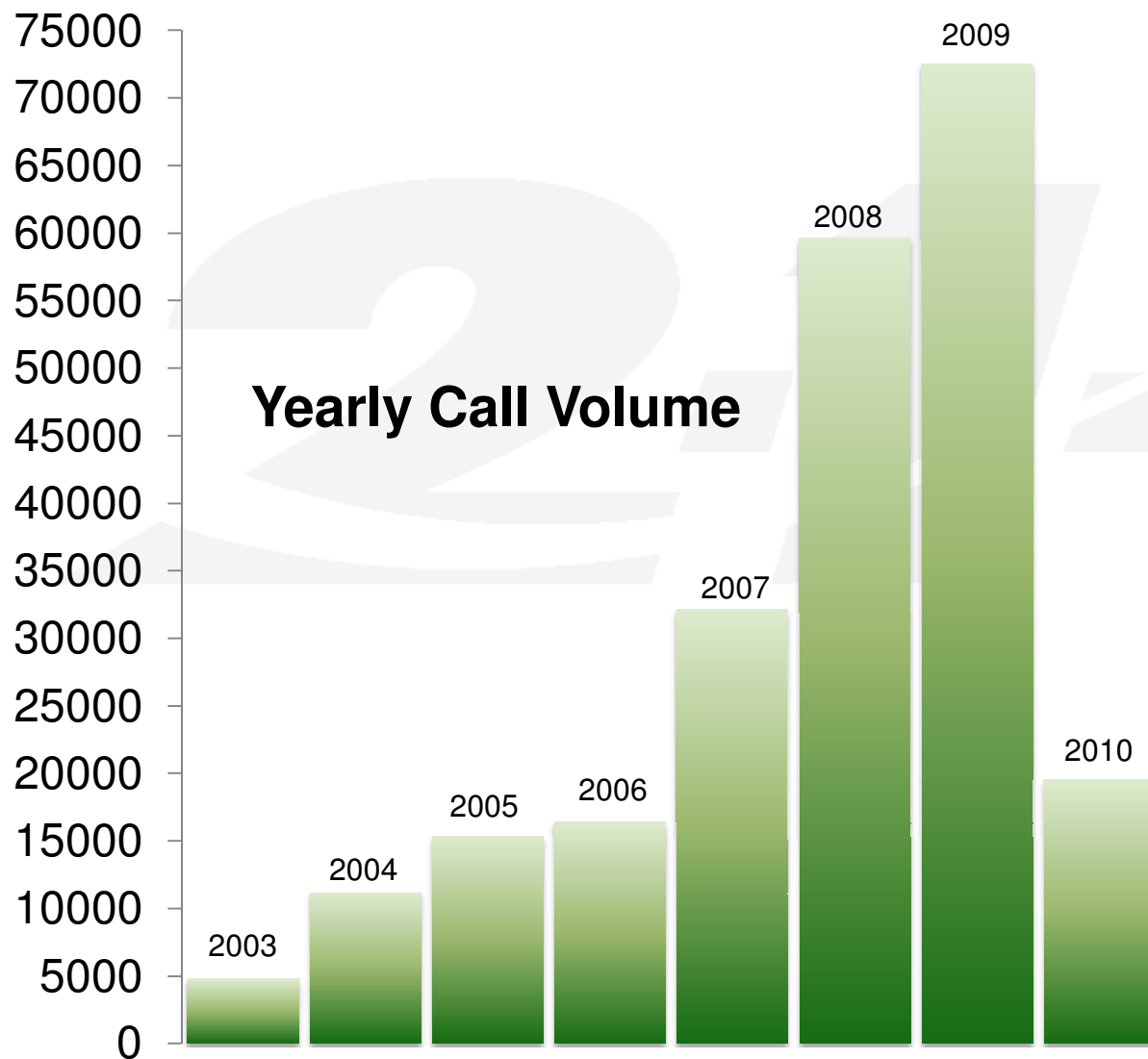




**March 2010
Community Report**

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.

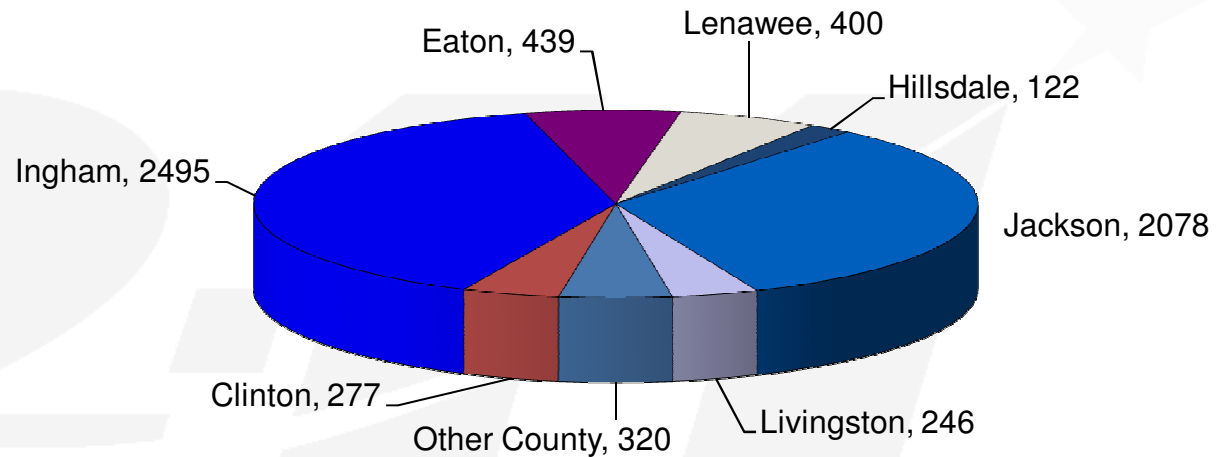
Call Distribution by County

Total Call Volume, March 2010 – 6,386

During March, Central Michigan 2-1-1 took 6,386 calls.

During the same month of 2009, Central Michigan 2-1-1 took 5,105 calls.

This is a 25% 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	2260
Family/Friend	1601
Non-profit Agency	293
Department of Human Services	131
Printed Marketing Materials	113
For-profit Business	97
Medical/Mental Health Provider	91
Newspaper/Magazine	72
City/Township Governmental Agency	71
Television	70
Church	68
Emergency Service Provider	47
Other State Governmental Agency	25
Radio	21
Internet	18
School	16
Workplace	14
Community Mental Health	12
Michigan Works!	11
County Health Department	10
Billboard	9
Other County Governmental Agency	8
Phone Book	8



Follow-Up Activity

In March 2010, Central Michigan 2-1-1 completed 333 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?

62% Yes
27% No *
11% Did not contact agency/Unknown

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

27% Service Inaccessible – Transportation
17% Ineligible for Service
16% Contacted Agency – Waiting on Approval
12% No Response from Agency
9% Agency out of Funds
7% Did not follow-up with agency
5% Service not available from agency
5% Refused service
2% Service approved and pending

Was your Call Specialist helpful and knowledgeable?

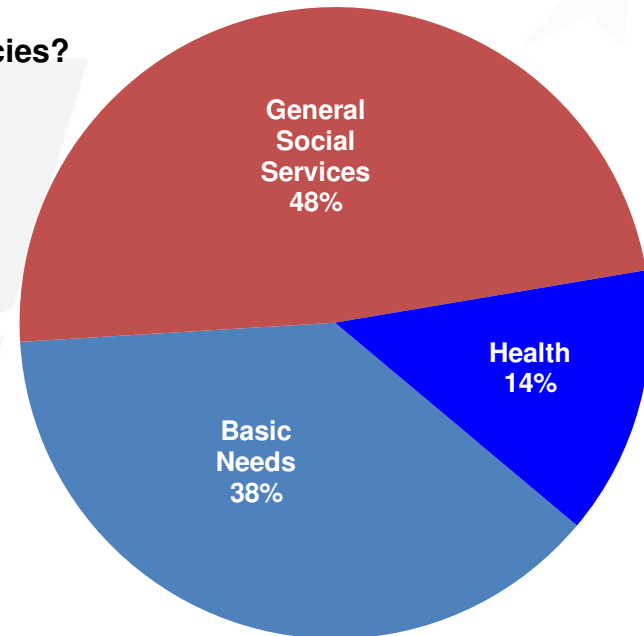
99% Yes

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

99% Yes

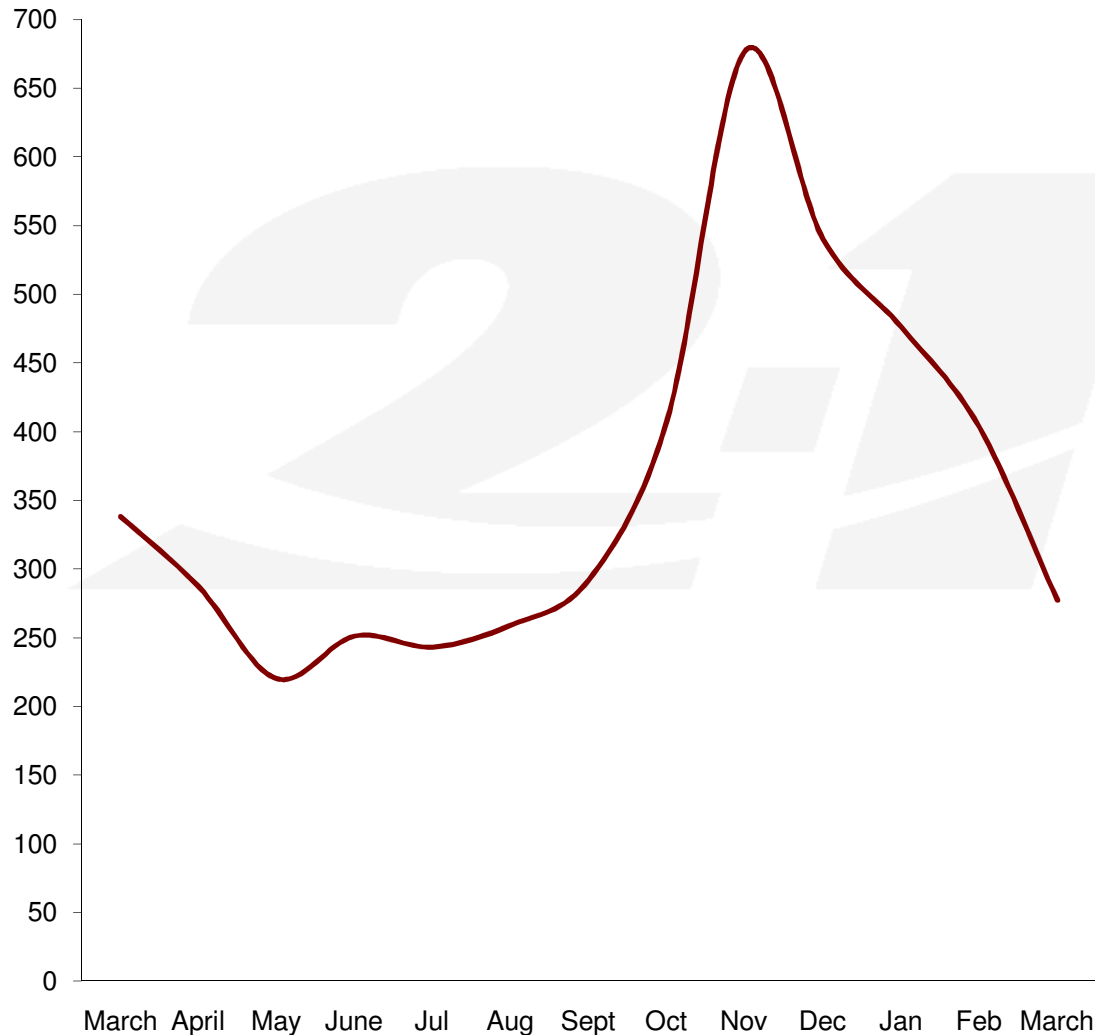
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



Clinton County Call Volume

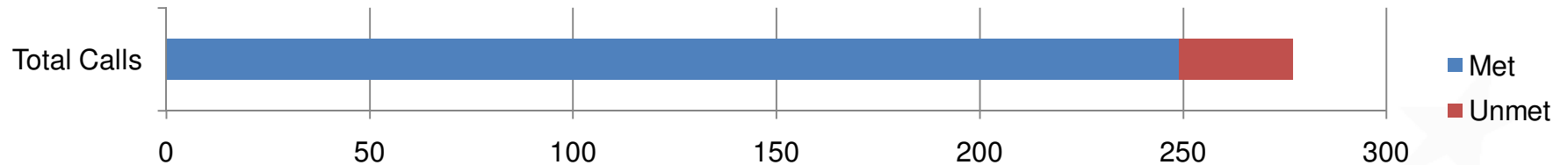
Total Call Volume for March: 277



March's Top Needs	
VITA Program Sites	60
Electric Bill Payment Assistance	18
General Furniture Provision	11
Directory Assistance	8
Rent Payment Assistance	8
General Legal Aid	7
General Dentistry	6
Community Clinics	5
Landlord/Tenant Dispute Resolution	5
State Income Tax Information	5

Clinton County Detail

March 2010

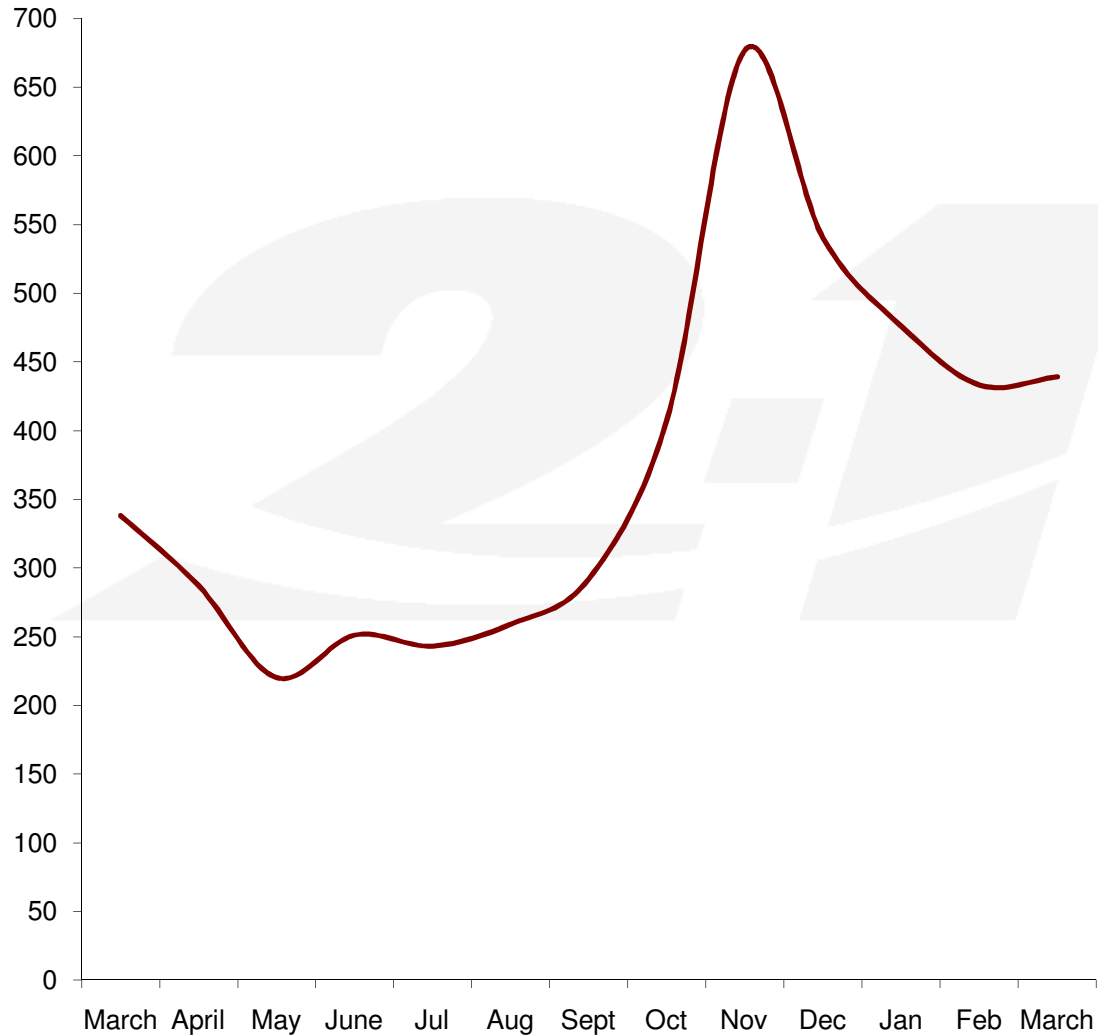


Top Ten Unmet Needs

Electric Bill Payment Assistance	6	Bus Fare	1
VITA Program Sites	6	Eye Care	1
Rent Payment Assistance	2	Gas Money	1
Rental Deposit Assistance	2	General Furniture Provision	1
Automotive Repair	1	Home Rehabilitation Programs	1

Eaton County Call Volume

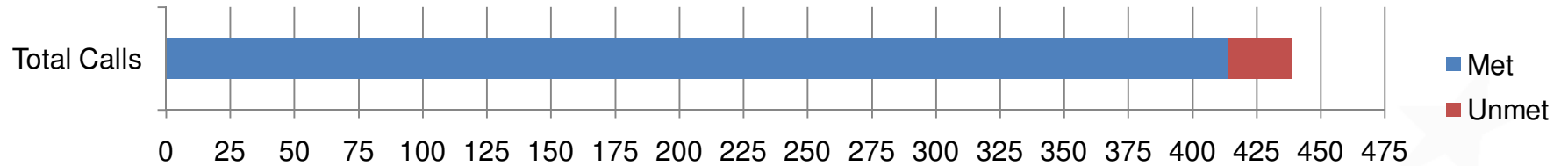
Total Call Volume for March: 439



March's Top Needs	
VITA Program Sites	77
Electric Bill Payment Assistance	49
Food Pantries	21
Rent Payment Assistance	18
Community Clinics	10
Directory Assistance	8
General Furniture Provision	8
Glasses/Contact Lenses	8
Mortgage Foreclosure Prevention	7
Earned Income Credit Information	6

Eaton County Detail

March 2010

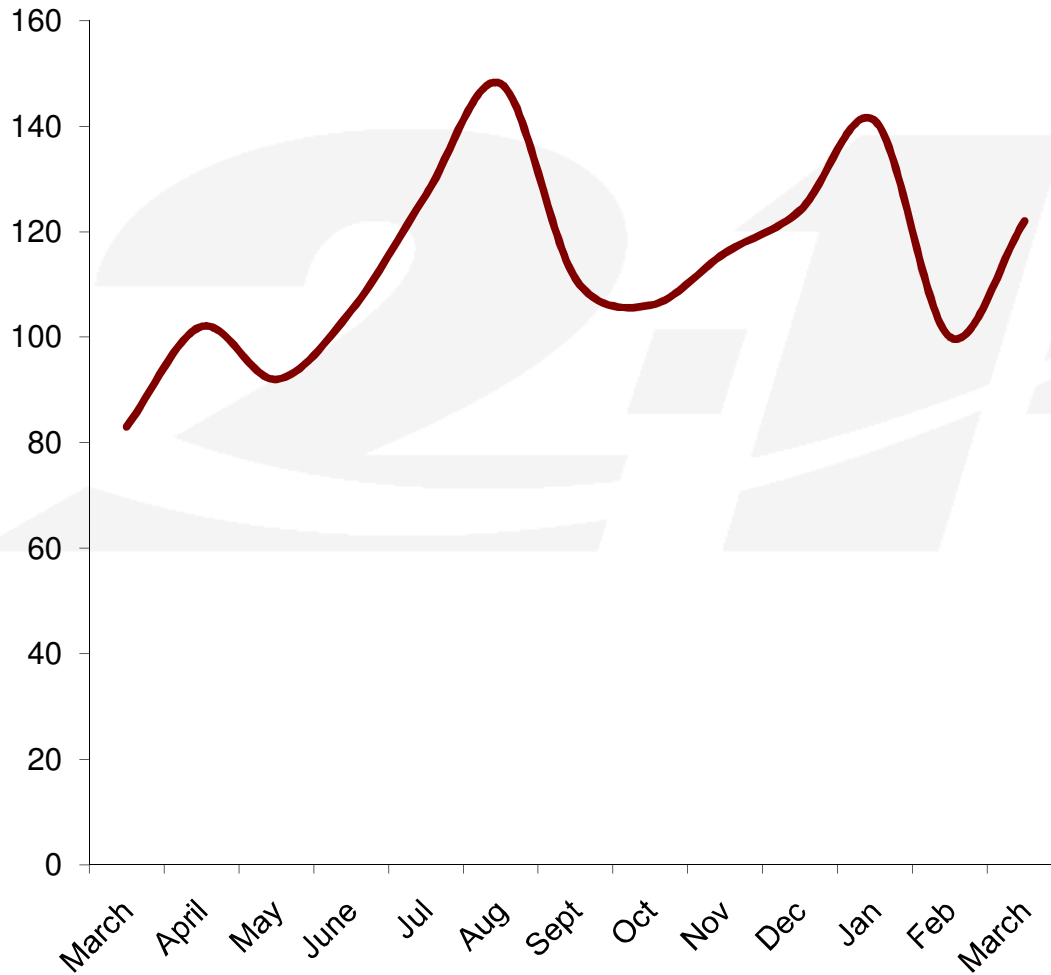


Top Ten Unmet Needs

Electric Bill Payment Assistance	7	Easter Assistance	1
Rent Payment Assistance	5	General Dentistry	1
VITA Program Sites	2	Homeless Motel Vouchers	1
Automotive Repair	1	Household Goods Vouchers	1
Community Gardening	1	Job Banks	1

Hillsdale County Call Volume

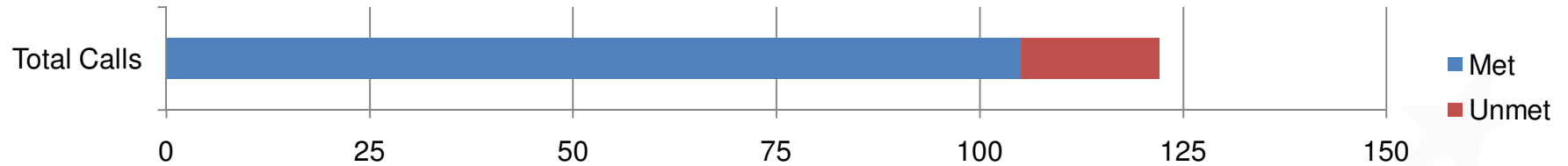
Total Call Volume for March: 122



March's Top Needs	
Electric Bill Payment Assistance	7
Anger Management	4
Directory assistance	4
Gas Money	3
General Counseling Services	3
General Legal Aid	3
Automobiles	2
Central Intake/Assessment for Psychiatric Services	2
Children's In Home Respite Care	2
General Legal Aid	2

Hillsdale County Detail

March 2010

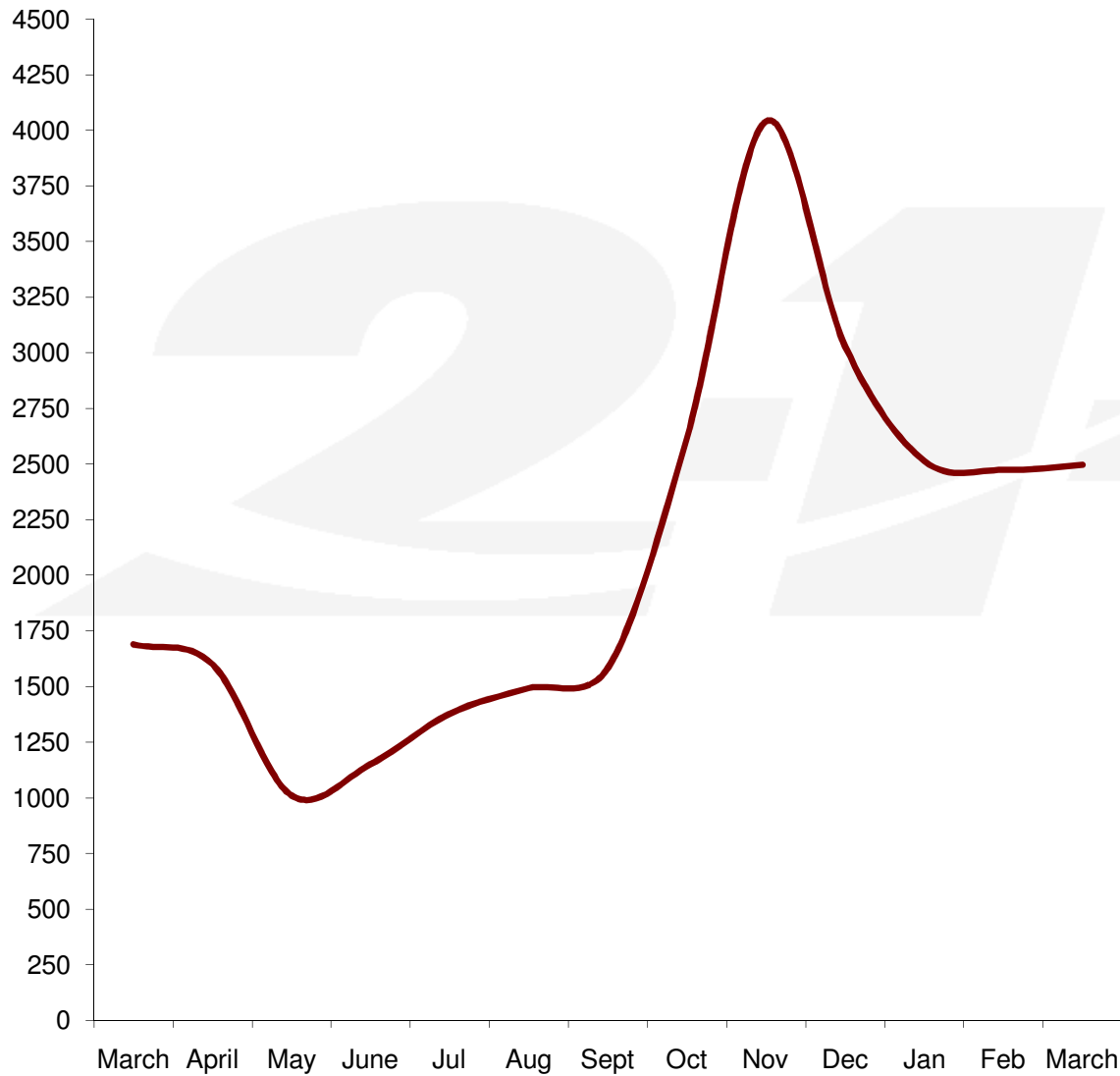


Top Ten Unmet Needs

Gas Money	3	Children's Out of Home Respite Care	1
Anger Management	2	Electric Bill Payment Assistance	1
Children's In Home Respite Care	2	General Clothing Provision	1
Animal Control	1	General Dentistry	1
Bus Fare	1	Motor Vehicle Inspection Programs	1

Ingham County Call Volume

Total Call Volume for March: 2495

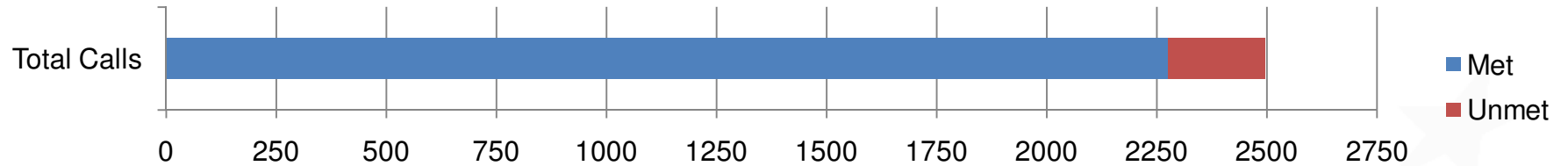


March's Top Needs

VITA Program Sites	387
Electric Bill Payment Assistance	275
Food Pantries	107
Directory Assistance	92
Rent Payment Assistance	82
Community Shelters	58
General Furniture Provision	43
State Income Tax Information	42
General Legal Aid	34
Homeless Motel Vouchers	28

Ingham County Detail

March 2010

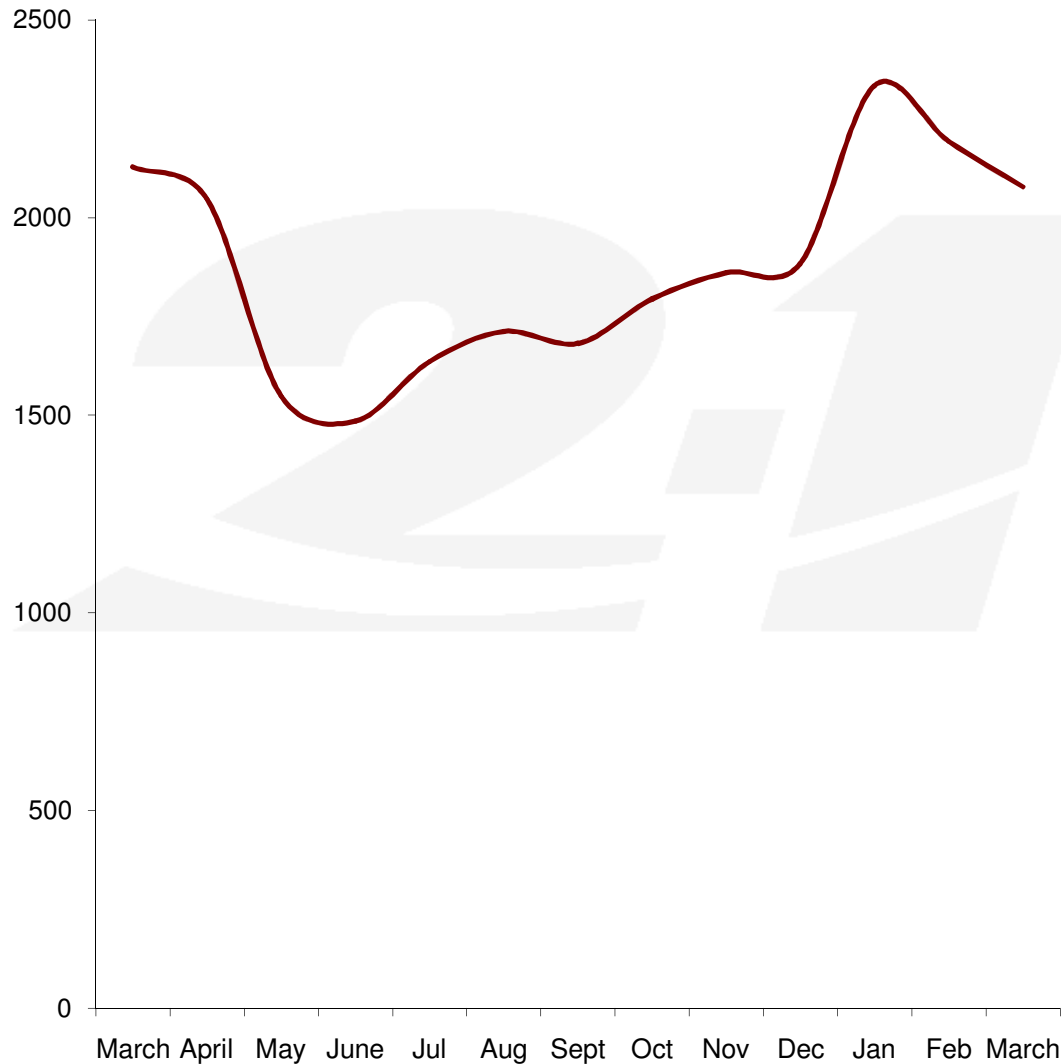


Top Ten Unmet Needs

Electric Bill Payment assistance	81	Directory Assistance	4
VITA Program Sites	21	Bus Fare	3
Rent Payment Assistance	19	Gas Bill Payment Assistance	3
Easter Assistance	10	Property Tax Payment Assistance	3
Community Shelters	5	Rental Deposit Assistance	3

Jackson County Call Volume

Total Call Volume for March: 2078

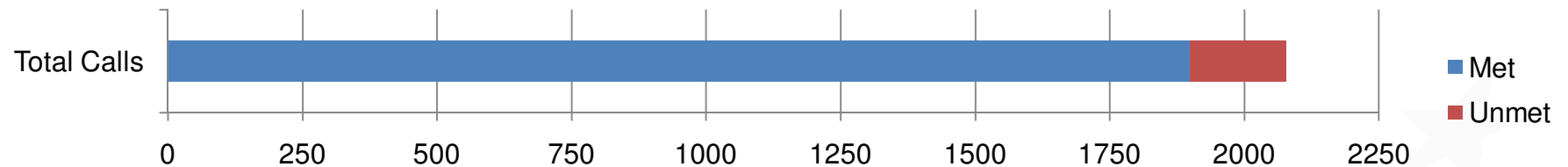


March's Top Needs

VITA Program Sites	202
Rent Payment Assistance	167
Electric Bill Payment Assistance	126
Food Pantries	90
General Furniture Provision	76
Directory Assistance	69
Rental Deposit Assistance	56
Project Access	40
General Legal Aid	39
Prescription Expense Assistance	37

Jackson County Detail

March 2010

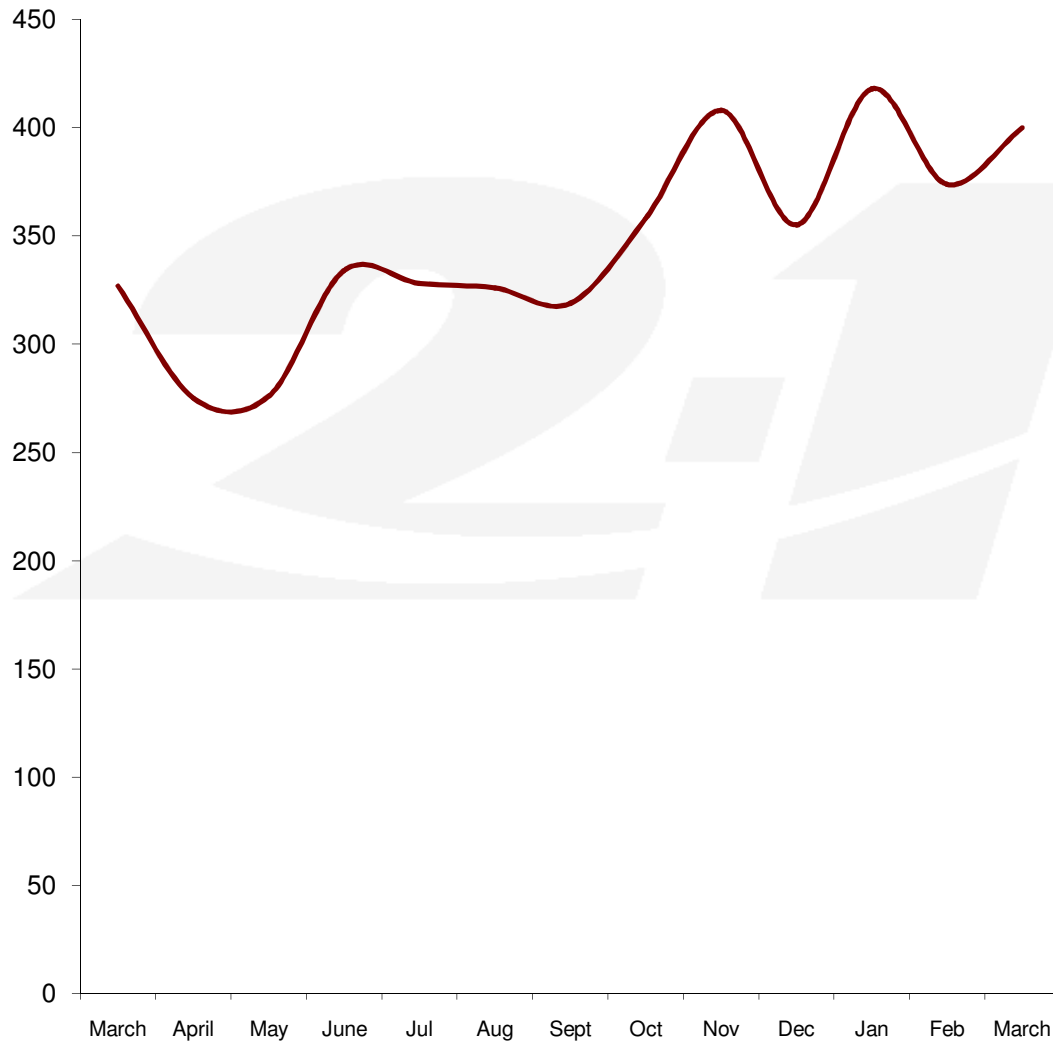


Top Ten Unmet Needs

Rent Payment Assistance	40	Undesignated Temporary Financial Assistance	6
Electric Bill Payment Assistance	19	General Dentistry	5
Bus Fare	13	Automotive Repair	4
Rental Deposit Assistance	13	Directory Assistance	3
General Furniture Provision	7	Telephone Bill Payment Assistance	3

Lenawee County Call Volume

Total Call Volume for March: 400

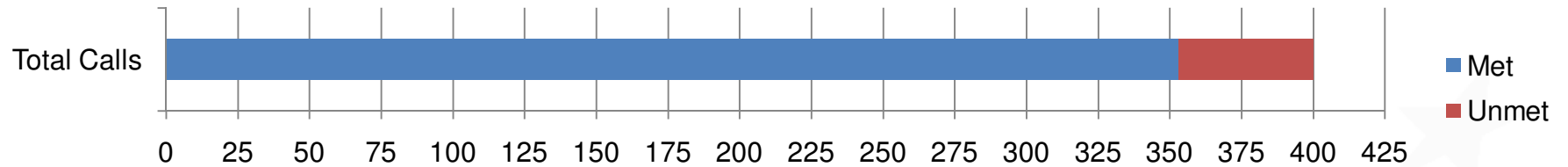


March's Top Needs

Directory Assistance	24
Electric Bill Payment Assistance	21
Rent Payment Assistance	15
Community Shelters	11
VITA Program Sites	11
General Dentistry	10
Food Pantries	8
Community Clinics	7
Gas Bill Payment Assistance	7
General Legal Aid	7

Lenawee County Detail

March 2010

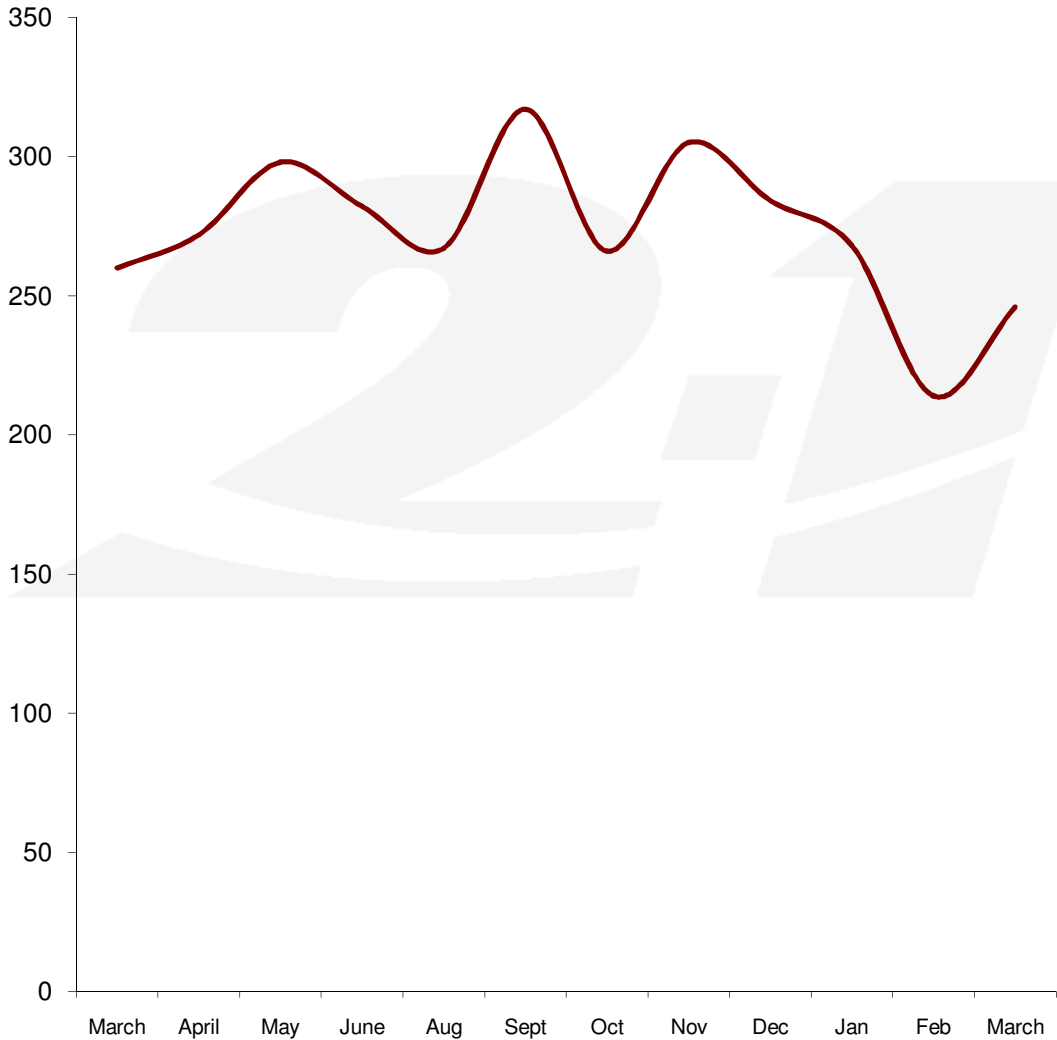


Top Ten Unmet Needs

Rent Payment Assistance	6	Gas Bill Payment Assistance	2
Electric Bill Payment Assistance	5	Gas Money	1
Physician Referrals	3	Homeless Motel Vouchers	1
Automobile Payment Assistance	2	Medical Bill Payment Assistance	1
Bus Fare	2	Medical Supplies Donation Programs	1

Livingston County Call Volume

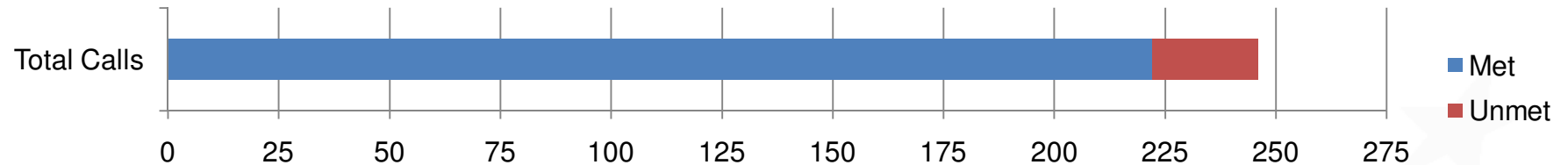
Total Call Volume for March: 246



March'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

March 2010



Top Ten Unmet Needs

Rental Deposit Assistance	3	Child Passenger Safety Seats	1
Easter Assistance	2	Directory Assistance	1
Adult In Home Respite Care	1	Electric Bill Payment Assistance	1
Automobile Insurance Referrals	1	Gas Bill Payment Assistance	1
Automotive Repair	1	Gas Money	1

Giving Help: Volunteerism and Donations

"Give Help" Calls	
<i>Volunteer Placement</i>	26
<i>Furniture Donation</i>	8
<i>Medical Supplies Donation</i>	7
<i>Foster Parent/Family Recruitment</i>	5
<i>Clothing Donation</i>	4
<i>Donation Pickups</i>	3
<i>Computer Donation</i>	2
<i>Sports Equipment Donation</i>	2
<i>Animal Services Volunteer Opportunities</i>	1
<i>Vehicle Donation</i>	1
<i>Cell Phone Donation</i>	1
<i>Computer Donation</i>	1
<i>Kitchenware Donation</i>	1

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>	8
<i>East Lansing</i>	4
<i>Jackson</i>	4
<i>Adrian</i>	2
<i>Okemos</i>	2
<i>Tecumseh</i>	2
<i>Charlotte</i>	1
<i>Dewitt</i>	1
<i>Haslett</i>	1
<i>Howell</i>	1

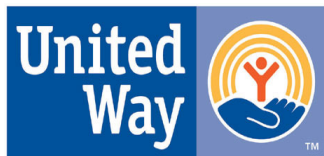
Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the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

