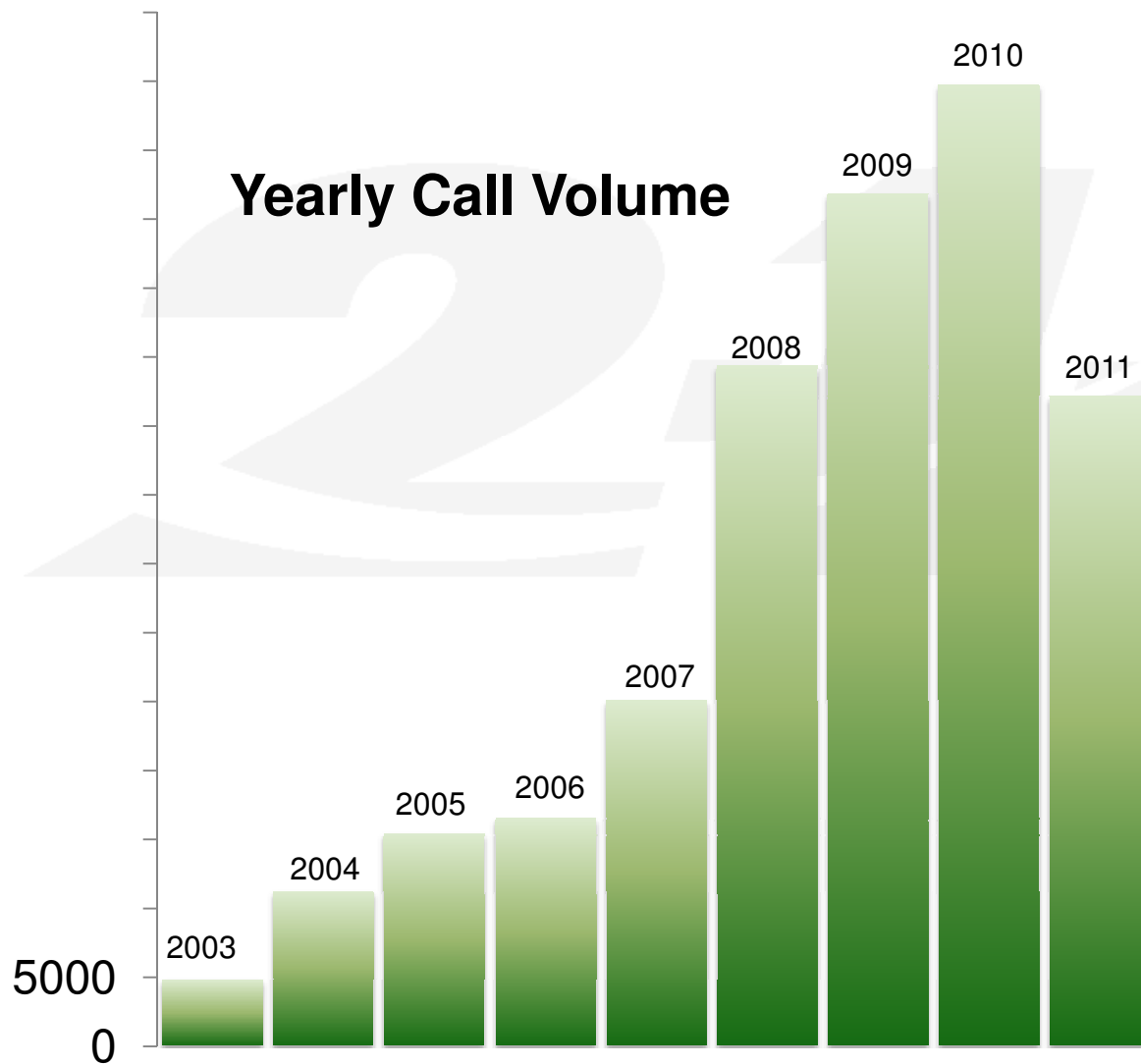




**August 2011
Community Report**

Toll Free: 866.561.2500
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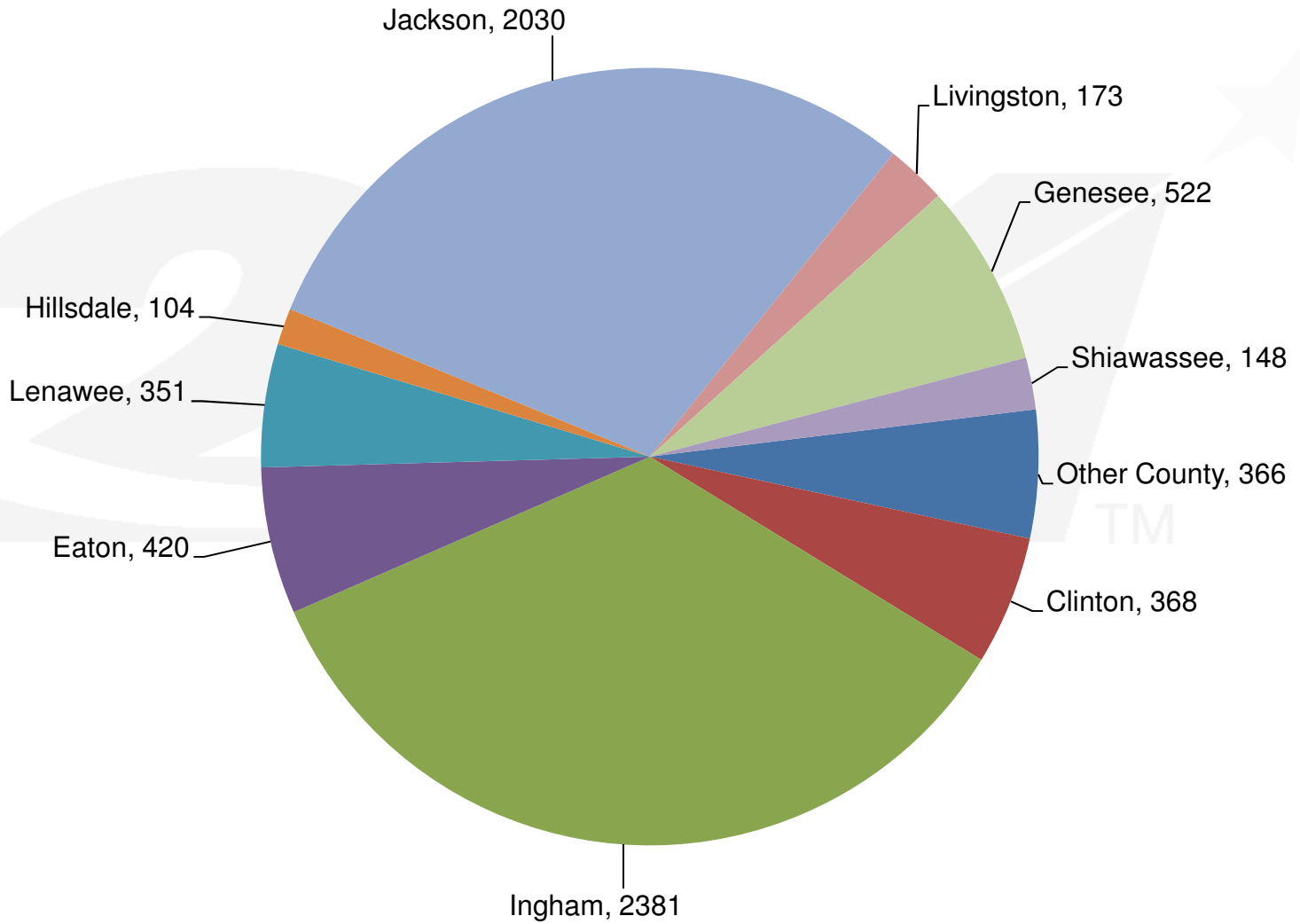
Yearly Call Volume



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, August 2011 – 6,863



Beyond the numbers: Advocacy at work

St. Johns - Jerry called with concerns about his daughter's 18 year old boyfriend, Danny, who had been living with them for two weeks. Danny had been kicked out of his parent's house for reasons that soon became clear to Jerry: Danny hated to work. Being on a limited income himself, Jerry could no longer afford to pay Danny's way. Jerry's call specialist asked him to call back with Danny later in the day to discuss what steps Danny would have to take to get help with moving out on his own. That discussion lasted for 30 minutes and primarily focused on the fact that Danny would have to access housing services by first staying in a community shelter. Danny was surprised and frightened that he would have to prove his homelessness in this way. By the end of the conversation, Danny was eager to learn of job training and placement programs that could help him find a job and contribute to his new adopted household.

Lansing - Janice had applied for Medicaid benefits to supplement her Medicare coverage over three months before contacting 2-1-1. She had received some information by mail regarding her eligibility but was confused by it. Attempts to reach her caseworker had been unsuccessful and she was calling to see if any other programs could help fill the gaps of her Medicare. Her call specialist, having had worked for the Medicaid Beneficiary Helpline before coming to 2-1-1, knew that eligibility information could sometimes be lost in the mail or accidentally discarded by recipients. He called the Beneficiary Helpline with Janice and the two of them spoke with a Medicaid eligibility specialist together on a three-way call. Surprisingly, Janice's file showed that she had had active Medicaid for two months already. Also, her eligibility had been backdated to cover a significant emergency room bill. Janice was thrilled to learn that she wouldn't have to search for an alternative health coverage. She was also relieved to discover that because of the type of Medicaid she'd been granted, within four months she would no longer need to pay her Medicare Part B premium out of her Social Security check. For someone on a fixed income and with regular medical needs, that extra \$120 would be enough for her to stop having to choose between paying her medication co pays and her utility bills.

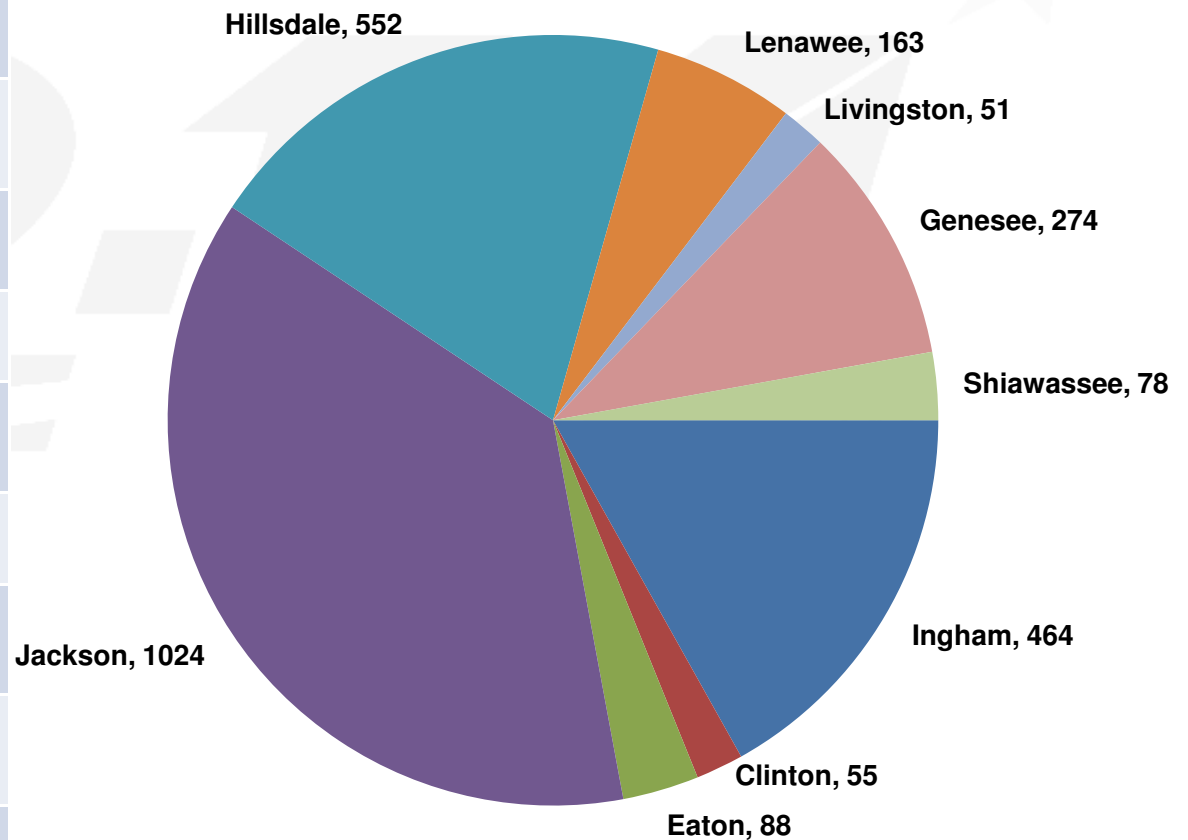
Web Contacts

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

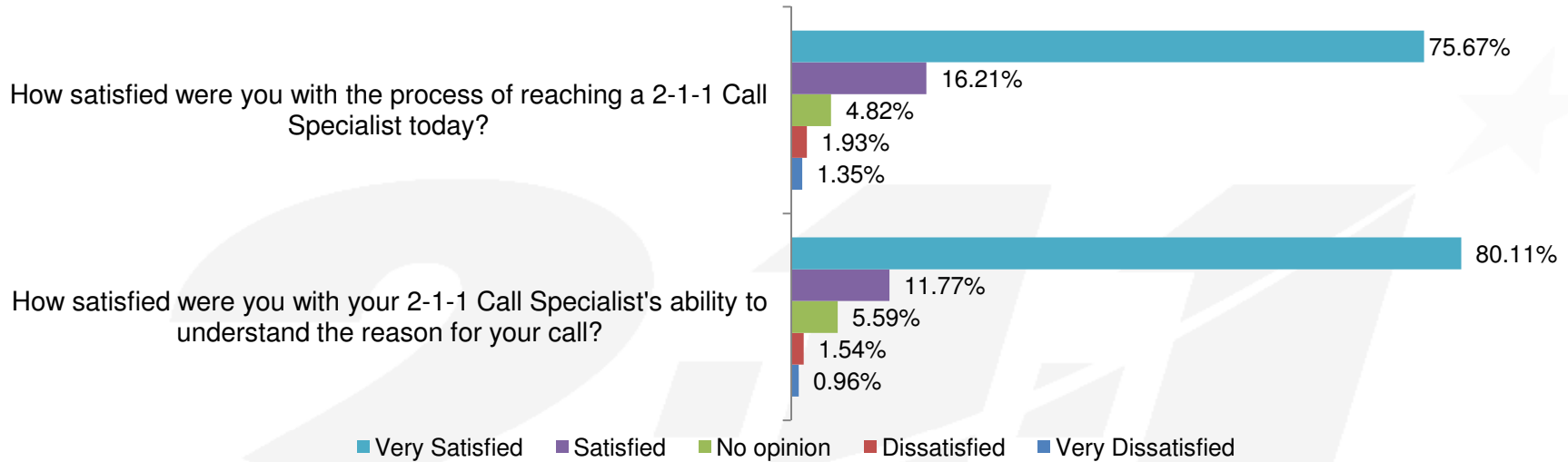
Total Visitors for August: 2,841

Top Ten Searches	
Food Pantries	111
Electric Service Payment Assistance	68
Food Banks/Food Distribution Warehouses	65
Adult State/Local Health Insurance Programs	45
Adult High School Diploma Programs	41
Alcohol Dependency Support Groups	37
Adult Literacy Programs	35
Automobiles	35
Rent Payment Assistance	34
Automobile Payment Assistance	33

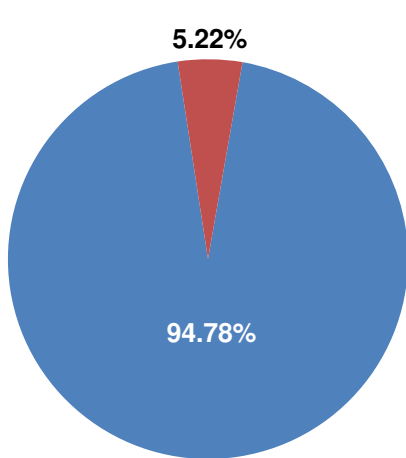
Search Volume by County



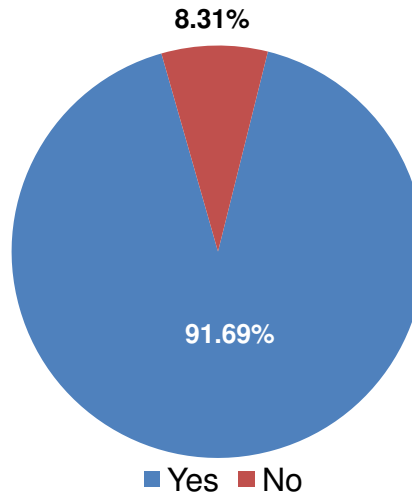
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In August, 518 callers participated in the survey. Of those participants, 81.49% received referrals for services. Other results are listed below.



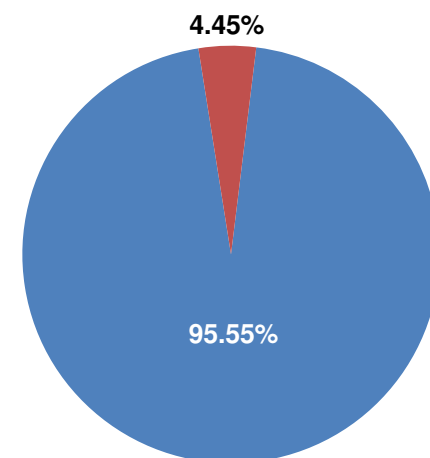
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



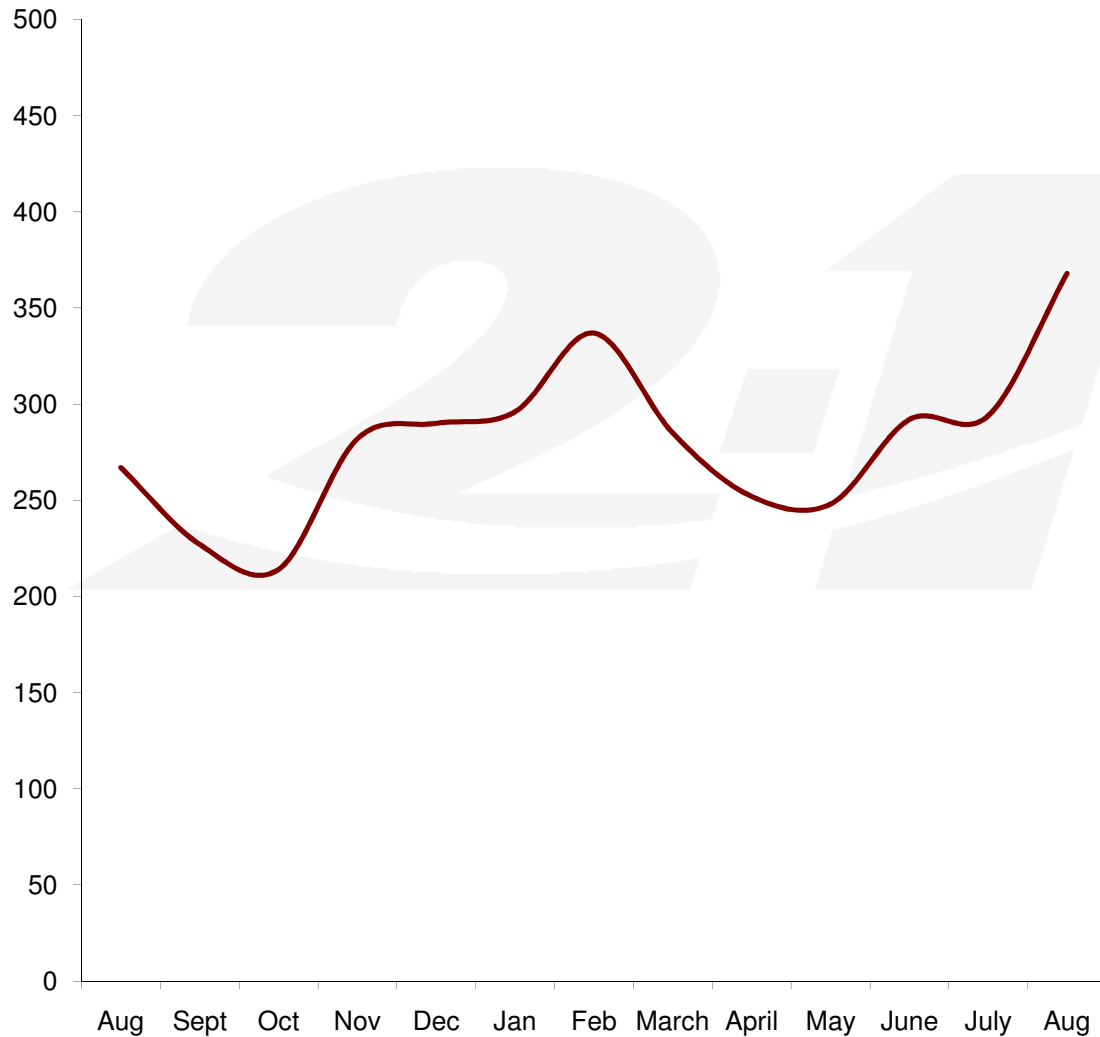
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for August: 368



August's Top Needs	
Electric Service Payment Assistance	58
School Supplies	37
Food Pantries	30
Rent Payment Assistance	24
Community Shelters	13
Gas Money	8
Gas Service Payment Assistance	8
General Furniture Provision	8
General Appliance Provision	7
Personal/Grooming Supplies	7

Clinton County Detail

August 2011

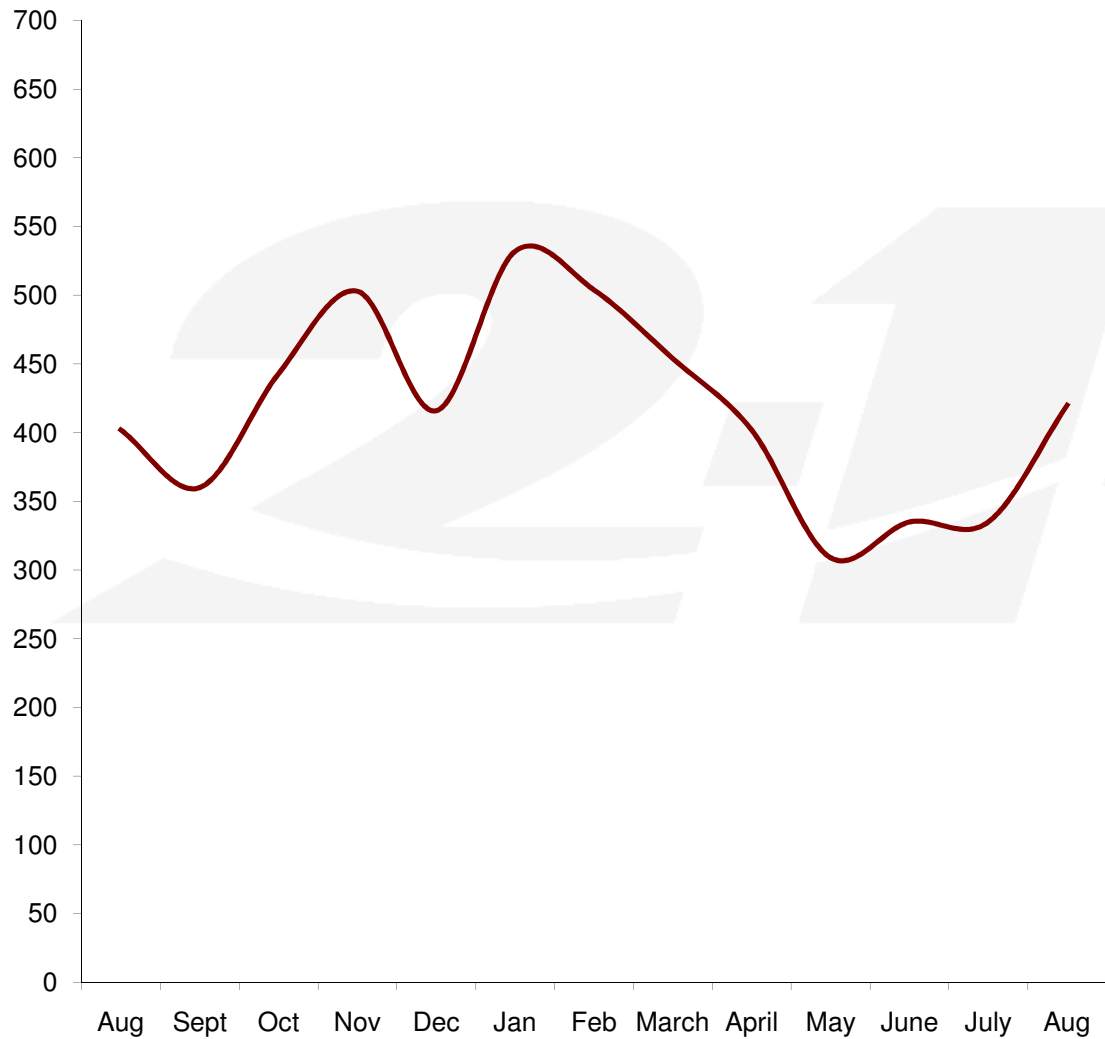
In August, 18% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

School Supplies	28	“Service not available”
Electric Service Payment Assistance	11	“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.
Rent Payment Assistance	6	“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.
Gas Money	3	“Service not available”
Gas Service Payment Assistance	3	“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.

Eaton County Call Volume

Total Call Volume for August: 420



August's Top Needs	
Electric Service Payment Assistance	72
Rent Payment Assistance	34
Food Pantries	22
School Supplies	13
Community Clinics	10
Prescription Expense Assistance	10
Gas Money	9
General Legal Aid	9
Food Stamps	8
Gas Service Payment Assistance	8

Eaton County Detail

August 2011

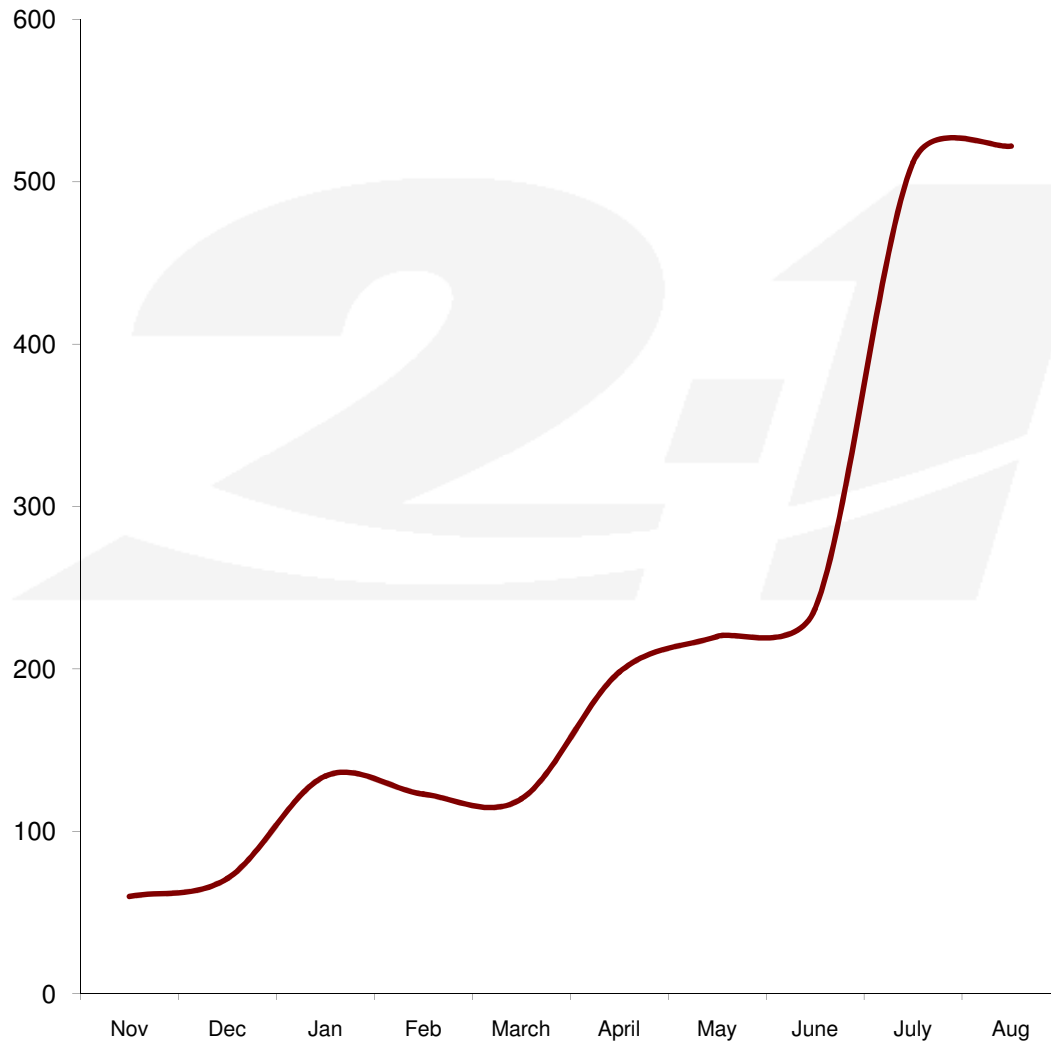
In August, 11% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	13	“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.
Rent Payment Assistance	8	“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.
Automobile Payment Assistance	2	“Target population requirement” Applicants for this service generally must be employed and also have minor children in the home. Therefore, elder callers or those with a disability are commonly ineligible.
Rental Deposit Assistance	2	“No documentation” Generally, an applicant must have either a court-ordered eviction notice from their previous residence or proof of a shelter stay to be eligible for rental deposit assistance.
Automotive Repair	1	“Target population requirement” Applicants for this service generally must be employed and also have minor children in the home. Therefore, elder callers or those with a disability are commonly ineligible.

Genesee County Call Volume

Total Call Volume for August: 522



August's Top Requests

Electric Service Payment Assistance	133
Food Pantries	67
Rent Payment Assistance	55
Outreach Programs	51
Gas Service Payment Assistance	35
Home Maintenance and Minor Repair Services	30
General Furniture Provision	27
Rental Deposit Assistance	25
Water Service Payment Assistance	24
Housing Search Assistance	22

Genesee County Detail

August 2011

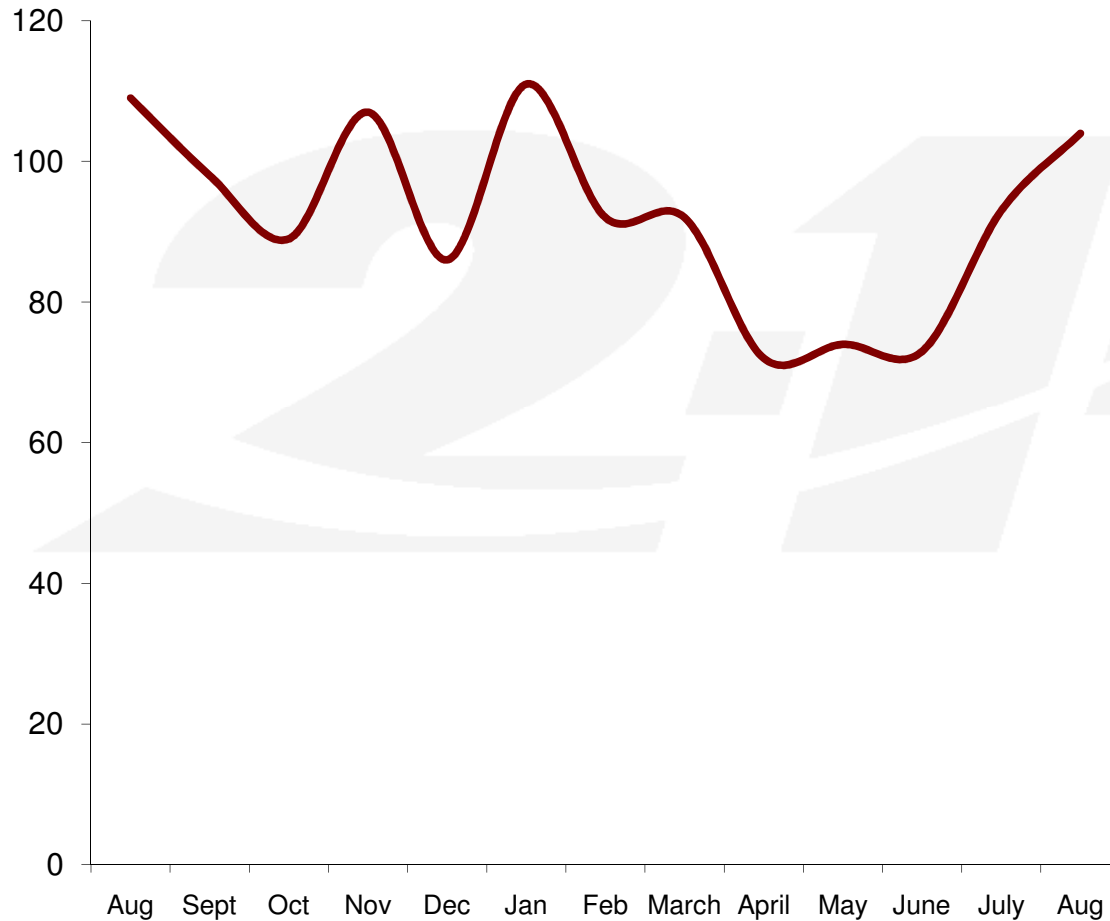
In August, 15% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	23	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,506.
Gas Service Payment Assistance	11	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,128.
Rent Payment Assistance	8	“No documentation” Generally, an applicant must have either a court-ordered eviction notice from their previous residence or proof of a shelter stay to be eligible for rental deposit assistance.
Rental Deposit Assistance	6	“Bill exceeds amount available” The average amount requested for these particular callers was \$316.
School Supplies	5	“Service not available”

Hillsdale County Call Volume

Total Call Volume for August: 104



August's Top Needs

Electric Service Payment Assistance	20
Rent Payment Assistance	6
General Dentistry	4
Government Surplus Food Distribution Sites	3
Prescription Expense Assistance	3
School Supplies	3
Automobile Payment Assistance	2
Community Shelters	2
Gas Money	2
General Furniture Provision	2

Hillsdale County Detail

August 2011

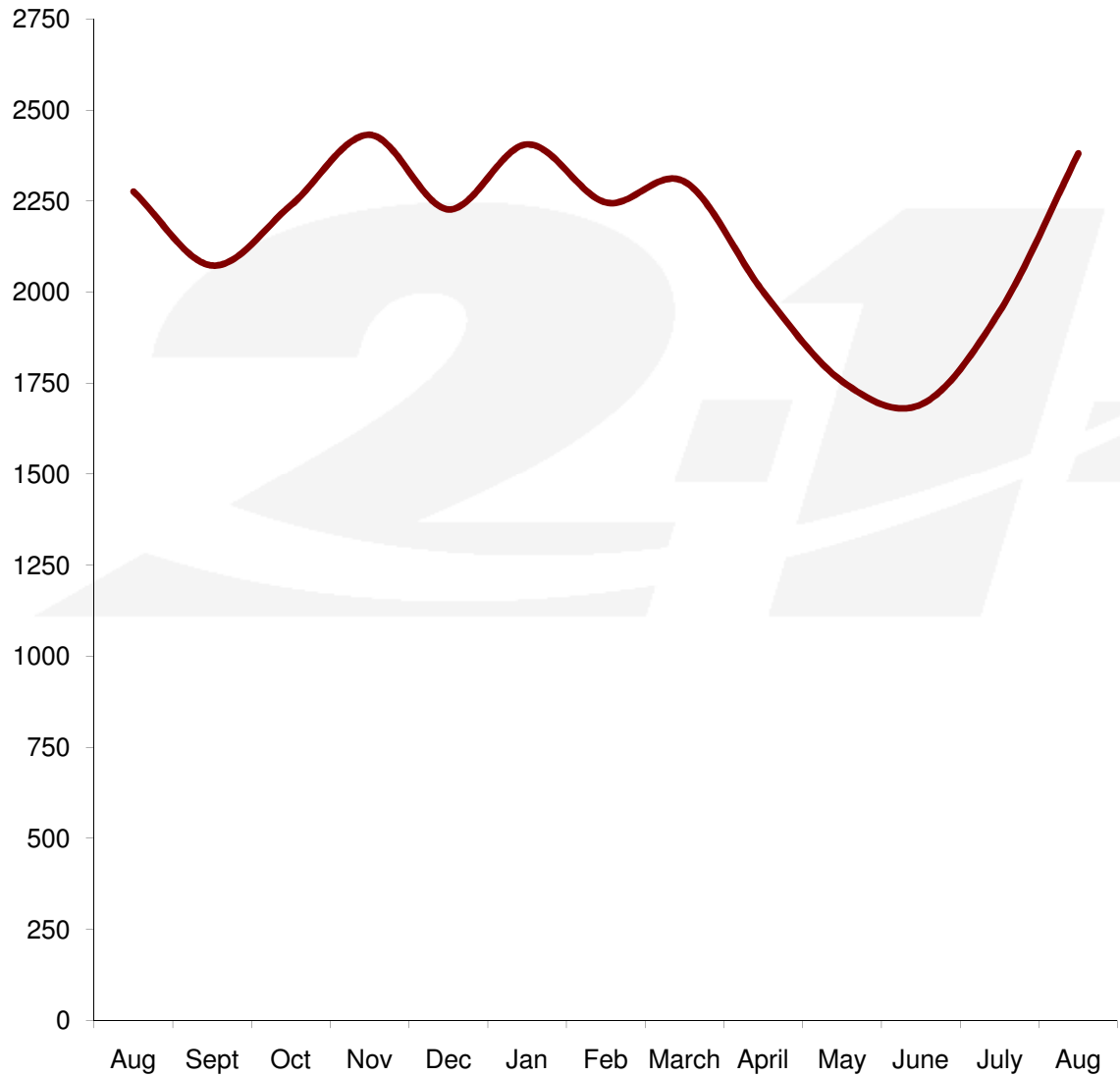
In August, 32% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	6	“Bill exceeds amount available” The average amount requested for these particular callers was \$883.
Rent Payment Assistance	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.
Prescription Expense Assistance	3	“Service not available”
Automobile Payment Assistance	2	“Target population requirement” Applicants for this service generally must be employed and also have minor children in the home. Therefore, elder callers or those with a disability are commonly ineligible.
Gas Money	2	“Service not available”

Ingham County Call Volume

Total Call Volume for August: 2381



August's Top Needs	
Electric Service Payment Assistance	296
Food Pantries	172
Rent Payment Assistance	170
School Supplies	157
Community Shelters	111
General Furniture Provision	73
Rental Deposit Assistance	62
General Legal Aid	47
Gas Service Payment Assistance	44
Personal/Grooming Supplies	42

Ingham County Detail

August 2011

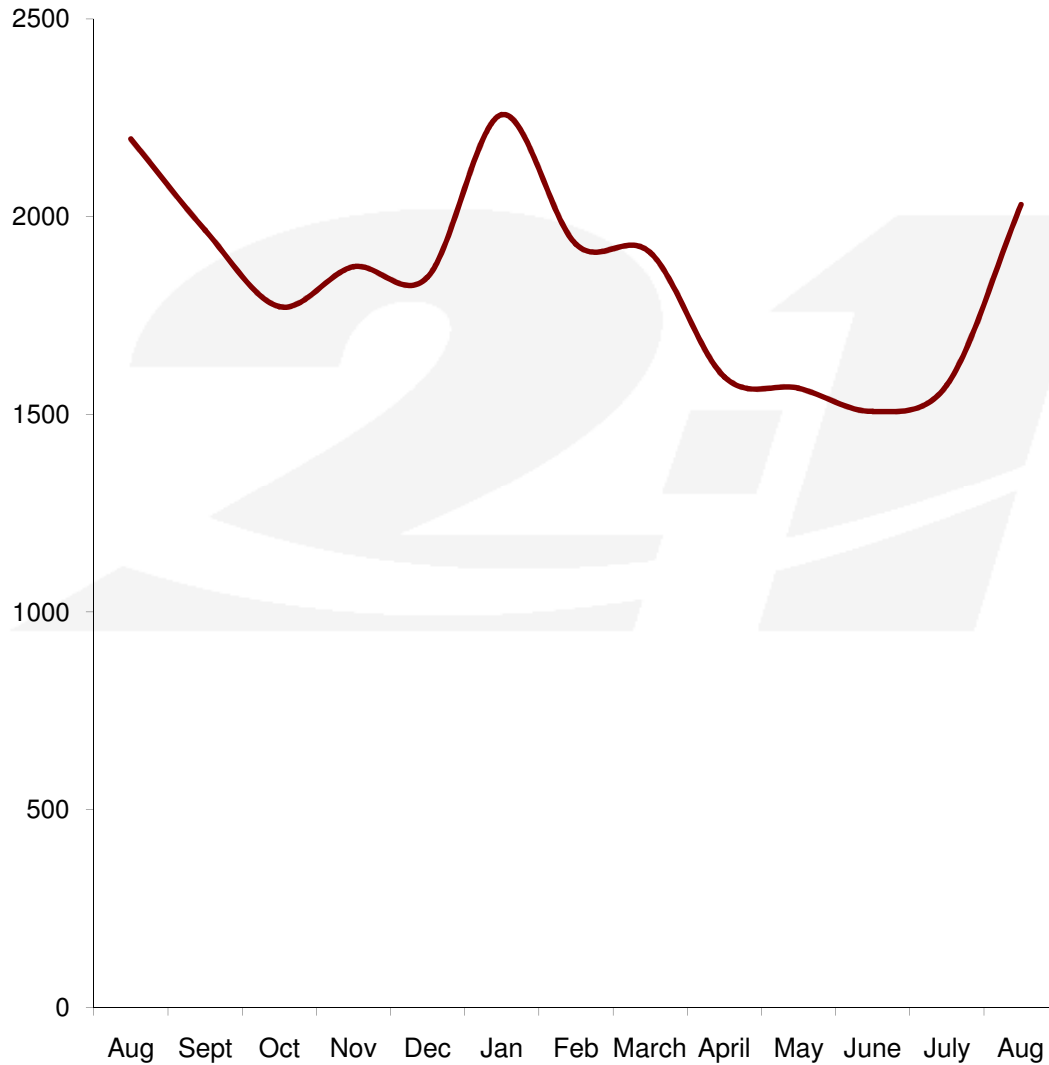
In August, 16% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

School Supplies	119	“Registration full/past deadline” There were two school supplies programs in Lansing this year. Unfortunately, the need for this service significantly outweighed the available resources.
Rent Payment Assistance	80	“Bill exceeds amount available” The average amount requested for these particular callers was \$863.
Electric Service Payment Assistance	64	“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.
Rental Deposit Assistance	18	“No documentation” Generally, an applicant must have either a court-ordered eviction notice from their previous residence or proof of a shelter stay to be eligible for rental deposit assistance.
Gas Service Payment Assistance	8	“Client refused referral” While not a common occurrence, some 2-1-1 callers choose to abandon their pursuit of assistance due to personal reasons.

Jackson County Call Volume

Total Call Volume for August: 2030



August's Top Needs	
Electric Service Payment Assistance	240
Food Pantries	147
School Supplies	123
Rent Payment Assistance	98
General Furniture Provision	72
School Clothing	47
Prescription Expense Assistance	42
Gas Money	40
Rental Deposit Assistance	40
General Legal Aid	36

Jackson County Detail

August 2011

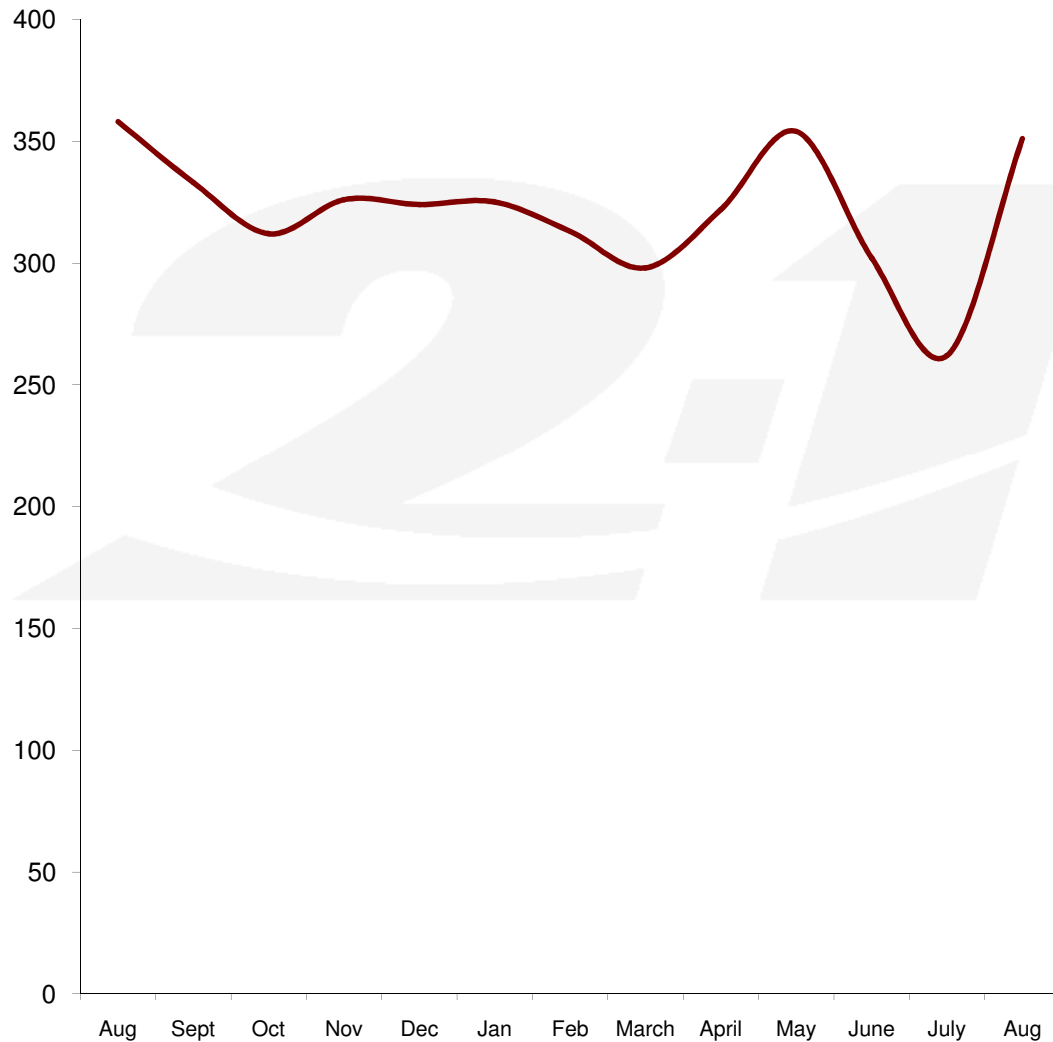
In August, 12% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	44	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,488.
Rent Payment Assistance	28	“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.
Rental Deposit Assistance	16	“No documentation” Generally, an applicant must have either a court-ordered eviction notice from their previous residence or proof of a shelter stay to be eligible for rental deposit assistance.
Bus Fare	10	“Service not available”
Gas Service Payment Assistance	9	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,329.

Lenawee County Call Volume

Total Call Volume for August: 351



August's Top Needs

Electric Service Payment Assistance	40
Food Pantries	21
Prescription Expense Assistance	17
Rent Payment Assistance	17
Community Clinics	12
Mortgage Delinquency and Default Counseling	7
School Supplies	7
Gas Service Payment Assistance	6
General Legal Aid	6
Gas Money	5

Lenawee County Detail

August 2011

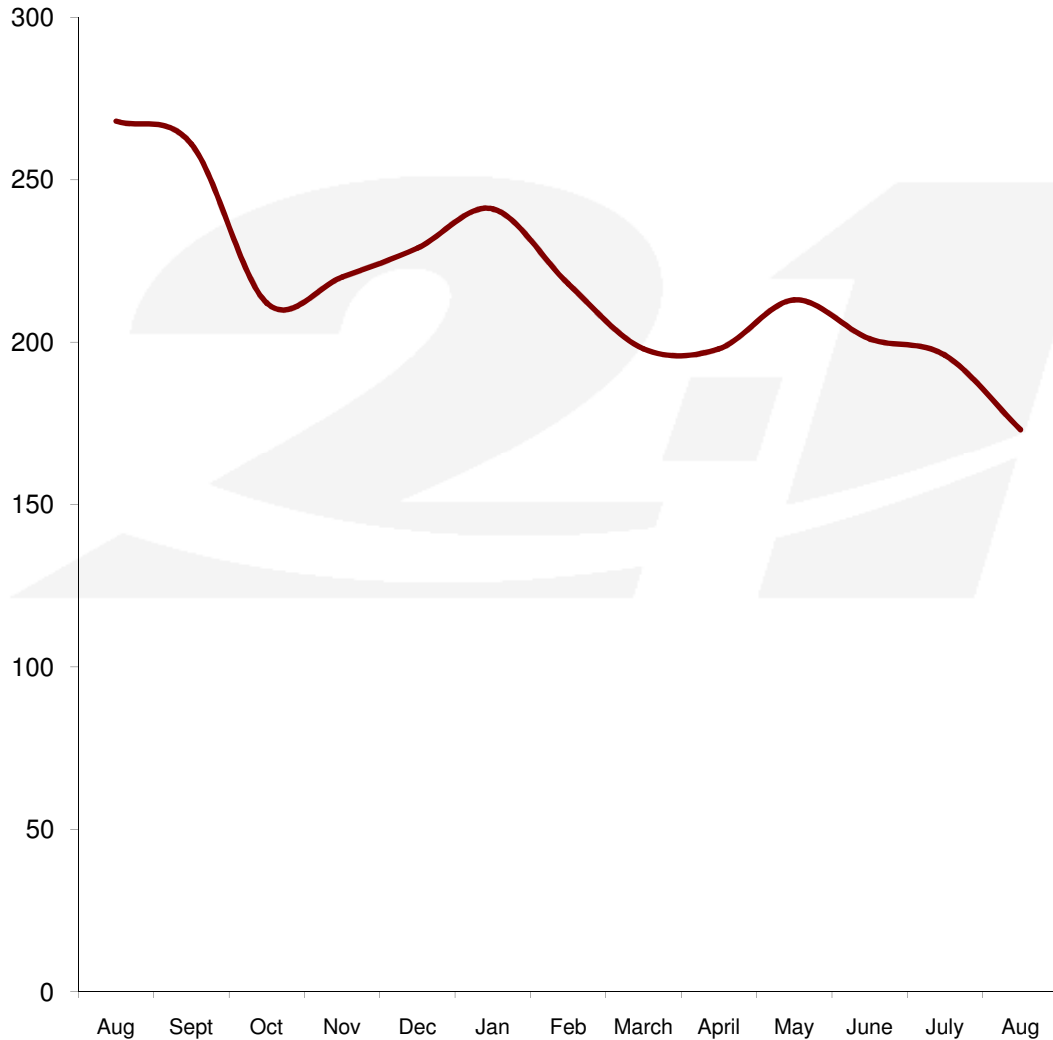
In August, 18% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	6	“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.
School Supplies	6	“Service not available”
Gas Money	5	“Service not available”
Rent Payment Assistance	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.
Gas Service Payment Assistance	3	“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.

Livingston County Call Volume

Total Call Volume for August: 173



August's Top Requests

Electric Service Payment Assistance	24
Rent Payment Assistance	11
Food Pantries	8
General Legal Aid	8
Gas Money	7
Low Income/Subsidized Private Rental Housing	7
Prescription Expense Assistance	7
Rental Deposit Assistance	6
Automotive Repair	4
Community Clinics	4

Livingston County Detail

August 2011

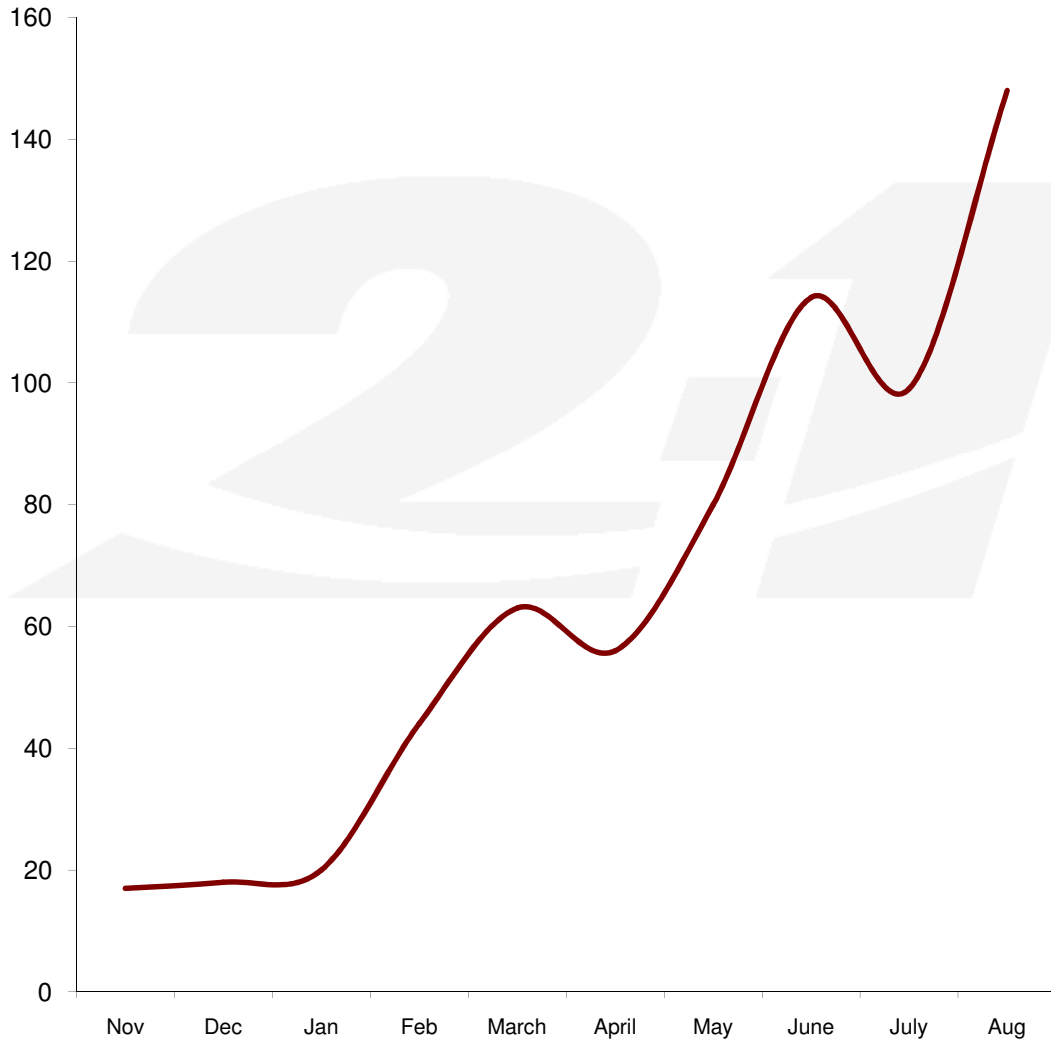
In August, 13% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Homeless Motel Vouchers	3	“Previously assisted” Most agencies will only assist a client once per year.
Prescription Expense Assistance	5	“Previously assisted” Most agencies will only assist a client once per year.
Community Shelters	3	“Service not available”
Electric Service Payment Assistance	2	“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.
Mortgage Payment Assistance	2	“No documentation” To obtain help with mortgage payment, the applicant must usually already be in the foreclosure process.

Shiawassee County Call Volume

Total Call Volume for August: 148



August's Top Requests

Electric Service Payment Assistance	22
Food Pantries	10
Gas Money	8
Rent Payment Assistance	8
Water Service Payment Assistance	8
Bus Fare	5
Medical Care Expense Assistance	5
Rental Deposit Assistance	5
Community Shelters	4
General Appliance Provision	4

Shiawassee County Detail

August 2011

In August, 25% of needs in Shiawassee 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 Money	8	“Service not available”
Bus Fare	5	“Service not available”
Electric Service Payment Assistance	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$323.
Rent Payment Assistance	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.
School Supplies	2	“Service not available”

Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Clothing Donation Programs	17
Volunteer Recruitment/Placement	16
Medical Supplies Donation Programs	8
Furniture/Home Furnishings Donation Programs	7
Donation Pickups	6
Food Donation Programs	3
Kitchenware Donation Programs	2
Bedding/Linen Donation Programs	1
Cell Phone Donation Programs	1
Mattress Donation Programs	1
Sports Equipment Donation Programs	1
Transportation Volunteer Opportunities	1
Vehicle Donation Programs	1

Our monthly report August 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	5
Flint	2
Jackson	2
Adrian	1
East Lansing	1
Michigan Center	1
Swartz Creek	1
Tecumseh	1
Vermontville	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!

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

