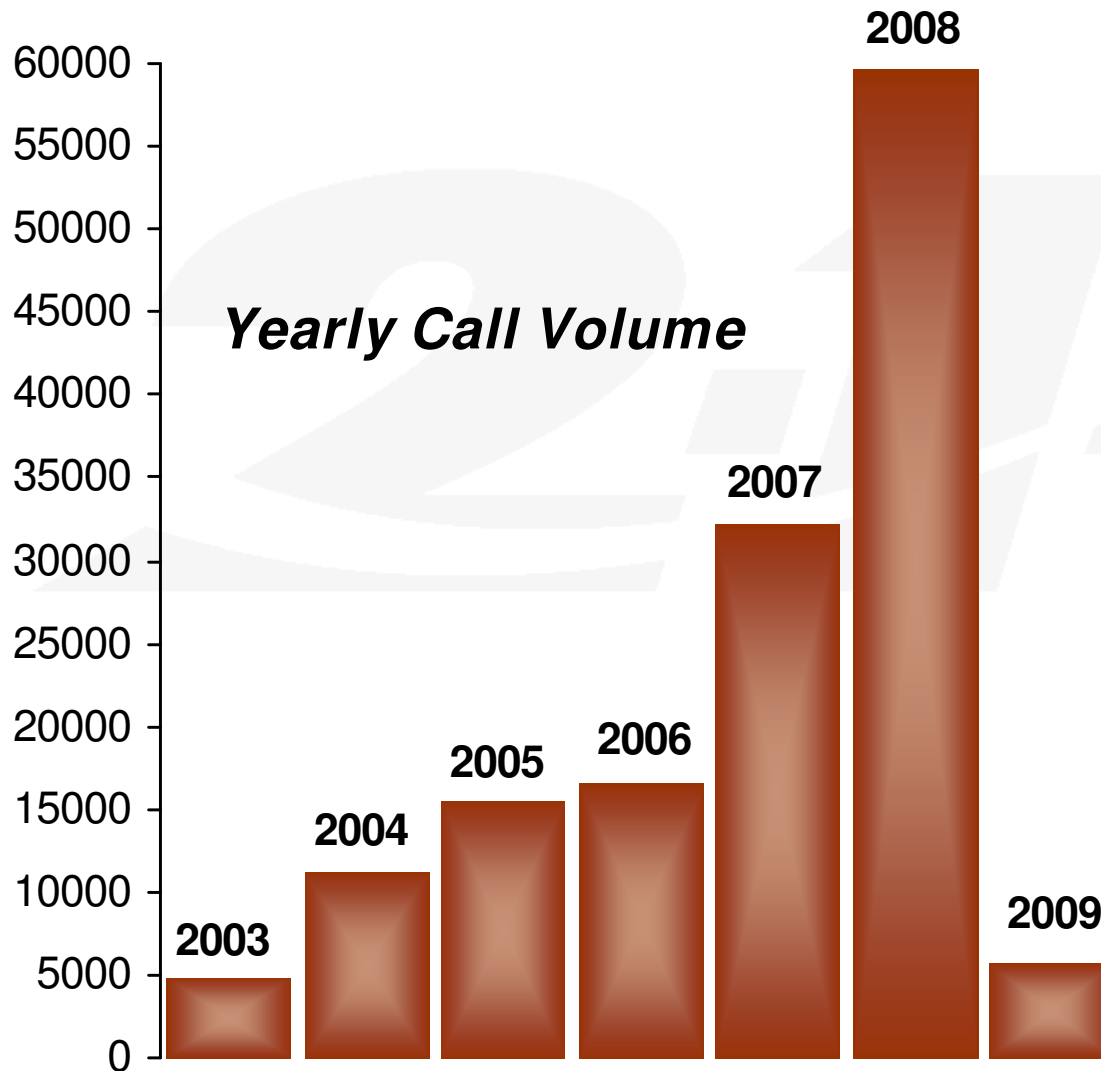




**January 2009
Community Report**

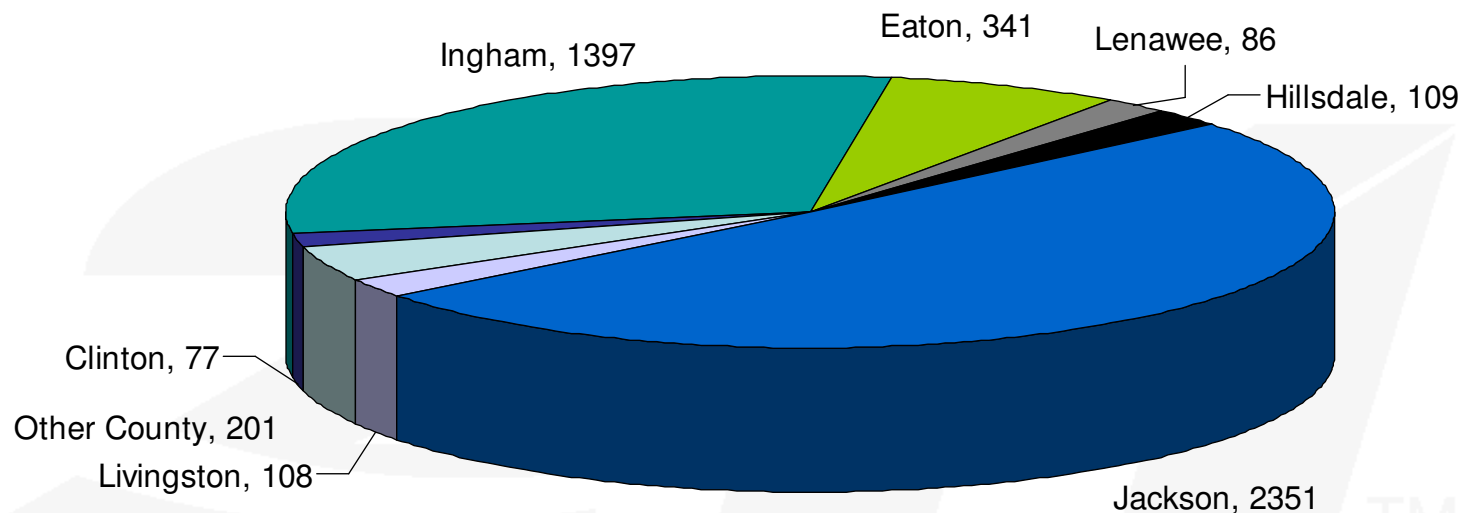
Toll Free: 866.561.2500
TDD/TTY Accessible: 517.789.2492
www.CentralMichigan211.org



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.

January 2009 Call Distribution by County

Total Call Volume - 5,675

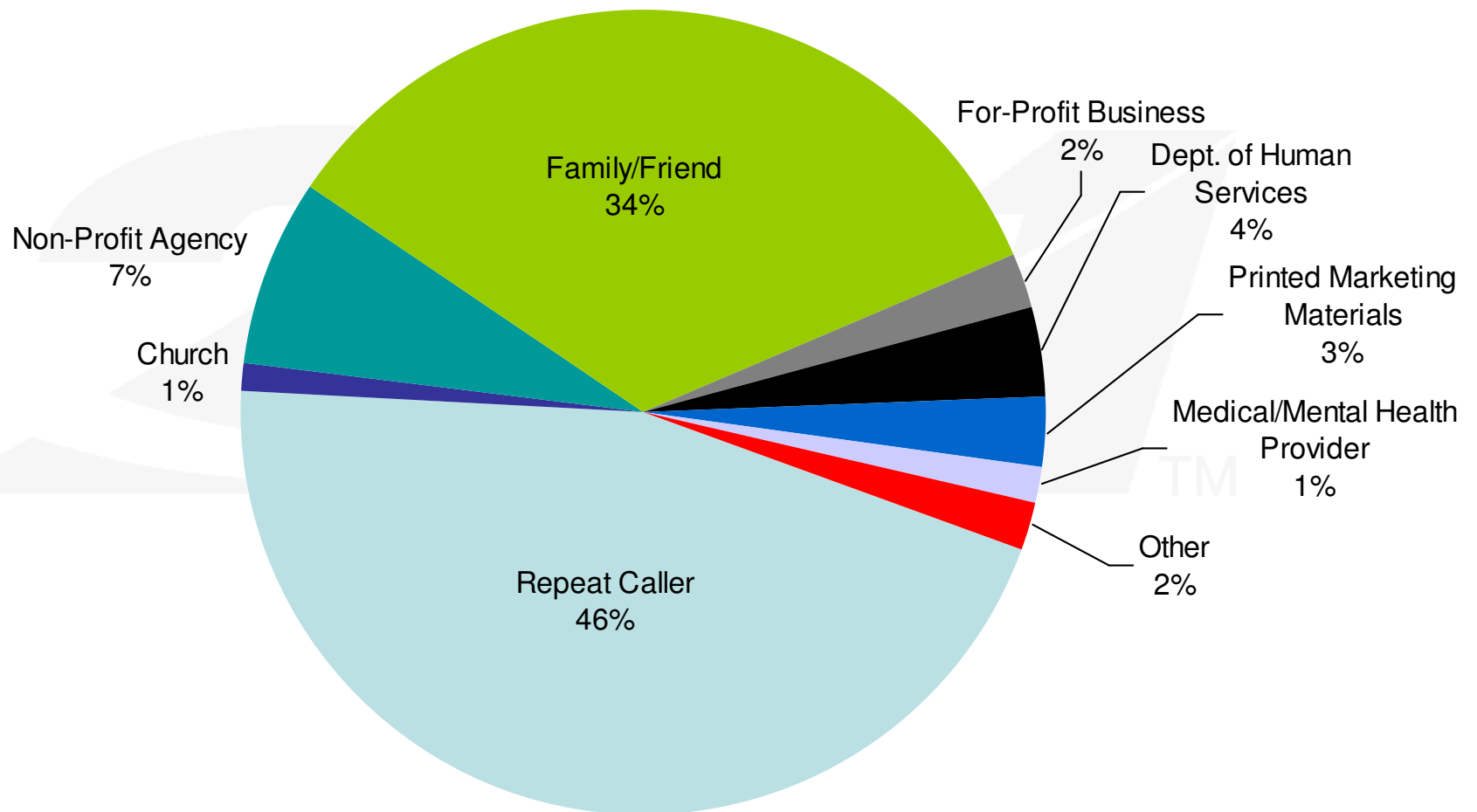


2-1-1 strengthens the community by uniting those who need help with those who can give it. Also, in times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise next week or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

January 2009 Referral Source

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



Follow-Up Activity

In January 2009, Central Michigan 2-1-1 completed 124 follow-ups with callers.

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

96.5% Yes

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

56.3% Yes

24% No *

13.7% Did not contact agency

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

23.5% Contact agency – waiting on approval

17.6% Did not follow-up with agency

17.6% Ineligible for service

5.8% Did not contact agency

5.8% Agency out of funds

5.8% Other

Was your Call Specialist helpful and knowledgeable?

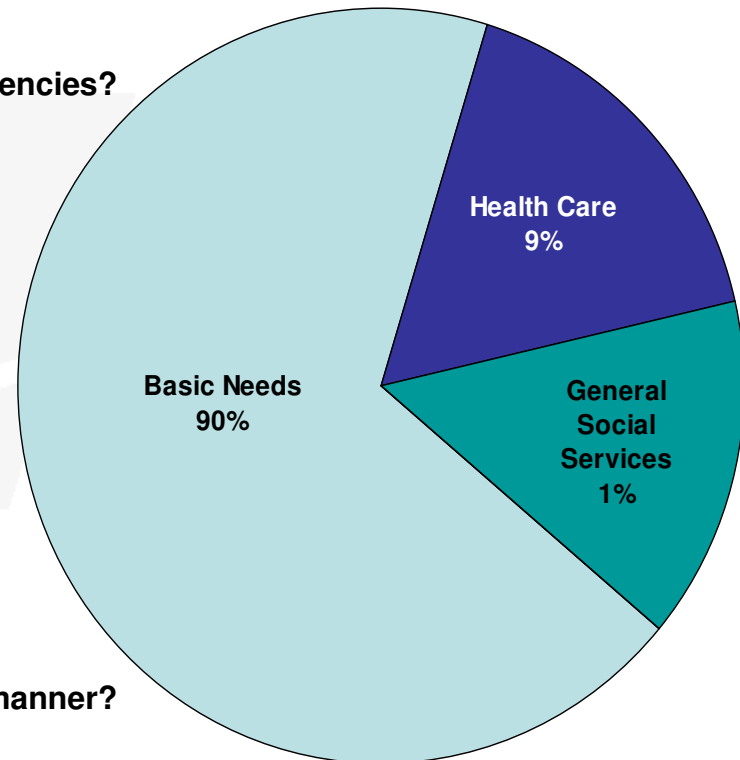
98.8% Yes

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

100% Yes

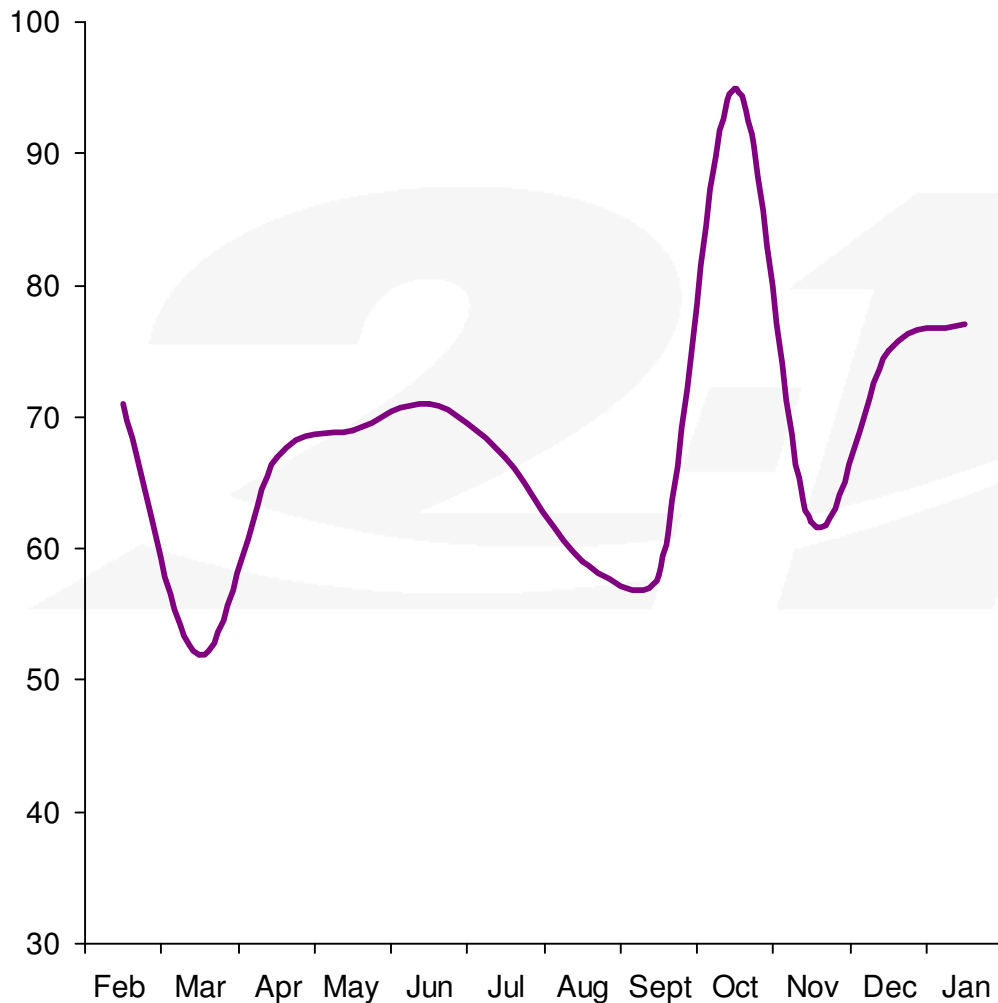
Would you recommend Central Michigan 2-1-1 to a relative/friend?

98.8% Yes



Clinton County Call Volume

Total Call Volume for January: 77



Top Needs (January 2009)	
Agency Information Request	12
Electric Bill Payment Assistance	11
Rent Payment Assistance	7
Food Pantries	6
Prescription Expense Assistance	6
Adult State/Local Health Insurance Programs	4
General Dentistry	4
Mortgage Foreclosure Prevention	3
Community Mental Health Agencies	2
Gas Bill Payment Assistance	2

Clinton County Detail

January 2009

Call Type

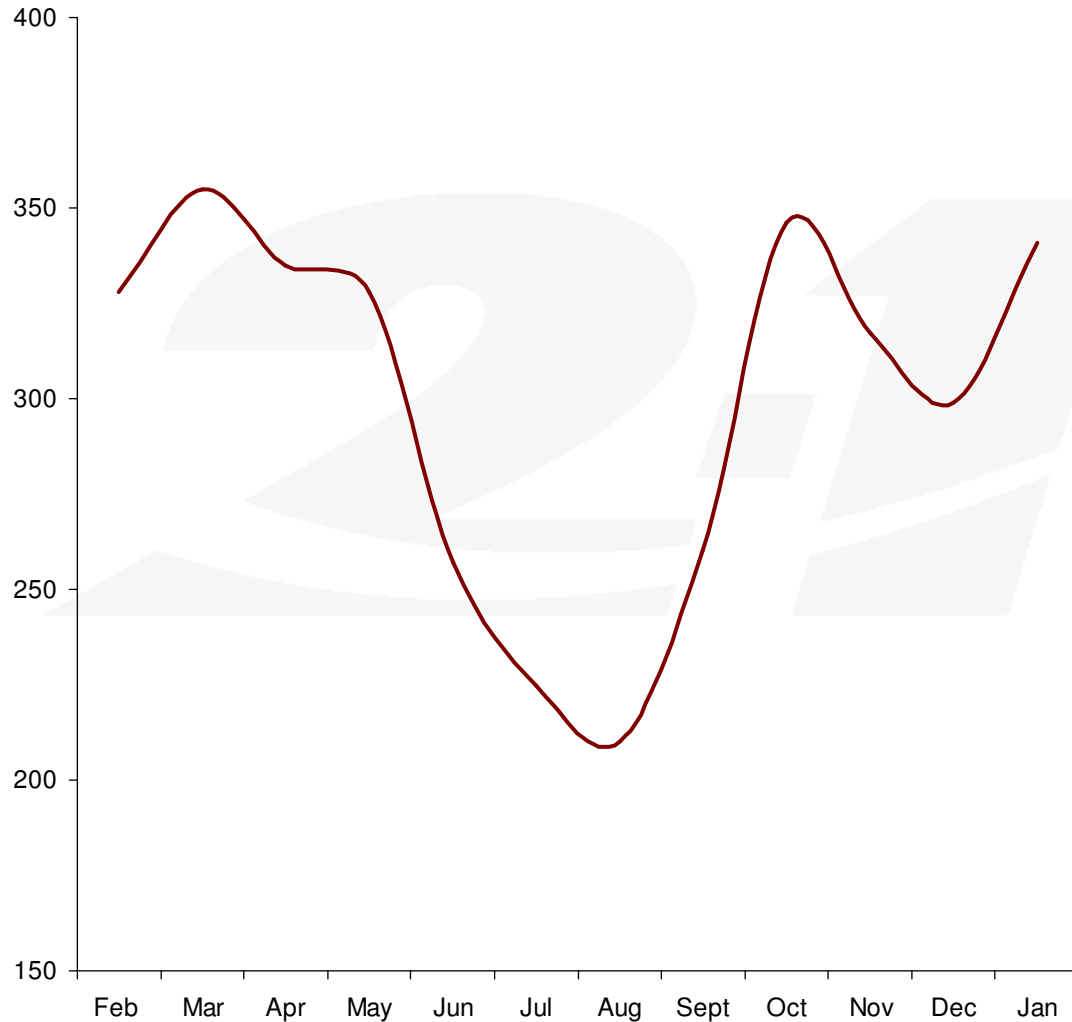
Information	Referral	Advocacy
3	66	0

Unmet Needs & Reasons

Rent Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Children's Clothing (1)	1	No Immediate Resources Available
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
Gas Money (1)	1	Service Not Available
Planning/Coordinating/Advisory Groups (1)	1	Service Not Available

Eaton County Call Volume

Total Call Volume for January: 341



VITA Program Sites	47
Agency Information Request	45
Food Pantries	27
Electric Bill Payment Assistance	24
Rent Payment Assistance	17
Adult State/Local Health Insurance Programs	10
Heating Fuel Bill Payment Assistance	9
Mortgage Foreclosure Prevention	9
Personal Finances/Budget Counseling	8
General Dentistry	7

Eaton County Detail

January 2009

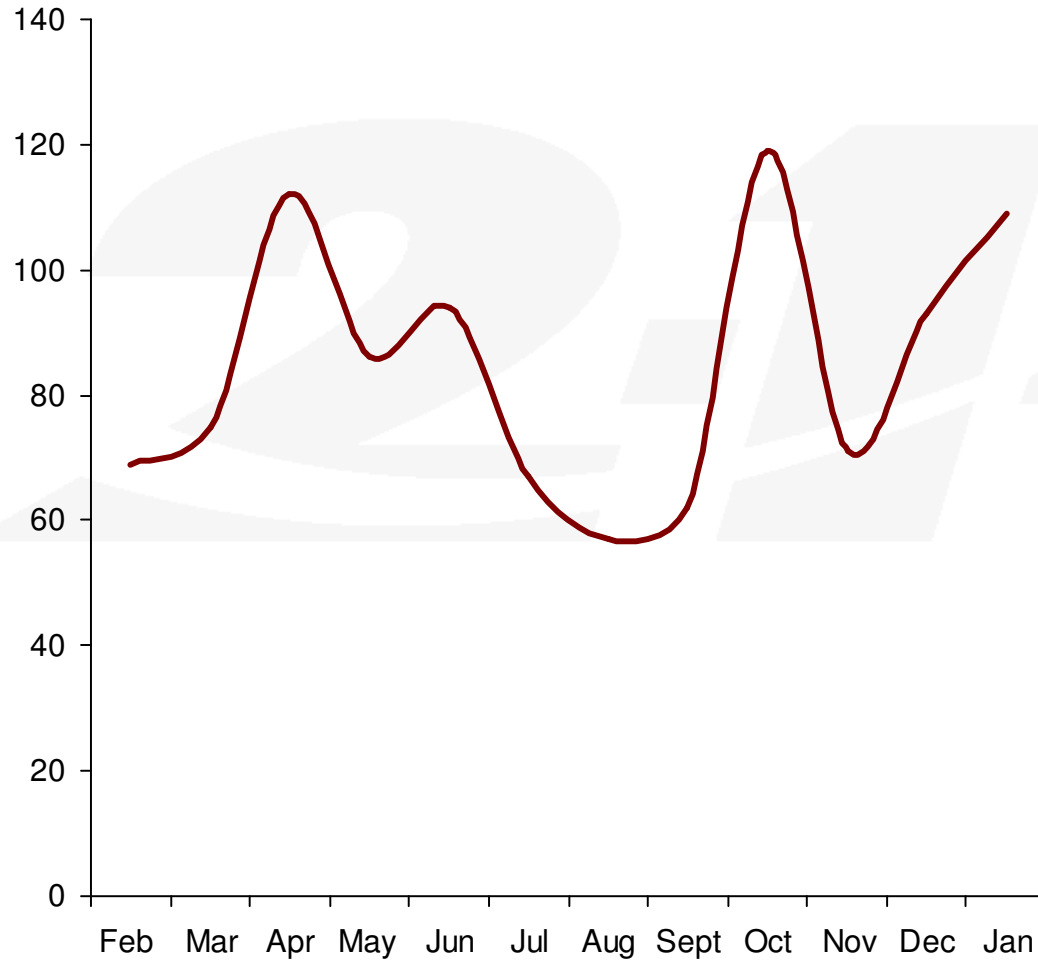
Call Type

Information	Referral	Advocacy
13	264	4

Unmet Needs & Reasons		
Rent Payment Assistance (8)	4	Bill Exceeds Amount Available
	2	Client Ineligible/No Documentation
	1	Client Ineligible/Target Population Requirement
VITA Program Sites (5)	4	No Immediate Resource Available
	1	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (3)	3	Client Ineligible/No Documentation
Gas Money (2)	2	Service Not Available
Property Tax Payment Assistance (2)	2	Client Ineligible/No Documentation

Hillsdale County Call Volume

Total Call Volume for January: 109



Top Needs (January 2009)

Agency Information Request	11
Electric Bill Payment Assistance	9
Heating Fuel Bill Payment Assistance	6
Food Pantries	5
VITA Program Sites	4
Community Shelters	3
Gas Money	3
General Legal Aid	3
Lawyer Referral Services	3
Mortgage Foreclosure Prevention	3
Personal/Grooming Supplies	3
Rent Payment Assistance	3

Hillsdale County Detail

January 2009

Call Type

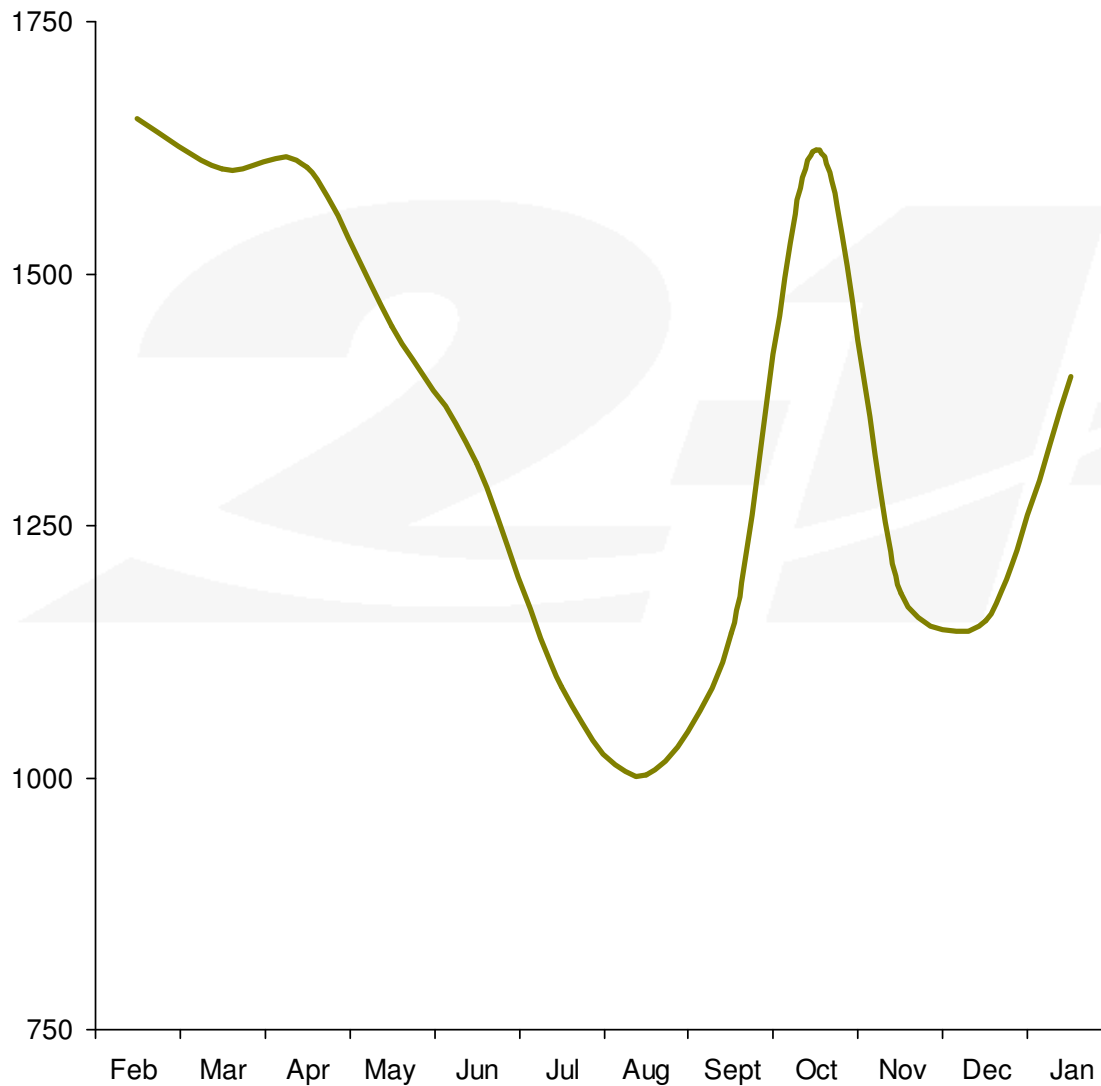
Information	Referral	Advocacy
5	85	2

Unmet Needs & Reasons

Gas Money (2)	2	Service Not Available
Heating Fuel Bill Payment Assistance (3)	2	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Automotive Repair (1)	1	Client Ineligible/Target Population Requirement
Children's Clothing (1)	1	Service Not Available
Clothing Donations (1)	1	Client Refused Referral

Ingham County Call Volume

Total Call Volume for January: 1397



Top Needs (January 2009)

Agency Information Request	258
VITA Program Sites	258
Electric Bill Payment Assistance	95
Food Pantries	71
Rent Payment Assistance	61
Mortgage Foreclosure Prevention	37
General Furniture Provision	31
Community Shelters	28
Directory Assistance	20
Volunteer Recruitment/Placement	20

Ingham County Detail

January 2009

Call Type

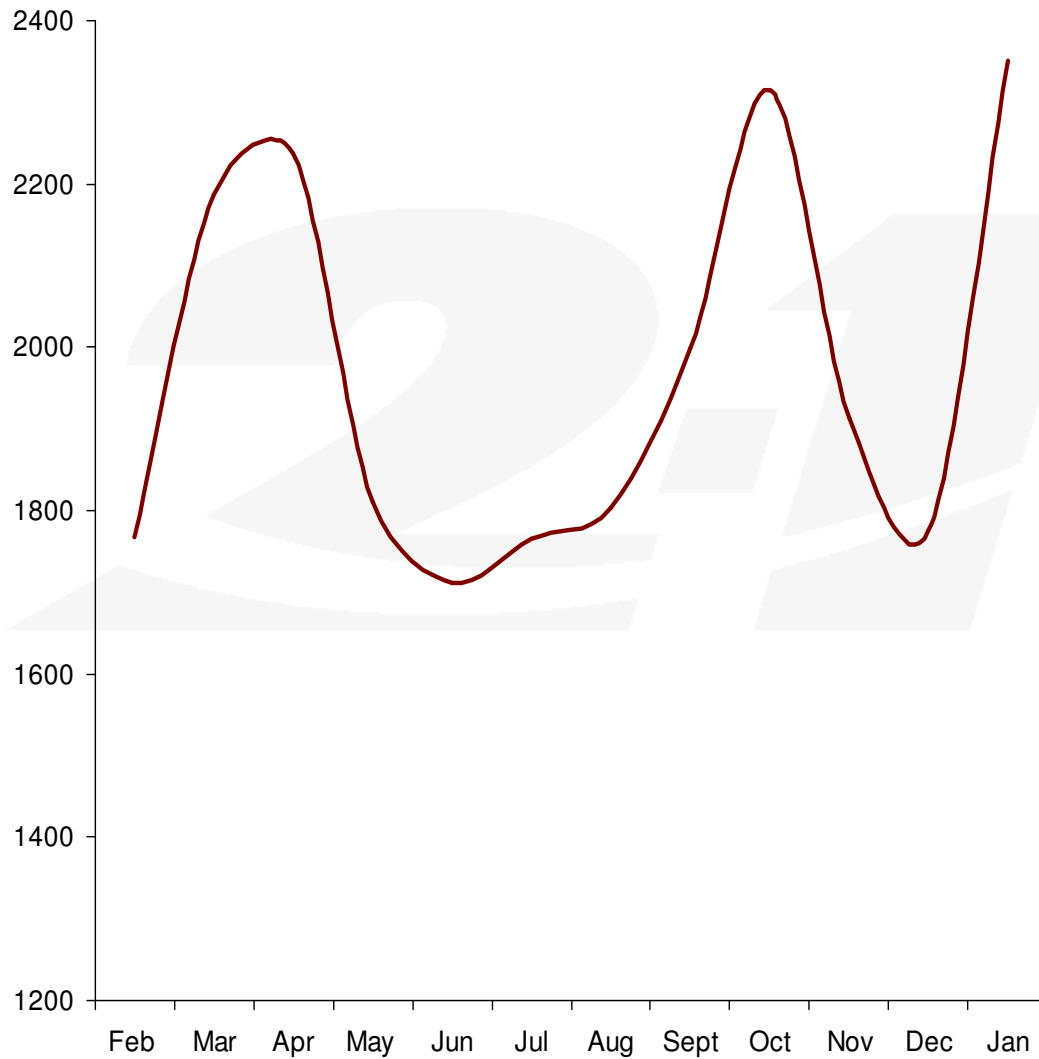
Information	Referral	Advocacy
75	1028	11

Unmet Needs & Reasons

VITA Program Sites (23)	20	No Immediate Resource Available
	1	Client Ineligible/No Documentation
	1	Client Refused Referral
Rent Payment Assistance (18)	7	Client Ineligible/No Documentation
	4	Bill Exceeds Amount Available
	4	No Immediate Resources Available
Electrical Bill Payment Assistance (9)	5	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Ineligible/Target Population Requirement
Rental Deposit Assistance (6)	3	Client Ineligible/Target Population Requirement
	1	No Immediate Resources Available
	1	Bill Exceeds Amount Available
Automotive Repair (4)	4	Client Ineligible/Target Population Requirement

Jackson County Call Volume

Total Call Volume for January: 2351



Top Needs (January 2009)

Agency Information Request	481
VITA Program Sites	460
Food Pantries	149
Electric Bill Payment Assistance	133
Health Care Discount Enrollment Programs	76
Rent Payment Assistance	68
Prescription Expense Assistance	57
General Furniture Provision	51
Heating Fuel Bill Payment Assistance	41
Home Rehabilitation Programs	31
Mortgage Foreclosure Prevention	23

Jackson County Detail

January 2009

Call Type

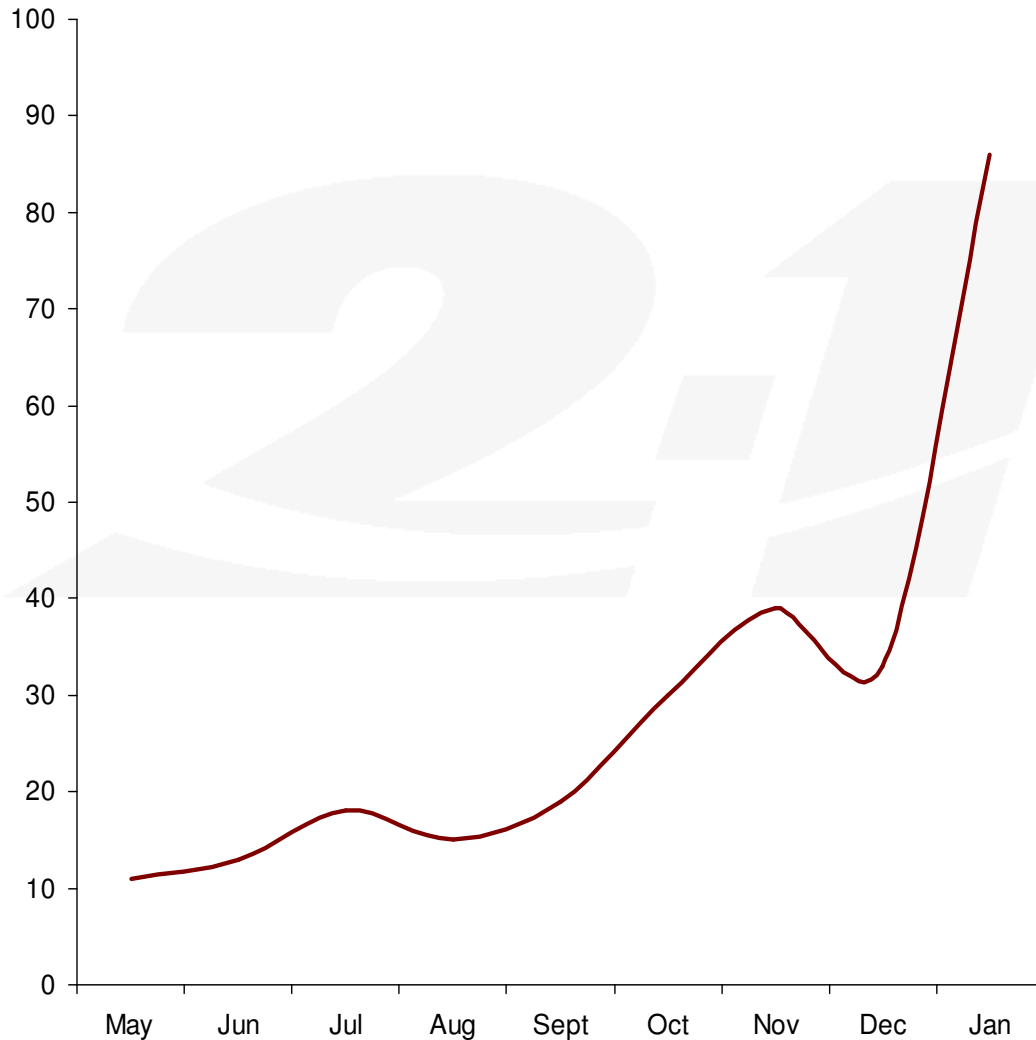
Information	Referral	Advocacy
177	1719	13

Unmet Needs & Reasons

VITA Program Sites (92)	88	No Immediate Resource Available
	1	Client Ineligible/No Documentation
	1	Client refused Referral
Rent Payment Assistance (21)	12	Client Ineligible/No Documentation
	5	Bill Exceeds Amount Available
	2	Client Ineligible/Target Population Requirement
Bus Fare (9)	9	Service Not Available
General Furniture Provision (9)	6	No Immediate Resources Available
	1	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Electrical bill Payment Assistance (5)	4	Client Ineligible/No Documentation
	1	Client Ineligible/Previously Assisted

Lenawee County Call Volume

Total Call Volume for January: 86



Top Needs (January 2009)

Agency Information Request	20
Electric Bill Payment Assistance	11
VITA Program Sites	9
Gas Bill Payment Assistance	4
Heating Fuel Bill Payment Assistance	4
Community Shelters	3
Food Pantries	3
General Clothing Provision	2
Job Banks	2
Mortgage Payment Assistance	2
Occasional Medical Equipment/Supplies	2

Lenawee County Detail

January 2009

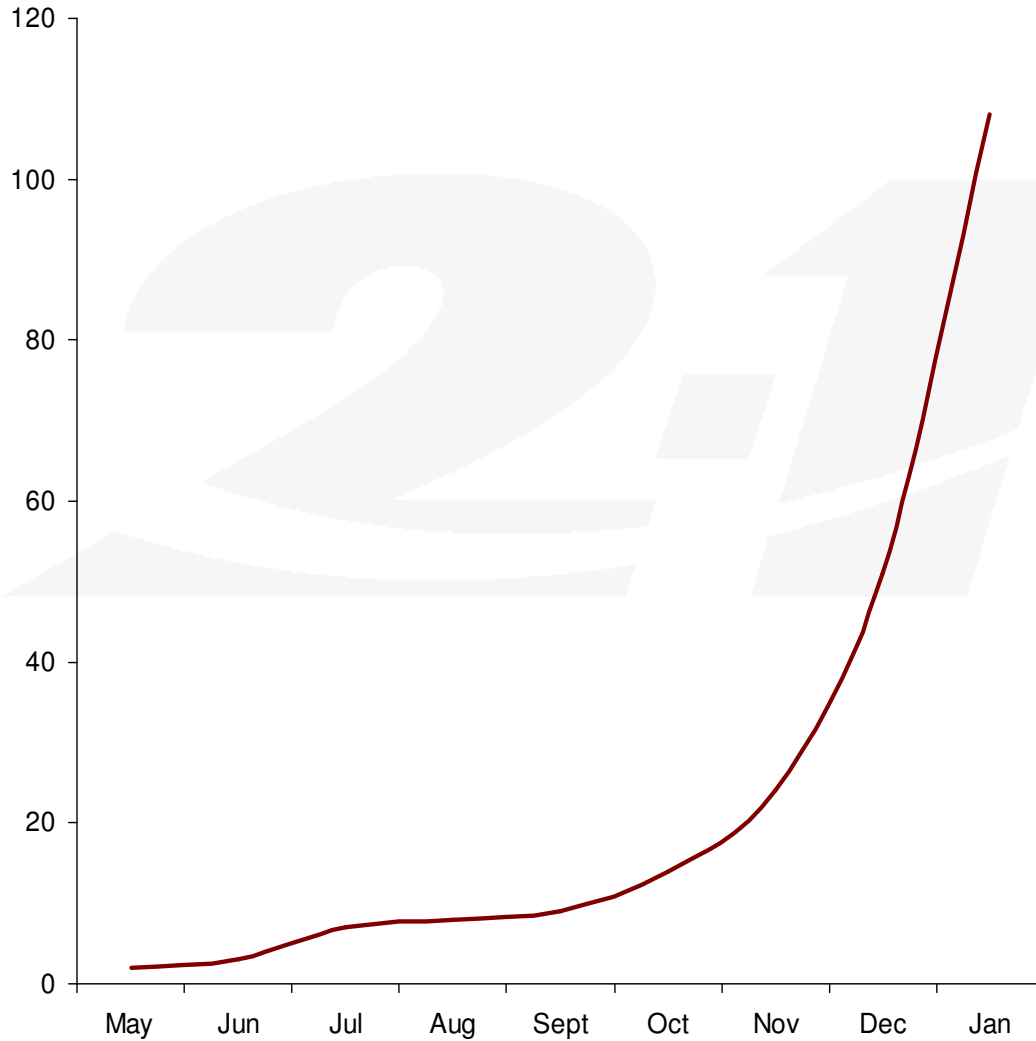
Call Type

Information	Referral	Advocacy
5	67	1

Unmet Needs & Reasons		
Automotive Repair (1)	1	Client Ineligible/Target Population Requirement
Christmas Baskets (1)	1	Registration Full/Past Deadline
Electric Bill Payment Assistance (1)	1	Bill Exceeds Amount Available
Gas Bill Payment Assistance (1)	1	Bill Exceeds Amount Available

Livingston County Call Volume

Total Call Volume for January: 108



Top Needs (January 2009)

Agency Information Request	19
Electric Bill Payment Assistance	14
Food Pantries	8
Rent Payment Assistance	8
VITA Program Sites	6
Food Cooperatives	5
Home Rehabilitation Programs	5
Community Shelters	3
Food Stamps	2
Gas Bill Payment Assistance	2
Gas Money	2

Livingston County Detail

January 2009

Call Type

Information	Referral	Advocacy
7	81	1

Unmet Needs & Reasons

Gas Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
Holiday Adoption Programs (1)	1	Registration Full/Past Deadline
Holiday Gifts/Toys (1)	1	Registration Full/Past Deadline
Job Postings/Individual Listings (1)	1	Client Ineligible/Previously Assisted
Rent Payment Assistance (1)	1	Client Ineligible/No Documentation

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.

