



**July 2009**

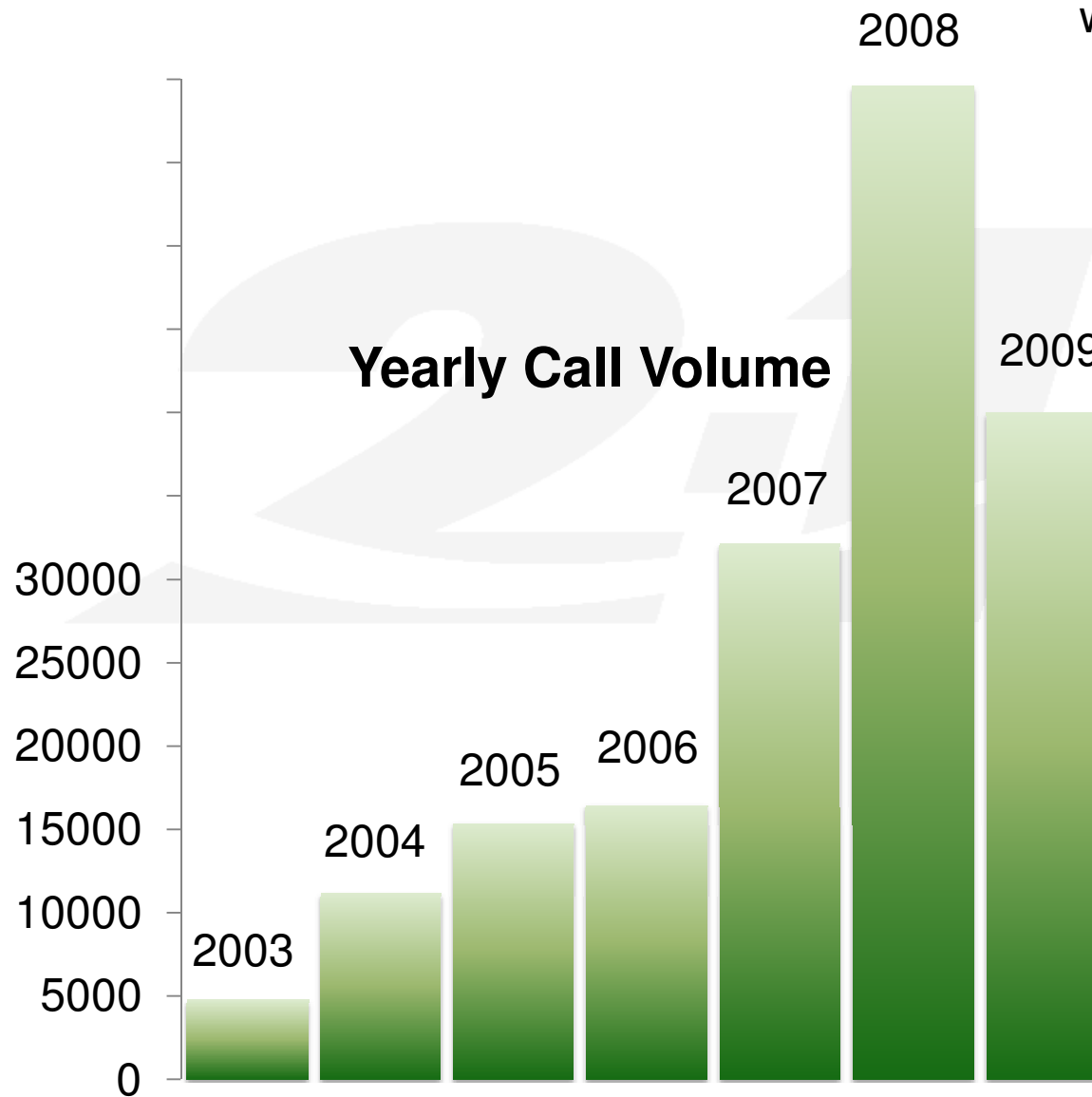
**Community Report**

Toll Free: 866.561.2500

TDD/TTY Accessible: 517.789.2492

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

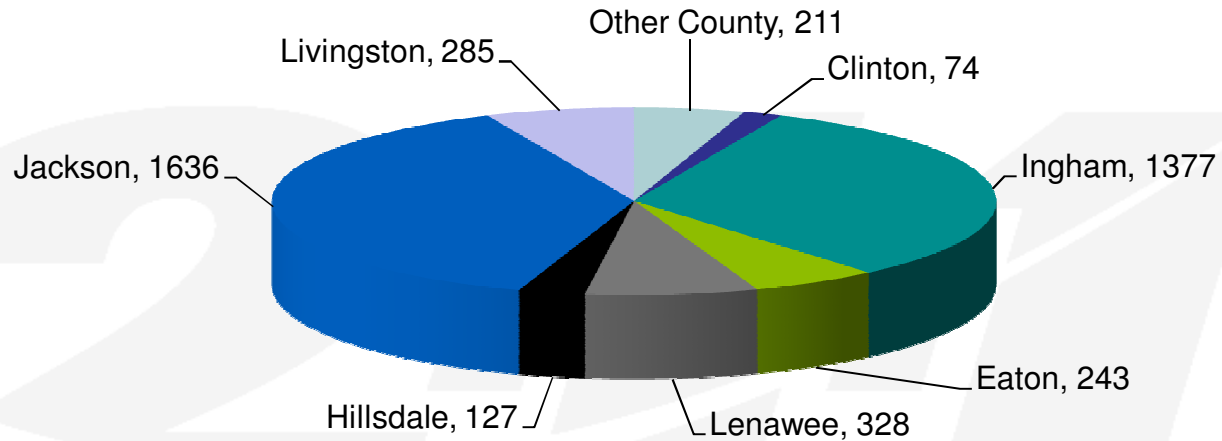
## Yearly Call Volume



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.

## July 2009 Call Distribution by County


Total Call Volume – 5,041



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.

# July 2009 Referral Source

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



<b>Repeat Caller</b>	<b>2101</b>
<b>Family/Friend</b>	<b>1317</b>
<b>Non-profit Agency</b>	<b>284</b>
<b>Department of Human Services</b>	<b>142</b>
<b>For-profit Business</b>	<b>80</b>
<b>Medical/Mental Health Provider</b>	<b>53</b>
<b>Church</b>	<b>48</b>
<b>Emergency Service Provider</b>	<b>35</b>
<b>Printed Marketing Materials</b>	<b>24</b>
<b>Television</b>	<b>24</b>
<b>Workplace</b>	<b>22</b>
<b>City/Township Governmental Agency</b>	<b>20</b>
<b>Other State Governmental Agency</b>	<b>18</b>
<b>Newspaper/Magazine</b>	<b>16</b>
<b>Radio</b>	<b>16</b>
<b>Internet</b>	<b>12</b>
<b>Phone Book</b>	<b>7</b>
<b>Community Mental Health</b>	<b>6</b>
<b>County Health Department</b>	<b>6</b>
<b>School</b>	<b>6</b>
<b>Other County Governmental Agency</b>	<b>4</b>
<b>Michigan Works!</b>	<b>3</b>

# Follow-Up Activity

In July 2009, Central Michigan 2-1-1 completed 322 follow-ups with callers.

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

83% Yes

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

52% Yes  
24% No \*  
5% Did not contact agency  
19% Unknown

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

23% Contact agency – waiting on approval  
16% Ineligible for service  
13% No response from agency  
10% Refused service  
10% Service inaccessible to caller/hours  
6% Agency out of funds  
6% Did not contact agency  
16% Other

Was your Call Specialist helpful and knowledgeable?

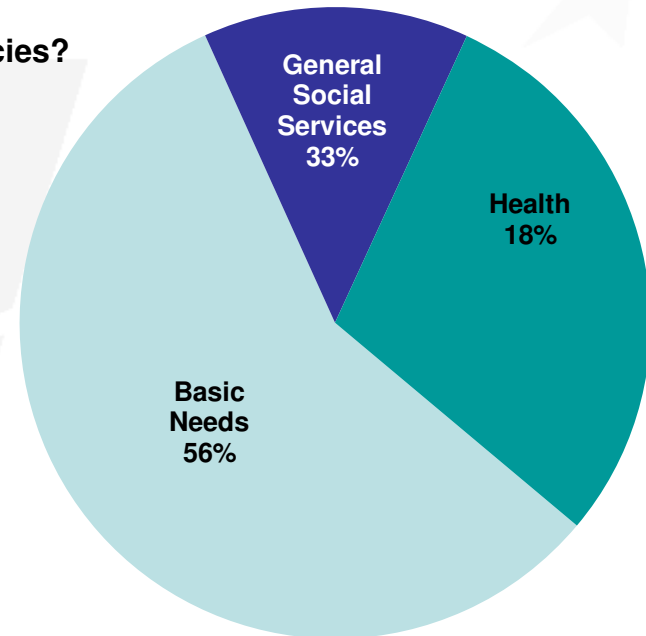
100% Yes

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

100% Yes

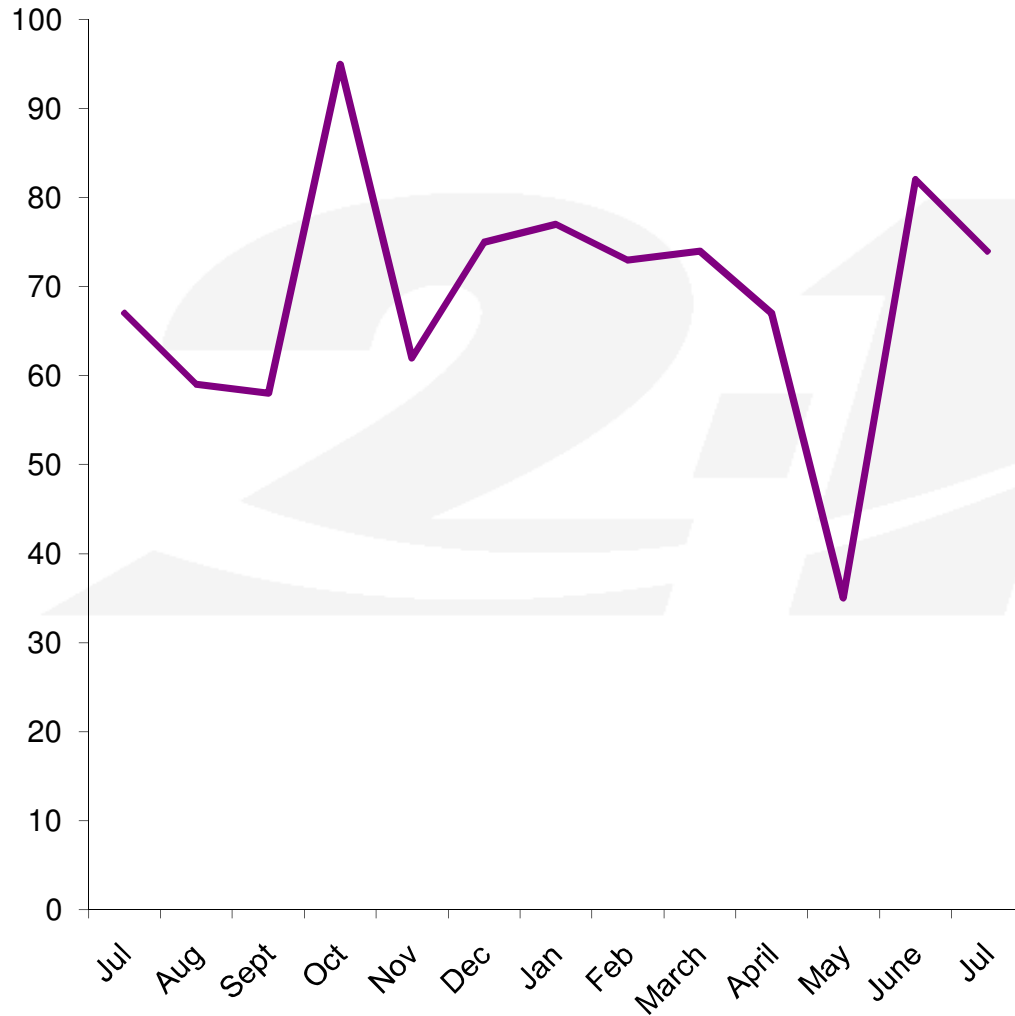
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



# Clinton County Call Volume

Total Call Volume for July: 74



Rent Payment Assistance	10
Food Pantries	7
Mortgage Foreclosure Prevention	6
Agency Information Request	5
Undesignated Temporary Financial Assistance	5
Community Clinics	4
Electric Bill Payment Assistance	4
Adult State/Local Health Insurance Programs	3
Low Income/Subsidized Private Rental Housing	3
Gas Money	2

# Clinton County Detail

July 2009

## Call Type

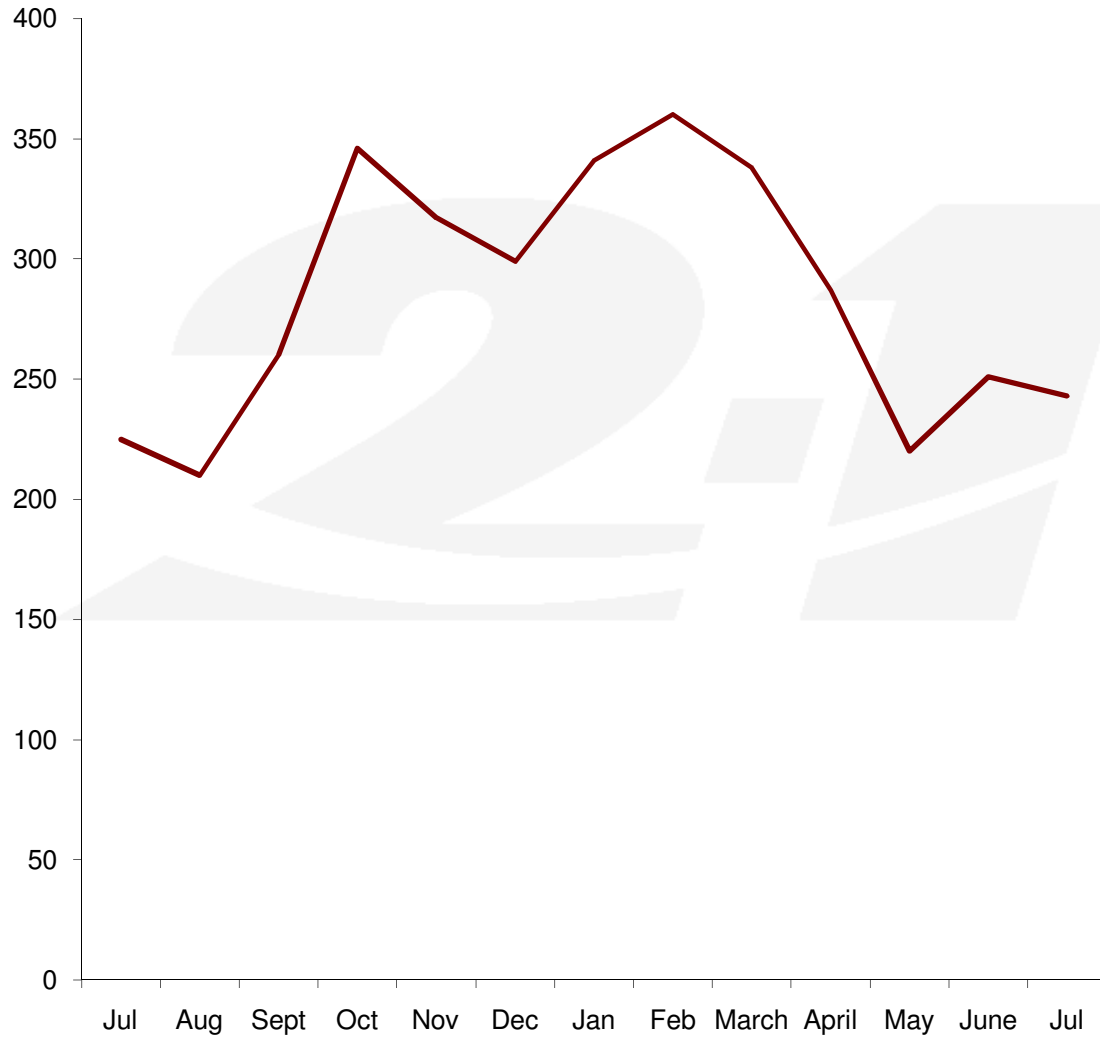
Information	Referral	Advocacy
2	65	1

## Unmet Needs & Reasons

Rent Payment Assistance (3)	2	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Gas Money (2)	2	Service Not Available
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
General Dentistry (1)	1	Service Inaccessible/Cost
In Home Adult Day Programs (1)	1	Service Not Available

# Eaton County Call Volume

Total Call Volume for July: 243



Electric Bill Payment Assistance	26
Food Pantries	22
Agency Information Request	19
Rent Payment Assistance	19
Mortgage Foreclosure Prevention	13
General Dentistry	8
Food Stamps	7
Domestic Violence Shelters	5
General Furniture Provision	5
Homeless Motel Vouchers	5

# Eaton County Detail

July 2009

## Call Type

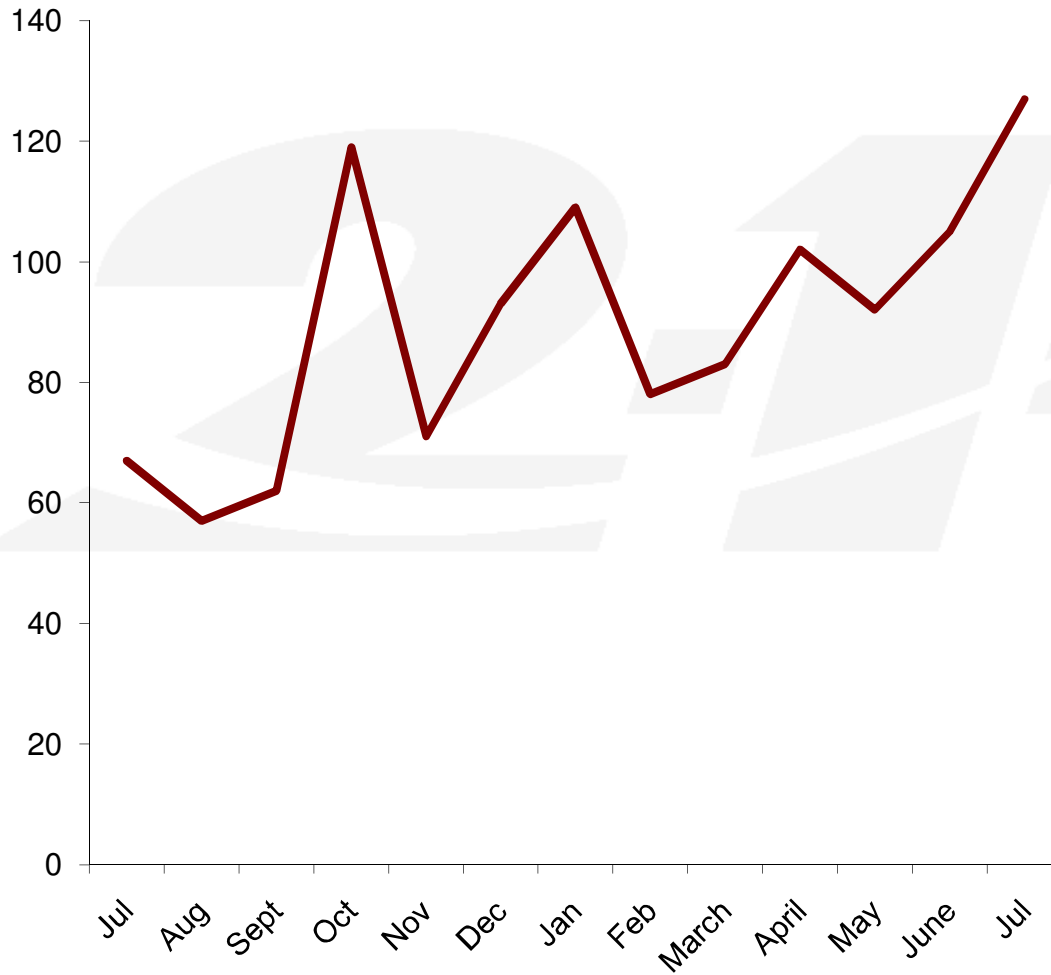
Information	Referral	Advocacy
5	203	1



Unmet Needs & Reasons		
Rent Payment Assistance (8)	6	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	No Immediate Resource Available
Automotive Repair (2)	2	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Gas Money (2)	2	Service Not Available
Mortgage Payment Assistance (2)	1	No Immediate Resource Available
	1	Bill Exceeds Amount Available

# Hillsdale County Call Volume

Total Call Volume for July: 127



## Top Needs (July 2009)

Agency Information Request	17
Electric Bill Payment Assistance	10
General Furniture Provision	6
Glasses/Contact Lenses	6
Mortgage Foreclosure Prevention	6
Community Clinics	5
Food Pantries	5
Rent Payment Assistance	5
Low Income/Subsidized Private Rental Housing	4
Gas Money	3
General Legal Aid	3
Medical Transportation	3

# Hillsdale County Detail

July 2009

## Call Type

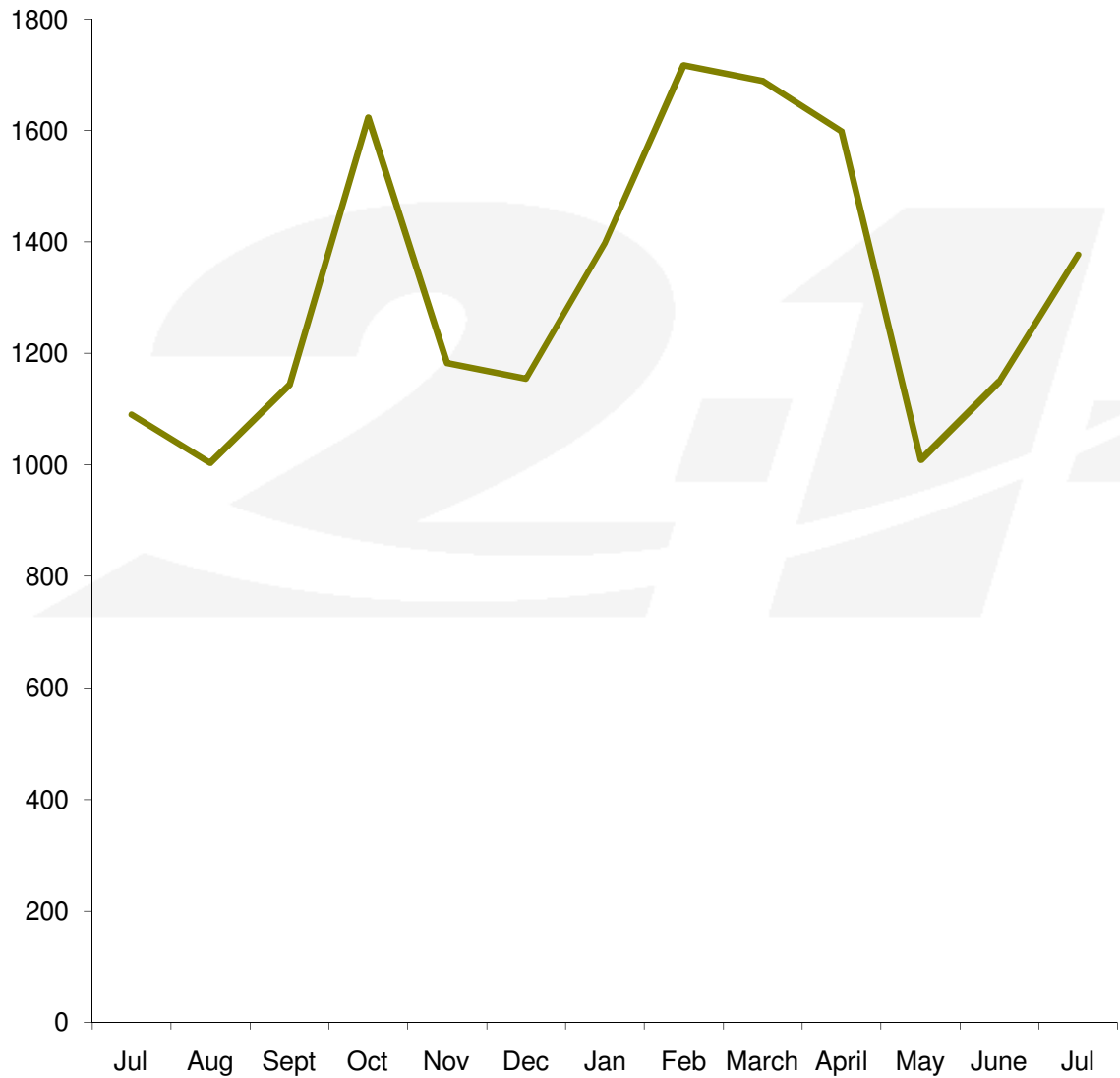
Information	Referral	Advocacy
9	98	1

## Unmet Needs & Reasons

Rent Payment Assistance (4)	3	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Gas Money (2)	1	Client Ineligible/Target Population Requirement
	1	No Immediate Resource Available
Automobile Insurance (1)	1	Service Not Available
Disability Related Transportation (1)	1	Service Not Available
Electric Bill Payment Assistance (1)	1	Bill Exceeds Amount Available

# Ingham County Call Volume

Total Call Volume for July: 1377



## Top Needs (July 2009)

Food Pantries	138
Electric Bill Payment Assistance	109
Rent Payment Assistance	69
Community Shelters	56
Low Income/Subsidized Private Rental Housing	53
General Furniture Provision	48
Mortgage Foreclosure Prevention	46
Directory Assistance	44
Personal/Grooming Supplies	38
Prescription Expense Assistance	31

# Ingham County Detail

July 2009

## Call Type

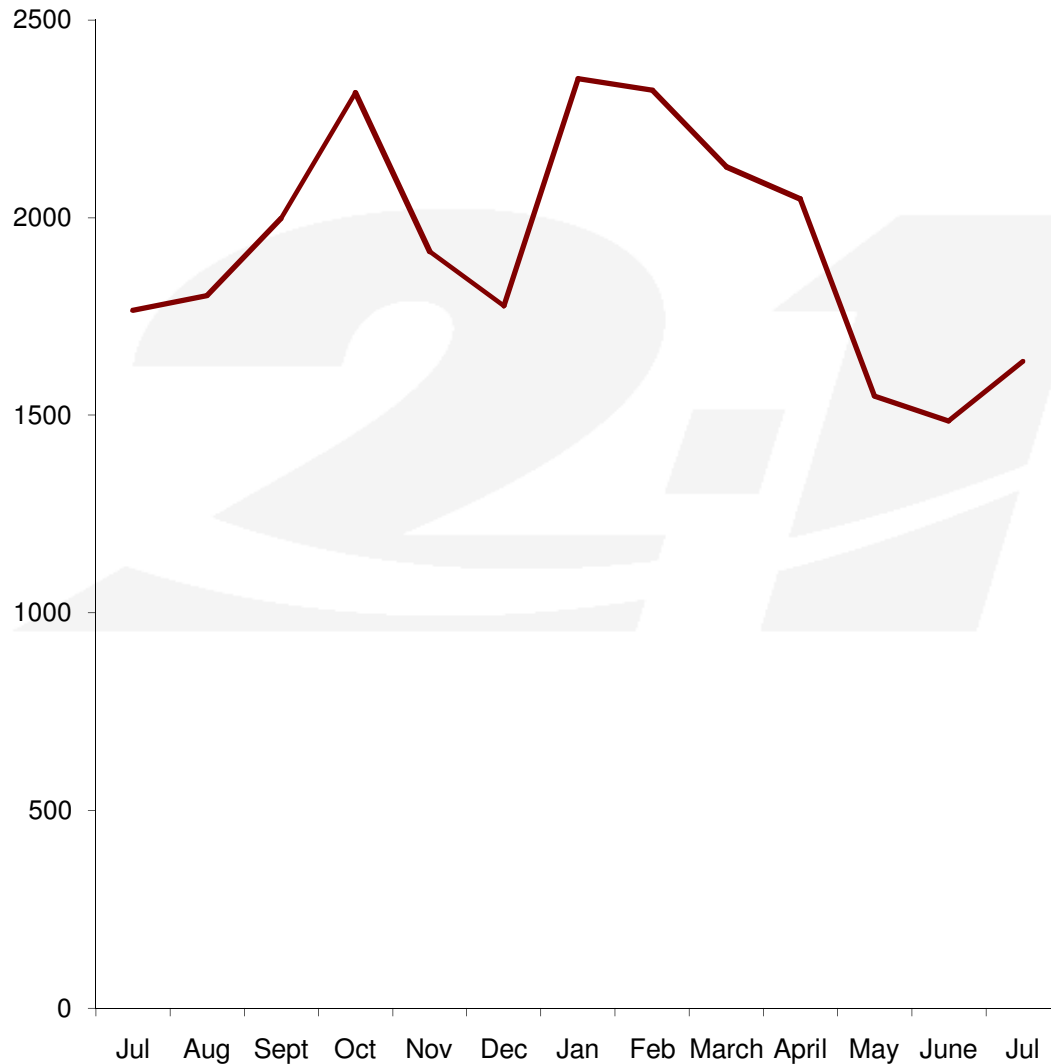
Information	Referral	Advocacy
42	1072	6

### Unmet Needs & Reasons

Rent Payment Assistance (23)	13	Client Ineligible/No Documentation
	6	Bill Exceeds Amount Available
	2	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (17)	6	Client Ineligible/No Documentation
	6	Bill Exceeds Amount Available
	2	Client Ineligible/Previously Assisted
Gas Money (14)	14	Service Not Available
Rental Deposit Assistance (11)	8	Client Ineligible/Target Population Requirement
	2	Client Ineligible/No Documentation
	1	Client Ineligible/Other Reason
Water Bill Payment Assistance (5)	3	Bill Exceeds Amount Available
	2	Client Ineligible/No Documentation

# Jackson County Call Volume

Total Call Volume for July: 1636



## Top Needs (July 2009)

Agency Information Request	205
Food Pantries	149
Electric Bill Payment Assistance	107
Rent Payment Assistance	79
General Furniture Provision	53
Prescription Expense Assistance	48
Health Care Discount Enrollment Programs	46
Directory Assistance	39
Mortgage Foreclosure Prevention	33
Gas Money	32
General Dentistry	31

# Jackson County Detail

July 2009

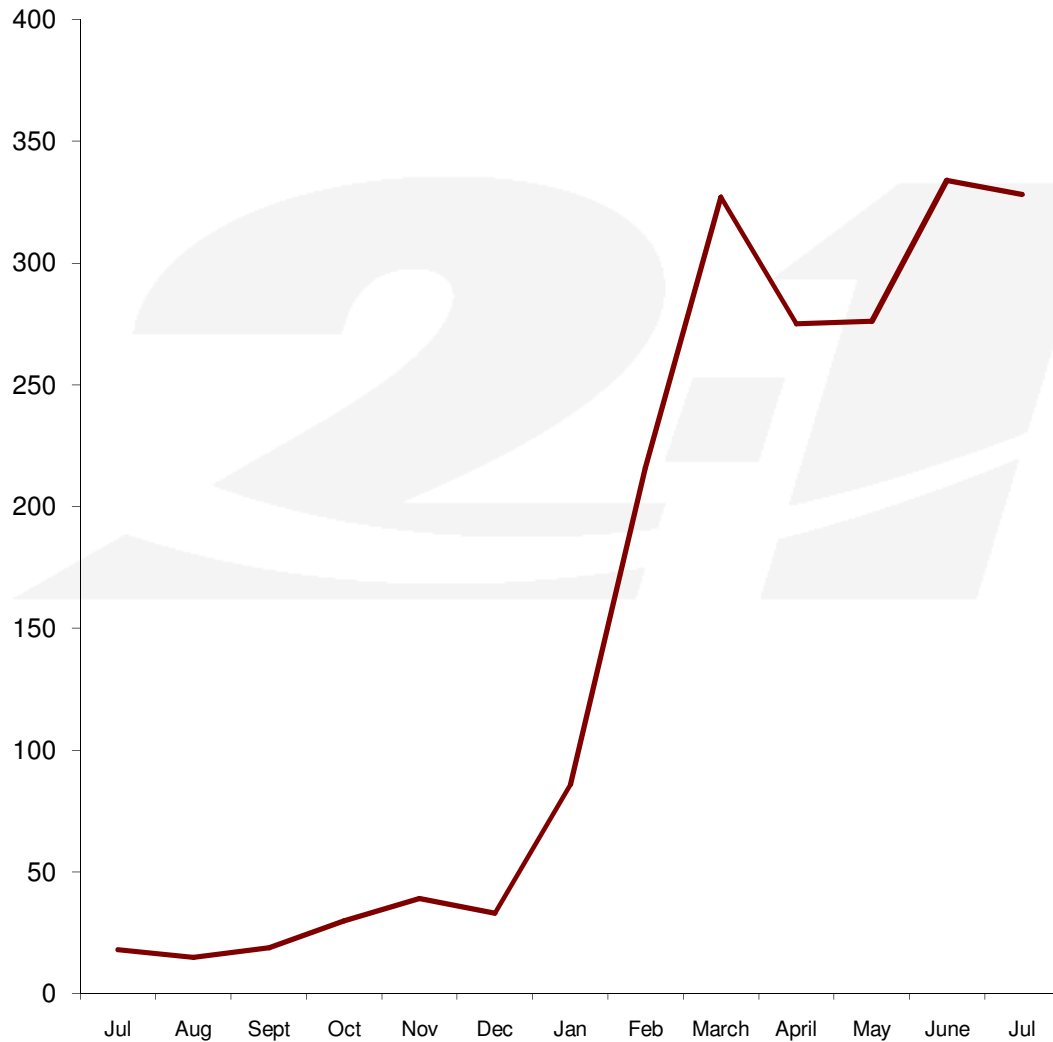
## Call Type

Information	Referral	Advocacy
97	1239	11

Unmet Needs & Reasons		
Rent Payment Assistance (34)	23	Client Ineligible/No Documentation
	5	Bill Exceeds Amount Available
	3	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (11)	6	Client Ineligible/No Documentation
	5	Bill Exceeds Amount Available
School Supplies (11)	11	No Immediate Resource Available
Moving Expense Assistance (6)	2	Client Ineligible/No Documentation
	2	Client Refused Referral
	2	No Immediate Resource Available
Rental Deposit Assistance (5)	4	Client Ineligible/Target Population Requirement
	1	Bill Exceeds Amount Available

# Lenawee County Call Volume

Total Call Volume for July: 328



## Top Needs (July 2009)

Agency Information Request	42
Electric Bill Payment Assistance	26
Rent Payment Assistance	25
Mortgage Foreclosure Prevention	16
Prescription Expense Assistance	15
Food Pantries	12
General Legal Aid	11
Community Clinics	9
Gas Bill Payment Assistance	9
Section 8 Housing Choice Vouchers	8
Directory Assistance	7

# Lenawee County Detail

July 2009

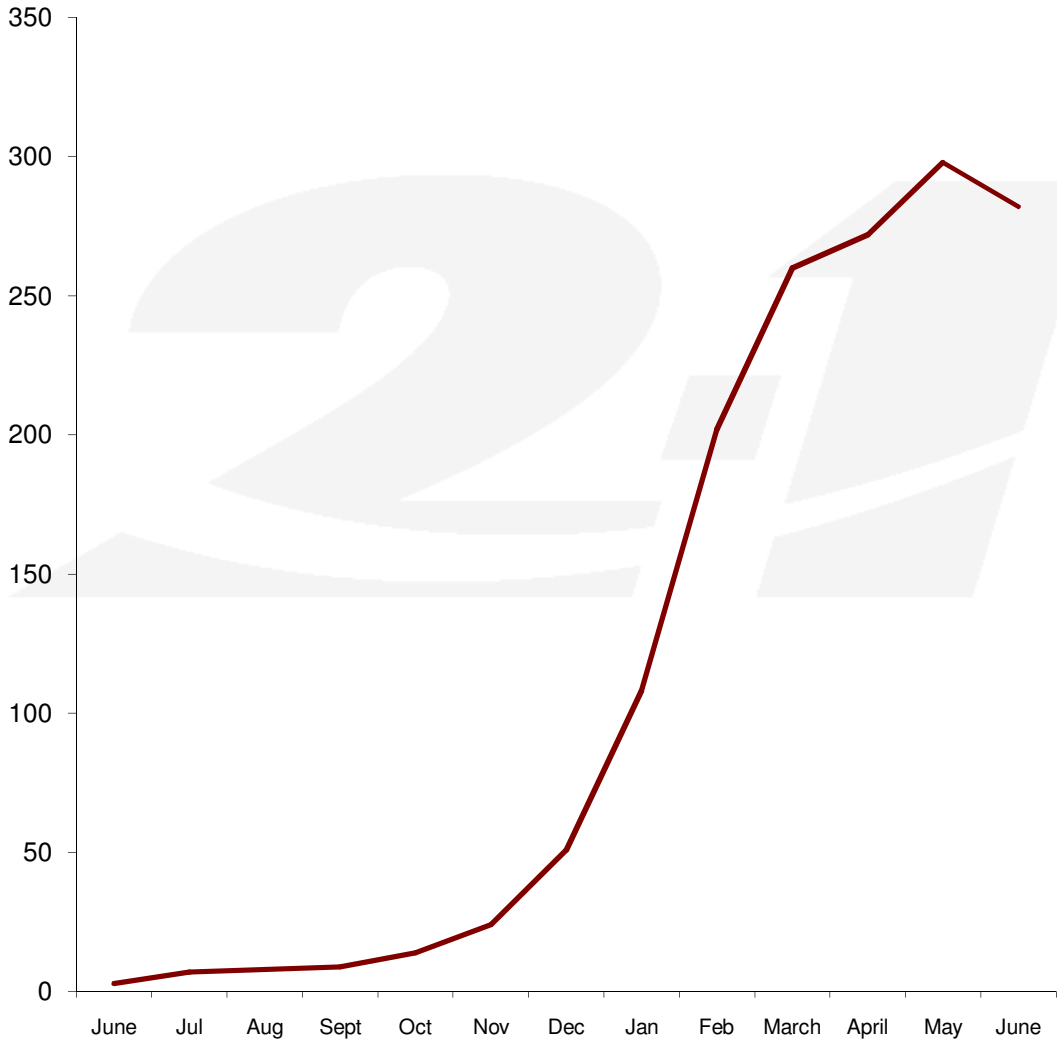
## Call Type

Information	Referral	Advocacy
10	258	2

Unmet Needs & Reasons		
Rent Payment Assistance (9)	7	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (4)	3	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Adult State/Local Health Insurance Programs (2)	2	Service Not Available
Community Shelters (2)	2	Service Not Available
Gas Bill Payment Assistance (2)	1	Bill Exceeds Amount Available
	1	Client Ineligible/No Documentation

# Livingston County Call Volume

Total Call Volume for July: 282



Top Needs (July 2009)	
Agency Information Request	51
Mortgage Foreclosure Prevention	32
Electric Bill Payment Assistance	30
Rent Payment Assistance	20
General Legal Aid	12
Low Income/Subsidized Private Rental Housing	12
Food Pantries	11
Adult State/Local Health Insurance Programs	9
Community Clinics	9
Gas Bill Payment Assistance	8
Home Rental Listings	8

# Livingston County Detail

July 2009

## Call Type

Information	Referral	Advocacy
10	230	2

Unmet Needs & Reasons		
Gas Money (13)	13	Service Not Available
Electric Bill Payment Assistance (7)	4	Client Ineligible/No Documentation
	3	Bill Exceeds Amount Available
Rent Payment Assistance (6)	5	Client Ineligible/No Documentation
	1	Client Ineligible/Target Population Requirement
Bus Fare (5)	5	Service Not Available
Home Maintenance and Minor Repair Services (5)	5	Service Not Available

## Giving Help: July 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.

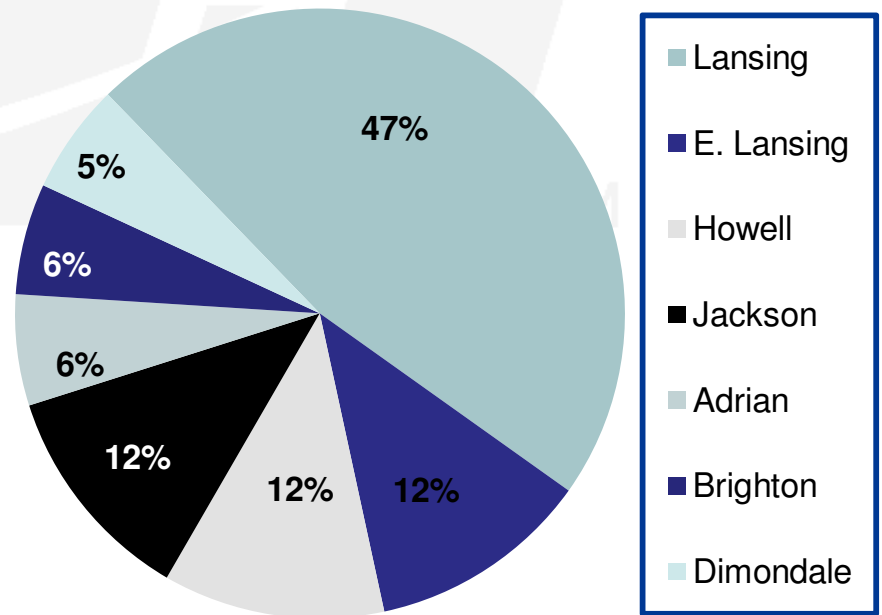
### Giving Help: Volunteerism and Donations

In July, three "Give Help" callers had unmet needs. These were: Two Volunteer/Recruitment requests in Jackson and one Medical Supplies Donation request in Brighton.

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

<i>Volunteer Placement</i>	21
<i>Clothing Donation</i>	4
<i>Donation Pickups</i>	2
<i>Food Donation</i>	2
<i>Medical Supplies Donation</i>	2
<i>Bedding/Linen Donation</i>	1
<i>Furniture Donation</i>	1

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

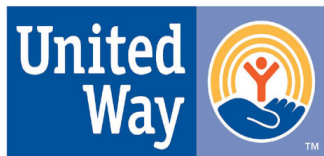


Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the 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 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 partnership of Capital Area United Way, Eaton County United Way, Hillsdale County United Way, United Way of Jackson County, Lenawee United Way, LifeWays, and Livingston County United Way.

