

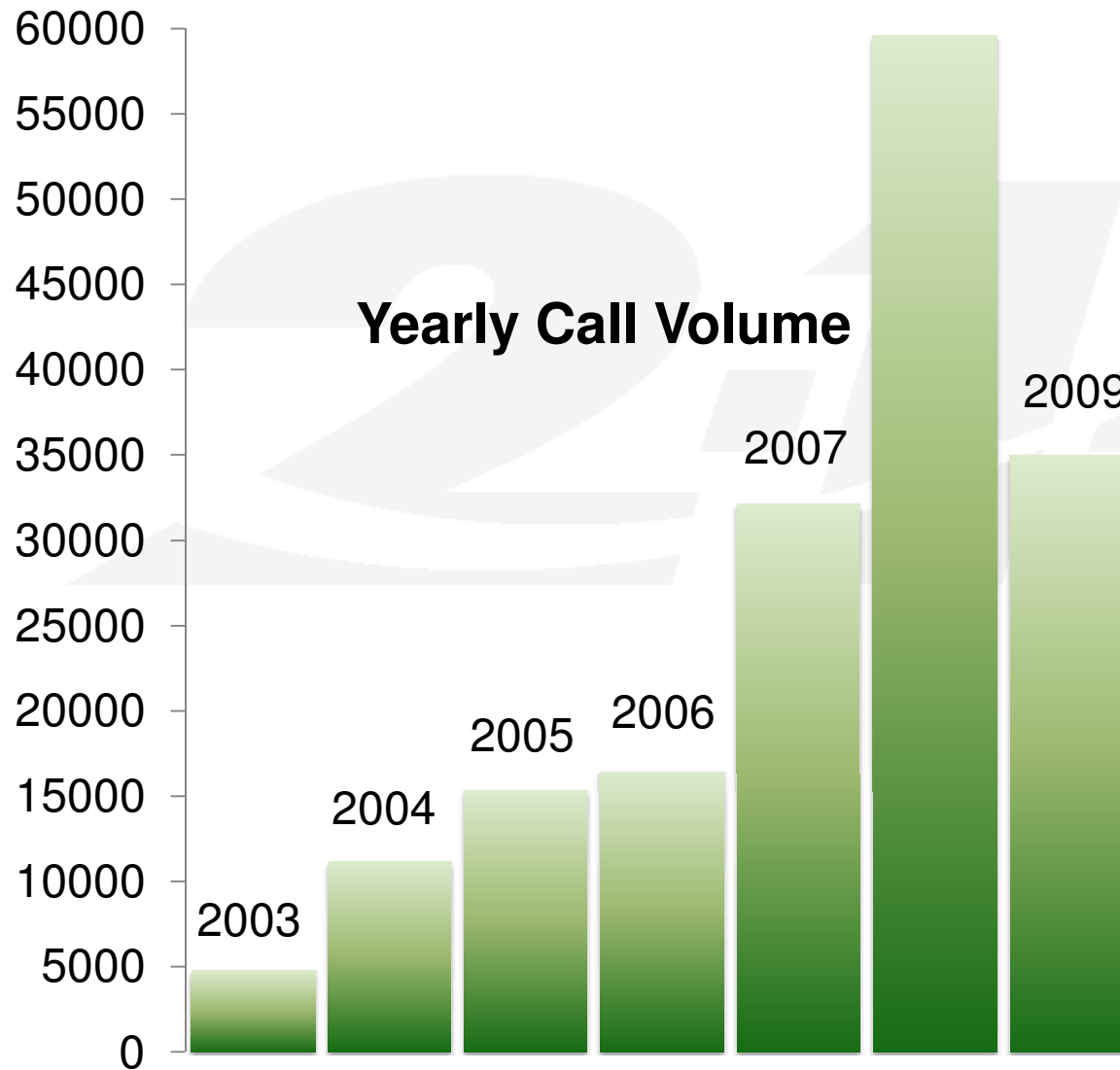


**June 2009  
Community Report**

Toll Free: 866.561.2500

TDD/TTY Accessible: 517.789.2492

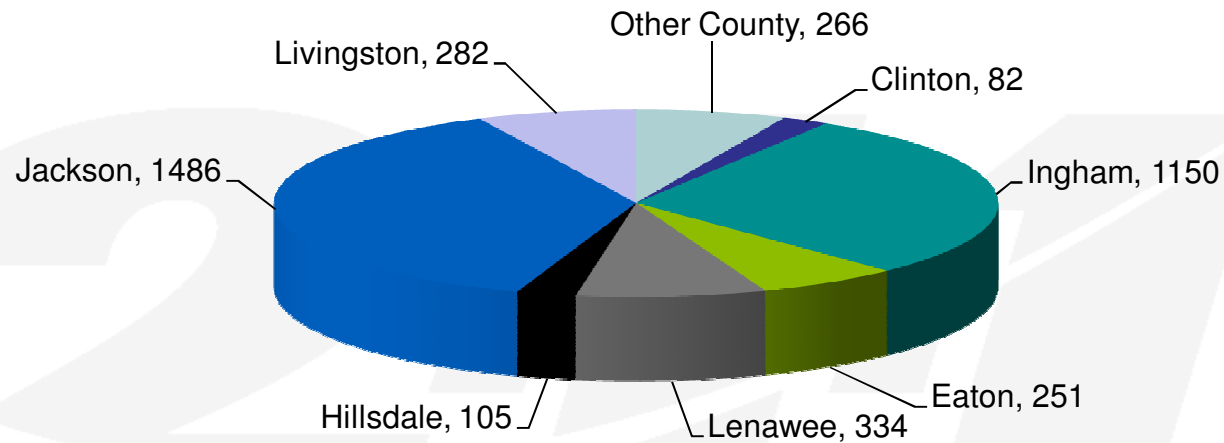
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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.

## June 2009 Call Distribution by County


Total Call Volume – 5,023



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.

# June 2009 Referral Source

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



<b>Repeat Caller</b>	<b>1554</b>
<b>Family/Friend</b>	<b>1274</b>
<b>Non-profit Agency</b>	<b>378</b>
<b>Department of Human Services</b>	<b>165</b>
<b>For-profit Business</b>	<b>109</b>
<b>Medical/Mental Health Provider</b>	<b>70</b>
<b>Church</b>	<b>61</b>
<b>Printed Marketing Materials</b>	<b>49</b>
<b>City/Township Governmental Agency</b>	<b>41</b>
<b>Workplace</b>	<b>35</b>
<b>Television</b>	<b>31</b>
<b>Emergency Service Provider</b>	<b>26</b>
<b>Other State Governmental Agency</b>	<b>25</b>
<b>School</b>	<b>16</b>
<b>Radio</b>	<b>15</b>
<b>Community Mental Health</b>	<b>13</b>
<b>Internet</b>	<b>13</b>
<b>County Health Department</b>	<b>12</b>
<b>Other County Governmental Agency</b>	<b>10</b>
<b>Newspaper/Magazine</b>	<b>7</b>
<b>Phone Book</b>	<b>7</b>
<b>Michigan Works!</b>	<b>5</b>
<b>Billboard</b>	<b>1</b>

# Follow-Up Activity

In June 2009, Central Michigan 2-1-1 completed 157 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?

56% Yes  
20% No \*  
9% Did not contact agency  
15% Unknown

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

24% Contact agency – waiting on approval  
15% Agency out of funds  
15% Ineligible for service  
14% Refused service  
12% Service not available from agency  
10% No response from agency  
6% Did not contact agency  
4% Other

Was your Call Specialist helpful and knowledgeable?

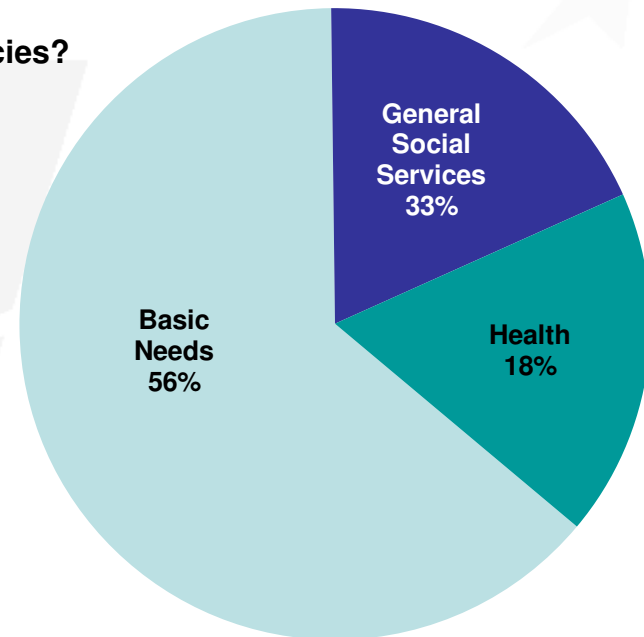
99% Yes

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

100% Yes

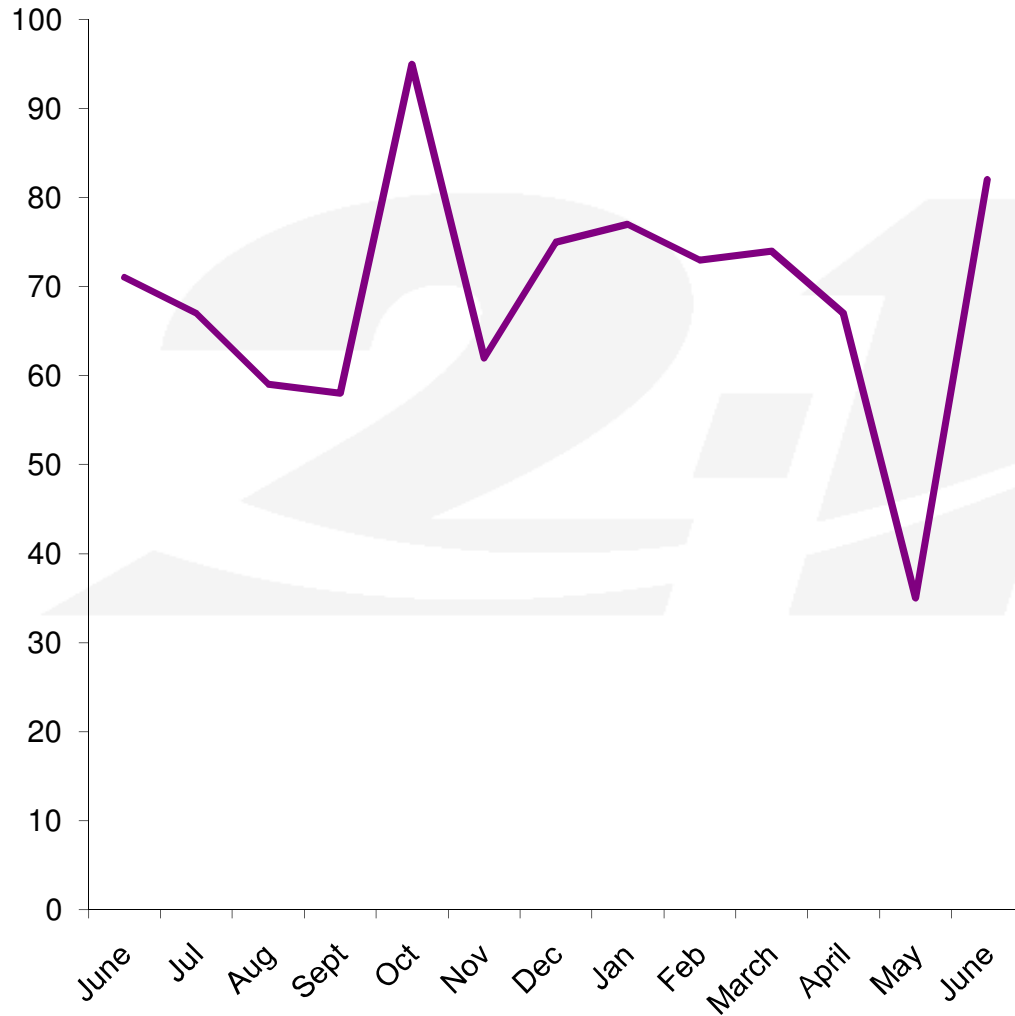
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



# Clinton County Call Volume

Total Call Volume for June: 82



Top Needs (June 2009)	
Agency Information Request	13
Electric Bill Payment Assistance	8
Food Pantries	6
Rent Payment Assistance	6
Mortgage Foreclosure Prevention	4
General Legal Aid	3
Personal/Grooming Supplies	3
Community Shelters	2
Diapers	2
Directory Assistance	2

# Clinton County Detail

June 2009

## Call Type

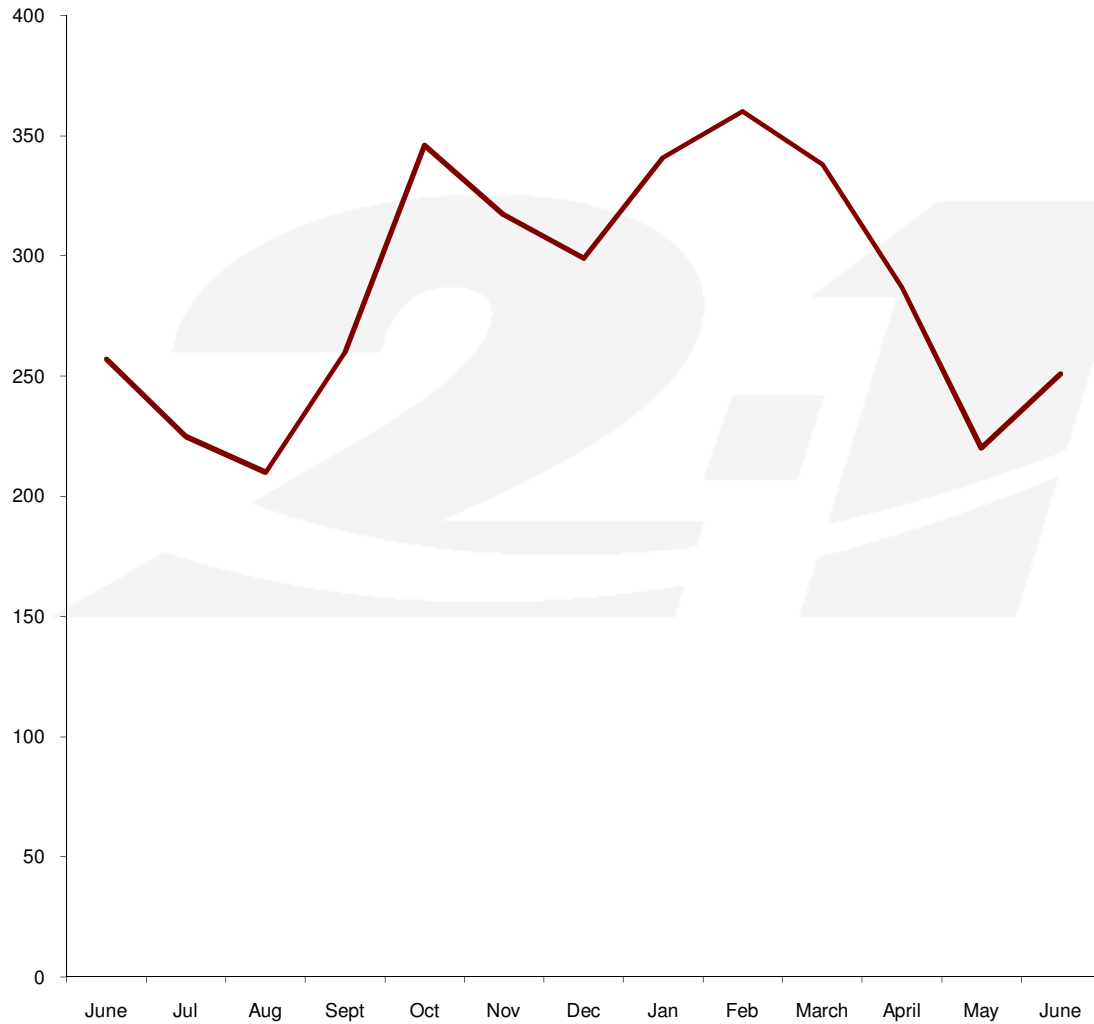
Information	Referral	Advocacy
1	66	0

## Unmet Needs & Reasons

Community Shelters (1)	1	No Immediate Resource Available
Cooking Classes (1)	1	No Immediate Resource Available
Educational Grants (1)	1	Service Not Available
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
Food Pantries (1)	1	Client Refused Referral

# Eaton County Call Volume

Total Call Volume for June: 251



Top Needs (June 2009)	
Food Pantries	29
Agency Information Request	21
Electric Bill Payment Assistance	18
Rent Payment Assistance	12
Mortgage Foreclosure Prevention	11
General Legal Aid	8
General Dentistry	7
Gas Money	5
Directory Assistance	4
General Counseling Services	4

# Eaton County Detail

June 2009

## Call Type

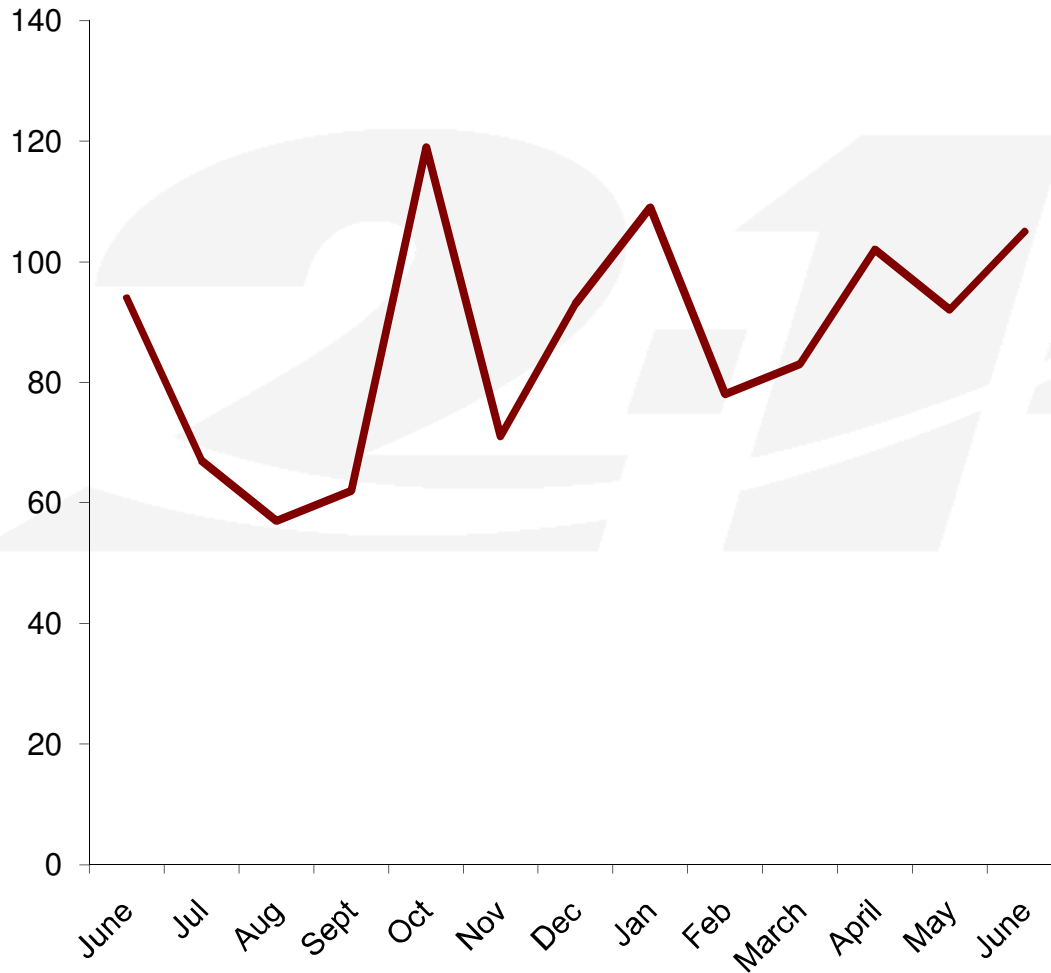
Information	Referral	Advocacy
7	212	1

## Unmet Needs & Reasons

Gas Money (5)	5	Service Not Available
Electric Bill Payment assistance (3)	3	Client Ineligible/No Documentation
Automotive Repair (2)	1	Client Ineligible/Target Population Requirement
	1	Client Refused Referral
Telephone Bill Payment Assistance (2)	2	Service Not Available
Adult State/Local Health Insurance Programs (1)	1	No Immediate Resource Available

# Hillsdale County Call Volume

Total Call Volume for June: 105



## Top Needs (June 2009)

Agency Information Request	14
Electric Bill Payment Assistance	10
General Dentistry	6
Burial/Cremation Expense Assistance	4
Appliances	3
Dental Bill Payment Assistance	3
Dentures	3
Food Pantries	3
Gas Bill Payment Assistance	3
General Furniture Provision	3
Adult State/Local Health Insurance Programs	2
Automobiles	2

# Hillsdale County Detail

June 2009

## Call Type

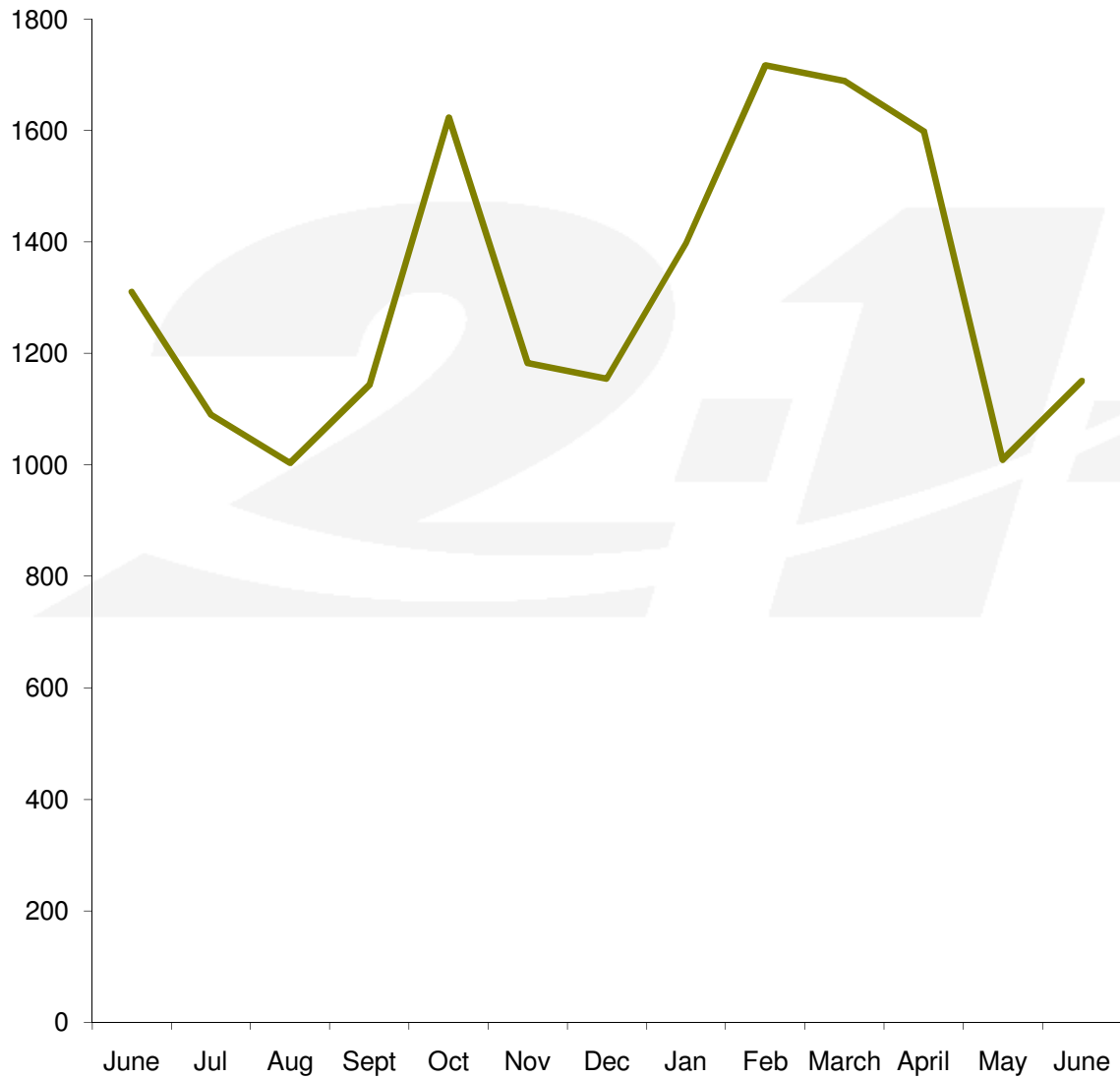
Information	Referral	Advocacy
1	86	1

## Unmet Needs & Reasons

Dental Bill Payment Assistance (2)	2	Service Not Available
General Dentistry (2)	2	Client Refused Referral
Automotive Repair (1)	1	Client Ineligible/Target Population Requirement
Burial/Cremation Expense Assistance (1)	1	Bill Exceeds Amount Available
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation

# Ingham County Call Volume

Total Call Volume for June: 1150



## Top Needs (June 2009)

Agency Information Request	125
Electric Bill Payment Assistance	104
Food Pantries	72
Rent Payment Assistance	65
Mortgage Foreclosure Prevention	45
Community Shelters	38
Directory Assistance	34
Low Income/Subsidized Private Rental Housing	27
Undesignated Temporary Financial Assistance	26
General Dentistry	23

# Ingham County Detail

June 2009

## Call Type

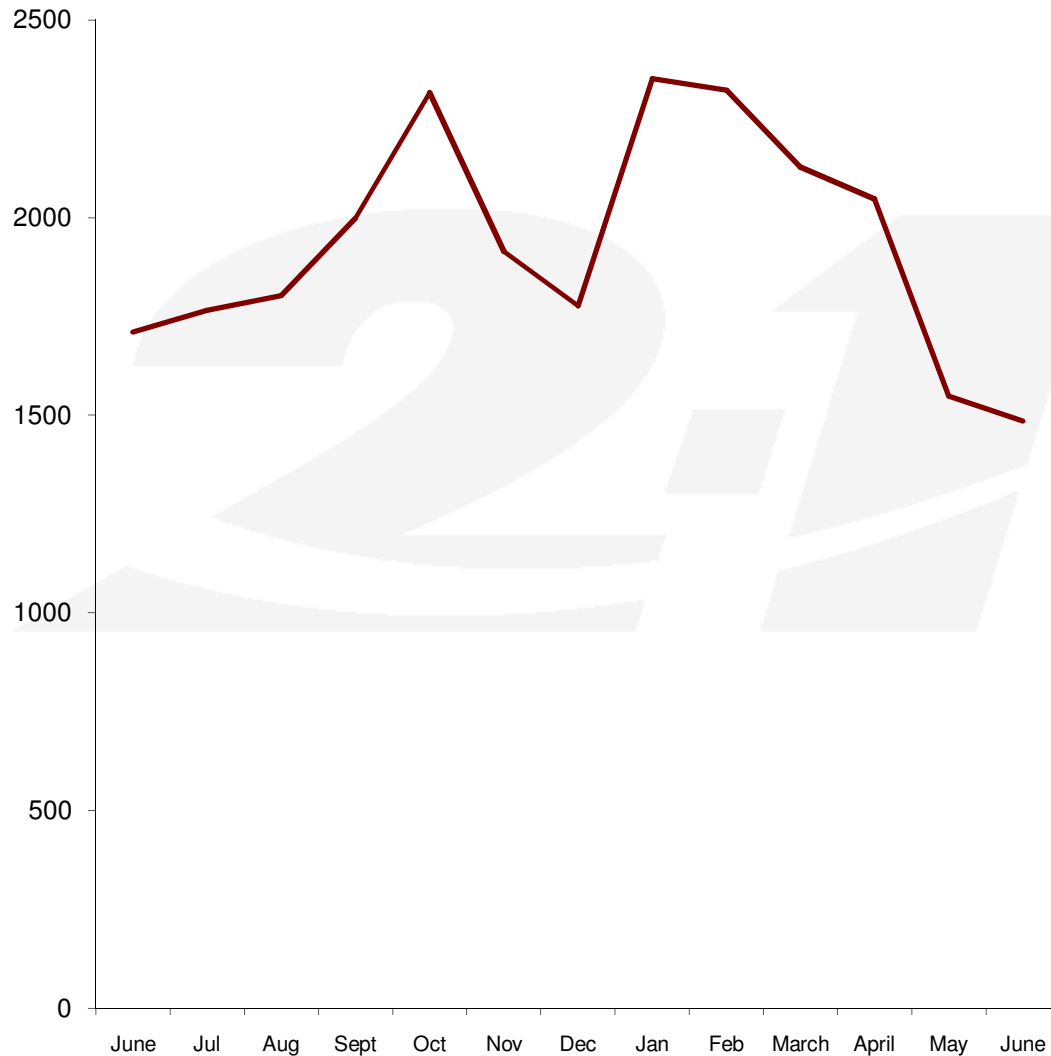
Information	Referral	Advocacy
53	860	1

### Unmet Needs & Reasons

Rent Payment Assistance (24)	14	Client Ineligible/No Documentation
	4	Client Ineligible/Other Reason
	3	Bill Exceeds Amount Available
Electric Bill Payment Assistance (13)	6	Client Ineligible/No Documentation
	6	Bill Exceeds Amount Available
	1	Client refused Referral
Rental Deposit Assistance (6)	2	Bill Exceeds Amount Available
	2	Client Ineligible/Target Population Requirement
	1	Client Refused Referral
Water Bill Payment Assistance (5)	2	Client Ineligible/No Documentation
	2	No Immediate Resource Available
	1	Bill Exceeds Amount Available
Automotive Repair (4)	4	Client Ineligible/Target Population Requirement

# Jackson County Call Volume

Total Call Volume for June: 1486



Top Needs (June 2009)	
Agency Information Request	142
Food Pantries	116
Electric Bill Payment Assistance	83
Rent Payment Assistance	76
Health Care Discount Enrollment Programs	52
General Furniture Provision	44
Prescription Expense Assistance	41
Directory Assistance	32
Low Income/Subsidized Private Rental Housing	30
General Dentistry	29
General Legal Aid	29

# Jackson County Detail

June 2009

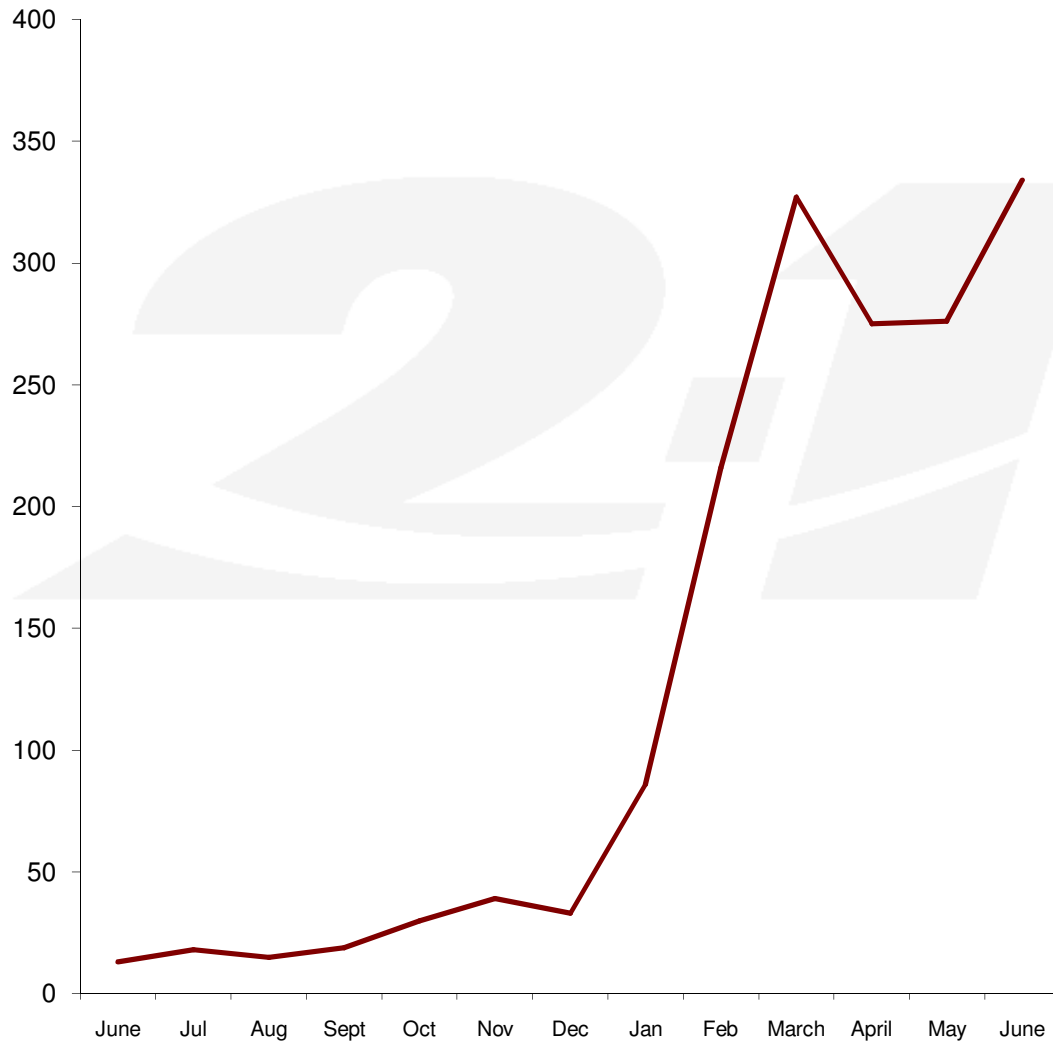
## Call Type

Information	Referral	Advocacy
88	1089	11

Unmet Needs & Reasons		
Rent Payment Assistance (27)	16	Client Ineligible/No Documentation
	8	Bill Exceeds Amount Available
	2	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (13)	12	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Rental Deposit Assistance (9)	3	Client Ineligible/No Documentation
	3	Client Ineligible/Target Population Requirement
	2	Bill Exceeds Amount Available
Water Bill Payment Assistance (5)	4	Bill Exceeds Amount Available
	1	Client Ineligible/No Documentation
Appliances (3)	2	No Immediate Resource Available
	1	Bill Exceeds Amount Available

# Lenawee County Call Volume

Total Call Volume for June: 334



Top Needs (June 2009)	
Agency Information Request	43
Rent Payment Assistance	26
Electric Bill Payment Assistance	21
Gas Bill Payment Assistance	19
Community Clinics	17
Food Pantries	15
Directory Assistance	12
Gas Money	9
General Dentistry	6
Prescription Expense Assistance	6
Food Stamps	5

# Lenawee County Detail

June 2009

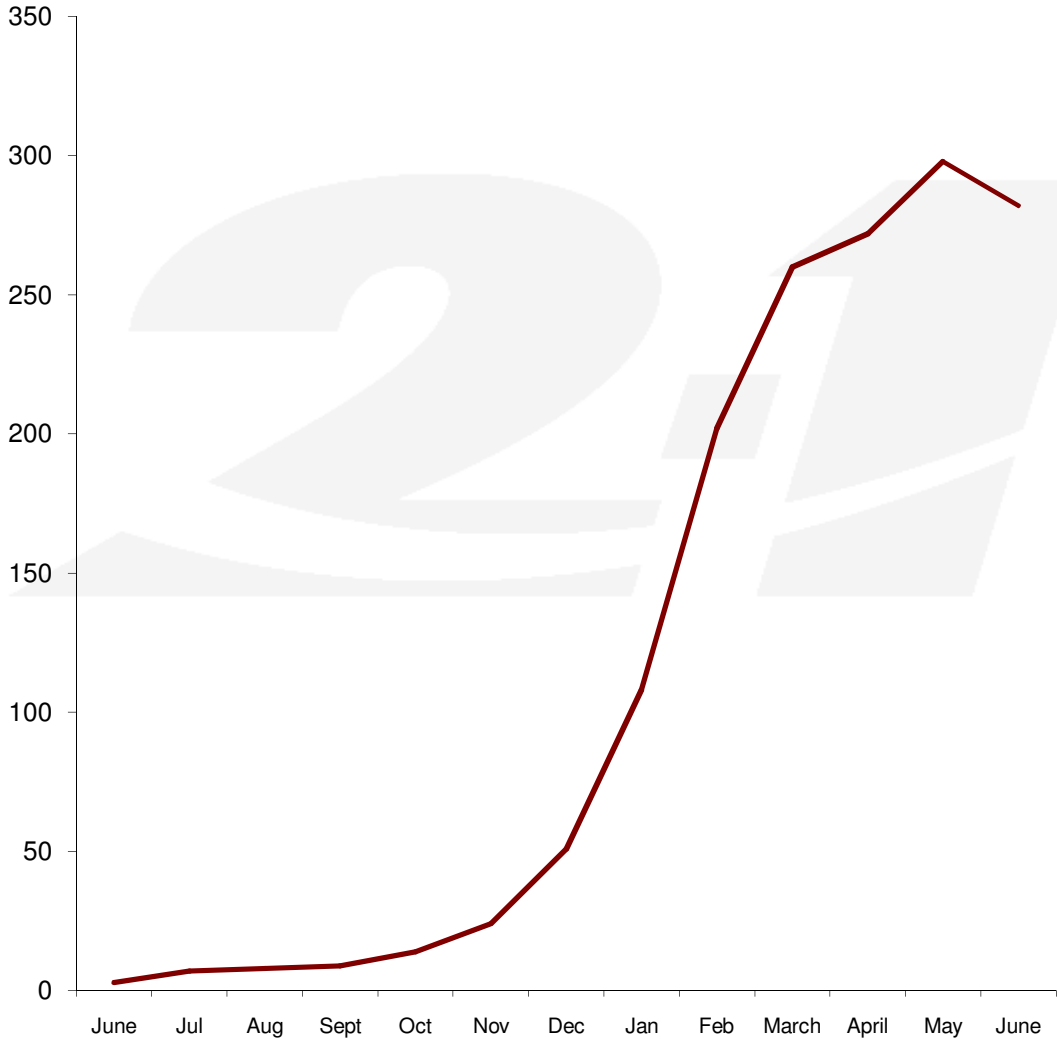
## Call Type

Information	Referral	Advocacy
17	249	2

Unmet Needs & Reasons		
Rent Payment Assistance (12)	9	Client Ineligible/No Documentation
	3	Bill Exceeds Amount Available
Electric Bill Payment Assistance (5)	5	Client Ineligible/No Documentation
Gas Bill Payment Assistance (3)	2	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Adult State/Local Health Insurance Programs (2)	2	Service Not Available
Automobile Insurance Payment Assistance (2)	2	Service Not Available

# Livingston County Call Volume

Total Call Volume for June: 282



Top Needs (June 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

June 2009

## Call Type

Information	Referral	Advocacy
9	228	1

Unmet Needs & Reasons		
Gas Money (9)	9	Service Not Available
Rent Payment Assistance (7)	5	Client Ineligible/No Documentation
	2	Client Refused Referral
VITA Program Sites (4)	4	Registration Full/Past Deadline
Electric Bill Payment Assistance (3)	2	Client Ineligible/Previously Assisted
	1	Client Refused Referral
Bus Fare (2)	2	Service Not Available

## Giving Help: June 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.

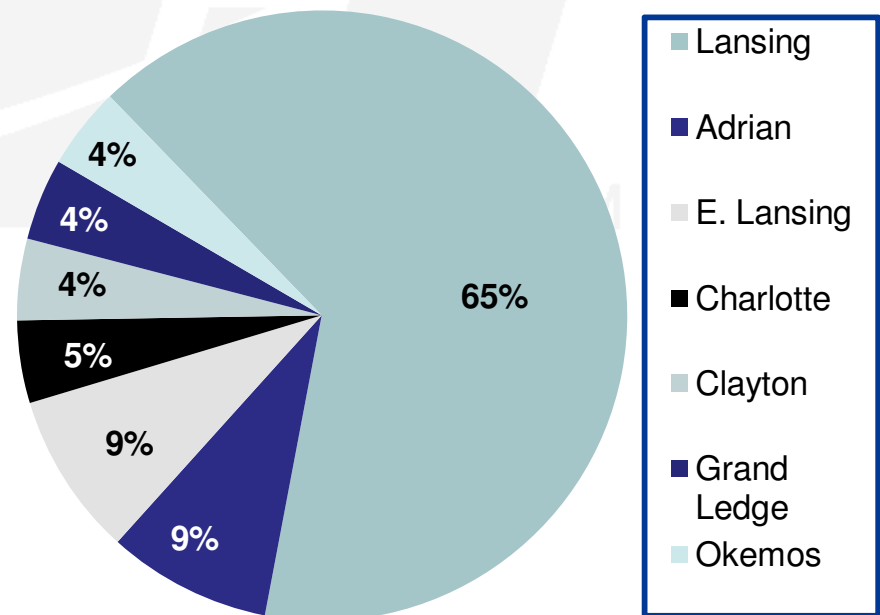
### Giving Help: Volunteerism and Donations

In June, three "Give Help" callers had unmet needs. These were: One donation pickup request in Jackson, one electronics/small appliances donation in Adrian and one medical supplies donation in Cohoctah.

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

<i>Volunteer Placement</i>	23
Donation Pickups	4
<i>Clothing Donation</i>	3
Computer Donation	3
<i>Furniture/Home Furnishings Donation</i>	3
Appliance Donation	2
<i>Electronics Donation</i>	2
Food Donation	2
<i>Vehicle Donation</i>	2
Baby Furniture Donation	1
<i>Kitchenware Donation</i>	1
Medical Supplies Donation	1
<i>Sports Equipment Donation</i>	1

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

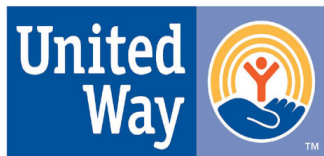


Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the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

