

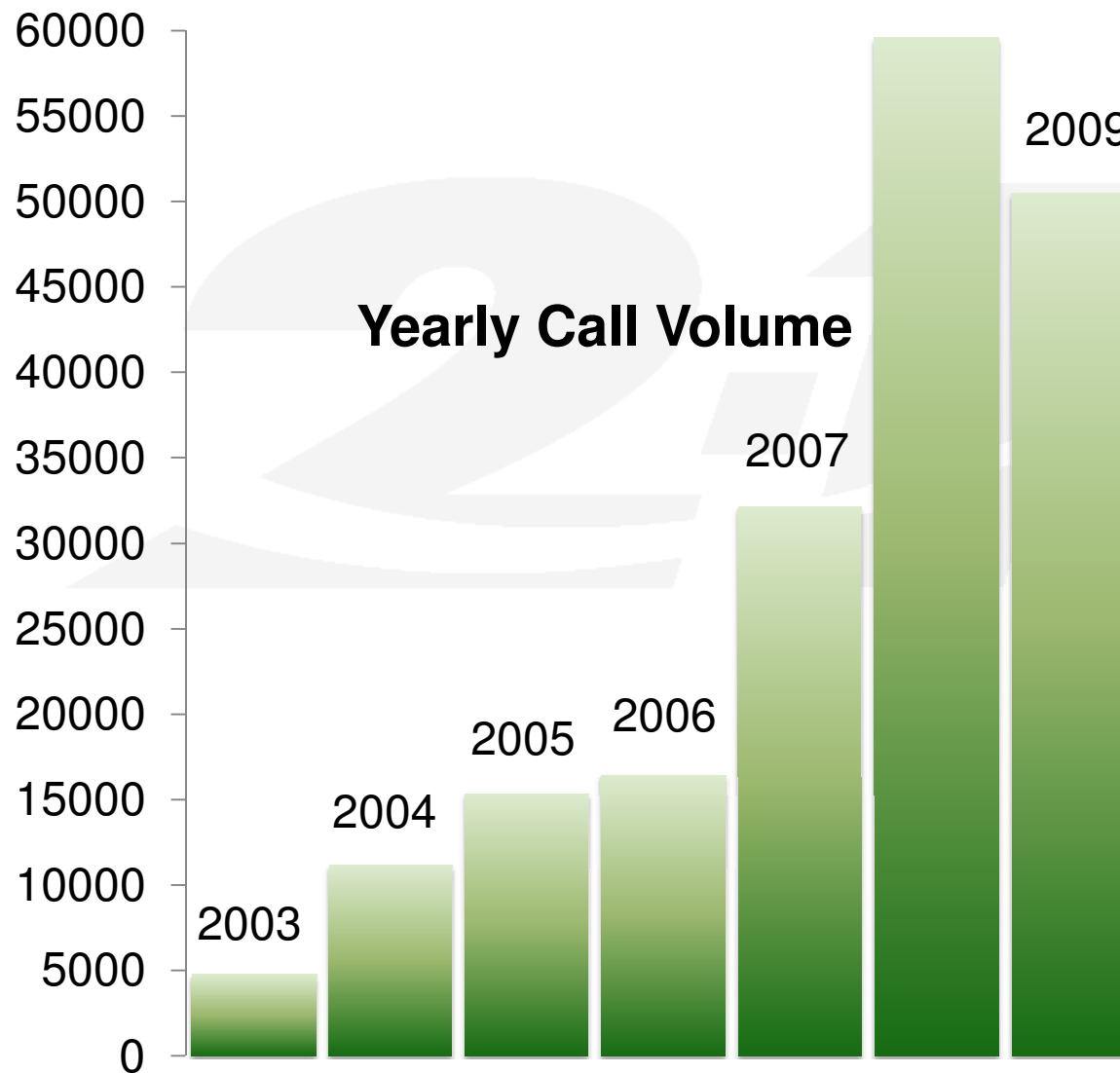


**September 2009
Community Report**

Toll Free: 866.561.2500

TDD/TTY Accessible: 517.789.2492

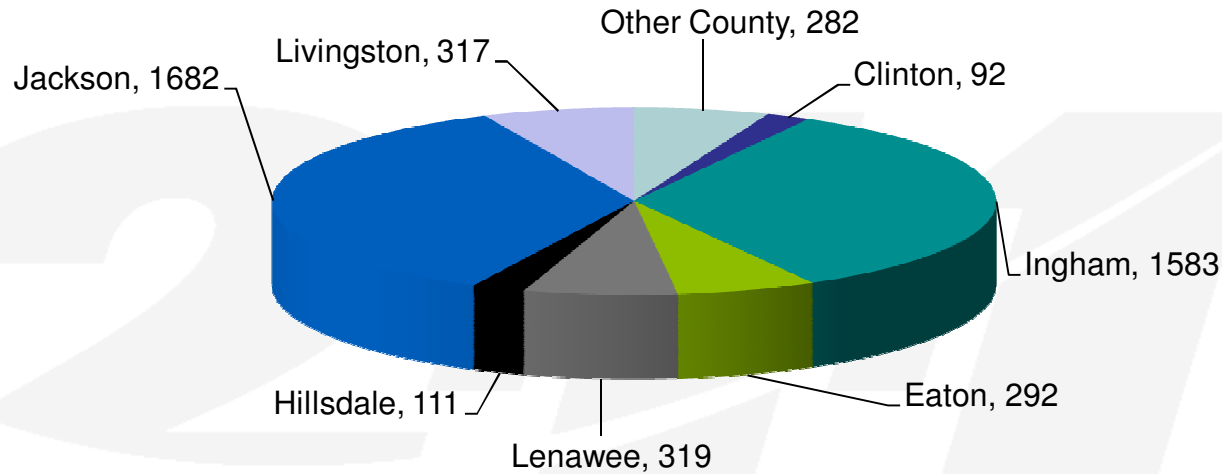
www.CentralMichigan211.org



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.

September 2009 Call Distribution by County

Total Call Volume – 5,270



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.

September 2009 Referral Source

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



Repeat Caller	2407
Family/Friend	1505
Non-profit Agency	200
Department of Human Services	135
For-Profit Business	79
Church	57
Medical/Mental Health Provider	46
Television	34
Emergency Service Provider	29
City/Township Governmental Agency	24
Printed Marketing Materials	24
Other State Governmental Agency	19
Newspaper/Magazine	16
Workplace	11
County Health Department	10
Other County Governmental Agency	8
Radio	8
Community Mental Health	7
School	7
Internet	6
Phone Book	4
Michigan Works!	4

Follow-Up Activity

In September 2009, Central Michigan 2-1-1 completed 202 follow-ups with callers.

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

84% Yes

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

55% Yes
25% No *
6% Did not contact agency
14% Unknown

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

30% Contact agency – waiting on approval
15% No response from agency
15% Service inaccessible - transportation
10% Agency out of funds
10% Did not contact agency
10% Ineligible for service
5% Service approved and pending
5% Service inaccessible to caller

Was your Call Specialist helpful and knowledgeable?

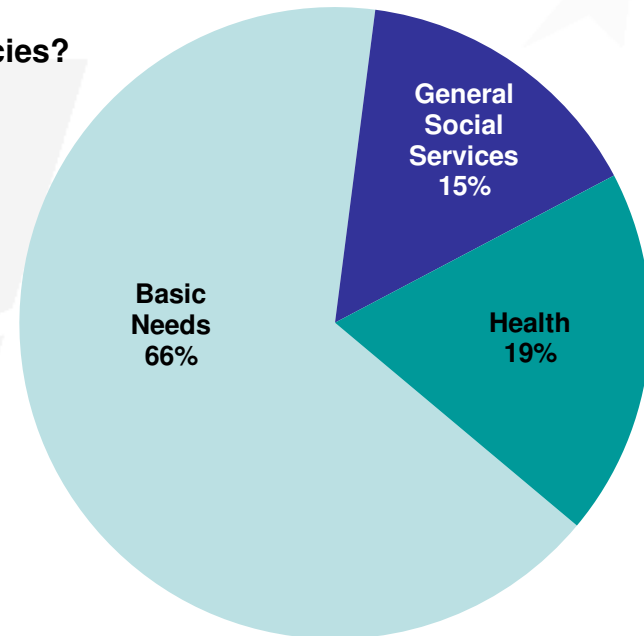
100% Yes

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

100% Yes

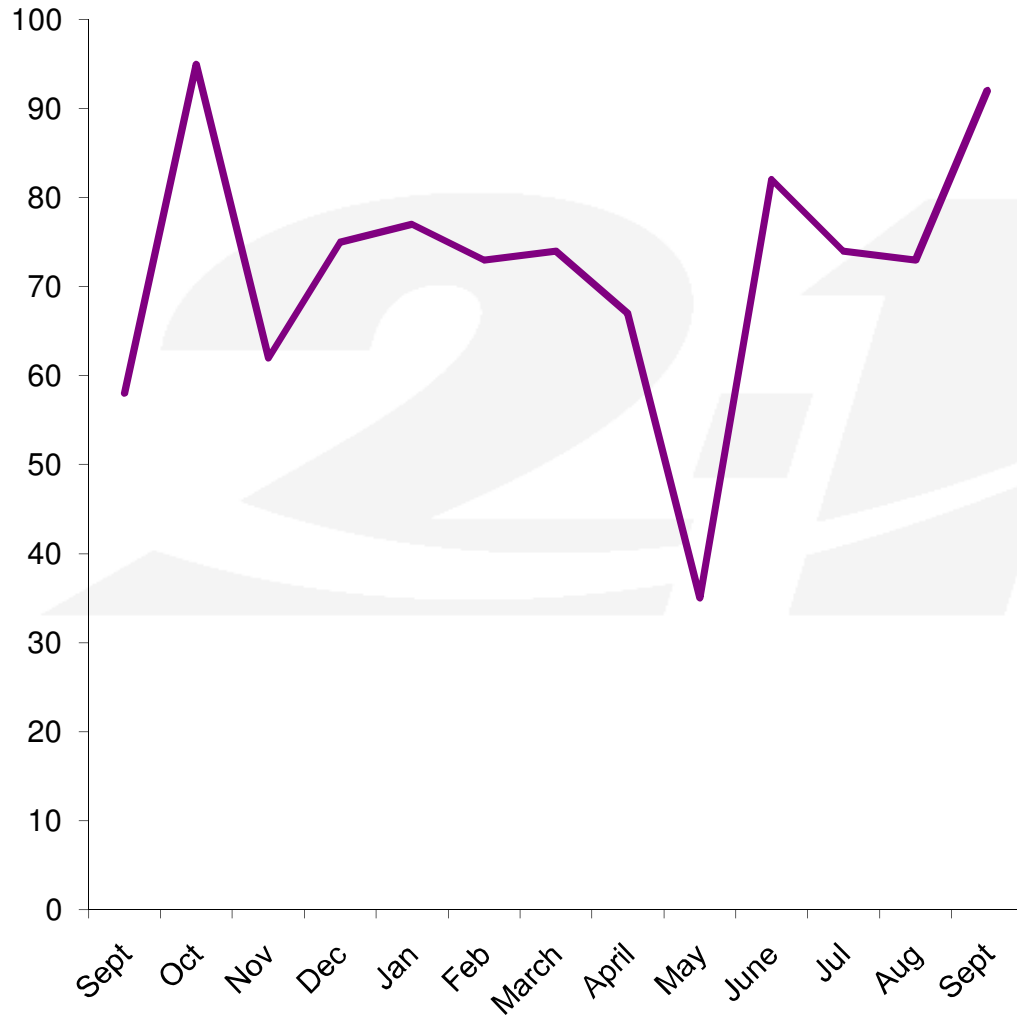
Would you recommend Central Michigan 2-1-1 to a relative/friend?

100% Yes



Clinton County Call Volume

Total Call Volume for September: 92



Top Needs (September 2009)	
Rent Payment Assistance	12
Electric Bill Payment Assistance	11
Food Pantries	7
Prescription Expense Assistance	4
Food Stamps	3
Gas Money	3
General Furniture Provision	3
Low Income/Subsidized Private Rental Housing	3
Undesignated Temporary Financial Assistance	3
Adult In-home Respite Care	2

Clinton County Detail

September 2009

Call Type

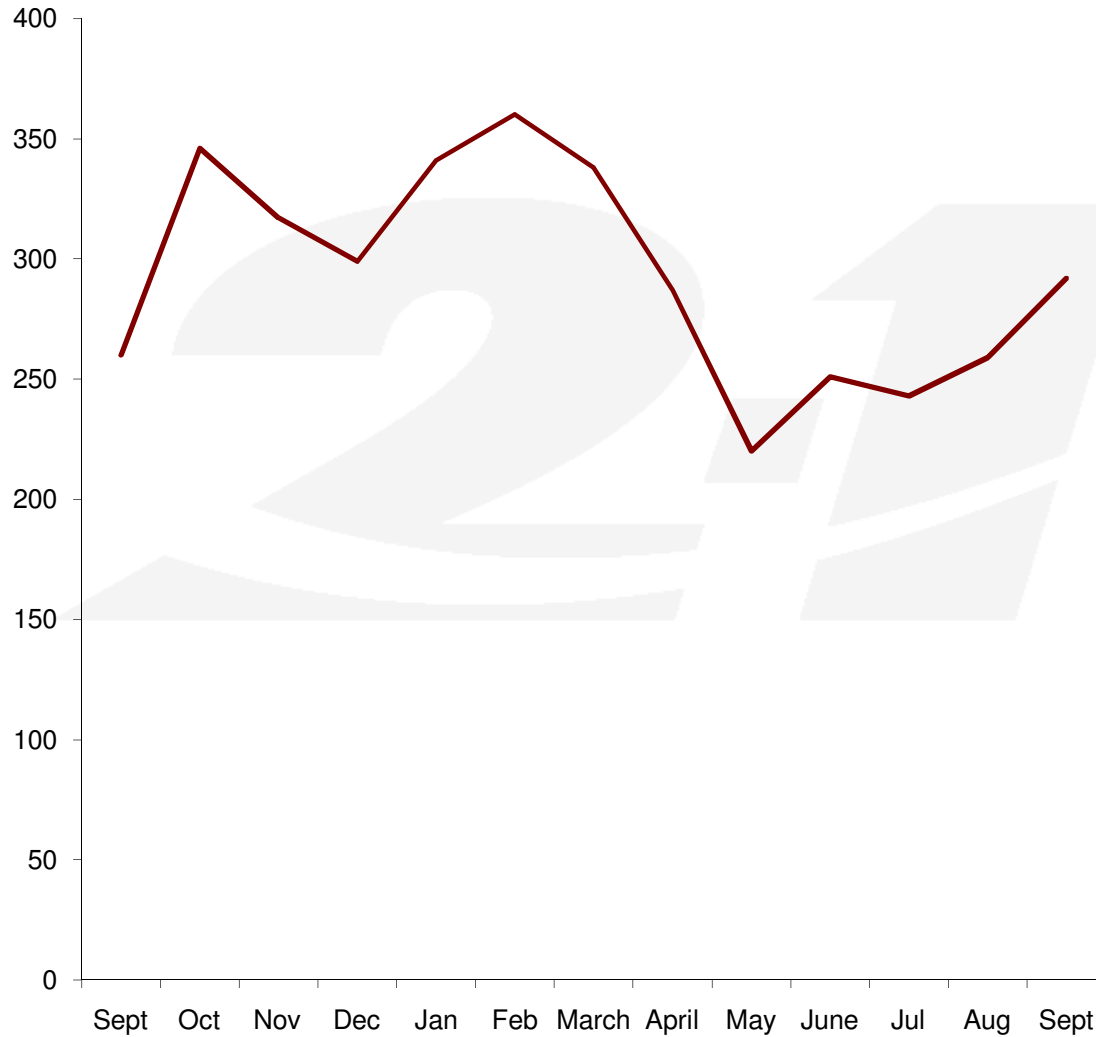
Information	Referral	Advocacy
1	66	0

Unmet Needs & Reasons

Rent Payment Assistance (5)	3	Client Ineligible/No Documentation
	2	Bill Exceeds Amount Available
	1	Service Inaccessible/Other Reason
Gas Money (3)	3	Service Not Available
Electric Bill Payment Assistance (2)	2	Client Ineligible/No Documentation
Automobile Insurance Payment Assistance (1)	1	Client Ineligible/Target Population Requirement
Automobile Payment Assistance (1)	1	Client Ineligible/Target Population Requirement

Eaton County Call Volume

Total Call Volume for September: 292



Top Needs (September 2009)	
Electric Bill Payment Assistance	40
Agency Information Request	26
Food Pantries	26
Rent Payment Assistance	13
Community Shelters	10
Food Stamps	9
General Dentistry	9
Mortgage Foreclosure Prevention	7
Directory Assistance	6
Gas Money	6

Eaton County Detail

September 2009

Call Type

Information	Referral	Advocacy
6	219	0

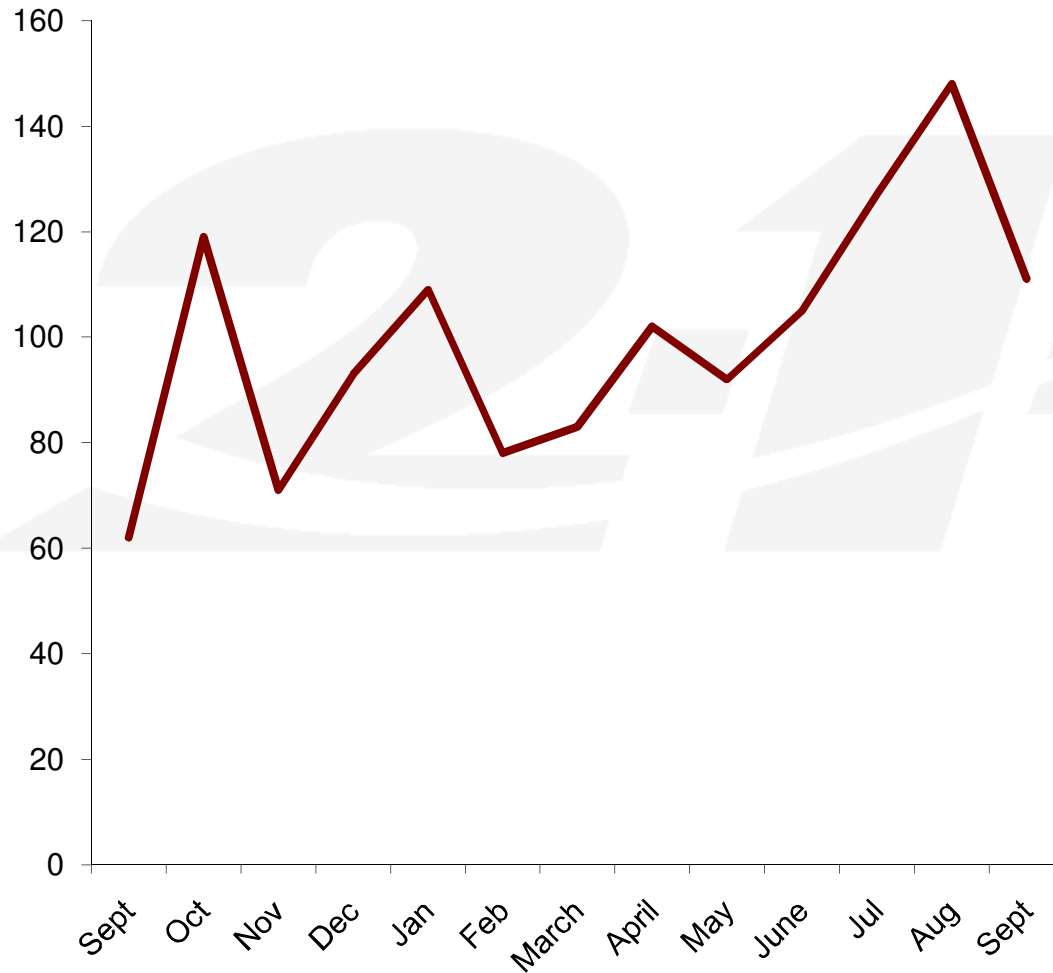


Unmet Needs & Reasons

Unmet Needs & Reasons		
Electric Bill Payment Assistance (6)	4	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Gas Bill Payment Assistance (2)	2	No Immediate Resource Available
Rent Payment Assistance (2)	1	Client Ineligible/No Documentation
	1	Client Refused Referral
Diapers (1)	1	No Immediate Resource Available
Domestic Violence Support Groups (1)	1	Client Refused Referral

Hillsdale County Call Volume

Total Call Volume for September: 111



Electric Bill Payment Assistance	13
Agency Information Request	12
Prescription Expense Assistance	6
Community Clinics	4
Directory Assistance	4
Food Stamps	4
General Legal Aid	3
Home Rehabilitation Programs	3
Low Income/Subsidized Private Rental Housing	3
Weatherization Programs	3
Adult State/Local Health Insurance Programs	2
Automobile/Van Adaptations	2

Hillsdale County Detail

September 2009

Call Type

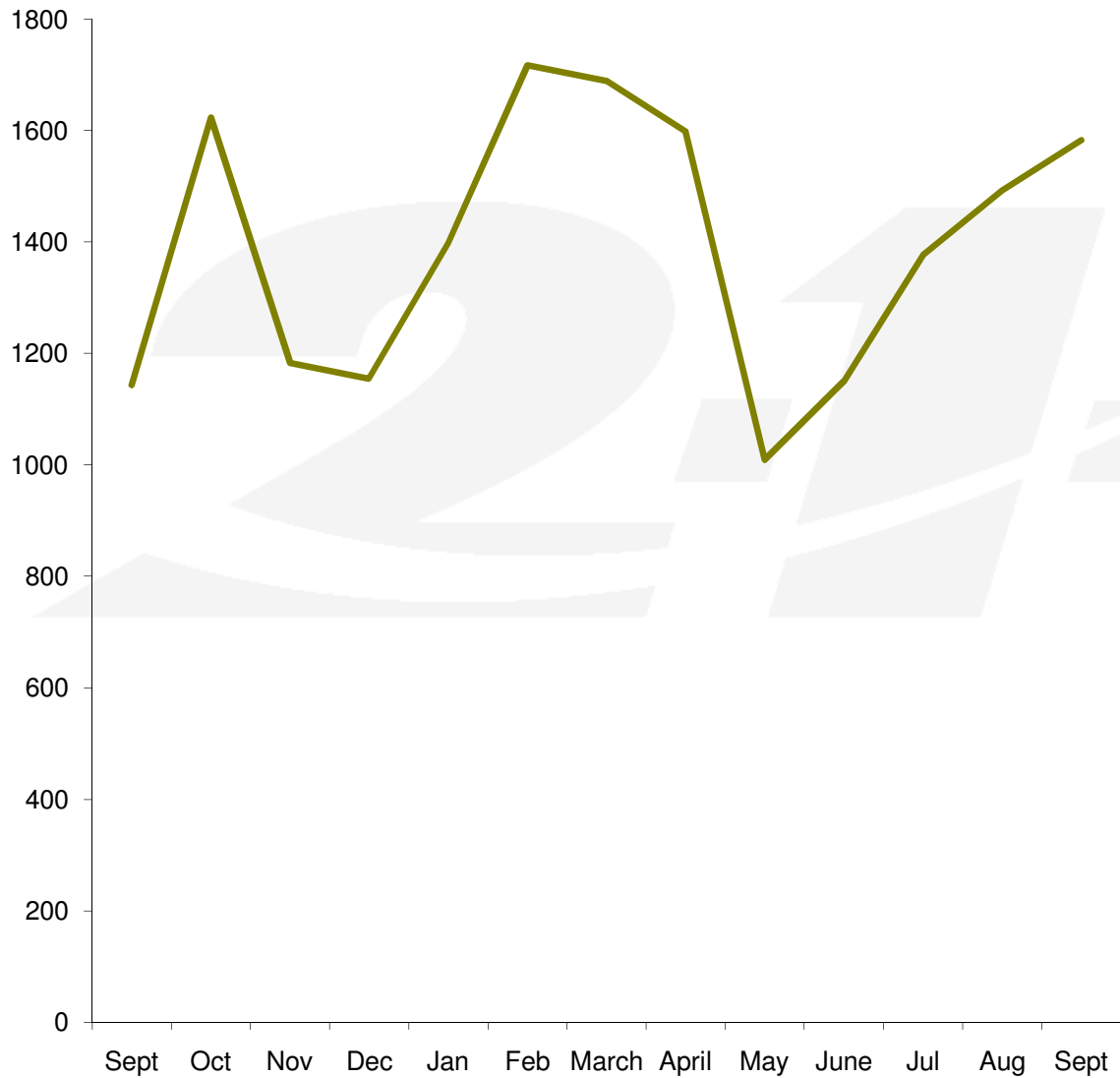
Information	Referral	Advocacy
5	118	0

Unmet Needs & Reasons

Electric Bill Payment Assistance (6)	4	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
	1	No Immediate Resource Available
Gas Money (6)	6	Service Not Available
Rent Payment Assistance (3)	3	Client Ineligible/No Documentation
School Clothing (3)	3	Registration Full/Past Deadline
School Supplies (3)	3	Registration Full/Past Deadline

Ingham County Call Volume

Total Call Volume for September: 1583



Top Needs (September 2009)

Electric Bill Payment Assistance	130
Agency Information Request	129
Food Pantries	113
General Furniture Provision	69
Community Shelters	67
Rent Payment Assistance	58
General Clothing Provision	48
Directory Assistance	47
Personal/Grooming Supplies	34
Prescription Expense Assistance	30

Ingham County Detail

September 2009

Call Type

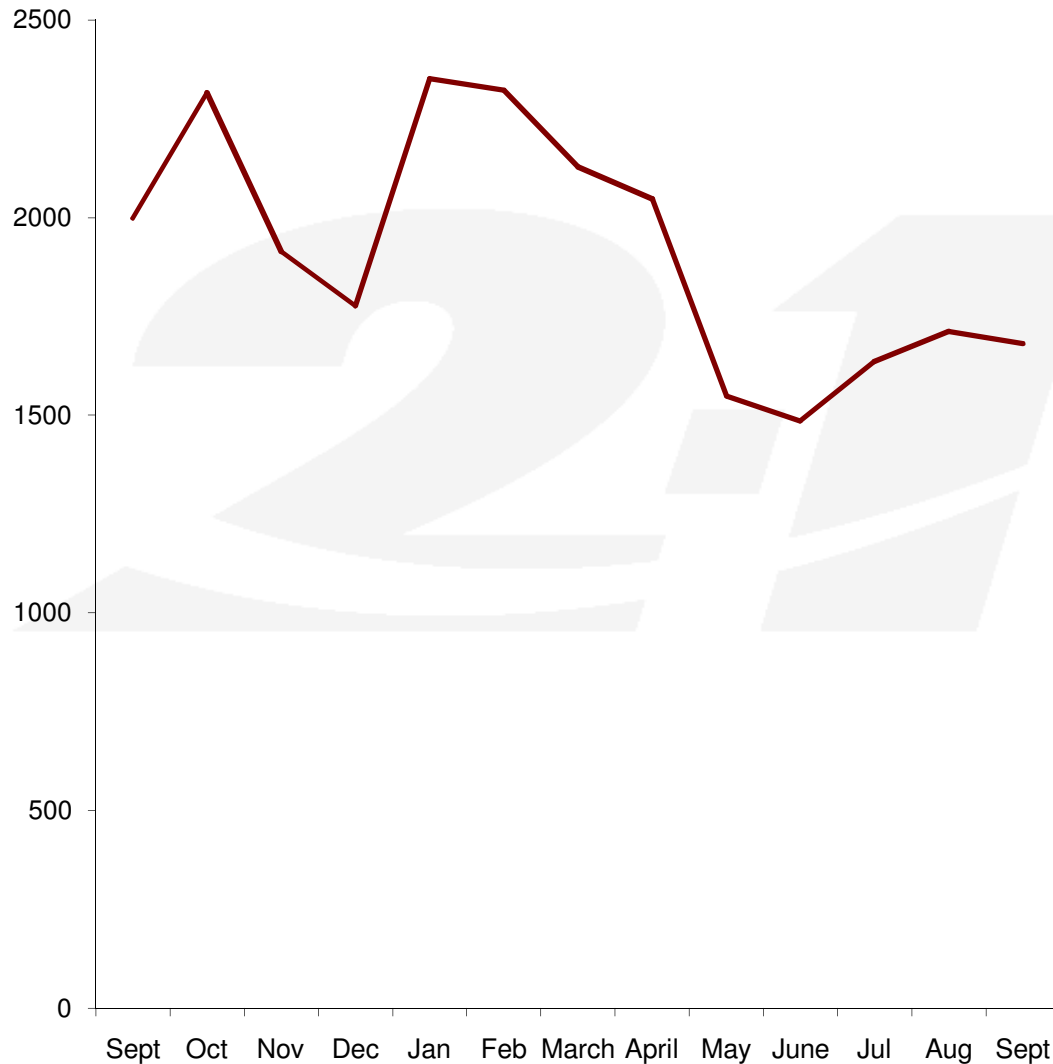
Information	Referral	Advocacy
42	1192	4

Unmet Needs & Reasons

Electric Bill Payment Assistance (25)	10	Bill Exceeds Amount Available
	9	Client Ineligible/No Documentation
	2	Client Ineligible/Target Population Requirement
Rent Payment Assistance (16)	9	Client Ineligible/No Documentation
	4	Bill Exceeds Amount Available
	1	Client Ineligible/Previously Assisted
Prescription Expense Assistance (6)	4	Client Ineligible/Target Population Requirement
	1	Client Ineligible/Other Reason
	1	No Immediate Resource Available
School Supplies (6)	5	Registration Full/Past Deadline
	1	Client Refused Referral
Gas Money (5)	5	Service Not Available

Jackson County Call Volume

Total Call Volume for September: 1682



Top Needs (September 2009)

Agency Information Request	182
Electric Bill Payment Assistance	162
Food Pantries	151
General Furniture Provision	88
Rent Payment Assistance	64
Directory Assistance	49
Health Care Discount Enrollment Programs	47
Prescription Expense Assistance	47
Diapers	29
General Legal Aid	29
Gas Money	27

Jackson County Detail

September 2009

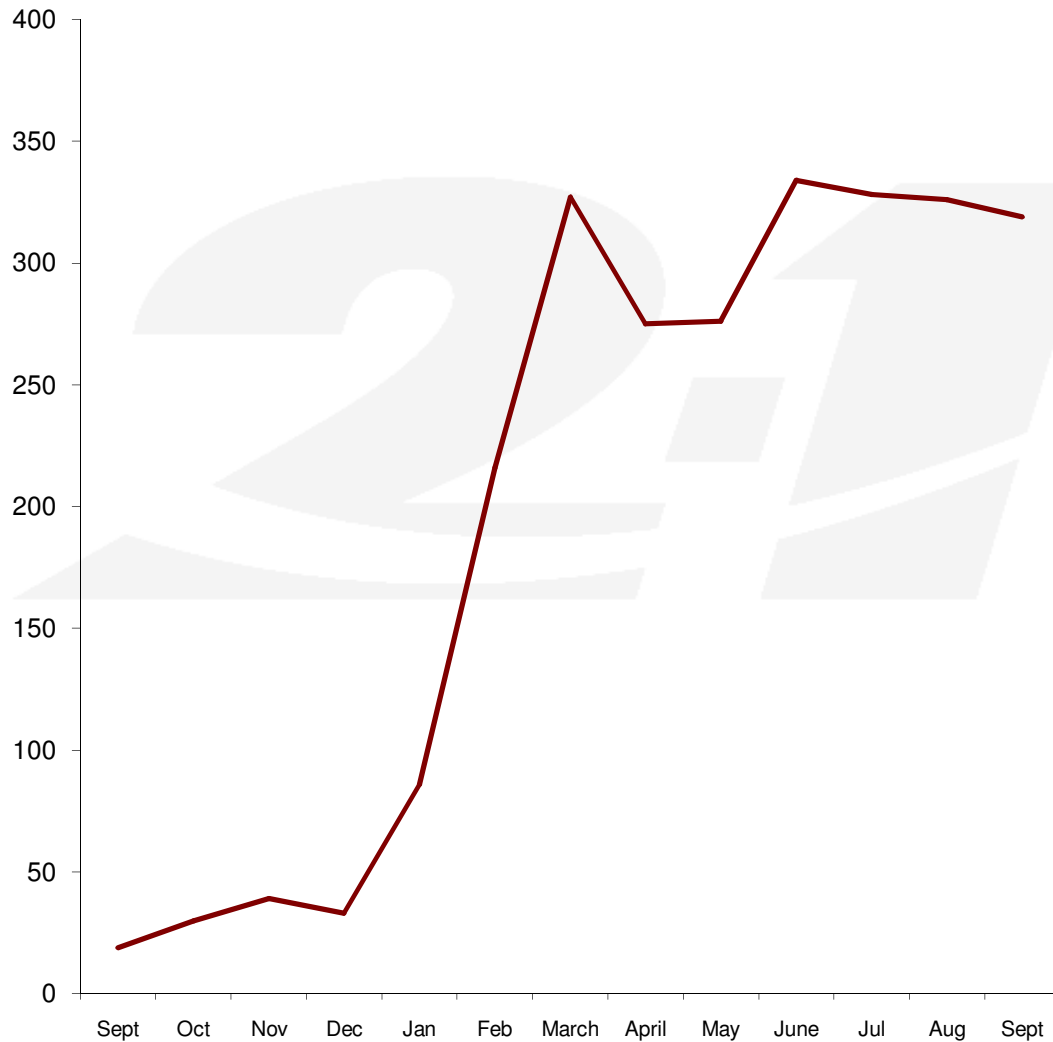
Call Type

Information	Referral	Advocacy
83	1343	4

Unmet Needs & Reasons		
School Supplies (30)	18	No Immediate Resource Available
	12	Registration Full/Past Deadline
Rent Payment Assistance (23)	16	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
	1	Client Refused Referral
Electric Bill Payment Assistance (16)	9	Bill Exceeds Amount Available
	6	Client Ineligible/No Documentation
	1	Client Refused Referral
Rental Deposit Assistance (9)	7	Client Ineligible/Target Population Requirement
	1	Client Ineligible/No Documentation
	1	No Immediate Resource Available
Automotive Repair (6)	5	Client Ineligible/Target Population Requirement
	1	Bill Exceeds Amount Available

Lenawee County Call Volume

Total Call Volume for September: 326



Top Needs (September 2009)

Electric Bill Payment Assistance	49
Agency Information Request	32
Rent Payment Assistance	29
Directory Assistance	14
Food Pantries	13
Community Clinics	10
Gas Bill Payment Assistance	7
General Dentistry	6
Mortgage Foreclosure Prevention	6
Water Bill Payment Assistance	6
Section 8 Housing Choice Vouchers	5

Lenawee County Detail

September 2009

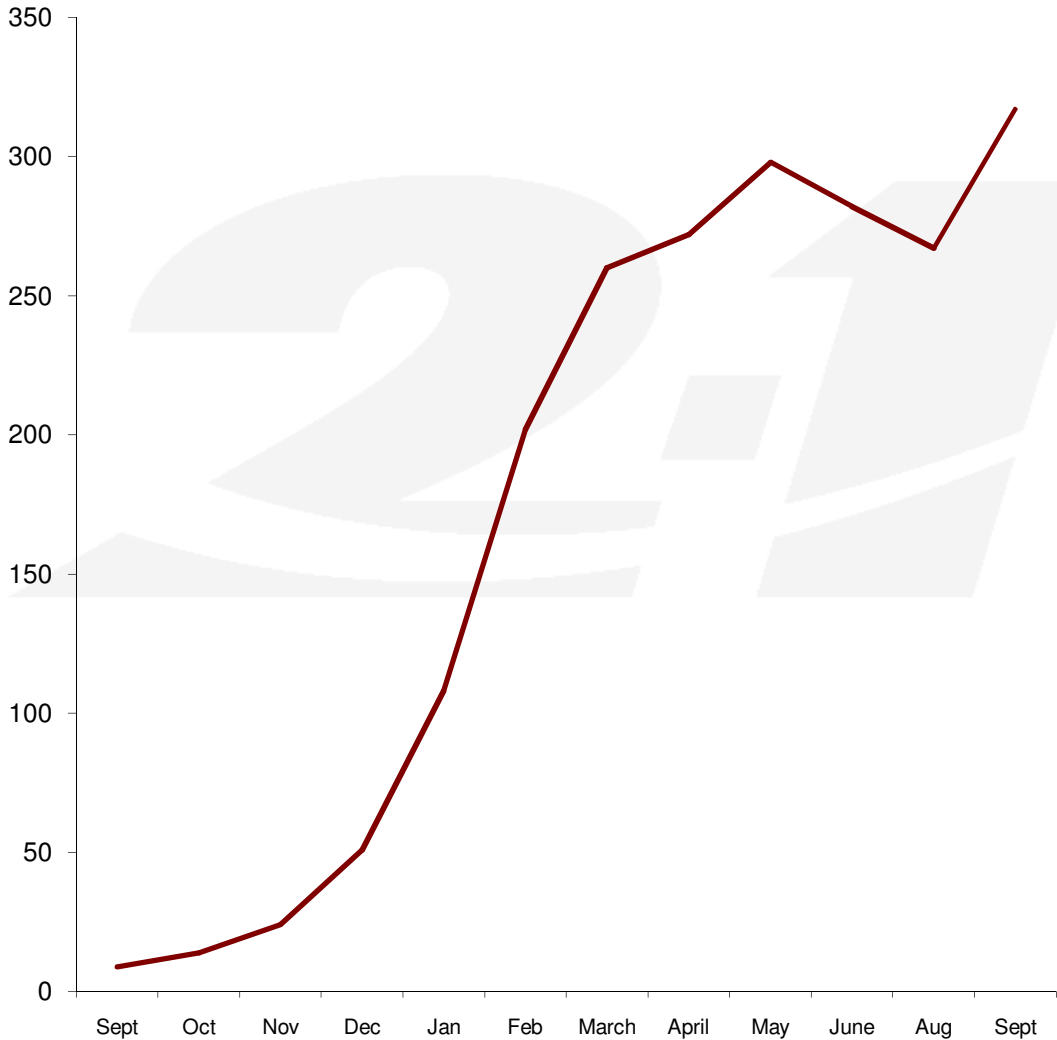
Call Type

Information	Referral	Advocacy
23	253	0

Unmet Needs & Reasons		
Electric Bill Payment Assistance (7)	4	Client Ineligible/No Documentation
	2	Client Refused Referral
	1	Bill Exceeds Amount Available
School Supplies (7)	4	No Immediate Resource Available
	3	Registration Full/Past Deadline
Rent Payment Assistance (6)	6	Client Ineligible/No Documentation
Prescription Expense Assistance (4)	3	No Immediate Resource Available
	1	Client Ineligible/Previously Assisted
Community Shelters (3)	2	Service Inaccessible/Transportation
	1	Client Refused Referral

Livingston County Call Volume

Total Call Volume for September: 267



Top Needs (September 2009)

Electric Bill Payment Assistance	29
Agency Information Request	27
Food Pantries	21
General Legal Aid	18
Rent Payment Assistance	16
Low Income/Subsidized Private Rental Housing	15
Gas Money	11
Food Stamps	10
Home Rehabilitation Programs	10
Undesignated Temporary Financial Assistance	10
Community Clinics	7

Livingston County Detail

September 2009

Call Type

Information	Referral	Advocacy
5	219	4

Unmet Needs & Reasons		
Gas Money (11)	11	Service Not Available
Rent Payment Assistance (11)	10	Client Ineligible/No Documentation
	1	Bill Exceeds Amount Available
Electric Bill Payment Assistance (5)	2	Client Ineligible/No Documentation
	2	Client Ineligible/Outside Service Area
	1	Service Inaccessible/Hours
Homeless Motel Vouchers (4)	4	Service Not Available
School Clothing (4)	4	No Immediate Resource Available

Giving Help: September 2009

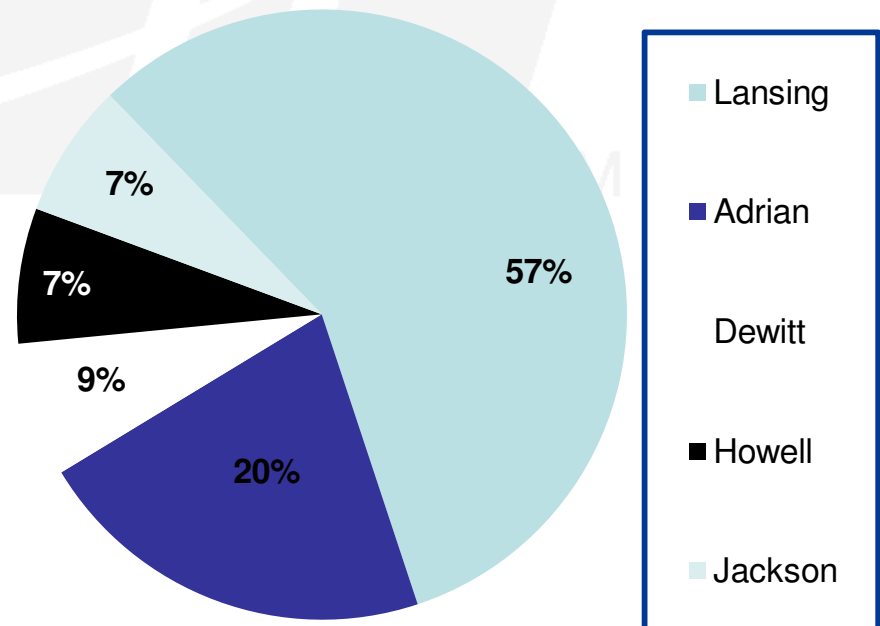
Our monthly report may give the impression that we only take calls related to emergency basic needs. While these comprise a large percentage of our call volume, we also receive many calls from people looking to donate goods or services to the community. This section will illustrate "Give Help" calls on a monthly basis.

Giving Help: Volunteerism and Donations

"Give Help" Calls by Type and Volume

Volunteer Placement	14
Clothing Donation	8
Furniture Donation	6
Food Donation	4
Donation Pickups	3
Medical Supplies Donation	3
Appliance Donation	2
Cell Phone Donation	2
Computer Donation	2
Bedding/Linen Donation	1
Book/Magazine Donation	1
Foster Parent/Family Recruitment	1
Material Goods Donation	1
Natural Hair/Wig Donation	1

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



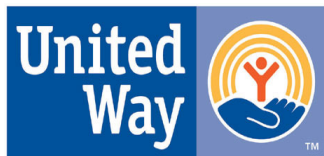
Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the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

