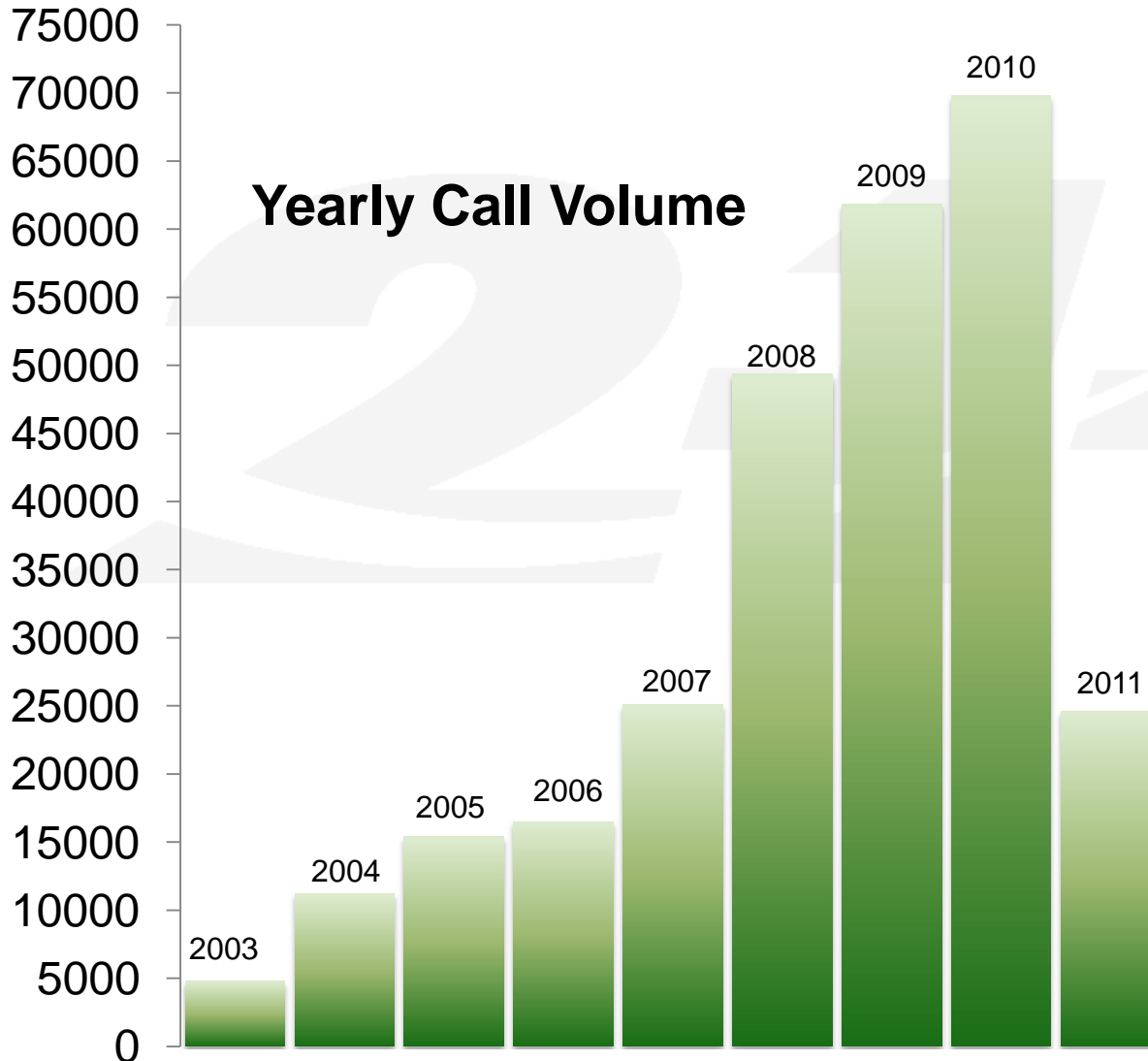




April 2011
Community Report



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

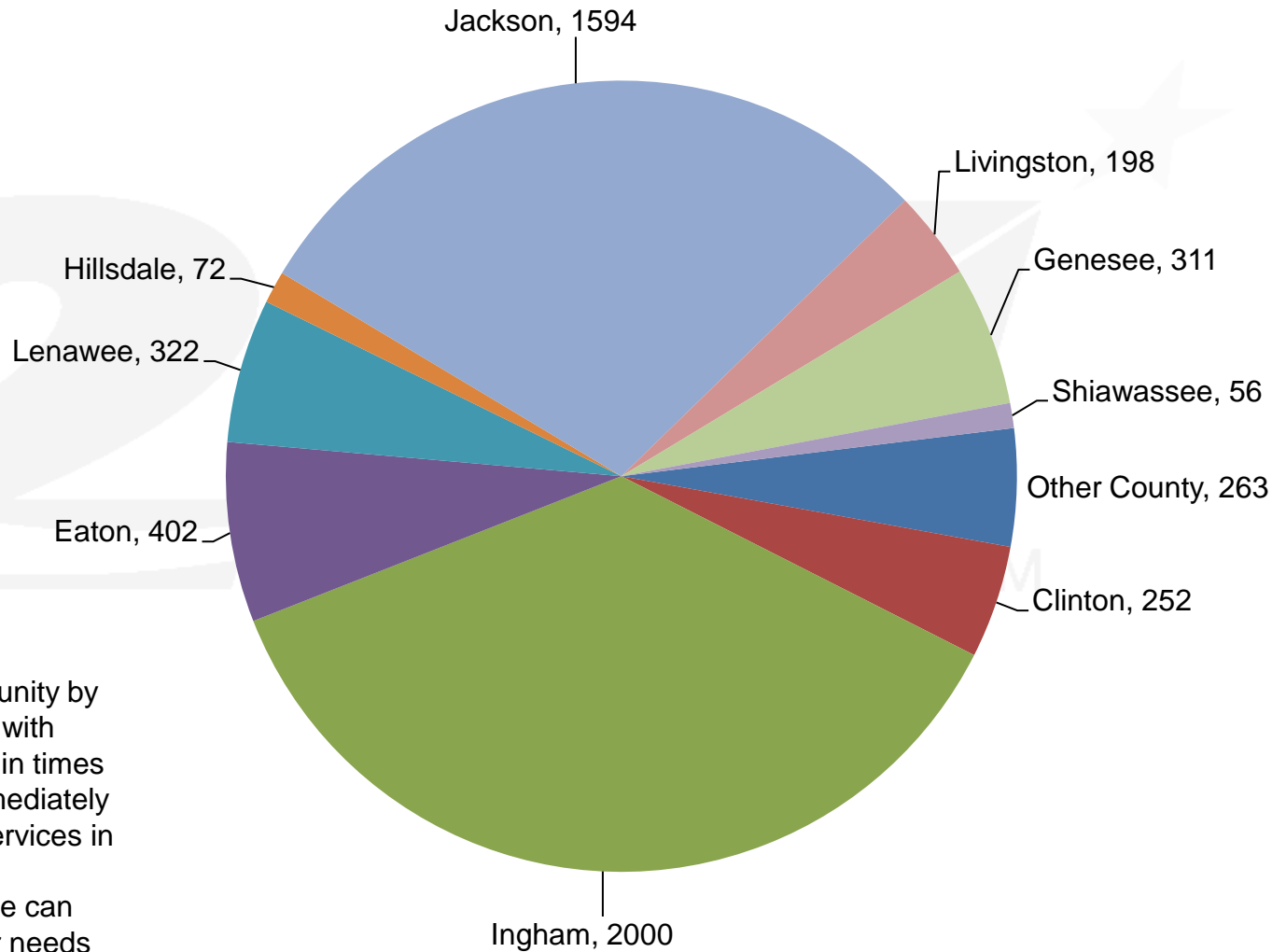
Total Call Volume, April 2011 – 5,648

Central Michigan 2-1-1 has started collecting a greater amount of information from clients.

One of these new questions regards the exact amount owed to resolve housing or utility crises.

This information can be found in this month's "Unmet Needs" section under the reason, "Bill exceeds amount available."

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.



Beyond the numbers: Advocacy at work

This month's entry illustrates the value of any call specialist's primary question: Is there really a problem? Some callers are so confused by the process of obtaining help through available means that they call 2-1-1 to look elsewhere. Too often, the only thing standing between the caller and a solution to their problem is accurate information.

Adrian - Nancy called 2-1-1 looking for help in paying delinquent property taxes on her home. Unfortunately, while there were funds through DHS to help, they could not cover the full amount of her arrearage. After asking several probing questions, her call specialist determined that she was unsure of the details of the forfeiture process and the options available to residents with that particular need in her area. This lack of understanding was frustrating to Nancy and she was ready to give up and surrender her home which had been paid off for nearly four years.

Knowing that Nancy had few options better than staying in a home that she owned outright, her call specialist contacted the local treasurer's office on her behalf to explore other options. More help was available to Nancy than she was first aware and, through an application for hardship provision, she was able to create an affordable payment plan with the treasurer's office over the following 12 months.

Lansing - James called because his physician had discovered a growth near his eye. The physician told him that he needed to see an ophthalmologist as soon as possible or risk losing his sight. James had the Ingham Health Plan and asked his physician if that program would cover the needed procedure. Not knowing for certain, the physician sent James on what ended up being a week long game of phone tag. No one seemed willing or able to give James a straight answer on the coverage of his health plan.

Frustrated, James called 2-1-1 to ask about community programs that could pay for the procedure. Instead of immediately giving referrals for other resources, James' call specialist instead helped him write a script to use when he called the health plan so that they would understand exactly what he was asking. Less than two hours later, James called 2-1-1 to report that the health plan had verified coverage for the procedure and scheduled an appointment for him with a local ophthalmologist. Not only was James' need satisfied but scarce community resources were preserved for others with no alternative options.

Web Contacts

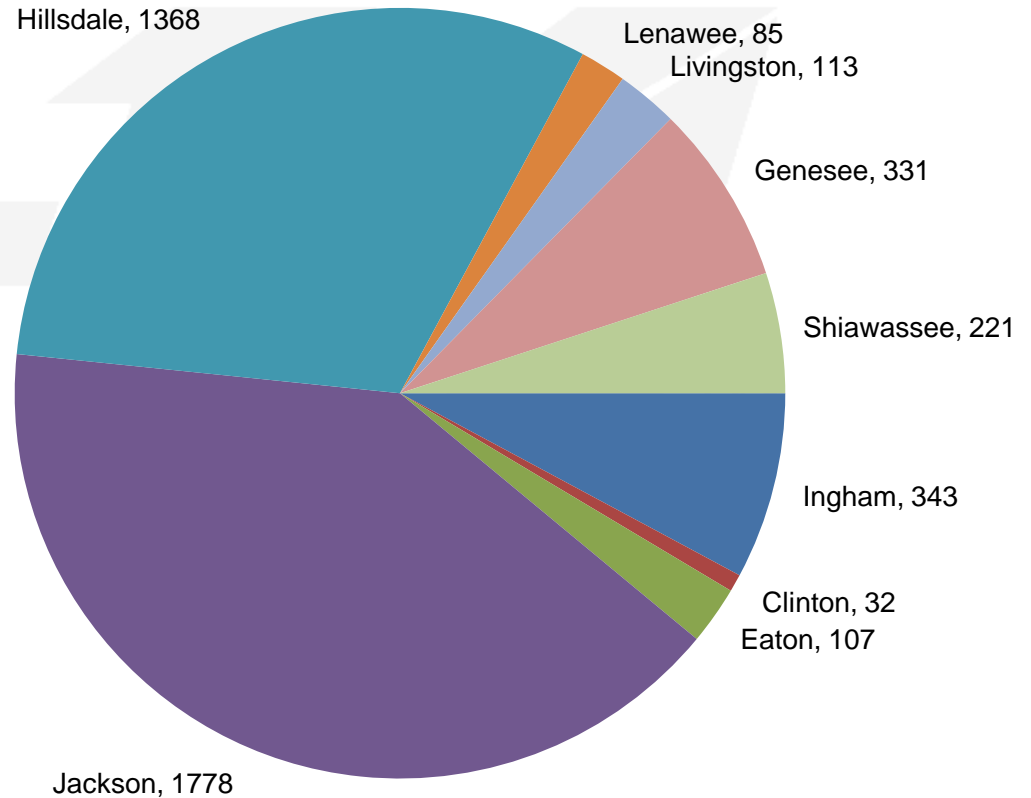
This section details contacts received by visitors to the Central Michigan 2-1-1 online database for the month of April.

Total Visitors for April: 1,380

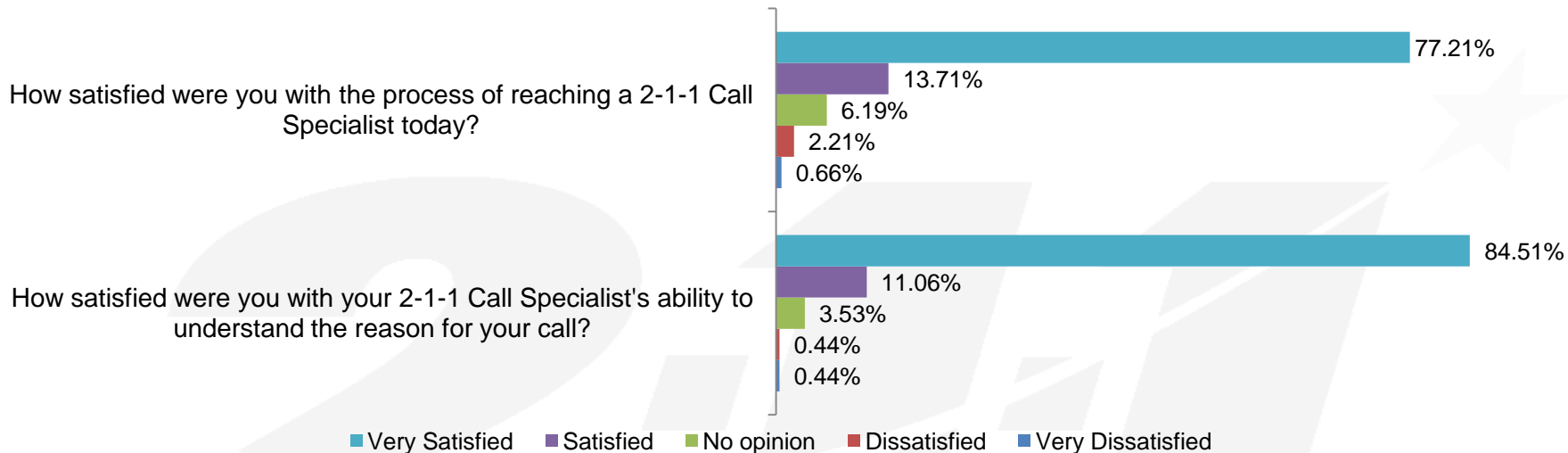
Top Ten Searches

Alternative Schools	402
Food Pantries	99
Gas Bill Payment	93
Food Banks/Food Distribution Warehouses	72
Rent Payment	40
Home Rental Listings	38
Automotive Repair	37
Household Goods Vouchers	32
Adult High School Diploma Programs	30
Automobiles	29

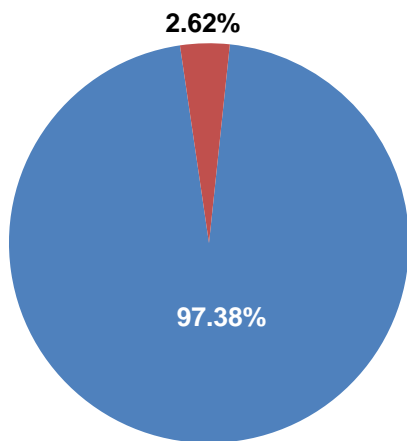
Search Volume by County



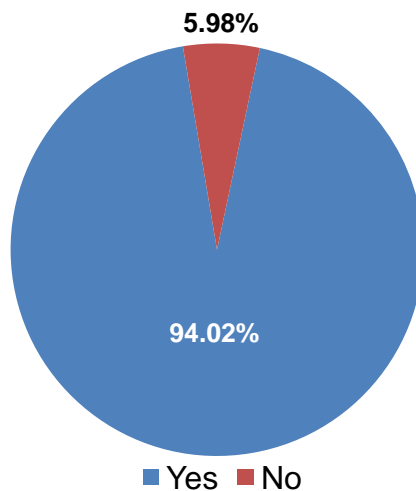
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In April, 452 callers participated in the survey. Of those participants, 86.72% received referrals for services. Other results are listed below.



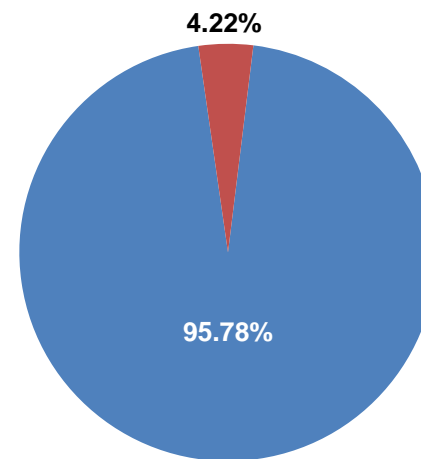
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



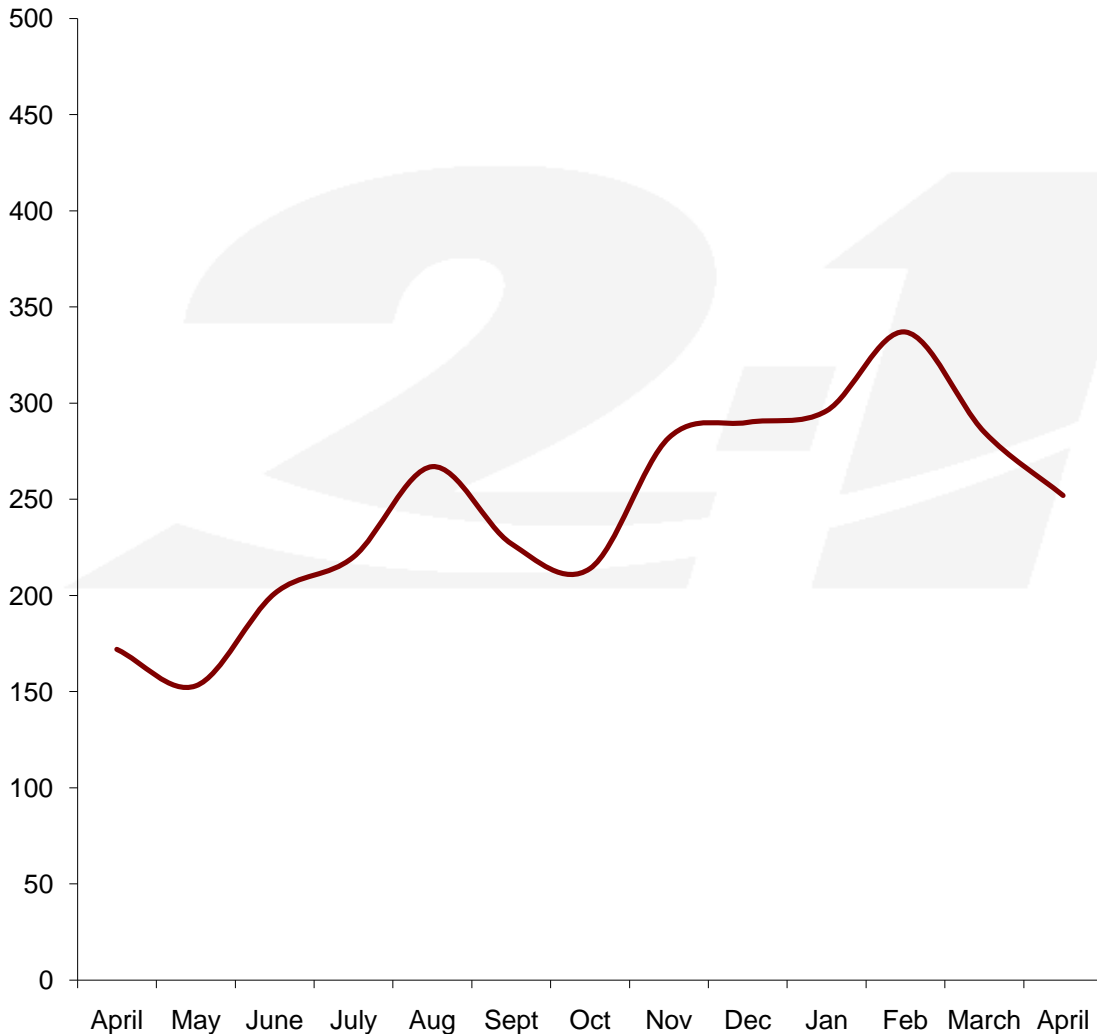
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for April: 252



April's Top Needs	
Electric Service Payment Assistance	50
Food Pantries	22
VITA Program Sites	14
Rent Payment Assistance	11
Community Shelters	10
Gas Service Payment Assistance	10
General Furniture Provision	10
Gas Money	6
General Legal Aid	6
Online Tax Preparation/E-Filing Sites	6

Clinton County Detail

April 2011

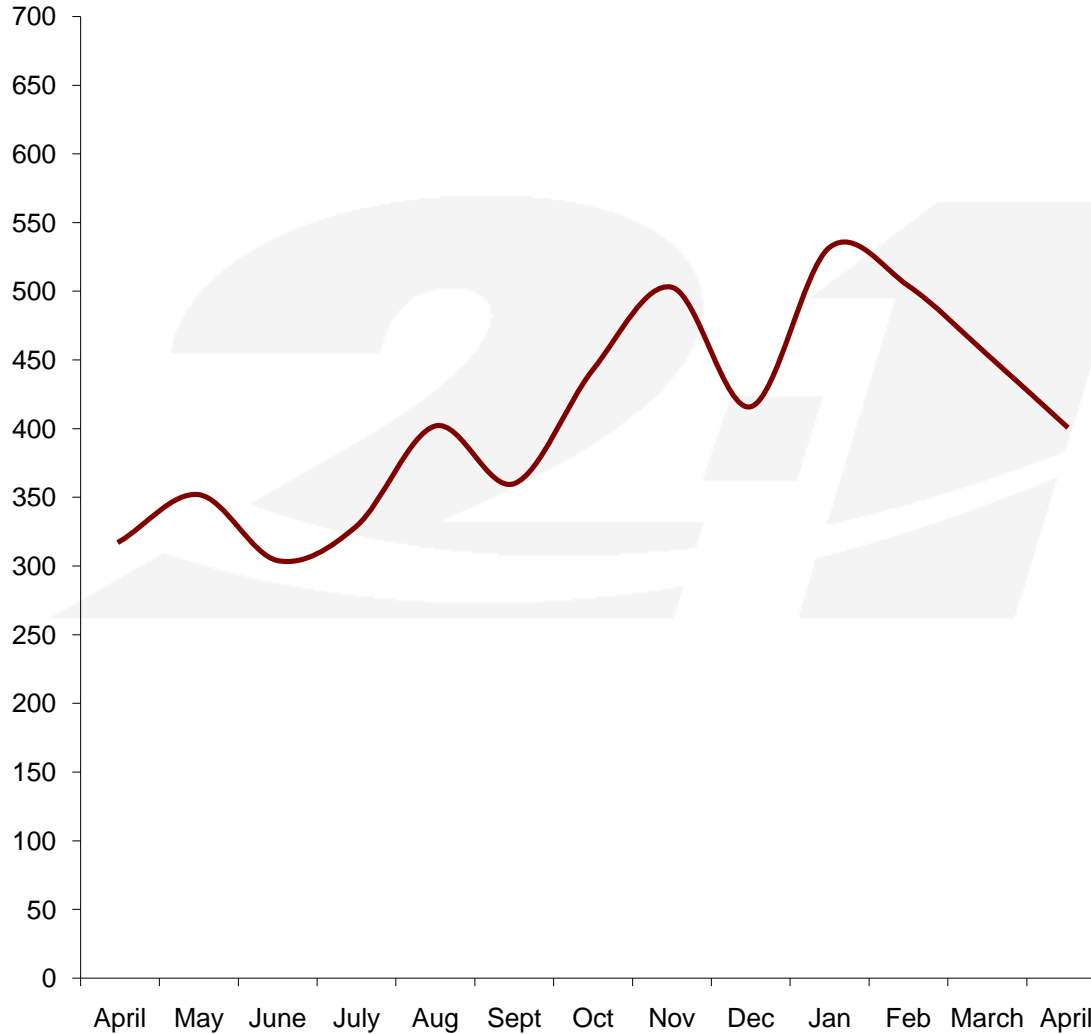
In April, 15% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	6	“Bill exceeds amount available” The average amount requested for these particular callers was \$722.
Gas Money	5	“Service not available”
Rent Payment	5	“Bill exceeds amount available” The average amount requested for these particular callers was \$351.
VITA	5	“Registration full/Past deadline”
Easter Assistance	2	“Service not available”

Eaton County Call Volume

Total Call Volume for April: 402



April's Top Needs	
Electric Service Payment Assistance	65
VITA Program Sites	28
Food Pantries	25
Rent Payment Assistance	19
Community Shelters	13
General Dentistry	12
Home Rental Listings	11
Low Income/Subsidized Private Rental Housing	11
Gas Service Payment Assistance	9
General Legal Aid	9

Eaton County Detail

April 2011

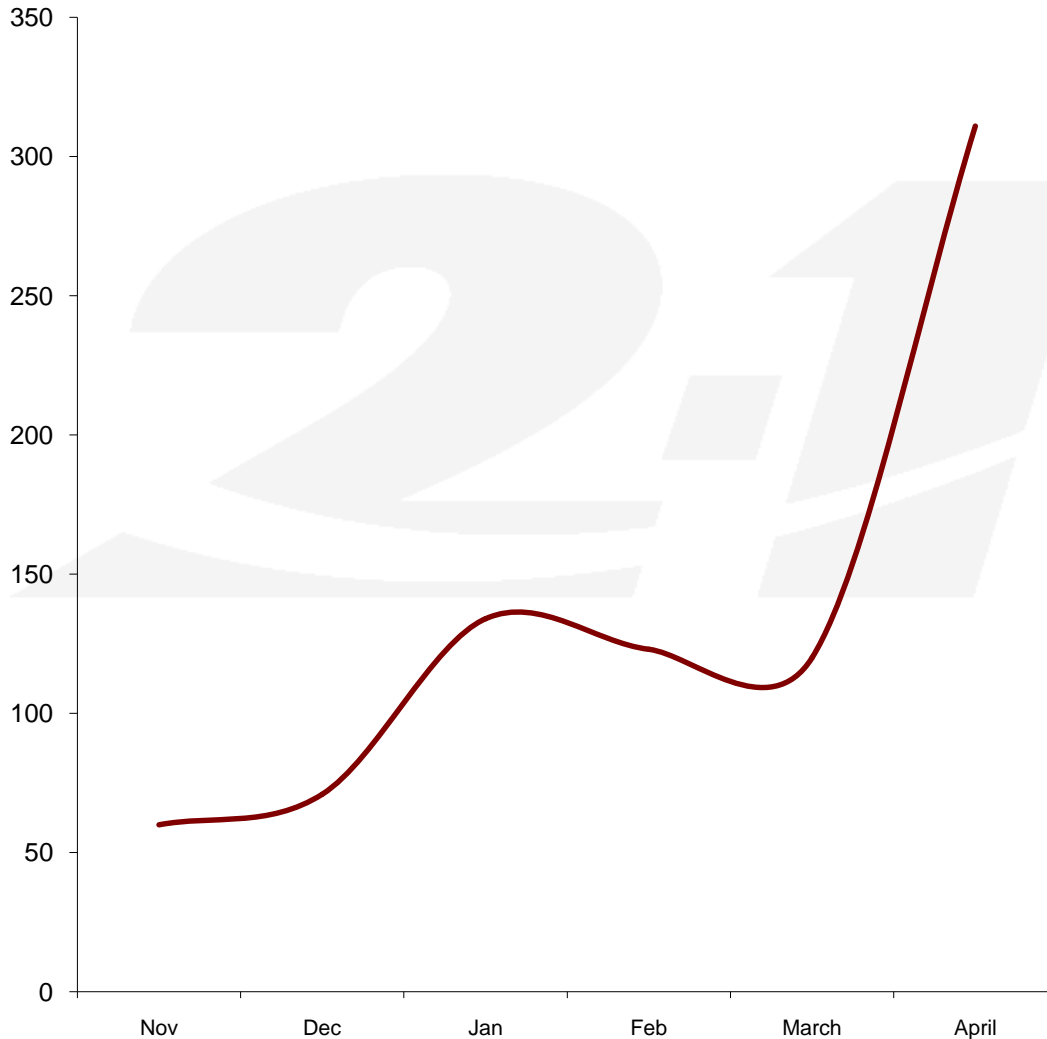
In April, 14% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	11	“Bill exceeds amount available” The average amount requested for these particular callers was \$552.
Rent Payment	5	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
VITA	5	“Registration full/Past deadline”
Gas Bill Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$430.
Mortgage Payment	3	“No documentation” As related to requests for mortgage payment, this unmet need reason means that the caller is not yet in foreclosure status. These callers are generally referred to a mortgage foreclosure prevention program in their area.

Genesee County Call Volume

Total Call Volume for April: 311



April's Top Requests

Electric Service Payment Assistance	89
Outreach Programs	65
Food Pantries	39
Rent Payment Assistance	26
Gas Service Payment Assistance	15
General Furniture Provision	15
VITA Program Sites	12
Prescription Expense Assistance	10
Home Maintenance and Minor Repair Services	9
Ramp Construction Services	9

Genesee County Detail

April 2011

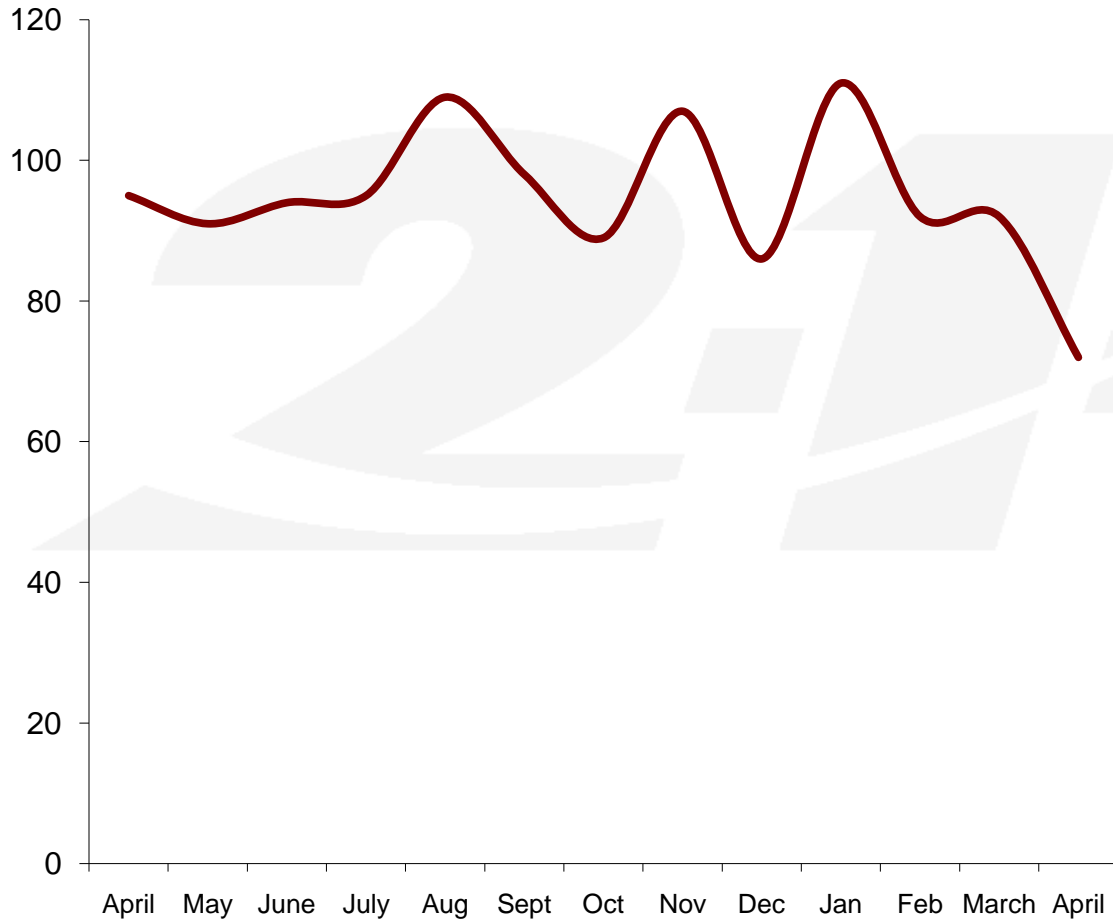
In April, 18% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	17	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,135.
Gas Bill Payment	6	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,362.
Gas Money	3	“Service not available”
Medical Care Expense Assistance	3	“Service not available”
Rent Payment	3	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.

Hillsdale County Call Volume

Total Call Volume for April: 72



April's Top Needs	
Electric Service Payment Assistance	11
Gas Service Payment Assistance	5
Gas Money	4
Community Shelters	3
Food Pantries	3
Bus Fare	2
Directory Assistance	2
Food Stamps	2
Home Rehabilitation Grants	2
Low Income/Subsidized Private Rental Housing	2

Hillsdale County Detail

April 2011

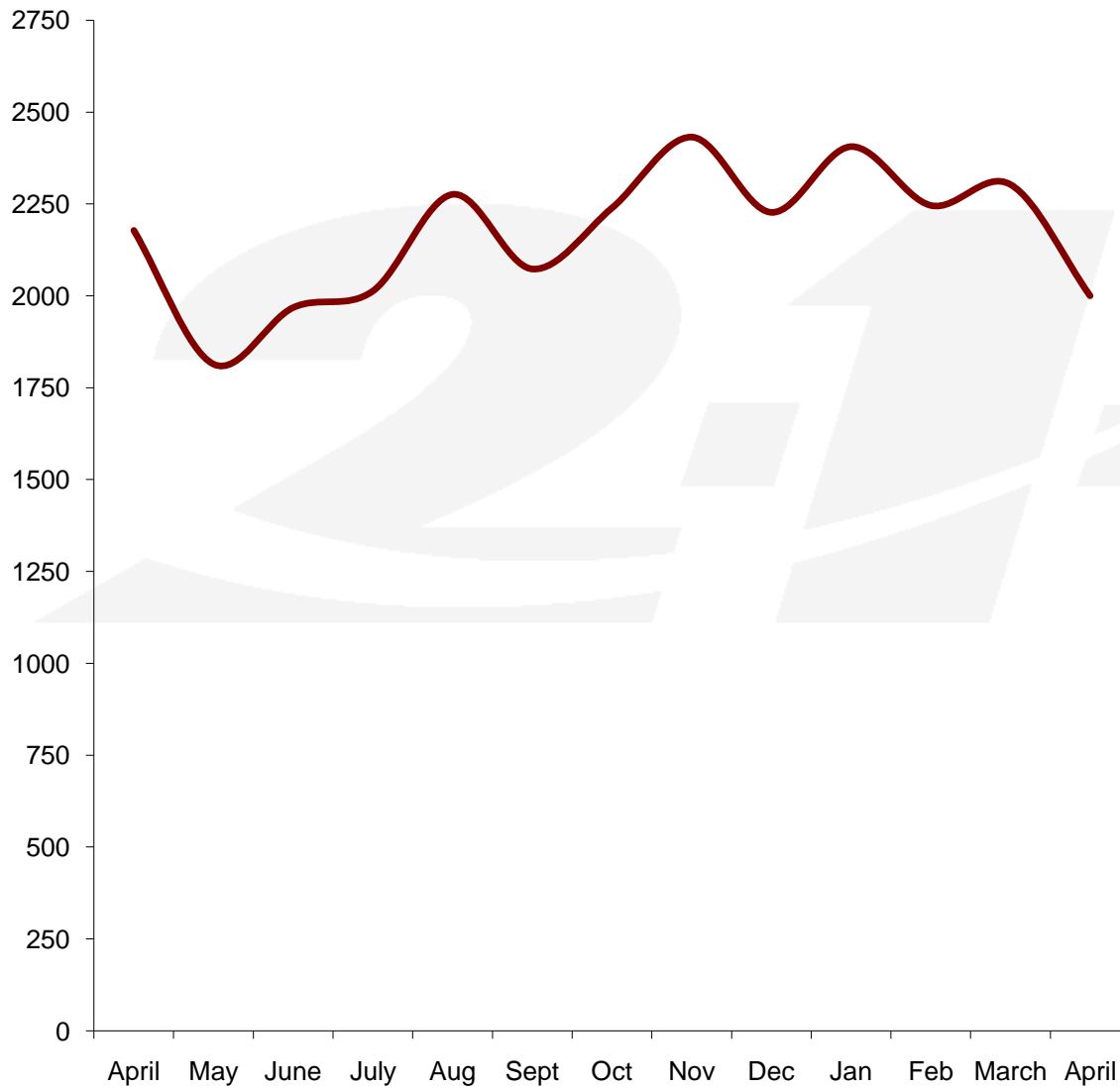
In April, 36% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	5	“Bill exceeds amount available” The average amount requested for these particular callers was \$475.
Gas Money	4	“Service not available”
Gas Bill Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$166.
Bus Fare	2	“Service not available”
Community Shelters	2	“Service not available”

Ingham County Call Volume

Total Call Volume for April: 2000



April's Top Needs	
Electric Service Payment Assistance	267
VITA Program Sites	179
Food Pantries	122
Rent Payment Assistance	86
Online Tax Preparation/E-Filing Sites	80
Directory Assistance	68
Community Shelters	59
General Furniture Provision	56
Gas Service Payment Assistance	46
Rental Deposit Assistance	43

Ingham County Detail

April 2011

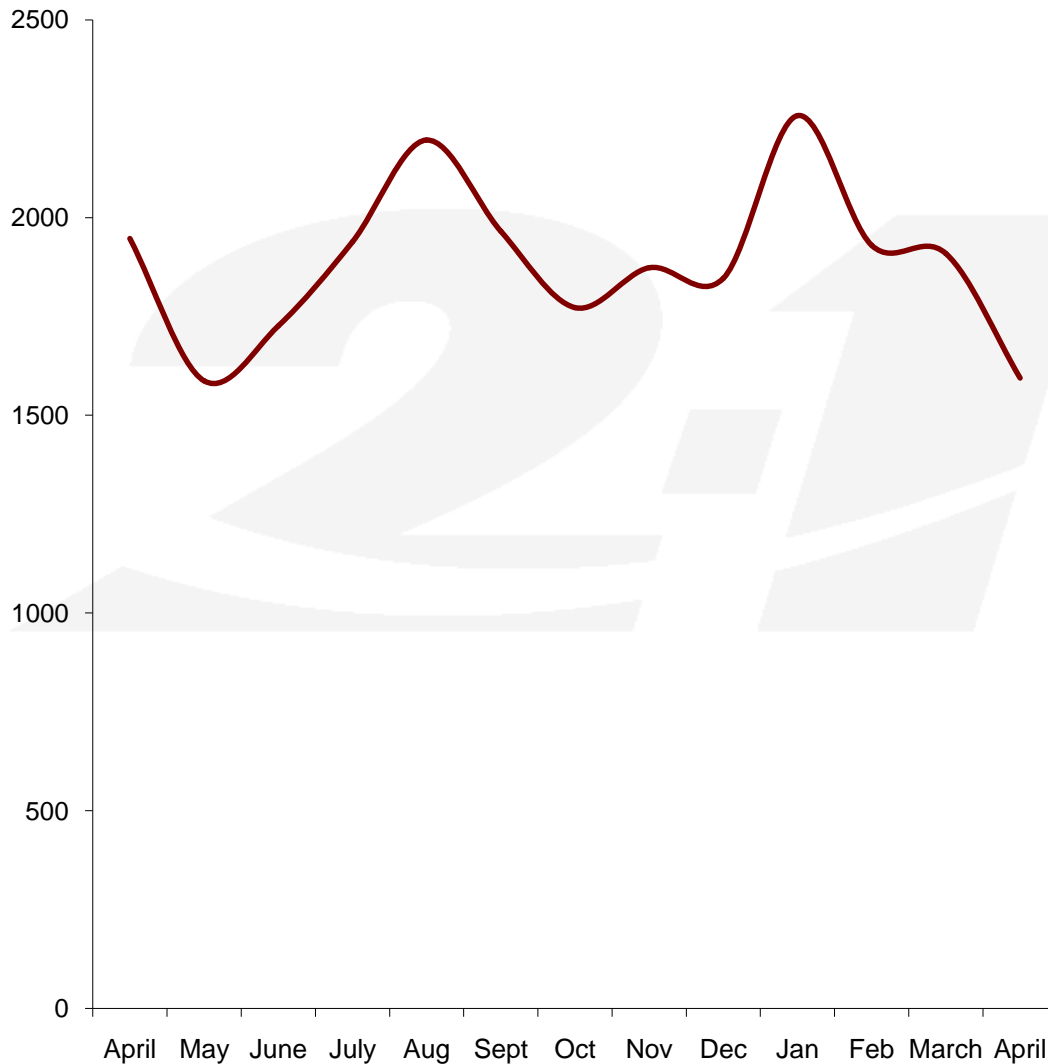
In April, 16% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA	72	“Registration full/Past deadline”
Electric Bill Payment	50	“No documentation” For utility bills, this generally indicates that the caller is not yet in shut-off status. Being in threat of shut-off is the primary eligibility requirement for receiving help with utility bills.
Online Tax Preparation/ E-Filing Sites	47	“Client refused referral” Callers who missed out on traditional VITA appointments were offered a spot at local “Supervised E-file” sites. These locations provided trained tax specialists who helped clients process their own taxes with a free e-file program. However, many callers did not have the necessary computer skills to use the service.
Rent Payment	35	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Easter Assistance	13	“Service not available”

Jackson County Call Volume

Total Call Volume for April: 1594



April's Top Needs	
Electric Service Payment Assistance	222
VITA Program Sites	103
Food Pantries	86
Rent Payment Assistance	64
General Furniture Provision	61
Gas Service Payment Assistance	54
Directory Assistance	47
Health Care Discount Enrollment Programs	36
Prescription Expense Assistance	32
Gas Money	23

Jackson County Detail

April 2011

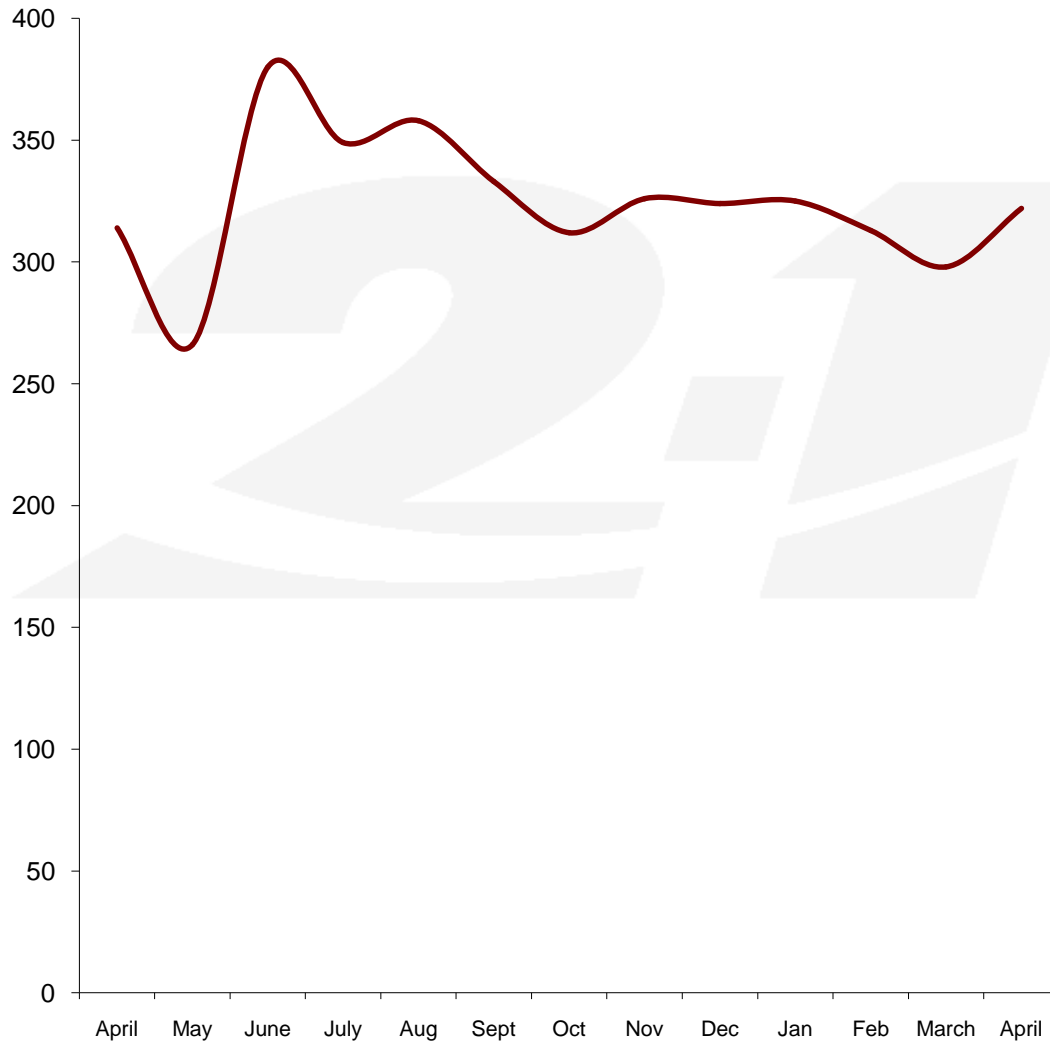
In April, 13% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	53	“Bill exceeds amount available” The average amount requested for these particular callers was \$782.
Gas Bill Payment	23	“Bill exceeds amount available” The average amount requested for these particular callers was \$473.
Rent Payment	23	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Bus Fare	19	“Service not available”
Easter Assistance	7	“Service not available”

Lenawee County Call Volume

Total Call Volume for April: 322



April's Top Needs	
Electric Service Payment Assistance	56
Food Pantries	13
Community Clinics	12
Gas Service Payment Assistance	12
Rent Payment Assistance	9
Gas Money	8
Directory Assistance	7
Prescription Expense Assistance	7
General Dentistry	6
General Legal Aid	6

Lenawee County Detail

April 2011

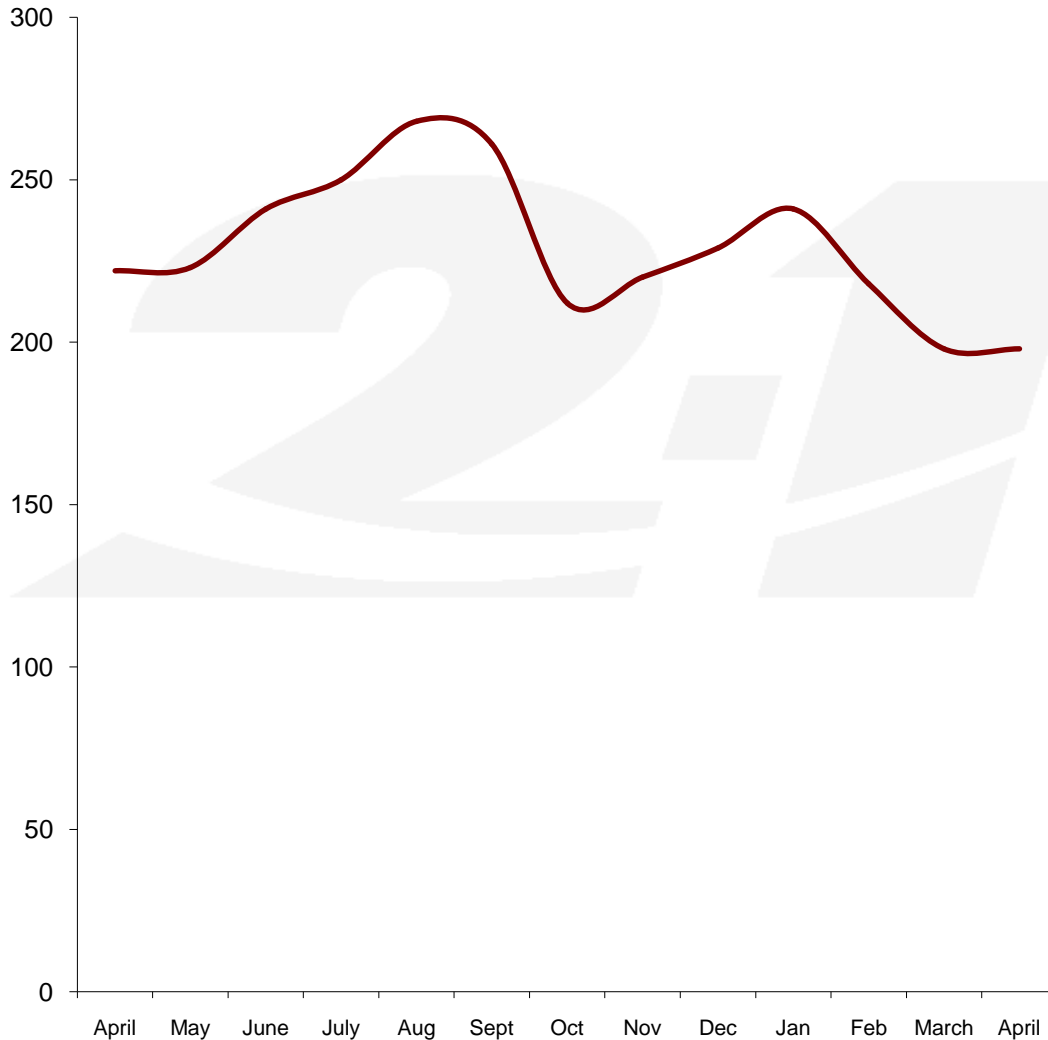
In April, 20% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	13	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,000.
Gas Money	8	“No immediate resource available”
Gas Bill Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$503.
Rent Payment	3	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Bus Fare	2	“No immediate resource available”

Livingston County Call Volume

Total Call Volume for April: 198



April's Top Requests

Electric Service Payment Assistance	13
General Legal Aid	13
Gas Money	9
Community Clinics	8
Automotive Repair	7
Food Pantries	7
Community Shelters	6
Low Income/Subsidized Private Rental Housing	6
Rent Payment Assistance	6
Adult State/Local Health Insurance Programs	5

Livingston County Detail

April 2011

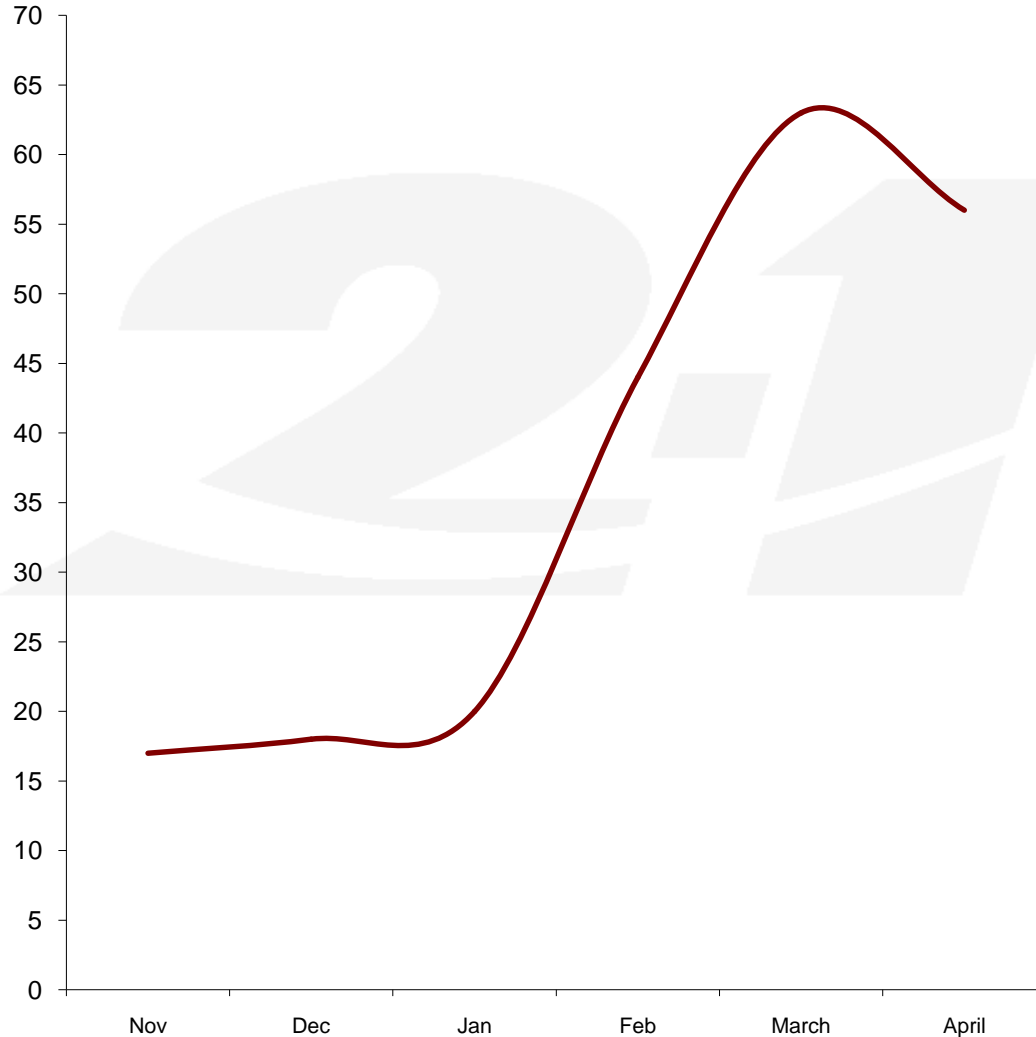
In April, 15% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Automotive Repair	5	“Target population requirement” This type of assistance usually requires that the applicant is either working or attending school full time and has minor children in their household. Therefore, disabled or elder callers are typically ineligible for the help.
Rent Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$900.
English as a Second Language Classes	2	“Service not available”
Mortgage Payment Assistance	2	“No documentation” As related to requests for mortgage payment, this unmet need reason means that the caller is not yet in foreclosure status. These callers are generally referred to a mortgage foreclosure prevention program in their area.
Appliance Repair	1	“Service not available”

Shiawassee County Call Volume

Total Call Volume for April: 56



April's Top Requests

Electric Service Payment Assistance	14
Food Pantries	4
Rent Payment Assistance	4
Gas Service Payment Assistance	3
Home Rental Listings	3
Community Clinics	2
General Counseling Services	2
Heating Fuel Payment Assistance	2
Homeless Motel Vouchers	2
Medical Care Expense Assistance	2

Shiawasse County Detail

April 2011

In April, 29% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.*

Top Five Unmet Needs

Gas Bill Payment	2	“Previously assisted” Most agencies will only assist applicants once per 12 months. Therefore, callers who have previously obtained assistance from local resources are commonly ineligible to use them until the following year.
Homeless Motel Vouchers	2	“Service not available”
Rent Payment	2	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Bus Fare	1	“Service not available”
Community Shelters	1	“Service not available”

Giving Help: Volunteerism and Donations

<i>“Give Help” Calls</i>	
Volunteer Recruitment/Placement	19
Donation Pickups	4
Furniture/Home Furnishings Donation Programs	4
Medical Supplies Donation Programs	3
Clothing Donation Programs	2
Computer Donation Programs	2
Food Donation Programs	2
Appliance Donation Programs	1
Bedding/Linen Donation Programs	1
Cell Phone Donation Programs	1
Foster Parent/Family Recruitment	1
Material Goods Donation Matching Services	1
Sports Equipment Donation Programs	1
Transportation Volunteer Opportunities	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.

<i>Top Volunteering Cities</i>	
Lansing	8
East Lansing	5
Jackson	3
Dimondale	1
Haslett	1
Morenci	1

TM

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!

Search our database online - visit www.CentralMichigan211.org!

A partnership of Capital Area United Way, Eaton County United Way, Hillsdale Human Service Network, Lenawee United Way, LifeWays, Livingston County United Way, Resource Genesee, Shiawassee United Way & United Way of Jackson County

