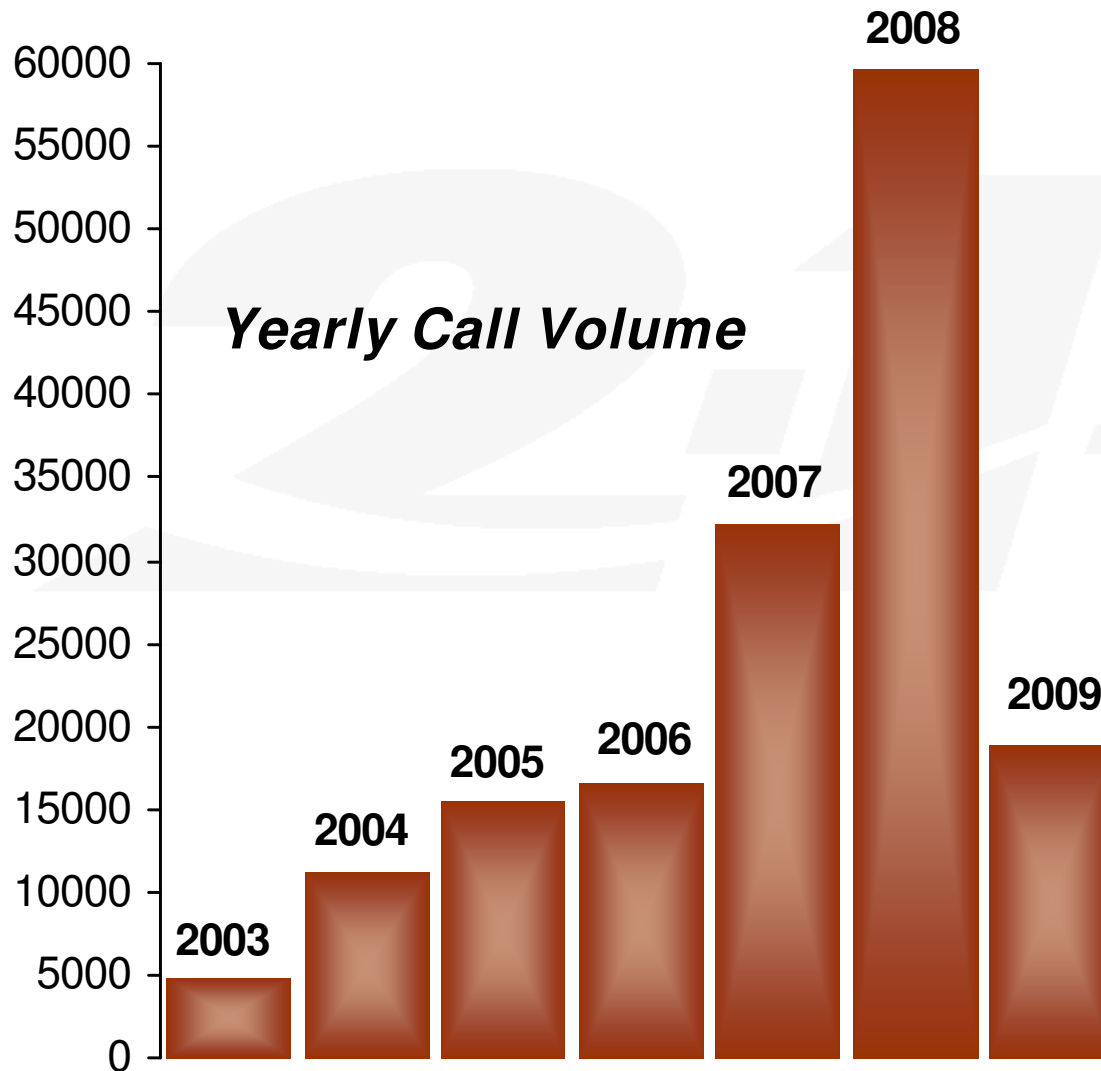




**March 2009  
Community Report**

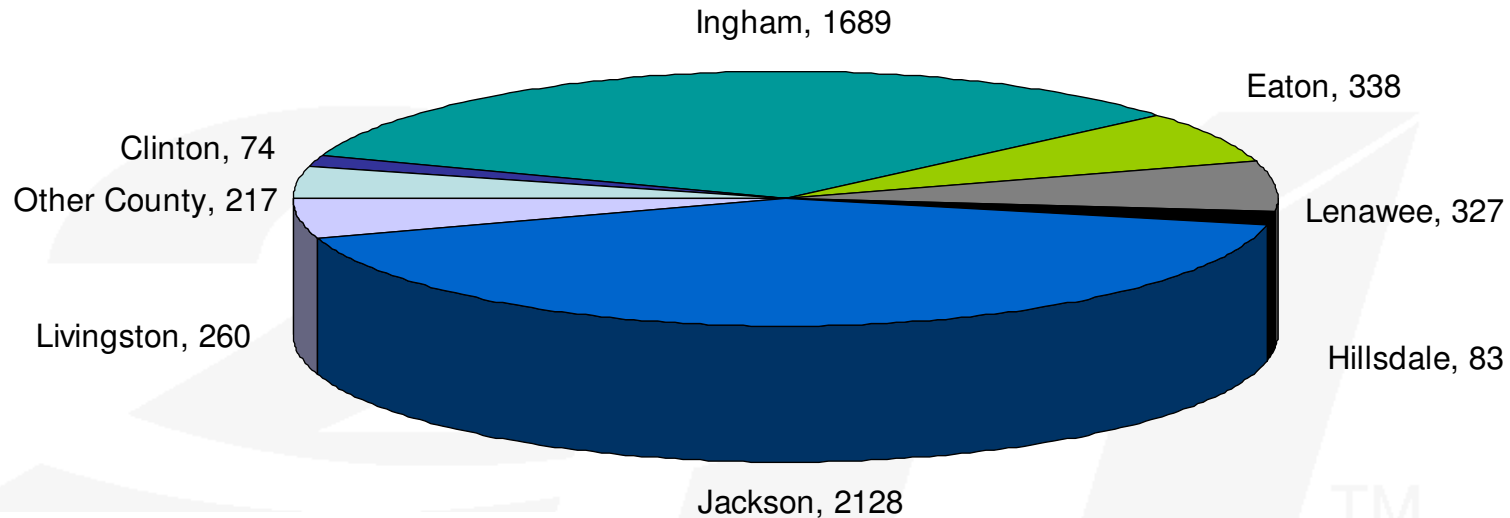
Toll Free: 866.561.2500  
TDD/TTY Accessible: 517.789.2492  
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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.

## March 2009 Call Distribution by County

Total Call Volume - 6,962

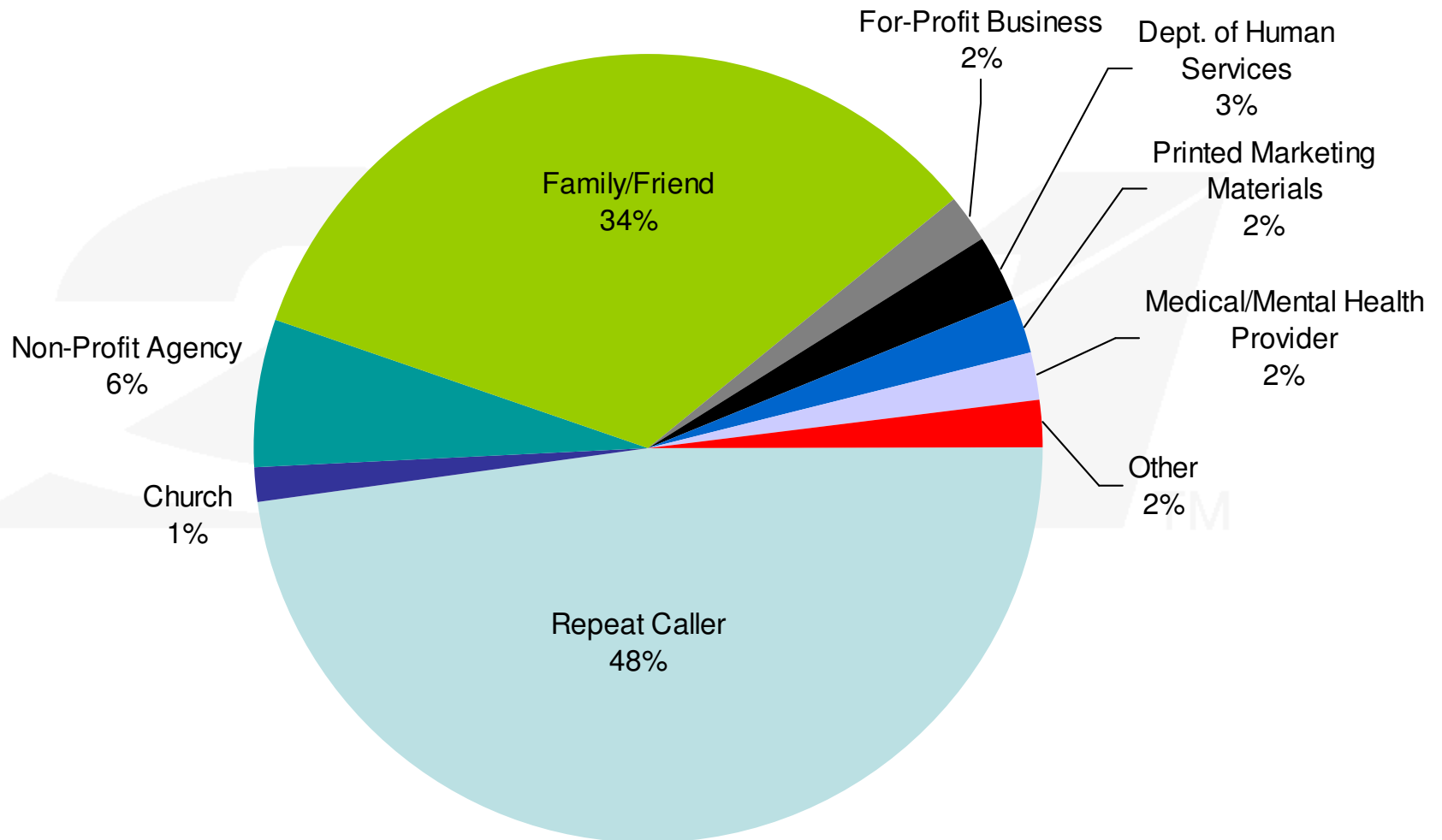


2-1-1 strengthens the community by uniting those who need help with those who can give it. Also, in times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise next week or 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 3,203 VITA calls.*

# March 2009 Referral Source

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



# Follow-Up Activity

In March 2009, Central Michigan 2-1-1 completed 139 follow-ups with callers.

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

98.8% Yes

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

88.9% Yes

8.9% No \*

2.2% Did not contact agency

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

28.6% Contact agency – waiting on approval

28.6% Did not contact agency

14.3% Ineligible for service

14.3% Agency out of funds

14.2% Service approved and pending

Was your Call Specialist helpful and knowledgeable?

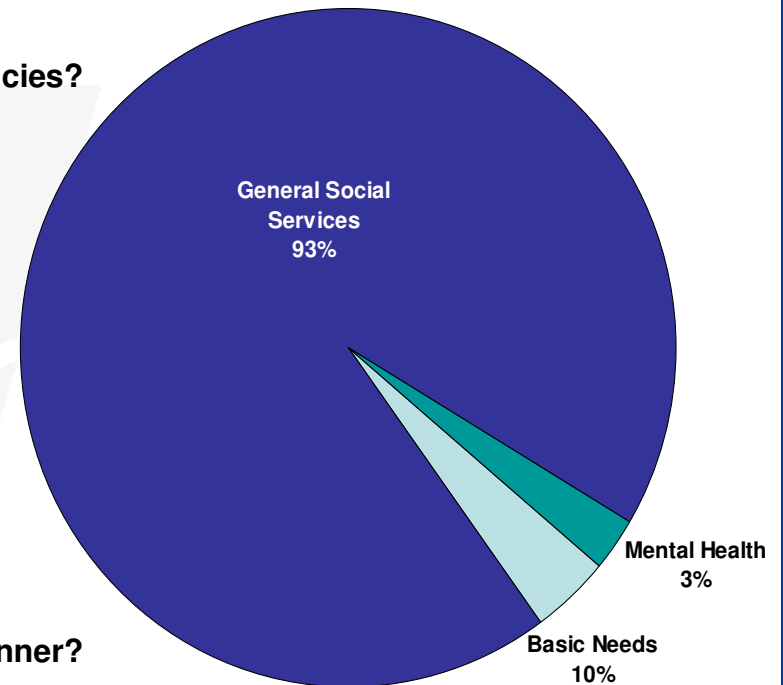
98.8% Yes

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

100% Yes

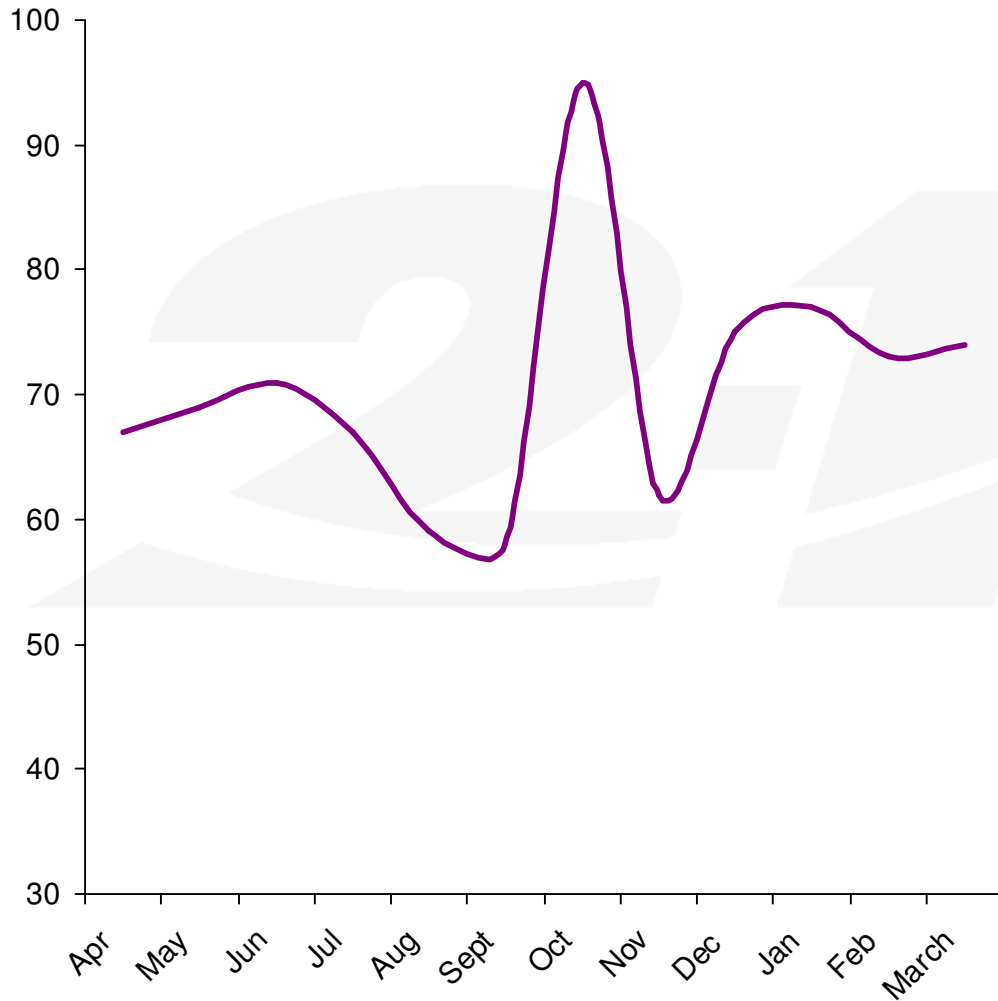
Would you recommend Central Michigan 2-1-1 to a relative/friend?

98.8% Yes



# Clinton County Call Volume

Total Call Volume for March: 74



Top Needs (March 2009)	
Agency Information Request	12
Electric Bill Payment Assistance	8
VITA Program Sites	8
Home Rehabilitation Programs	4
Food Pantries	3
Rent Payment Assistance	3
State Income Tax Information	3
Appliances	2
General Furniture Provision	2
Mortgage Foreclosure Prevention	2

# Clinton County Detail

March 2009

## Call Type

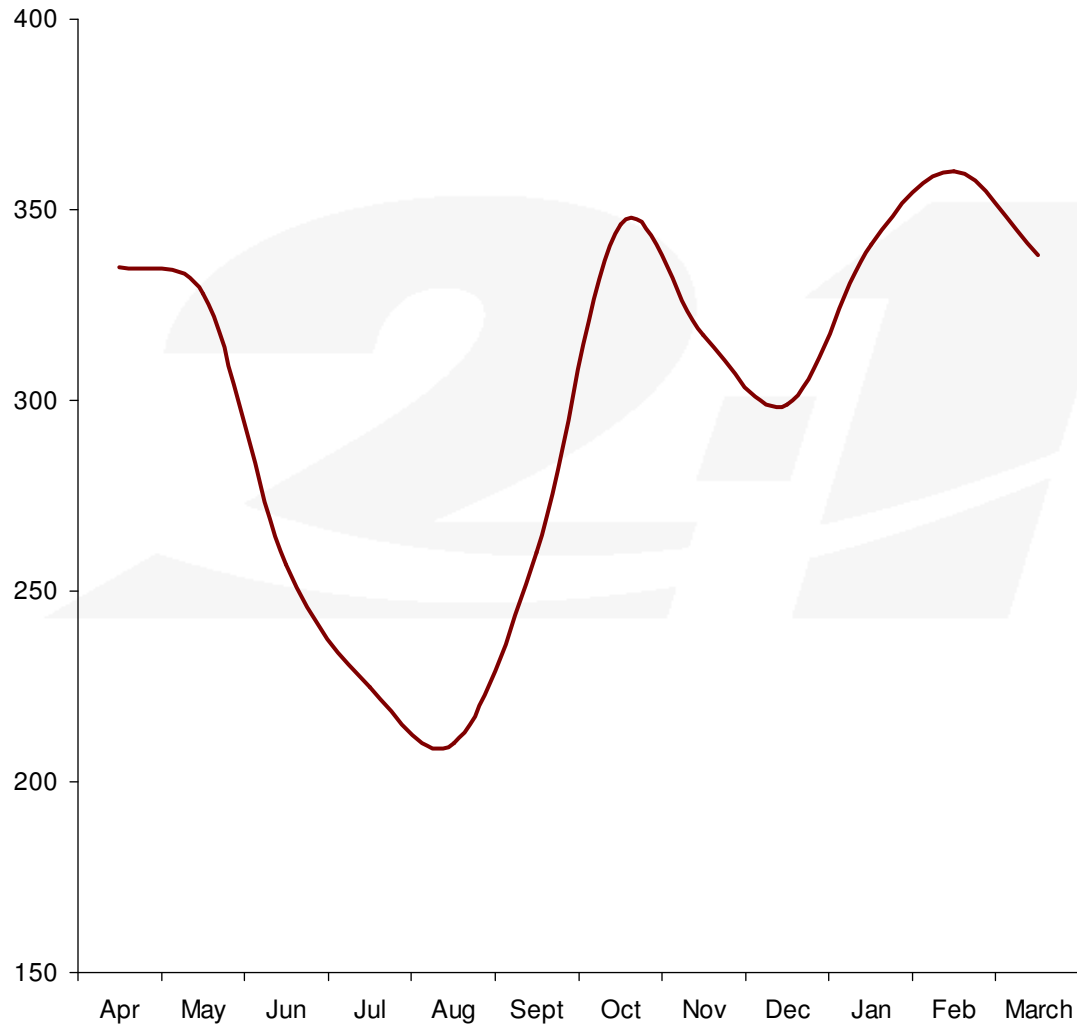
Information	Referral	Advocacy
9	51	1

## Unmet Needs & Reasons

Community Clinics (1)	1	Service Not Available
Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation

# Eaton County Call Volume

Total Call Volume for March: 338



Top Needs (March 2009)	
VITA Program Sites	76
Agency Information Request	42
Electric Bill Payment Assistance	24
Food Pantries	19
Parenting Skills Classes	15
General Dentistry	12
Mortgage Foreclosure Prevention	10
Rent Payment Assistance	9
Community Clinics	7
General Legal Aid	7

# Eaton County Detail

March 2009

## Call Type

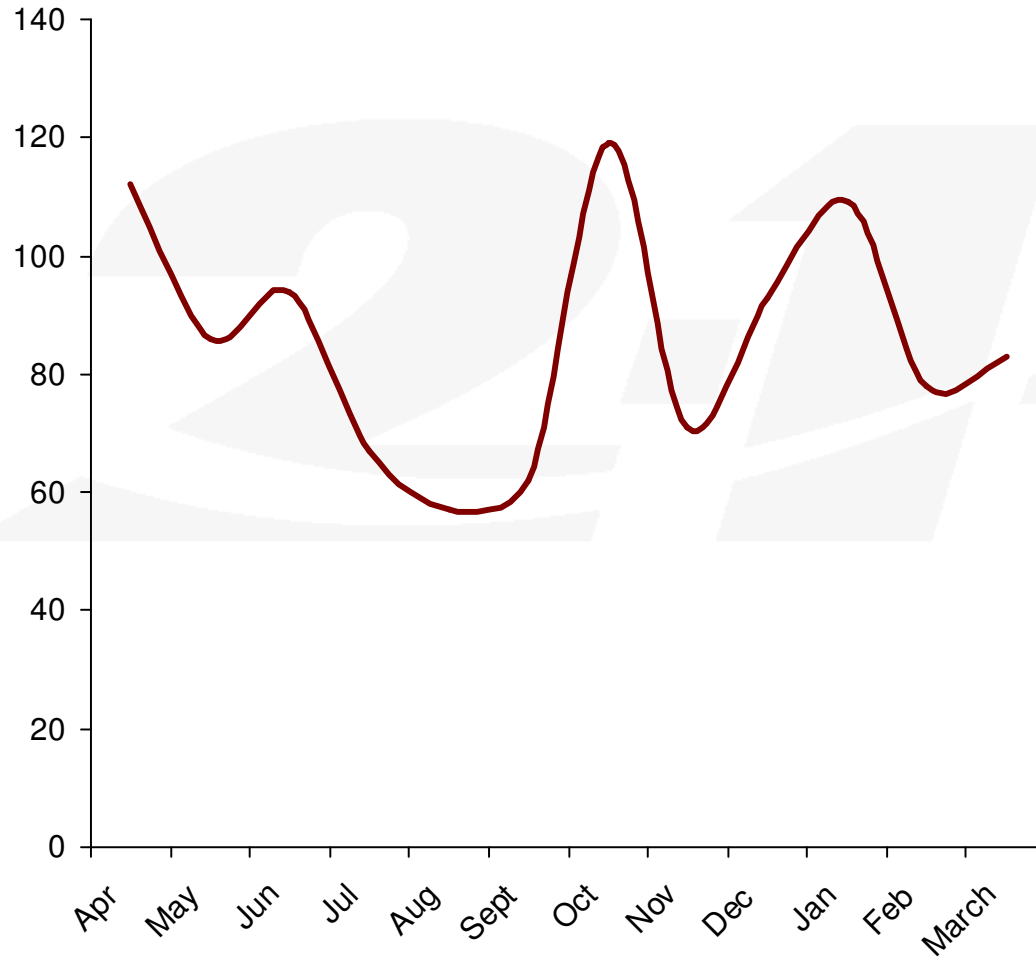
Information	Referral	Advocacy
22	284	2

## Unmet Needs & Reasons

General Dentistry (4)	2	Client Refused Referral
	2	Service Inaccessible/Transportation
Electric Bill Payment Assistance (2)	2	Client Ineligible/No Documentation
Gas Money (2)	2	Service Not Available
Rent Payment Assistance (2)	2	Client Ineligible/No Documentation
Automobile Insurance Payment Assistance (1)	1	Service Not Available

# Hillsdale County Call Volume

Total Call Volume for March: 83



## Top Needs (March 2009)

Agency Information Request	18
Rent Payment Assistance	8
Rental Deposit Assistance	4
Food Stamps	3
Low Income/Subsidized Private Rental Housing	3
Prescription Expense Assistance	3
Alcohol Dependency Support Groups	2
Automobiles	2
Automotive Repair	2
Community Shelters	2
Directory Assistance	2
Food Pantries	2

# Hillsdale County Detail

March 2009

## Call Type

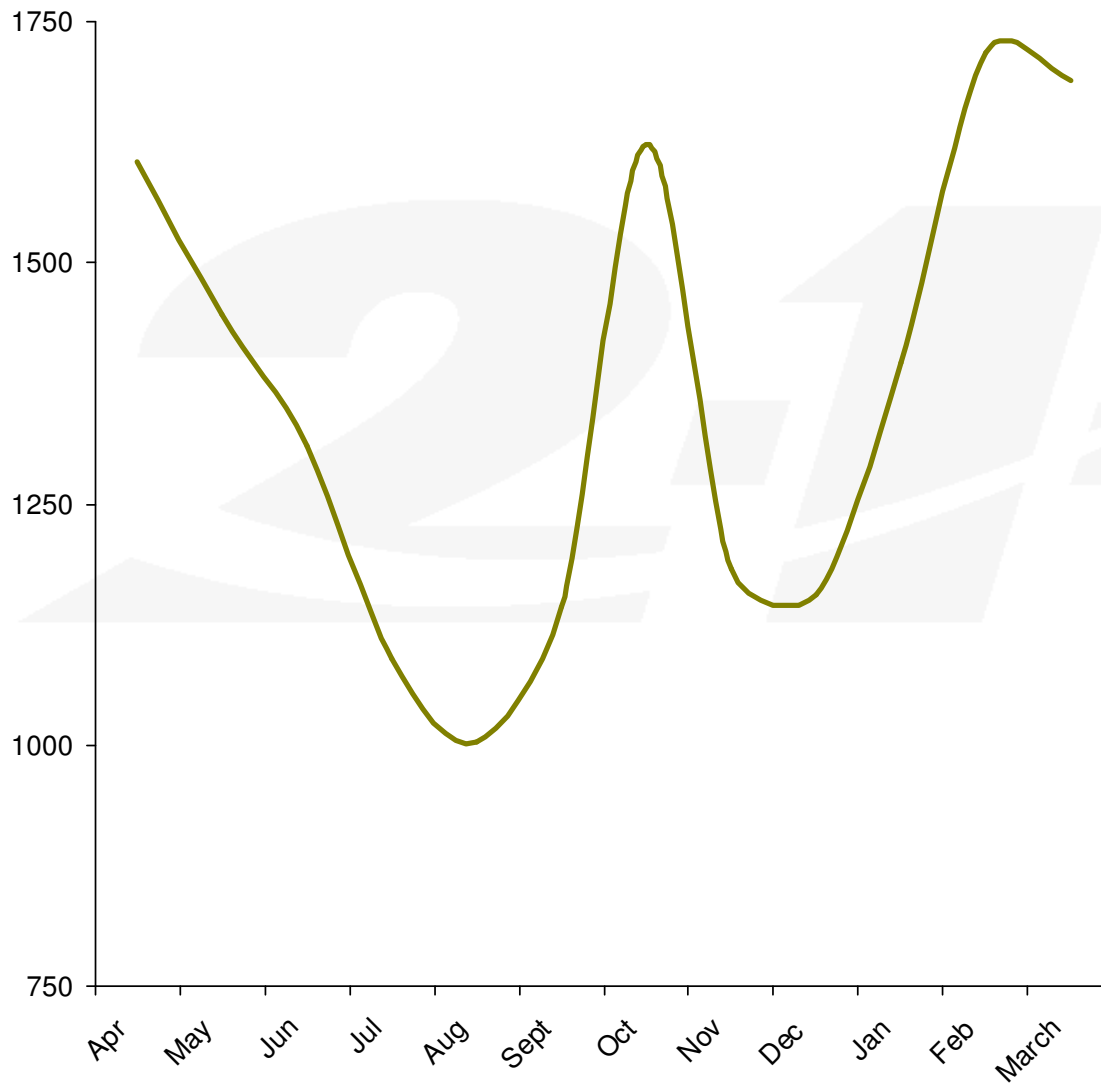
Information	Referral	Advocacy
3	70	1

## Unmet Needs & Reasons

Prescription Expense Assistance (3)	3	No Immediate Resource Available
Anger Management (1)	1	Service Not Available
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement
Bus Fare (1)	1	Service Not Available
Community Shelters (1)	1	Service Inaccessible/Transportation

# Ingham County Call Volume

Total Call Volume for March: 1689



## Top Needs (March 2009)

VITA Program Sites	416
Agency Information Request	300
Food Pantries	118
Electric Bill Payment Assistance	66
General Furniture Provision	41
Mortgage Foreclosure Prevention	33
Low Income/Subsidized Private Rental Housing	30
Rent Payment Assistance	29
Community Shelters	25
General Legal Aid	23

# Ingham County Detail

March 2009

## Call Type

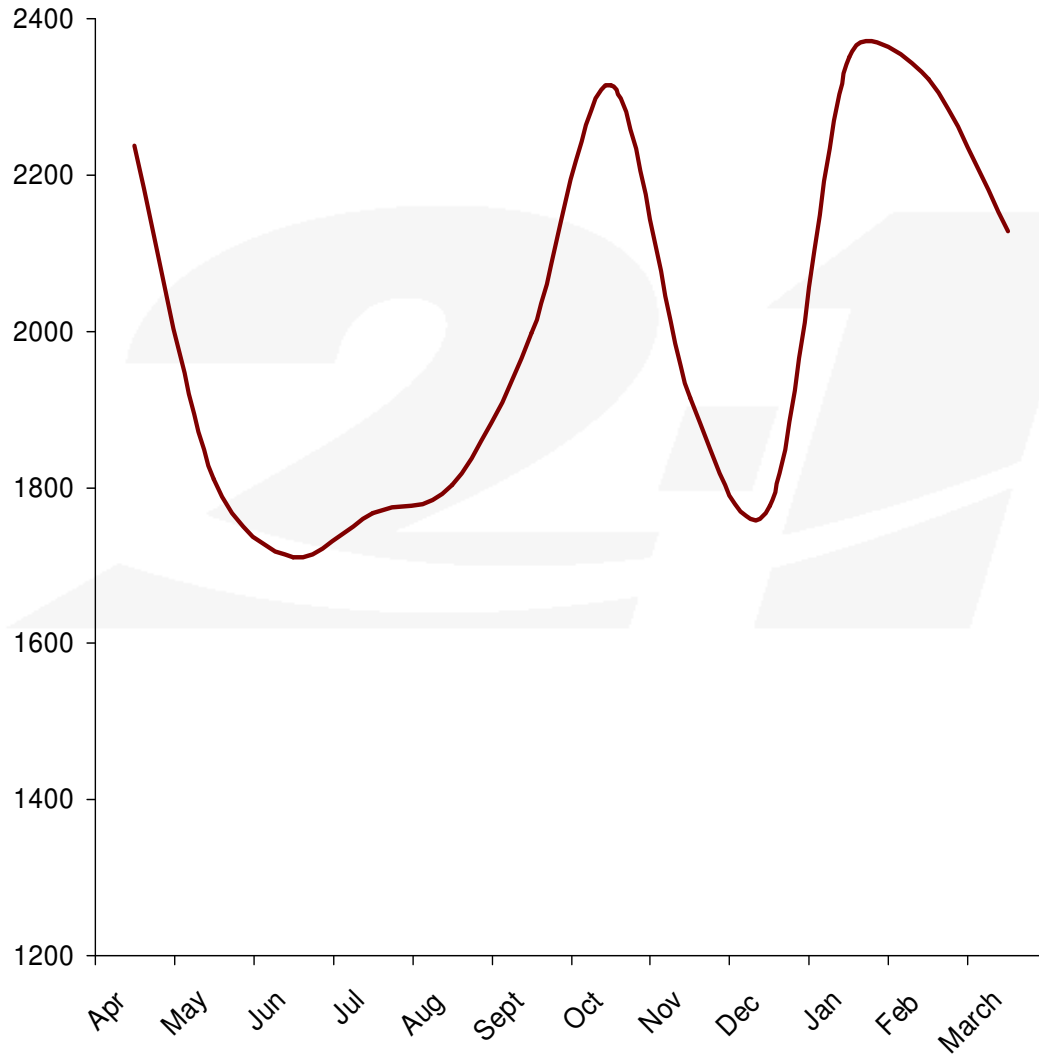
Information	Referral	Advocacy
135	1296	10

### Unmet Needs & Reasons

VITA Program Sites (24)	14	No Immediate Resource Available
	5	Client Ineligible/Target Population Requirement
	2	Client Refused Referral
Easter Basket (8)	8	Service Not Available
Rent Payment Assistance (8)	6	Client Ineligible/No Documentation
	1	Client Ineligible/Target Population Requirement
	1	Client Refused Referral
Electric Bill Payment Assistance (4)	2	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Gas Money (4)	4	Service Not Available

# Jackson County Call Volume

Total Call Volume for March: 2128



## Top Needs (March 2009)

Agency Information Request	442
VITA Program Sites	385
Food Pantries	138
Electric Bill Payment Assistance	98
Prescription Expense Assistance	64
General Furniture Provision	60
Health Care Discount Enrollment Programs	58
Rent Payment Assistance	50
Community Clinics	41
General Dentistry	31
Directory Assistance	30

# Jackson County Detail

March 2009

## Call Type

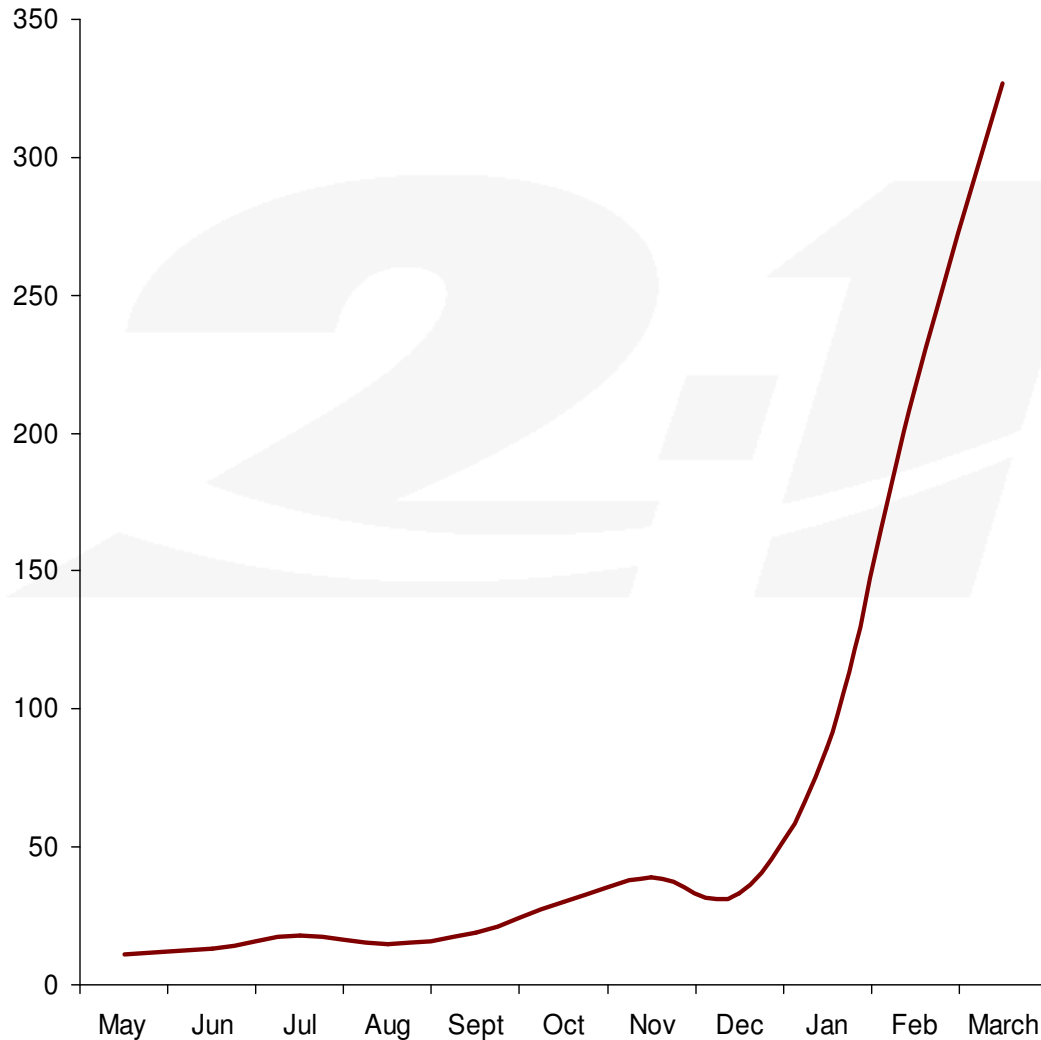
Information	Referral	Advocacy
197	1584	10

## Unmet Needs & Reasons

Rent Payment Assistance (12)	8	Client Ineligible/No Documentation
	2	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Electric Bill Payment Assistance (8)	6	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	No Immediate Resource Available
General Furniture Provision (5)	3	No Immediate Resource Available
	2	Client Refused Referral
Easter Baskets (4)	4	Service Not Available
Rental Deposit Assistance (4)	3	Client Ineligible/No Documentation
	1	Client Refused Referral

# Lenawee County Call Volume

Total Call Volume for March: 327



## Top Needs (March 2009)

Agency Information Request	65
Electric Bill Payment Assistance	20
Community Clinics	15
Prescription Expense Assistance	13
General Dentistry	12
Food Pantries	10
Rent Payment Assistance	10
VITA Program Sites	10
Gas Bill Payment Assistance	8
Housing Advocacy Groups	6
Mortgage Foreclosure Prevention	6

# Lenawee County Detail

March 2009

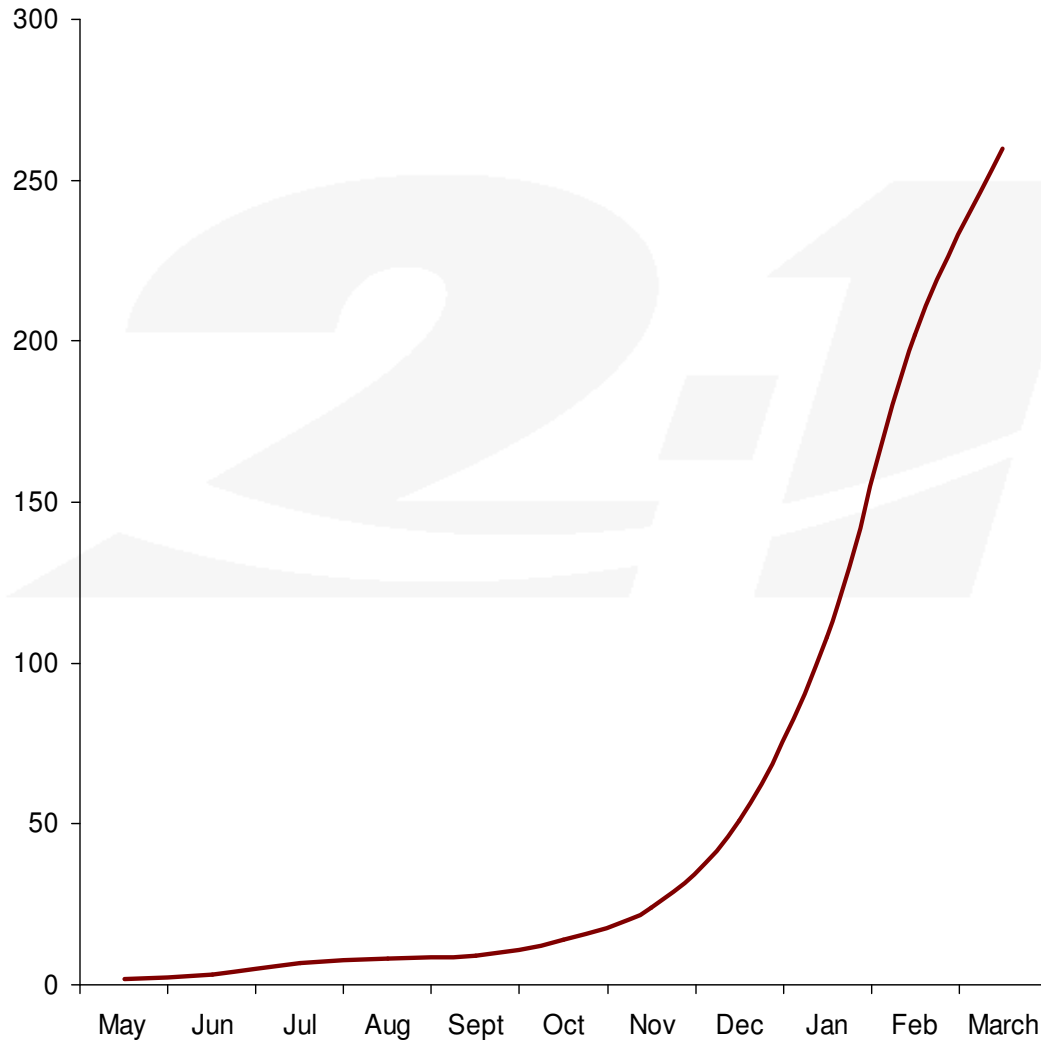
## Call Type

Information	Referral	Advocacy
19	251	4

Unmet Needs & Reasons		
Rent Payment Assistance (4)	2	Client Ineligible/No Documentation
	2	No Immediate Resource Available
Appliances (2)	2	No Immediate Resource Available
Bus Fare (2)	2	Service Not Available
Gas Money (2)	2	No Immediate Resource Available
Adult State/Local Health Insurance Programs (1)	1	Service Not Available

# Livingston County Call Volume

Total Call Volume for March: 260



## Top Needs (March 2009)

Agency Information Request	53
Electric Bill Payment Assistance	24
Food Pantries	10
General Legal Aid	10
Food Stamps	9
Home Rehabilitation Programs	8
Low Income/Subsidized Private Rental Housing	8
Rent Payment Assistance	7
Community Clinics	6
General Dentistry	6
Adult State/Local Health Insurance Programs	5

# Livingston County Detail

March 2009

## Call Type

Information	Referral	Advocacy
12	198	4

Unmet Needs & Reasons		
Gas Money (3)	3	Service Not Available
Housing Search Assistance (3)	3	Service Not Available
Automotive Repair (2)	1	Client Ineligible/Target Population Requirement
	1	No Immediate Resource Available
Children's In Home Respite Care (1)	1	Service Not Available
Disability Related Transportation (1)	1	No Immediate Resource 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.

