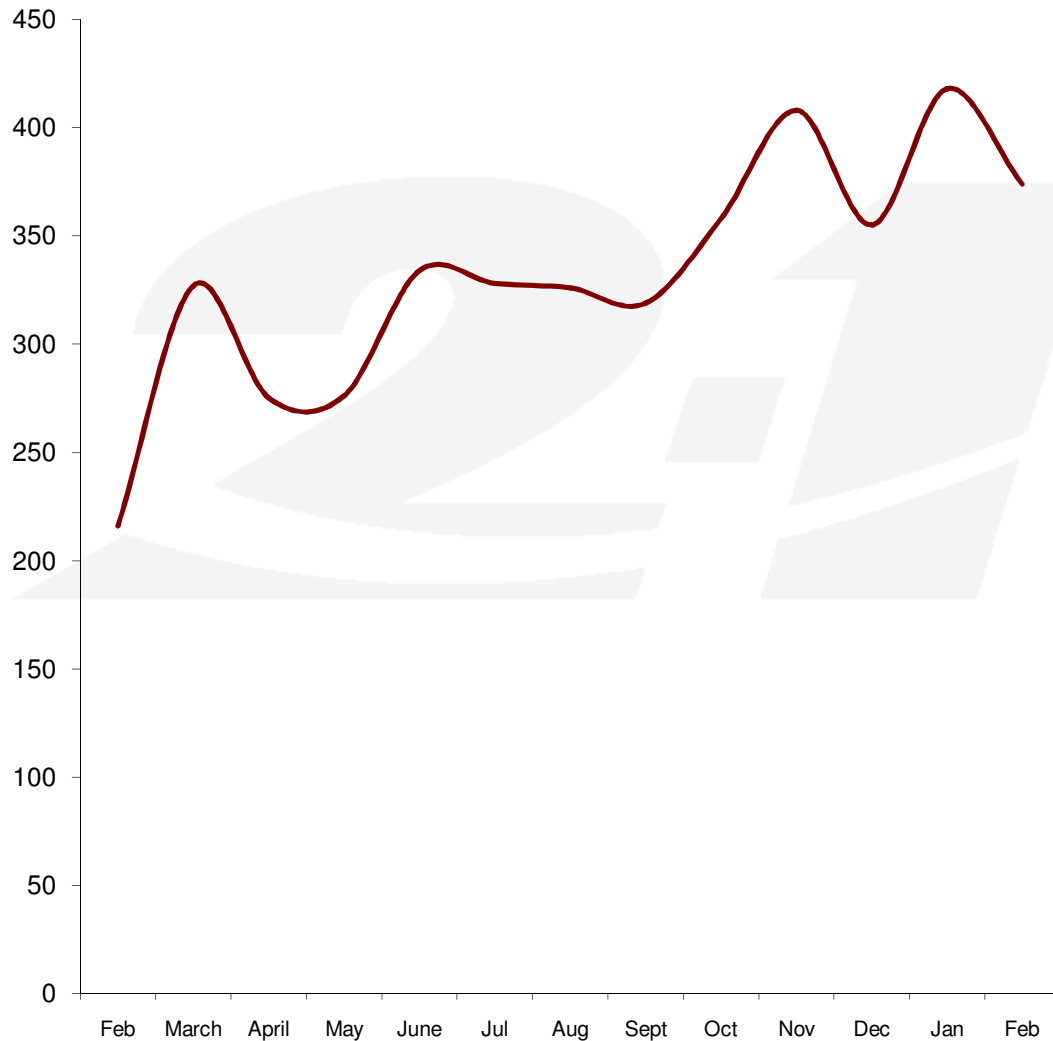


Unmet Needs & Reasons

Rent Payment Assistance (30)	17	Client Ineligible/No Documentation
	10	Client Ineligible/Target Population Requirement
	2	Bill Exceeds Amount Available
Electric Bill Payment Assistance (11)	7	Client Ineligible/No Documentation
	1	Client Refused Referral
	1	Client Ineligible/Previously Assisted
Rental Deposit Assistance (9)	4	Client Ineligible/No Documentation
	3	Client Ineligible/Target Population Requirement
	1	Client Ineligible/Outside Service Area
Automotive Repair (6)	6	Client Ineligible/Target Population Requirement
Bus Fare (3)	3	Client Ineligible/Target Population Requirement

Lenawee County Call Volume

Total Call Volume for February: 374

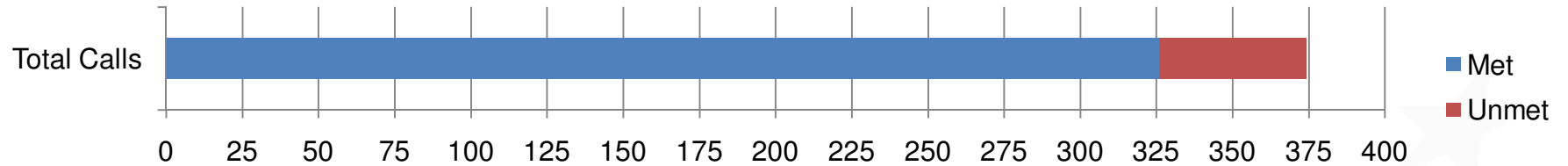


February's Top Needs

Electric Bill Payment Assistance	23
VITA Program Sites	22
Directory Assistance	16
Community Clinics	15
Rent Payment Assistance	10
Food Pantries	9
Gas Money	7
General Furniture Provision	7
Section 8	7
Heating Fuel Bill Payment Assistance	6
Homeless Motel Vouchers	3

Lenawee County Detail

February 2010

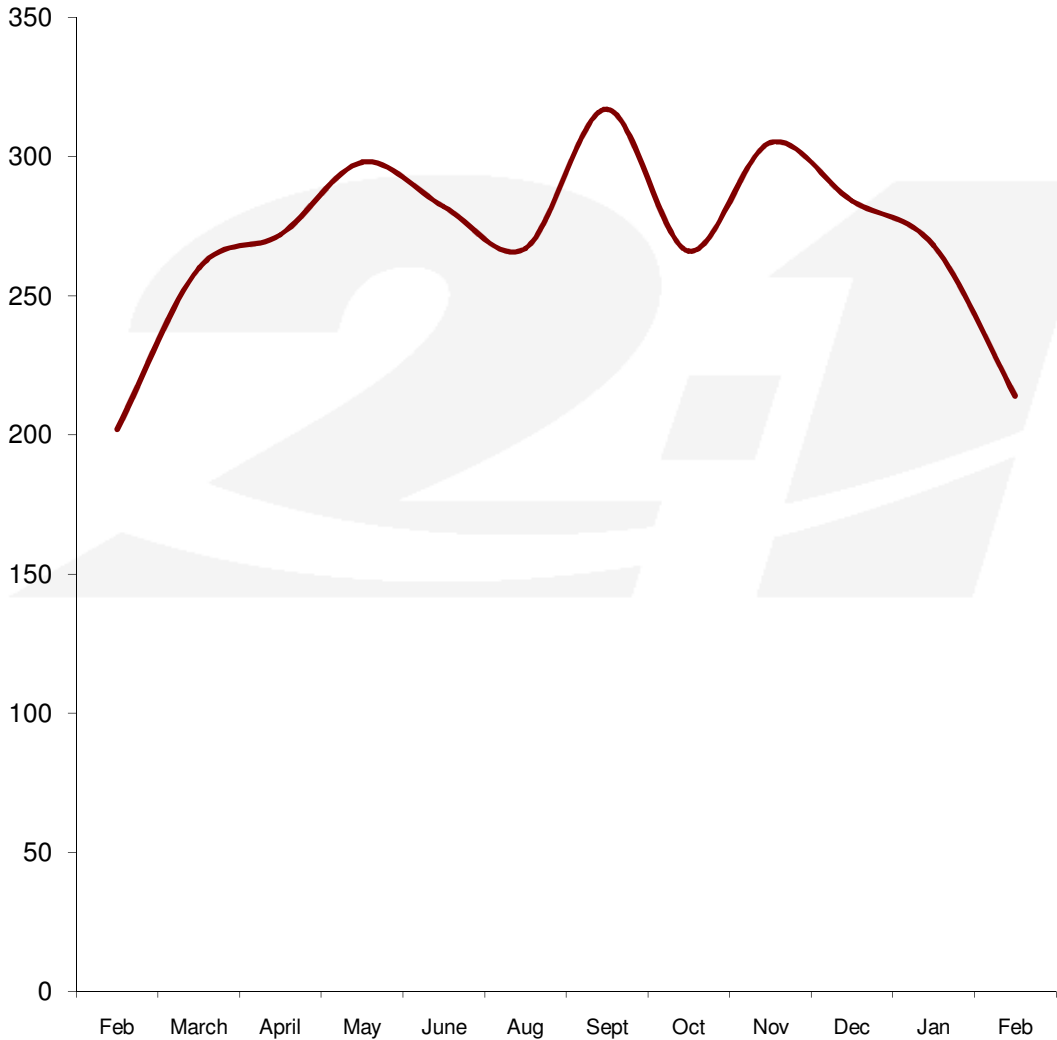


Unmet Needs & Reasons

Gas Money (6)	6	No Immediate Resource Available
Electric Bill Payment Assistance (4)	4	Client Ineligible/No Documentation
Rent Payment Assistance (4)	4	Client Refused Referral
Appliances (3)	3	Service Not Available
Prescription Expense Assistance (3)	3	No Immediate Resource Available

Livingston County Call Volume

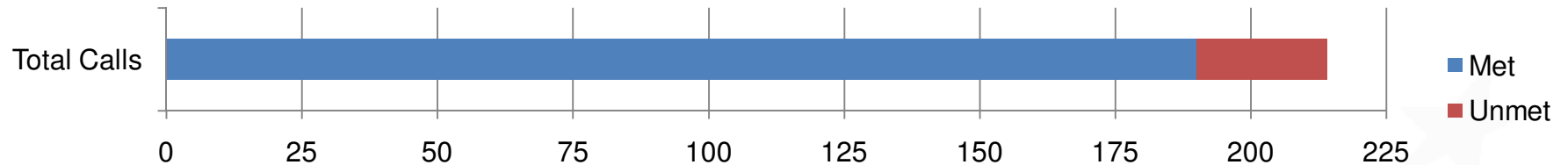
Total Call Volume for February: 214



February's Top Requests	
Electric Bill Payment Assistance	16
VITA Program Sites	15
Rent Payment Assistance	10
211 Lead Agencies	8
Community Shelters	7
General Dentistry	7
Food Pantries	6
Heating Fuel Bill Payment Assistance	6
Adult State/Local Health Insurance Programs	5
Homeless Motel Vouchers	5
Directory Assistance	3

Livingston County Detail

February 2010



Unmet Needs & Reasons

Homeless Motel Vouchers (4)	4	Service Not Available
General Dentistry (2)	2	Service Inaccessible/Cost
Rent Payment Assistance (2)	2	Client Ineligible/No Documentation
Adult State/Local Health Insurance Programs (1)	1	Registration Full/Past Deadline
Automotive Repair (1)	1	Client Ineligible/Target Population Requirement

Giving Help: Volunteerism and Donations

"Give Help" Calls	
<i>Volunteer Placement</i>	<i>30</i>
<i>Clothing Donation</i>	<i>8</i>
<i>Foster Parent/Family Recruitment</i>	<i>5</i>
<i>Furniture Donation</i>	<i>5</i>
<i>Medical Supplies Donation</i>	<i>5</i>
<i>Donation Pickups</i>	<i>4</i>
<i>Appliance Donation</i>	<i>3</i>
<i>Bedding/Linen Donation</i>	<i>2</i>
<i>Animal Services Volunteer Opportunities</i>	<i>1</i>
<i>Baby Furniture Donation</i>	<i>1</i>
<i>Cell Phone Donation</i>	<i>1</i>
<i>Computer Donation</i>	<i>1</i>
<i>Food Donation</i>	<i>1</i>
<i>Kitchenware Donation</i>	<i>1</i>

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.

Top Volunteering Cities	
<i>Lansing</i>	<i>9</i>
<i>Howell</i>	<i>2</i>
<i>Jackson</i>	<i>2</i>
<i>Adrian</i>	<i>1</i>
<i>Brighton</i>	<i>1</i>
<i>Eagle</i>	<i>1</i>
<i>Eaton Rapids</i>	<i>1</i>
<i>Pottersville</i>	<i>1</i>
<i>Williamston</i>	<i>1</i>

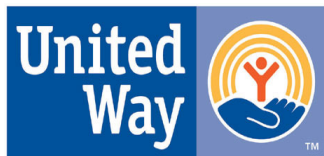
Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the 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!



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

