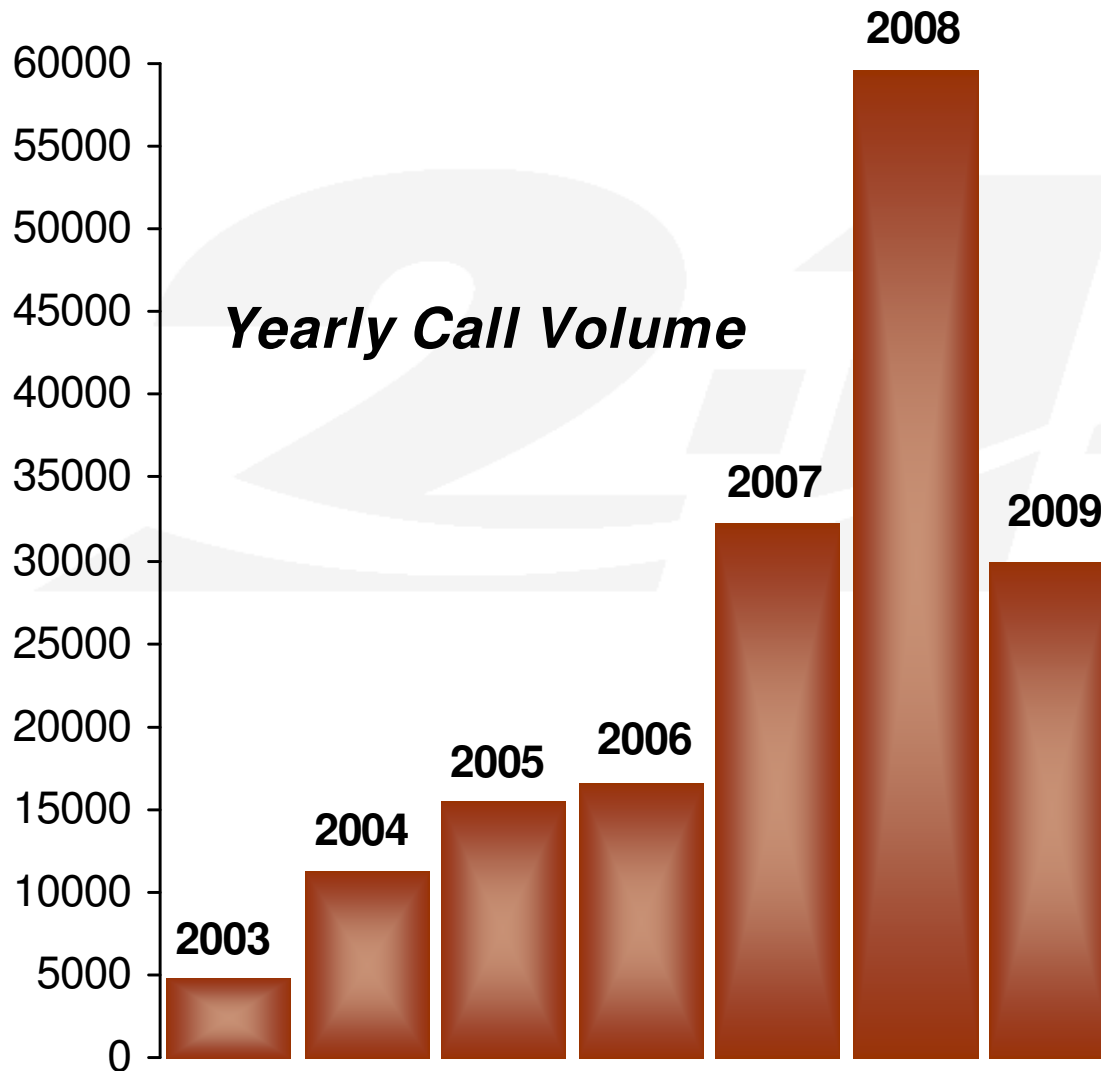




May 2009
Community Report

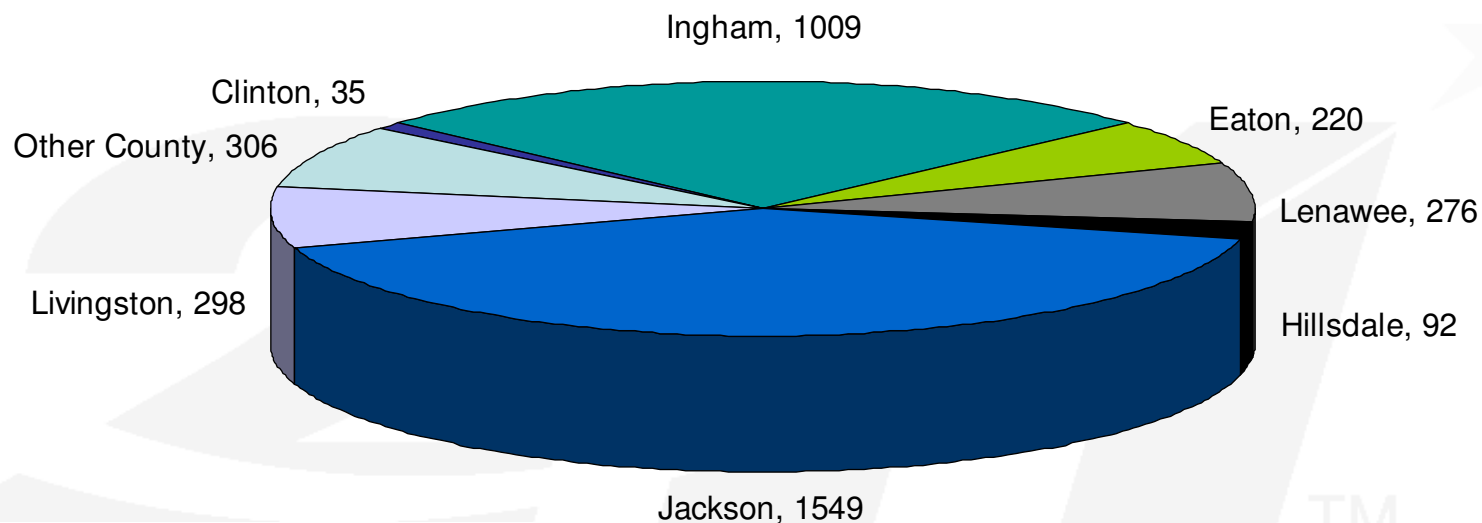
Toll Free: 866.561.2500
TDD/TTY Accessible: 517.789.2492
www.CentralMichigan211.org



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.

May 2009 Call Distribution by County

Total Call Volume - 4,840

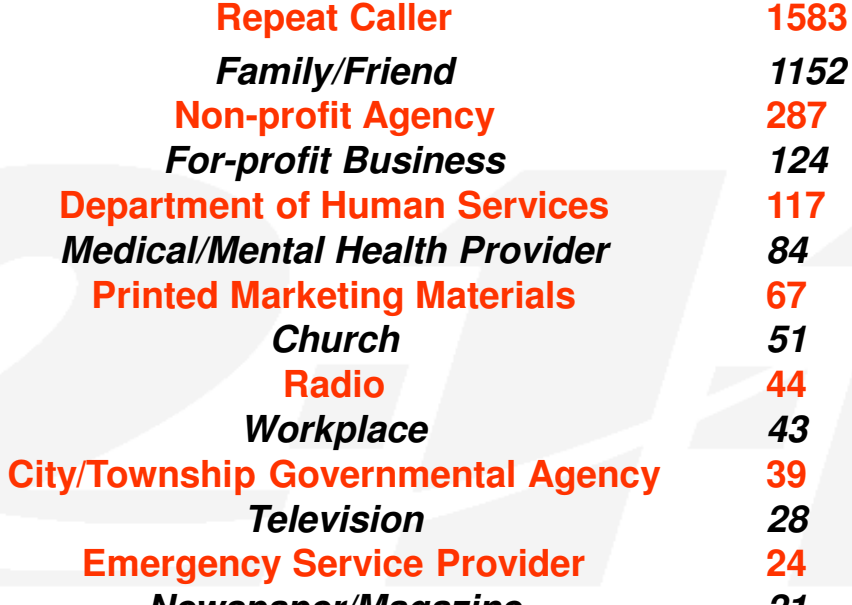


2-1-1 strengthens the community by uniting those who need help with those who can give it. Also, in times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise next week or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

During May, Central Michigan 2-1-1 worked with the Michigan Department of Community Health to provide concerned residents with information on the emerging H1N1 (Swine Flu) situation. This included possible symptoms, updates on affected geographical areas and information to combat evolving rumors.

May 2009 Referral Source

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



Repeat Caller	1583
Family/Friend	1152
Non-profit Agency	287
For-profit Business	124
Department of Human Services	117
Medical/Mental Health Provider	84
Printed Marketing Materials	67
Church	51
Radio	44
Workplace	43
City/Township Governmental Agency	39
Television	28
Emergency Service Provider	24
Newspaper/Magazine	21
School	12
Phone Book	11
Michigan Works!	10
Other State Governmental Agency	9
County Health Department	8
Internet	8
Billboard	7
Community Mental Health	7
Other County Governmental Agency	7

Follow-Up Activity

In May 2009, Central Michigan 2-1-1 completed 172 follow-ups with callers.

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

96% Yes

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

58% Yes
20% No *
8% Did not contact agency
14% Unknown

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

31% Contact agency – waiting on approval
18% Service Inaccessible – transportation
15% Ineligible for service
8% Agency out of funds
8% Did not follow up with agency
8% Service not available from agency
7% Did not contact agency
5% No response from agency

Was your Call Specialist helpful and knowledgeable?

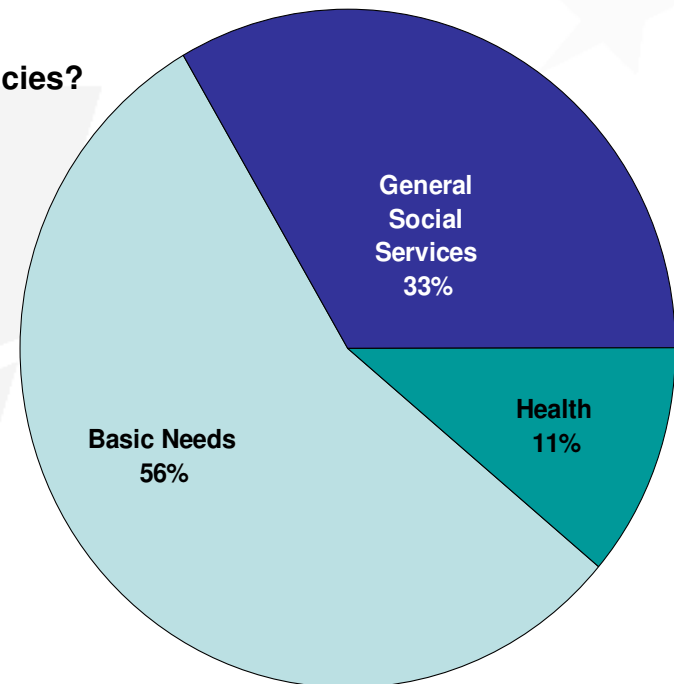
100% Yes

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

100% Yes

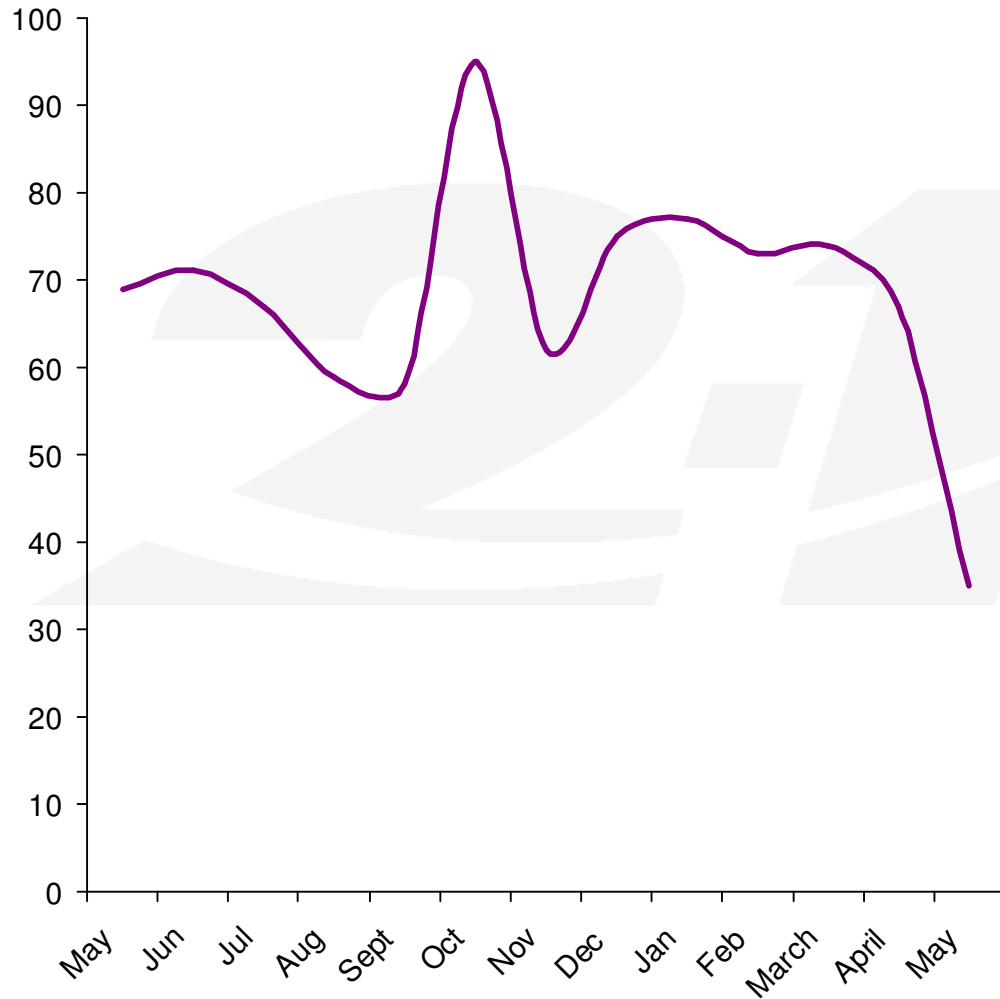
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



Clinton County Call Volume

Total Call Volume for May: 35



Top Needs (May 2009)	
Agency Information Request	5
Electric Bill Payment Assistance	5
Food Pantries	4
Mortgage Foreclosure Prevention	3
Rent Payment Assistance	3
Adult Protective Intervention/Investigation	2
Medical Bill Payment Assistance	2
Adult State/Local Health Insurance Programs	1
Automotive Repair	1
Benefits Screening	1

Clinton County Detail

May 2009

Call Type

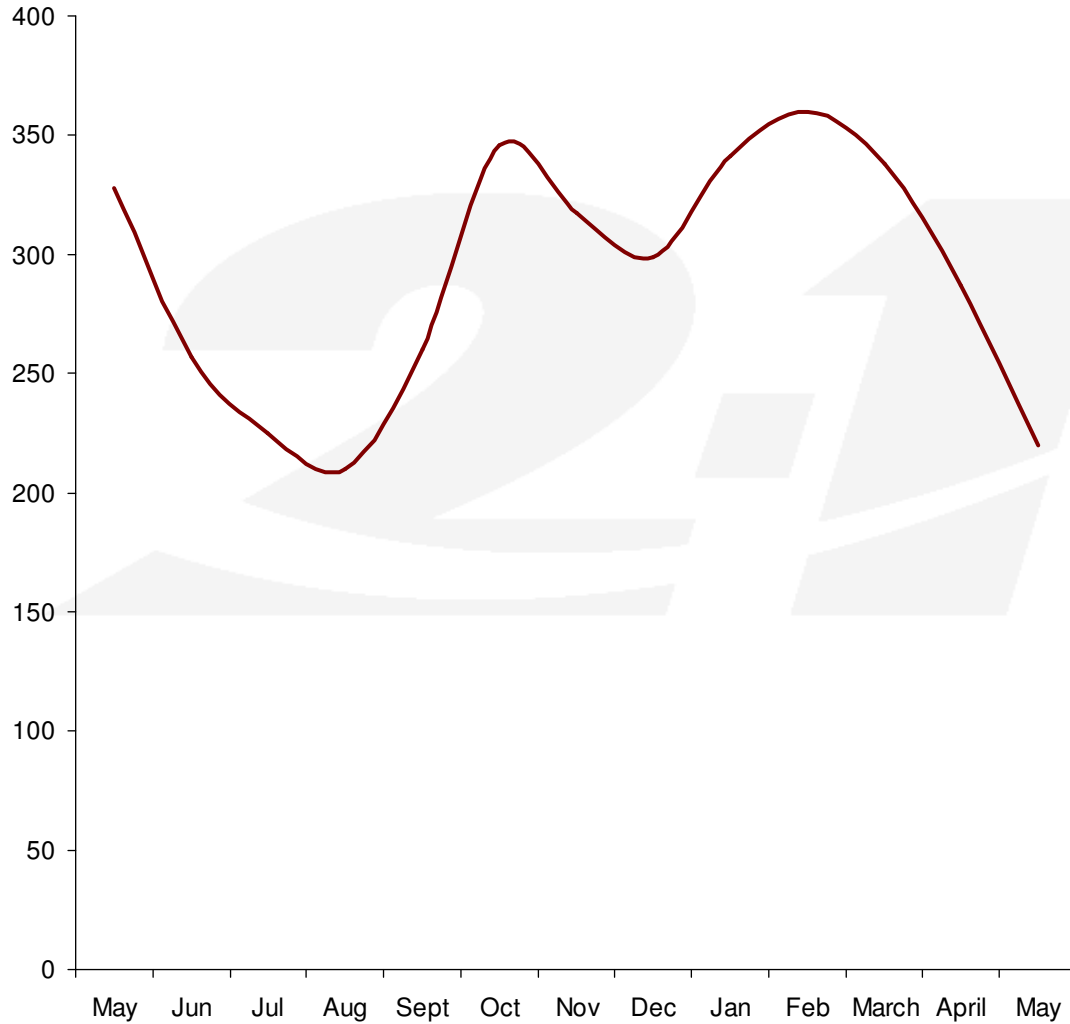
Information	Referral	Advocacy
3	29	0

Unmet Needs & Reasons

Electric Bill Payment Assistance (1)	1	Client Ineligible/No Documentation
Food Pantries (1)	1	Client Refuse Referral

Eaton County Call Volume

Total Call Volume for May: 220



Top Needs (May 2009)	
Agency Information Request	42
Electric Bill Payment Assistance	23
Food Pantries	19
Mortgage Foreclosure Prevention	16
Rent Payment Assistance	12
Community Clinics	6
Home Rehabilitation Programs	6
Parenting Skills Classes	5
Adult State/Local Health Insurance Programs	3
Community Shelters	3

Eaton County Detail

May 2009

Call Type

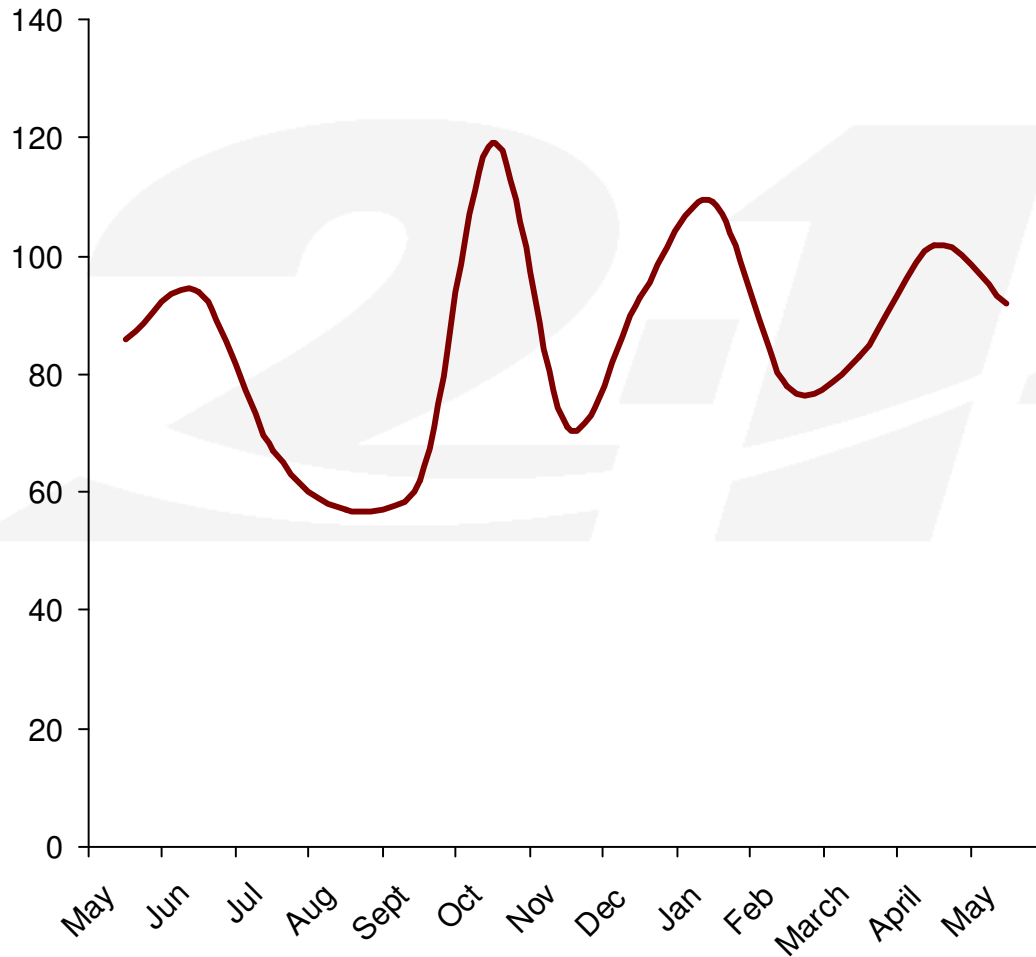
Information	Referral	Advocacy
14	166	5

Unmet Needs & Reasons

Gas Money (3)	3	Service Not Available
Electric Bill Payment assistance (2)	2	Client Ineligible/No Documentation
Automotive Repair (1)	1	Client Ineligible/Target Population Requirement
Food Pantries (1)	1	No Immediate Resource Available
Language Interpretation (1)	1	Service Not Available

Hillsdale County Call Volume

Total Call Volume for May: 92



Top Needs (May 2009)

Agency Information Request	21
Electric Bill Payment Assistance	8
General Legal Aid	5
Burial/Cremation Expense Assistance	3
Gas Bill Payment Assistance	3
Rent Payment Assistance	3
Adult In Home Respite Care	2
Adult State/Local Health Insurance Programs	2
Area Agencies on Aging	2
Food Pantries	2
Food Stamps	2
General Furniture Provision	2

Hillsdale County Detail

May 2009

Call Type

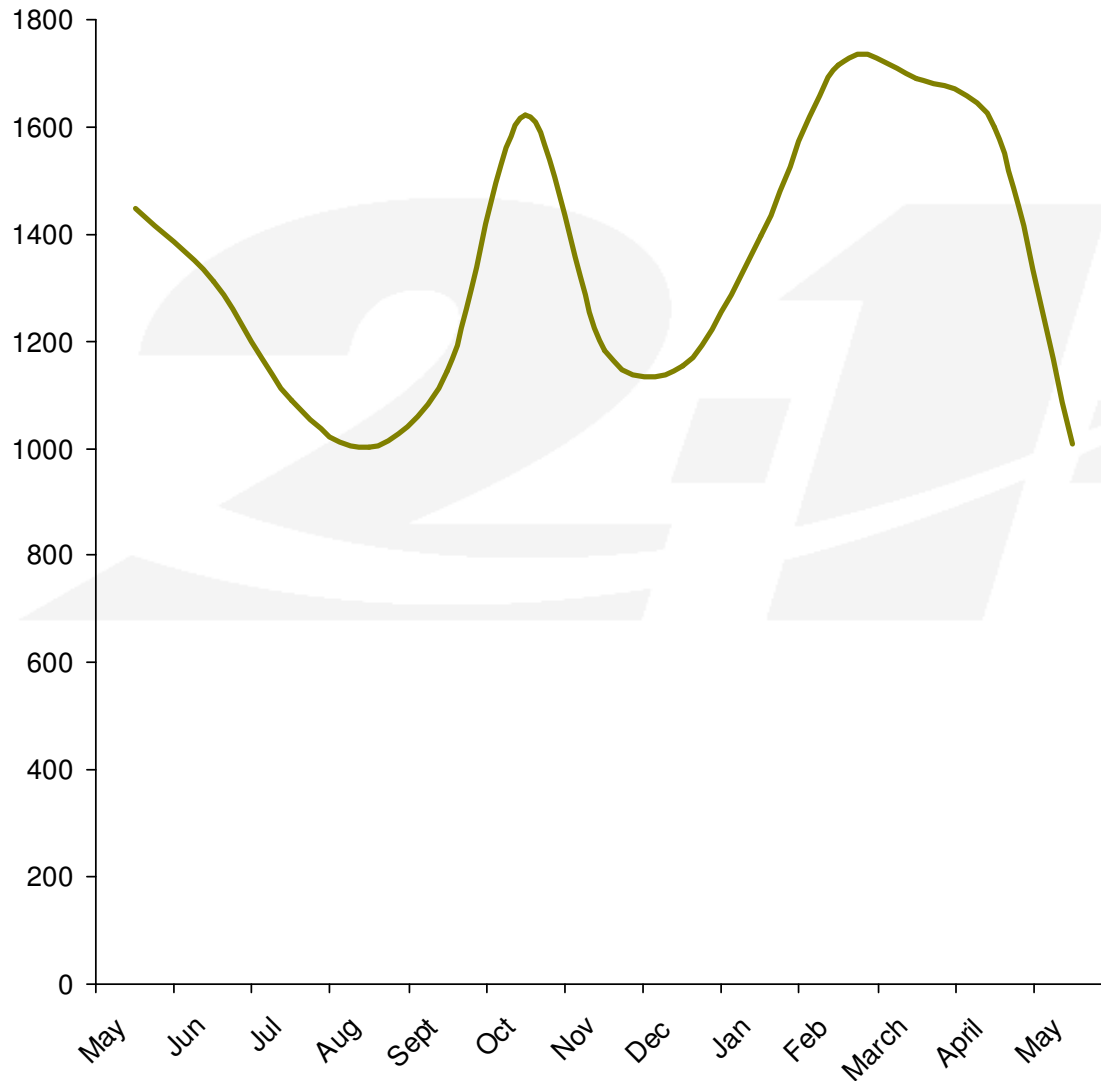
Information	Referral	Advocacy
4	65	1

Unmet Needs & Reasons

Rent Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Appliance Repair (1)	1	Service Not Available
Burial/Cremation Expense Assistance (1)	1	Bill Exceeds Amount Available
Electric Bill Payment Assistance (1)	1	Bill Exceeds Amount Available
General Furniture Provision (1)	1	No Immediate Resource Available

Ingham County Call Volume

Total Call Volume for May: 1009



Top Needs (May 2009)

Agency Information Request	221
Electric Bill Payment Assistance	84
Food Pantries	63
Rent Payment Assistance	50
Low Income/Subsidized Private Rental Housing	39
General Furniture Provision	35
Mortgage Foreclosure Prevention	33
General Legal Aid	22
Homeless Motel Vouchers	22
Undesignated Temporary Financial Assistance	20

Ingham County Detail

May 2009

Call Type

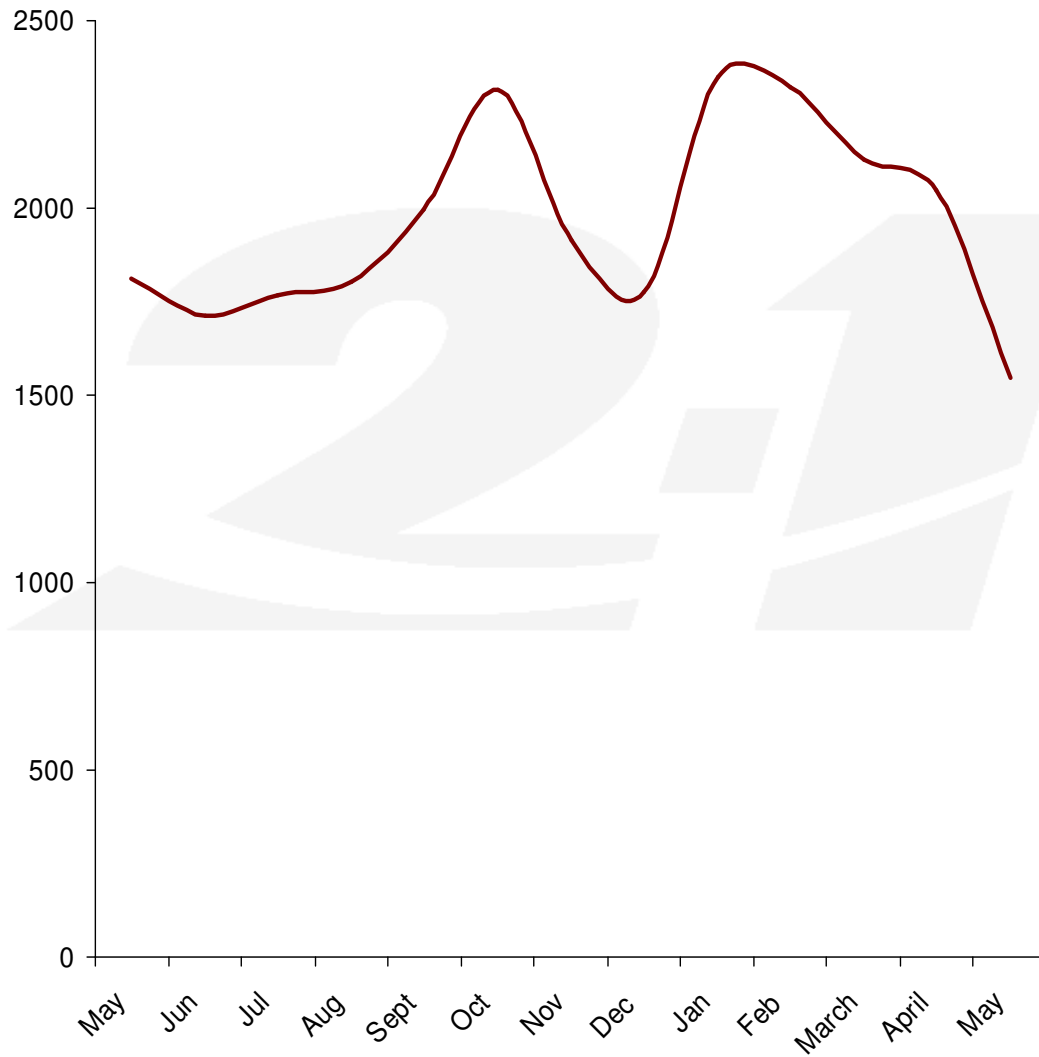
Information	Referral	Advocacy
55	723	7

Unmet Needs & Reasons

Electric Bill Payment Assistance (18)	6	Client Ineligible/No Documentation
	5	Bill Exceeds Amount Available
	2	Client Ineligible/Previously Assisted
Rent Payment Assistance (12)	5	Client Ineligible/No Documentation
	3	Client Ineligible/Target Population Requirement
	1	Client Ineligible/Previously Assisted
Gas Money (5)	5	Service Not Available
Automotive Repair (3)	3	Client Ineligible/Target Population Requirement
Rental Deposit Assistance (3)	3	Client Ineligible/Target Population Requirement

Jackson County Call Volume

Total Call Volume for May: 1549



Top Needs (May 2009)

Agency Information Request	360
Electric Bill Payment Assistance	137
Food Pantries	110
General Furniture Provision	63
Rent Payment Assistance	62
Health Care Discount Enrollment Programs	41
Prescription Expense Assistance	33
General Legal Aid	31
Mortgage Foreclosure Prevention	28
Benefits Screening	25
Directory Assistance	24

Jackson County Detail

May 2009

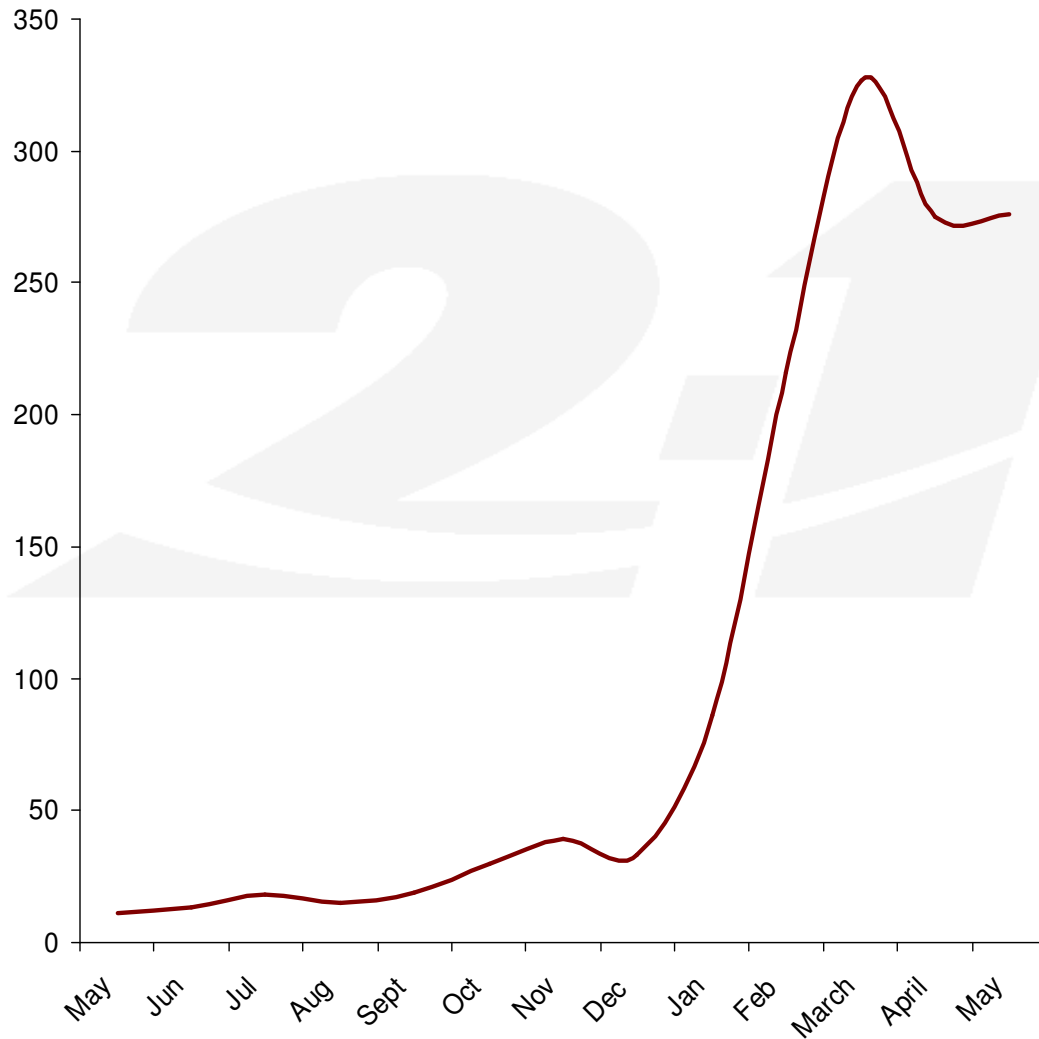
Call Type

Information	Referral	Advocacy
115	1128	7

Unmet Needs & Reasons		
Rent Payment Assistance (17)	6	Client Ineligible/No Documentation
	4	Bill Exceeds Amount Available
	3	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (16)	12	Client Ineligible/No Documentation
	2	Bill Exceeds Amount Available
	1	Client Refused Referral
General furniture Provision (7)	4	No Immediate Resource Available
	2	Client Ineligible/Previously Assisted
	1	Bill Exceeds Amount Available
Bus Fare (6)	6	Service Not Available
Rental Deposit Assistance (5)	2	Client Ineligible/Target Population Requirement
	1	Client Ineligible/No Documentation
	1	Client Refused Referral

Lenawee County Call Volume

Total Call Volume for May: 276



Top Needs (May 2009)

Agency Information Request	62
Electric Bill Payment Assistance	18
Rent Payment Assistance	16
Community Clinics	15
Food Pantries	12
Mortgage Foreclosure Prevention	11
General Legal Aid	8
Community Mental Health Agencies	6
Parenting Skills Classes	6
Gas Bill Payment Assistance	5
General Dentistry	5

Lenawee County Detail

May 2009

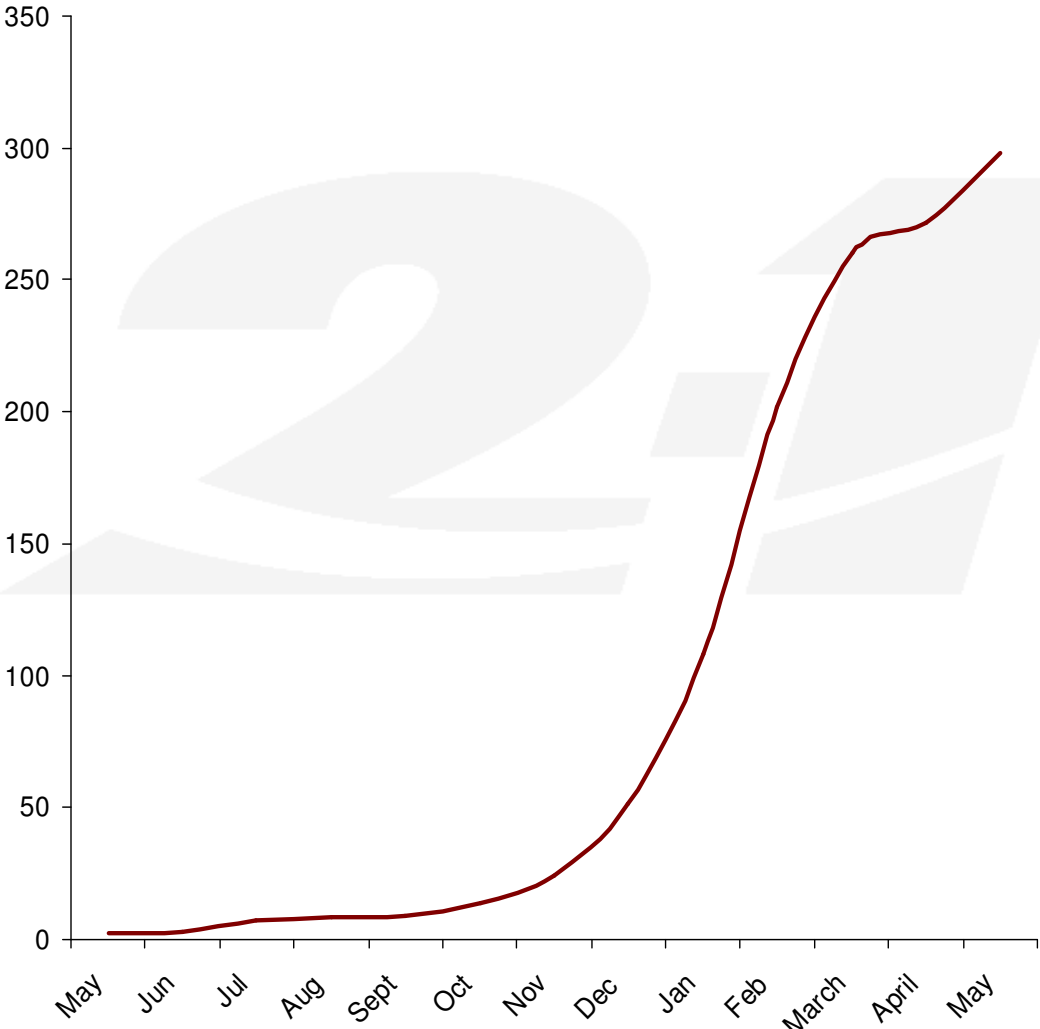
Call Type

Information	Referral	Advocacy
5	201	3

Unmet Needs & Reasons		
Rent Payment Assistance (5)	4	Client Ineligible/No Documentation
	1	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (2)	2	Client Ineligible/No Documentation
General Dentistry (2)	2	No Immediate Resource Available
Adult State/Local Health Insurance Programs (1)	1	Client Ineligible/Target Population Requirement
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement

Livingston County Call Volume

Total Call Volume for May: 298



Top Needs (May 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

May 2009

Call Type

Information	Referral	Advocacy
15	239	1

Unmet Needs & Reasons		
Rent Payment Assistance (5)	3	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
Electric Bill Payment Assistance (4)	2	Client Ineligible/No Documentation
	1	Client Refused Referral
	1	Service Inaccessible/Hours
Homeless Motel Vouchers (4)	4	Service Not Available
Bus Fare (2)	2	Service Not Available
Gas Money (2)	2	Service Not Available

Beneath the Surface

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, there are other needs in the community that are just as important. This section will illustrate different types of calls that tend to be lost in the general analysis. Partner agencies are invited and encouraged to suggest content for this page by e-mail at "nick.lynch@lifewaysco.com". Due to the lower volume of these calls, data will be presented for a number of consecutive months; in this case, from January 2009 until the end of May 2009.

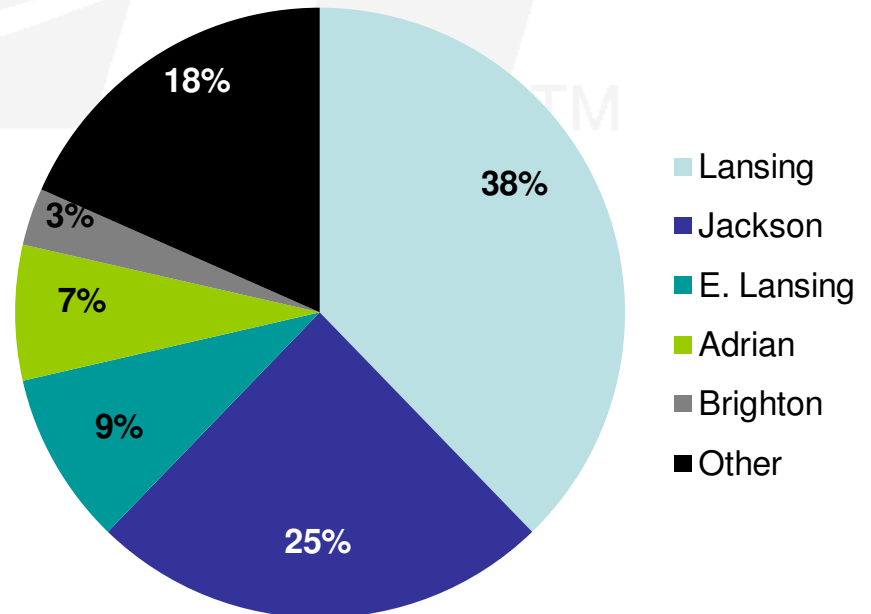
Giving Help: Volunteerism and Donations

Statistically, the typical "Give Help" caller is female (74.7%), lives in a two-parent household (60.2%), has an annual income of less than \$20,000 (100%) and is under 35 years of age (66.7%).

Top Ten "Give Help" Calls by Type and Volume

<i>Volunteer Placement</i>	116
Furniture/Home Furnishing Donation	21
<i>Clothing Donation</i>	17
Medical Supplies Donation	14
<i>Vehicle Donation</i>	13
Appliance Donation	9
<i>Computer Donation</i>	7
Material Goods Donation Matching	7
<i>Cell Phone Donation</i>	7
Food Donation	6

Top 5 "Give Help" Cities (% of total "Give Help" calls)

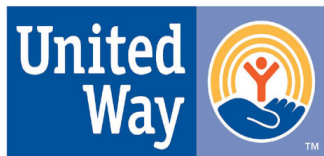


Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the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



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.

