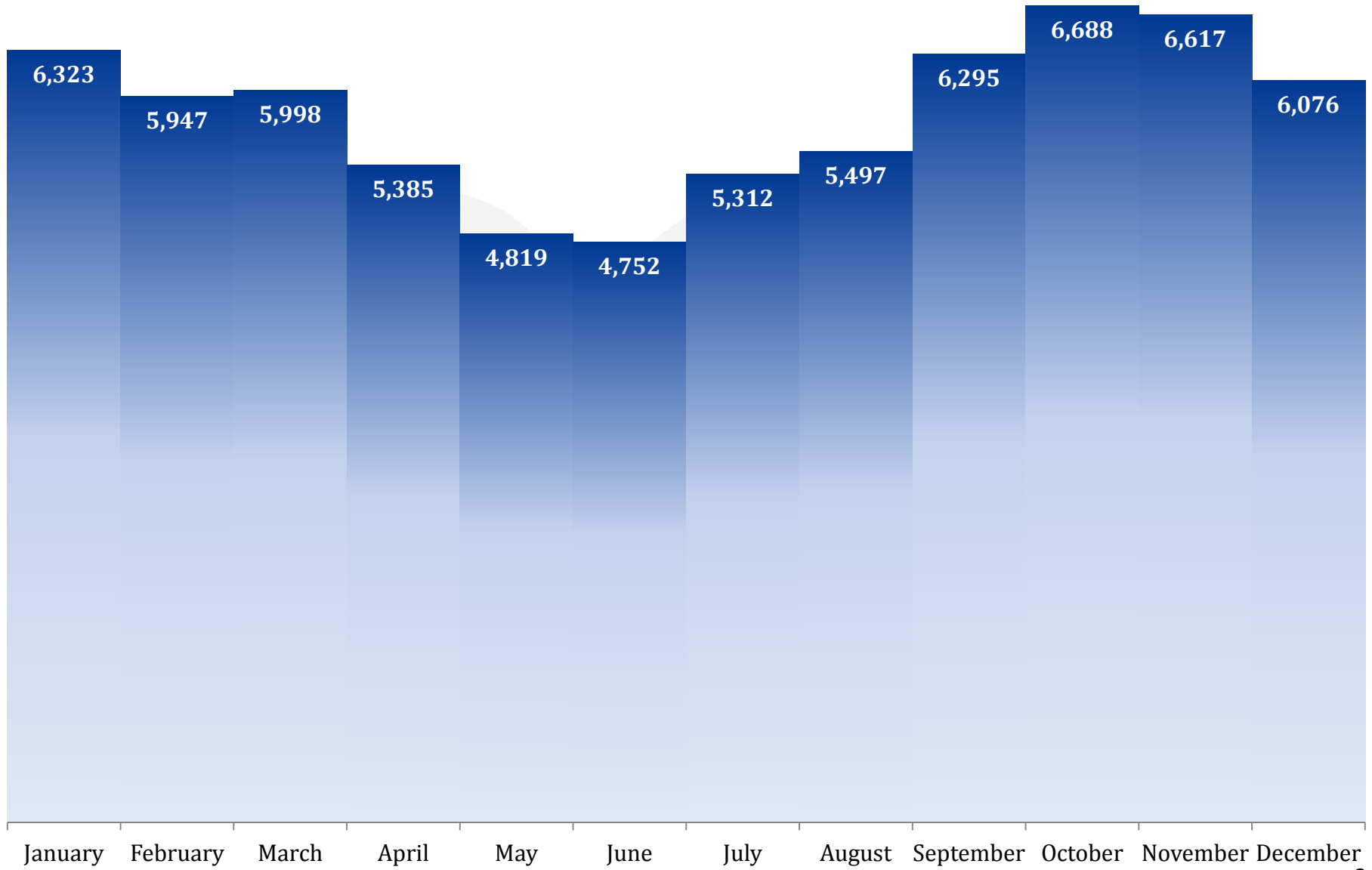




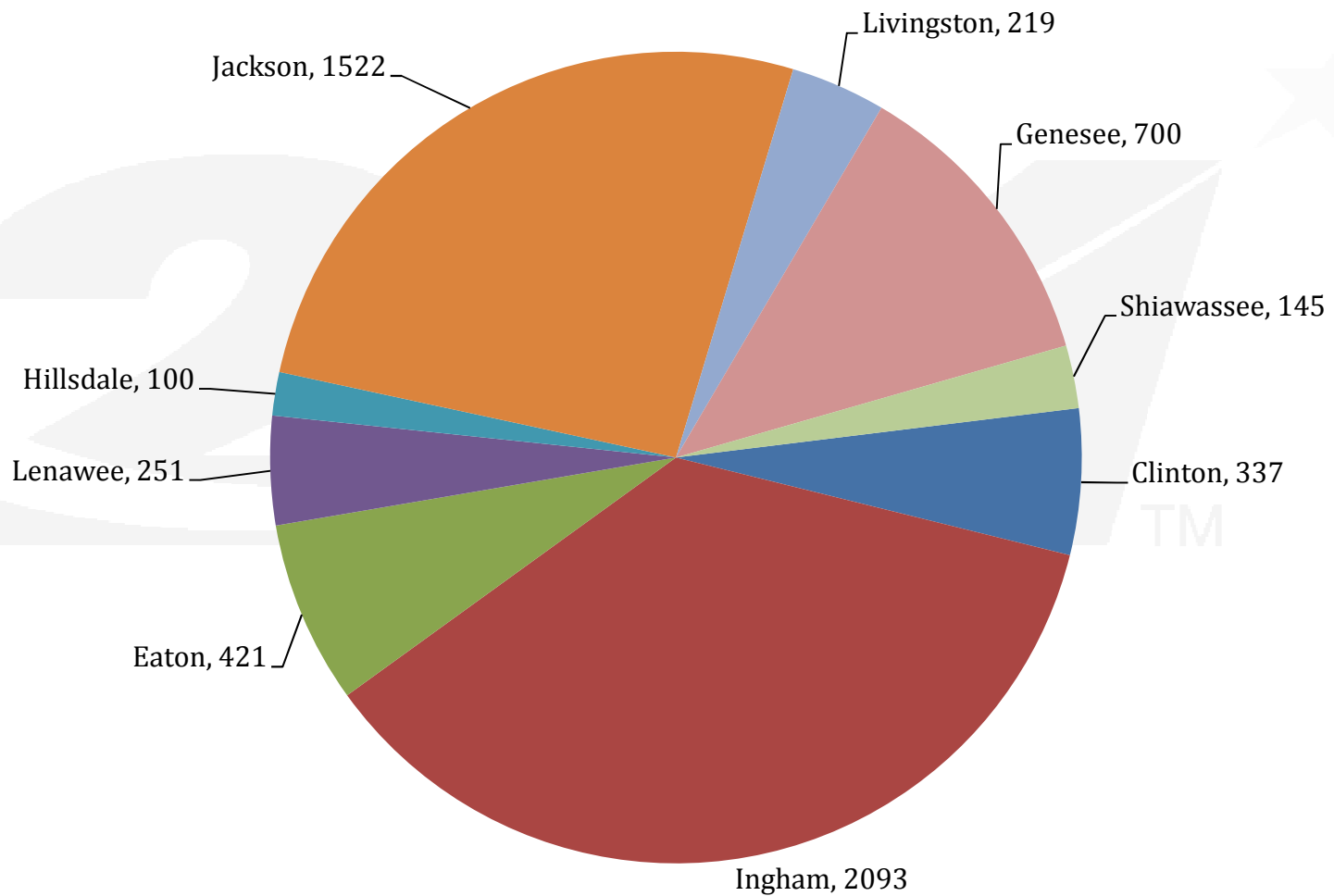
**December 2011
Community Report**

Call Volume by Month - 2011



Call Distribution by County

Total Call Volume, December 2011 – 6,076



Central Michigan 2-1-1 exists to serve its callers. Yet, it is easy to lose track of the individuals who are calling when we only speak of data trends. This page is dedicated to the narrative that is shared between our callers and our staff.

Mary called 2-1-1 to find emergency housing resources. She had delivered a child, her first, three days before calling. On the day of her release from the hospital, the child's father told her that he was not interested in being involved with her or the child and that she was no longer welcome in the home they'd been living in.

Fortunately, the hospital was able to provide funds for Mary to spend the night at a local motel. She called the following morning, three hours before checkout. With no family in the area, no transportation and no money, she was frantically seeking any kind of help available.

Knowing that her area did not have transportation assistance or a community shelter, her call specialist immediately began advocating for her with local agencies. While everyone was worried for Mary and horrified by the details of the situation, most simply did not have the funding to assist.

Finally, after two hours of searching, the call specialist located a single opening in a local transitional housing program that could accommodate both Mary and her new baby.





Claude had recently undergone hip replacement surgery. Among many other modifications to his life and home, he needed to obtain and install a handheld shower head so that he could sit while bathing. His medical insurance had covered many of his needs but this was one that was lacking.

Being on a fixed income and having spent most of his monthly budget on transportation to the specialist and hospital, Claude was looking at the real possibility of not being able to shower until his next monthly check.

Knowing that the needed equipment was relatively inexpensive, the call specialist began calling around to local senior centers and churches to see who might be interested in helping Claude. It took three days of leaving voicemails and awaiting responses but eventually a local church came forward with not only the \$35 for the shower head but also a volunteer to install it.

Web Contacts

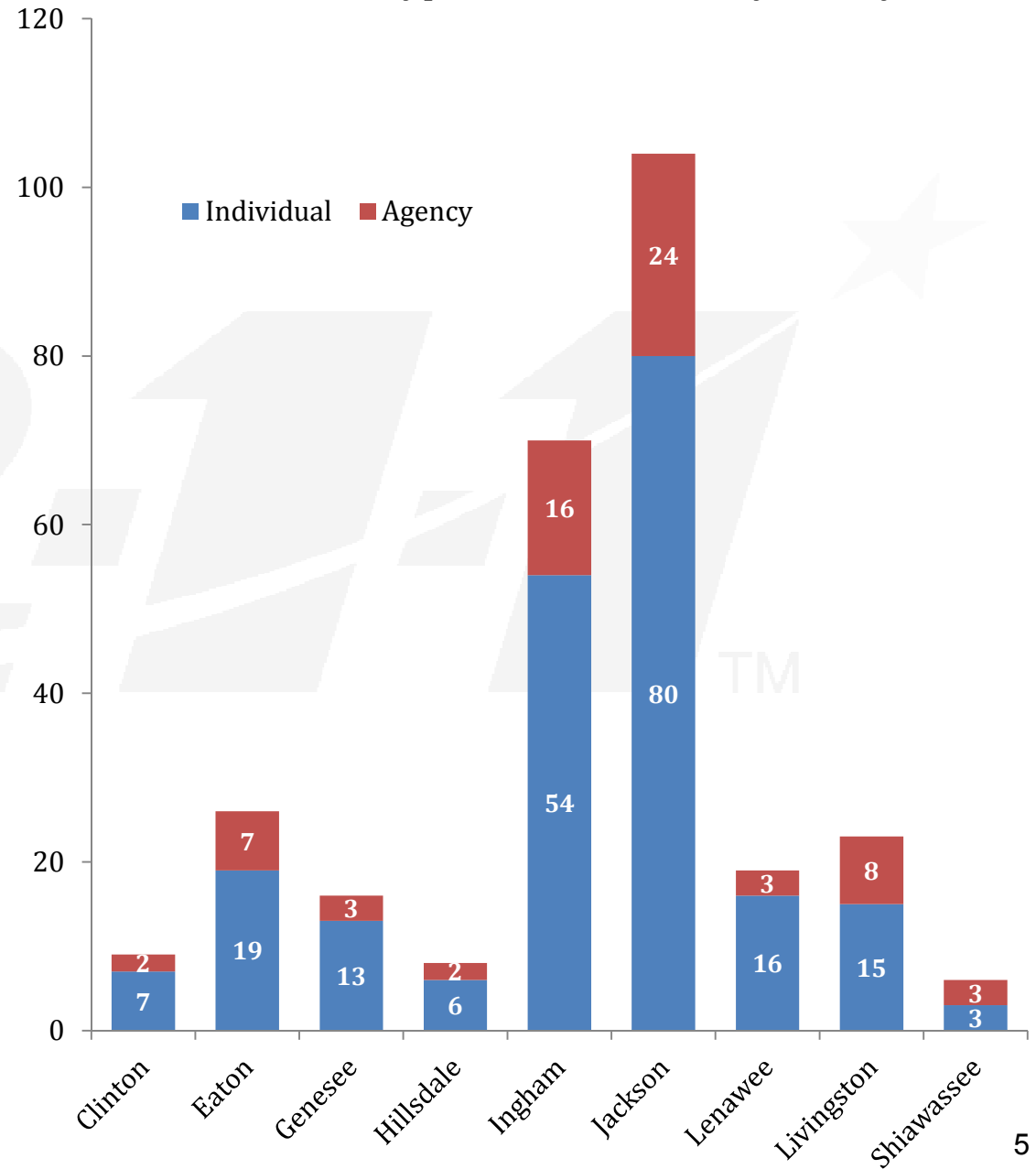
Total website visitors: 3,048

Visitors seeking assistance: 493

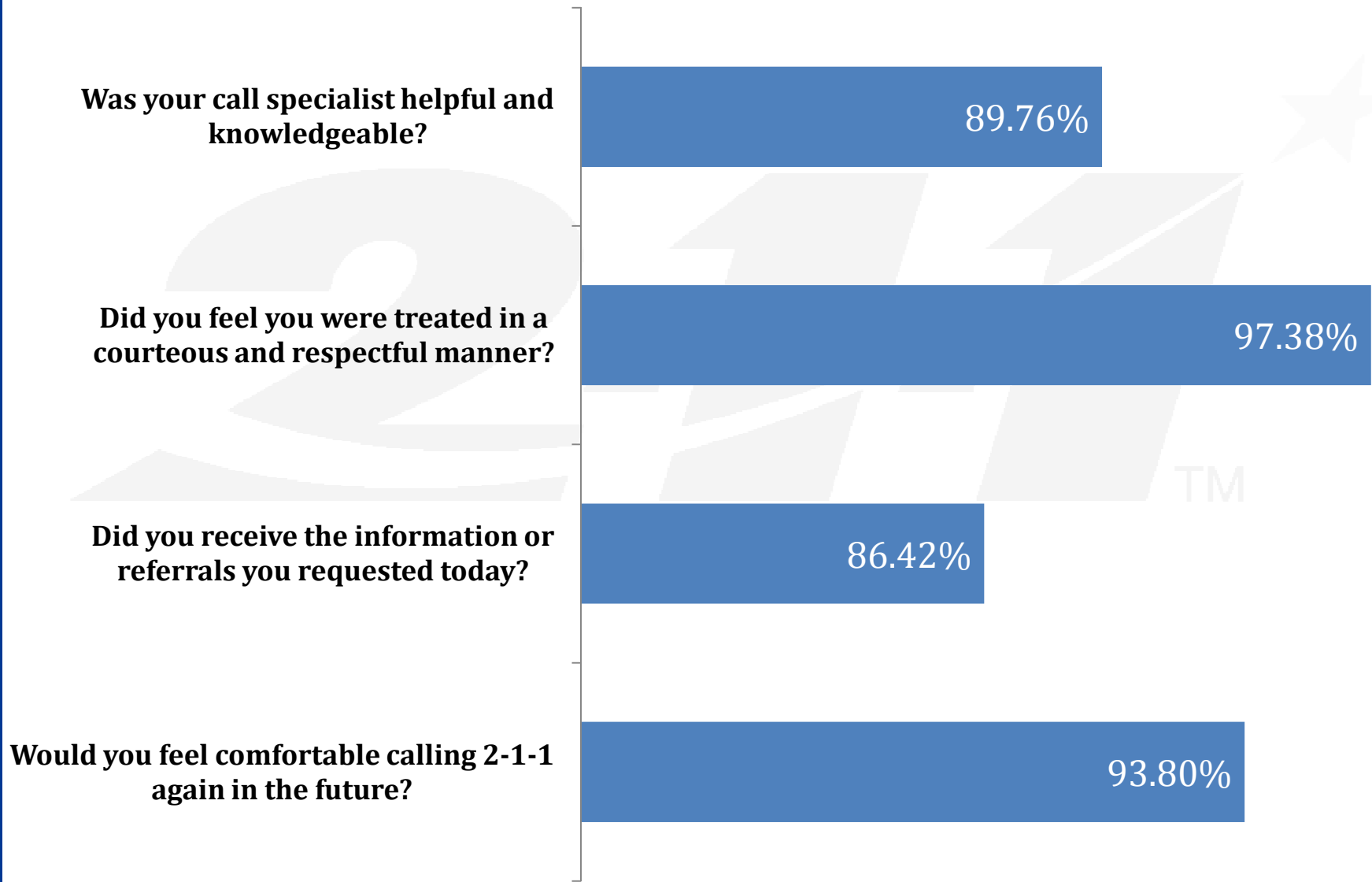
Top Ten Searches

Food Pantries	118
Food Banks/Food Distribution Warehouses	59
Electric Service Payment Assistance~	45
Rent Payment Assistance	40
Adult Literacy Programs	36
Alcoholism Counseling	31
Section 8 Housing Choice Vouchers	28
Adult Residential Treatment Facilities	27
Administration Volunteer Opportunities	26
Alternative Schools	26

Number and Type of Web Visitors by County

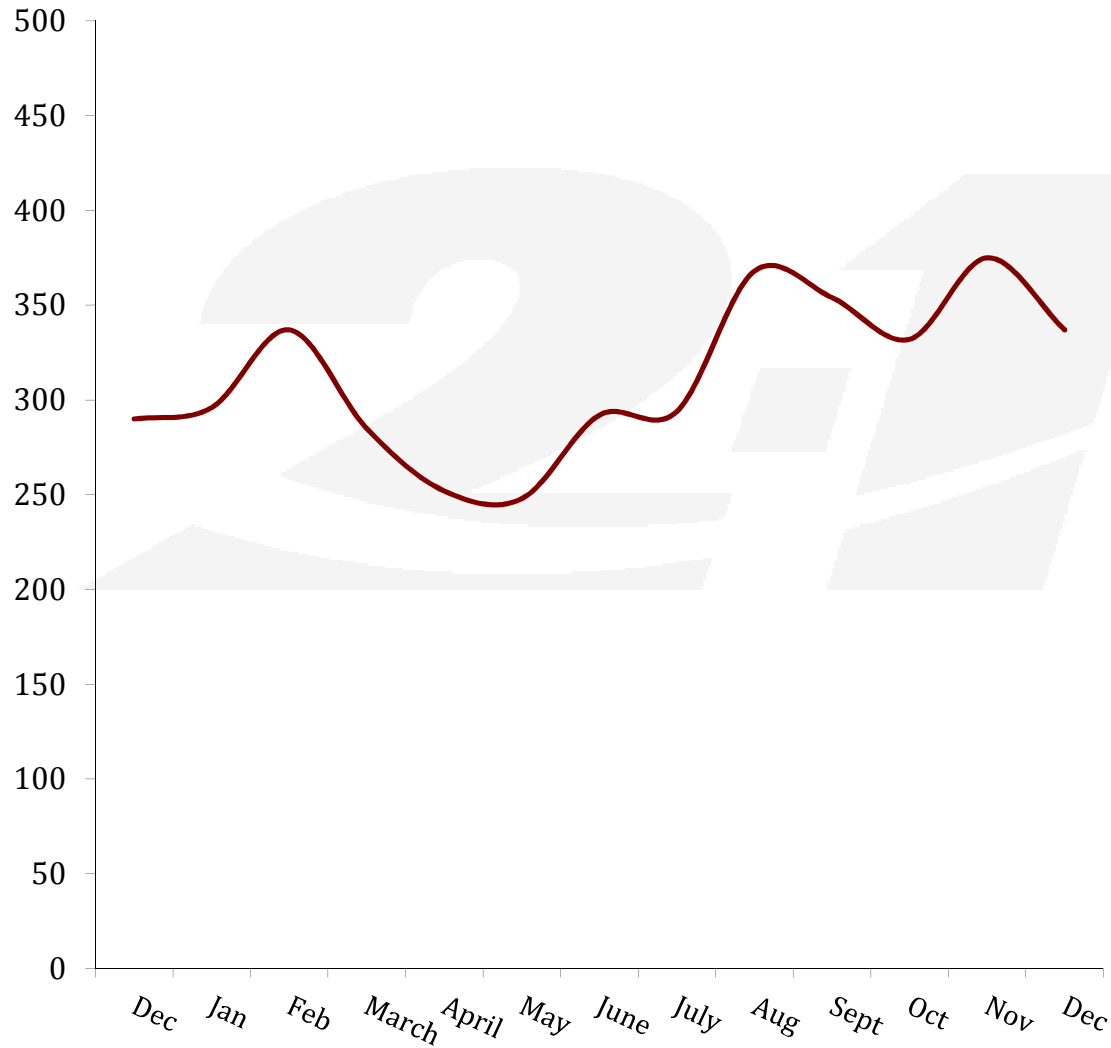


Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately two minutes after their 2-1-1 call has ended. In December, 420 callers participated in the survey. The percentages below indicate callers who reported a positive response to the stated questions.



Clinton County Call Volume

Total Call Volume for December: 337



December's Top Needs	
Electric Service Payment Assistance	36
Food Pantries	33
Christmas Baskets	20
Holiday Gifts/Toys	18
Rent Payment Assistance	17
Community Shelters	15
General Furniture Provision	15
Christmas Meals	9
General Dentistry	8
Community Clinics	6

Clinton County Detail

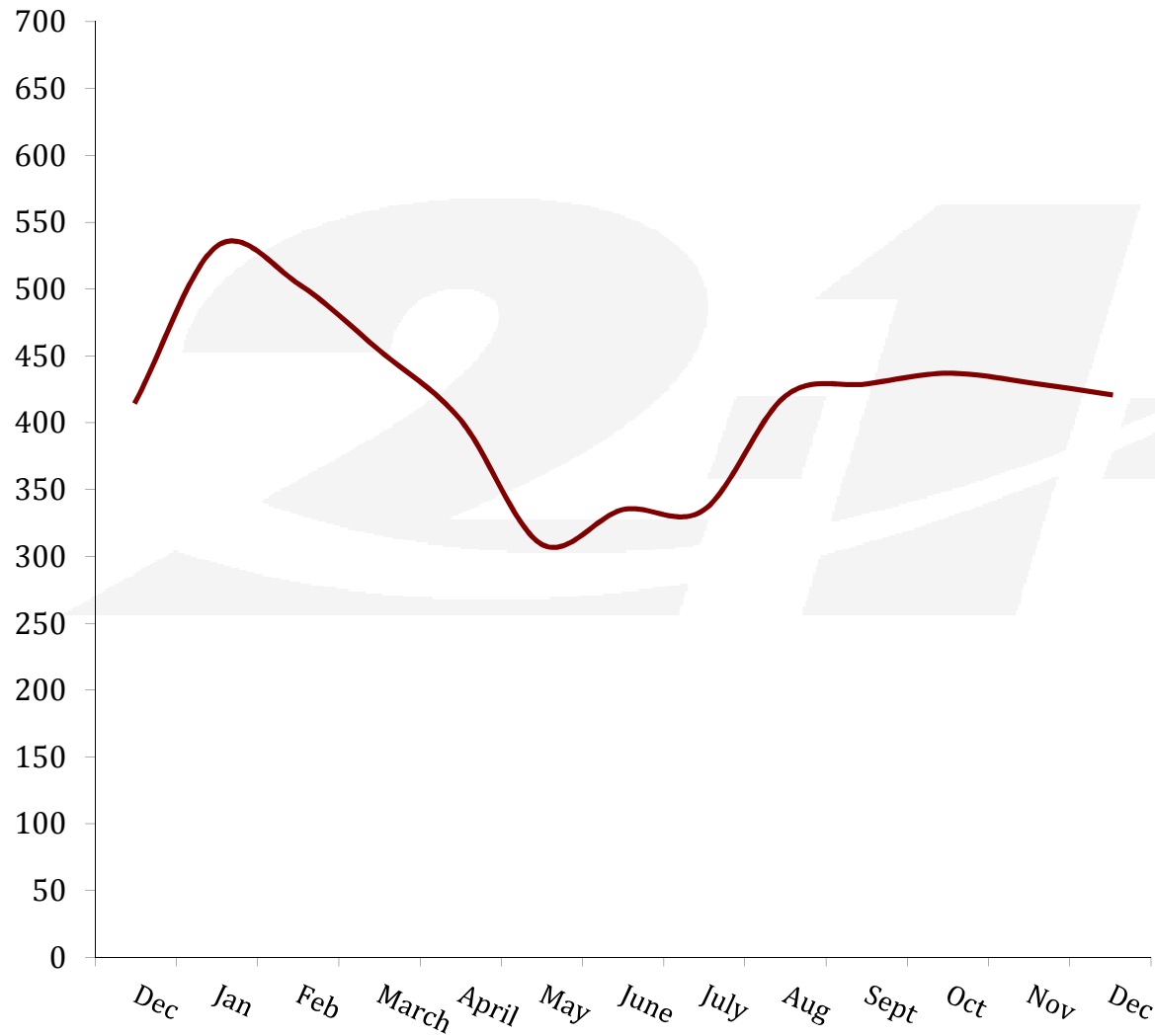
December 2011

In December, 24% 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	Number Unmet	Explanation of Number One Unmet Reason
Christmas Baskets	13	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	9	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	6	Bill exceeds amount available The average amount due for these callers was \$1,800.
Rent Payment Assistance	2	Bill exceeds amount available The average amount due for these callers was \$643.
Automotive Repair	1	Previously assisted Most agencies will offer assistance once per year per applicant.

Eaton County Call Volume

Total Call Volume for December: 421



December's Top Needs

Electric Service Payment Assistance	51
Christmas Baskets	35
Food Pantries	32
Holiday Gifts/Toys	32
Rent Payment Assistance	27
General Dentistry	13
Community Clinics	11
Community Shelters	11
Rental Deposit Assistance	10
General Furniture Provision	9

Eaton County Detail

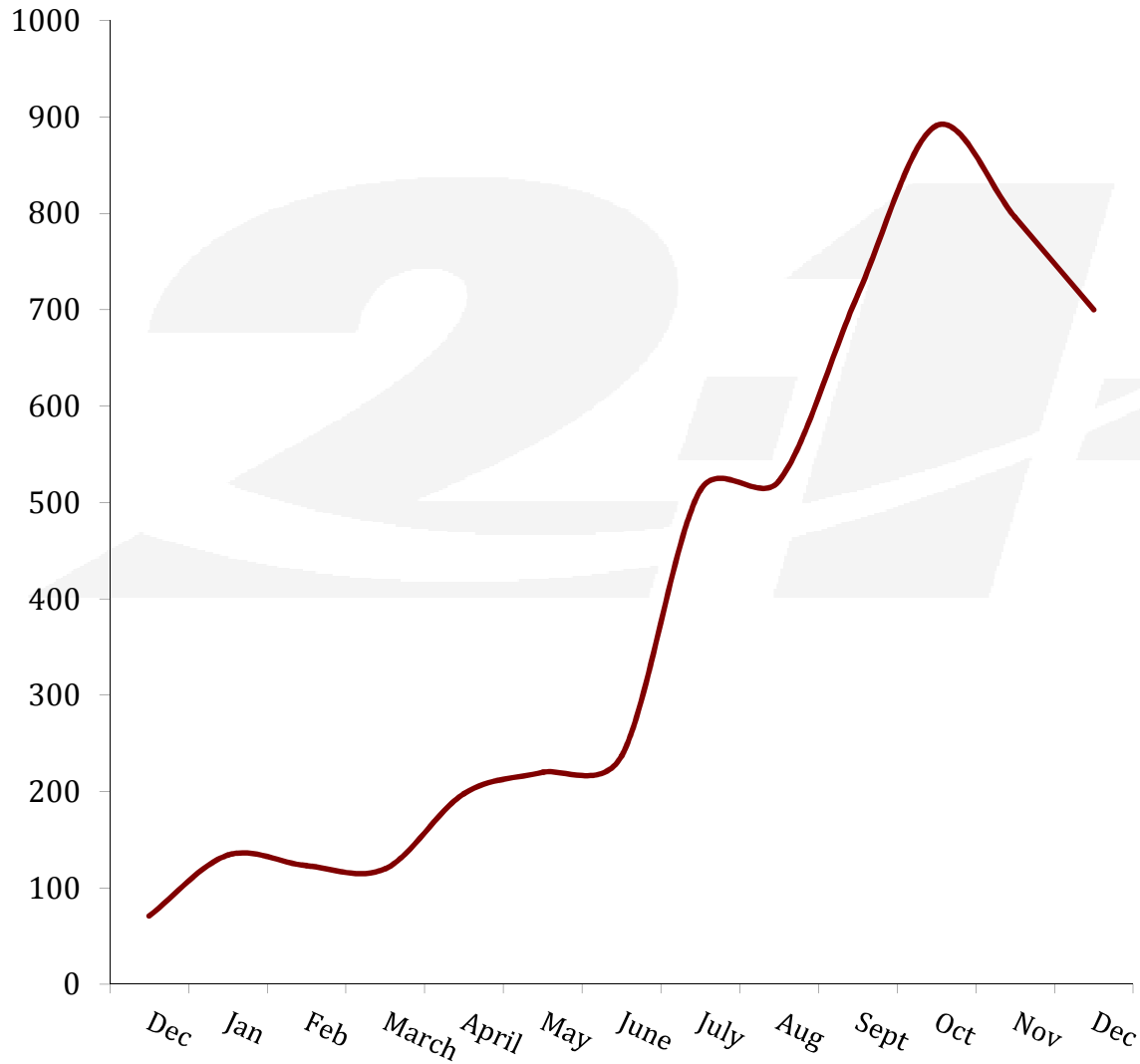
December 2011

In December, 21% 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	Number Unmet	Explanation of Number One Unmet Reason
Christmas Baskets	20	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	14	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.
Holiday Gifts/Toys	13	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Rent Payment Assistance	9	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Rental Deposit Assistance	3	Bill exceeds amount available Neither of these callers were willing to report their total amount owed.

Genesee County Call Volume

Total Call Volume for December: 700



December's Top Requests	
Electric Service Payment Assistance	160
Rent Payment Assistance	58
Food Pantries	41
Holiday Gifts/Toys	41
Water Service Payment Assistance	26
Rental Deposit Assistance	23
General Appliance Provision	17
General Furniture Provision	14
Gas Service Payment Assistance	15
Community Shelters	14

Genesee County Detail

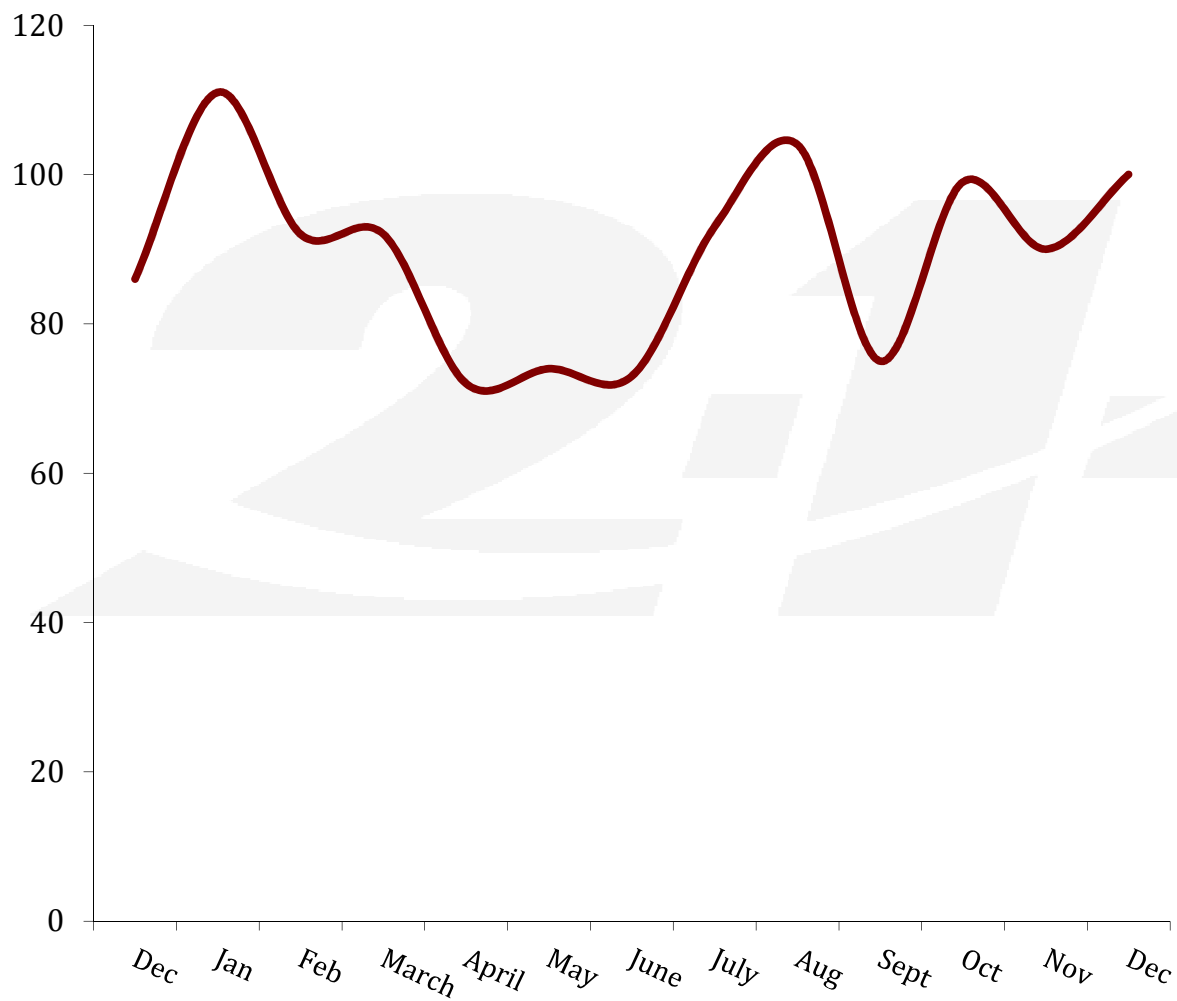
December 2011

In December, 18.6% 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	Number Unmet	Explanation of Number One Unmet Reason
Electric Service Payment Assistance	17	Bill exceeds amount available The average amount due for these callers was \$2,567.
Water Service Payment Assistance	9	Bill exceeds amount available The average amount due for these callers was \$293.
Christmas Baskets	8	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Rent Payment Assistance	7	Bill exceeds amount available The average amount due for these callers was \$885.
Gas Service Payment Assistance	6	Bill exceeds amount available The average amount due for these callers was \$1,198.

Hillsdale County Call Volume

Total Call Volume for December: 100



December's Top Needs	
Electric Service Payment Assistance	15
General Dentistry	6
Gas Money	5
Heating Fuel Payment Assistance	5
Prescription Expense Assistance	4
Undesignated Temporary Financial Assistance	4
Automotive Repair	3
Christmas Baskets	3
Community Clinics	3
Food Pantries	3

Hillsdale County Detail

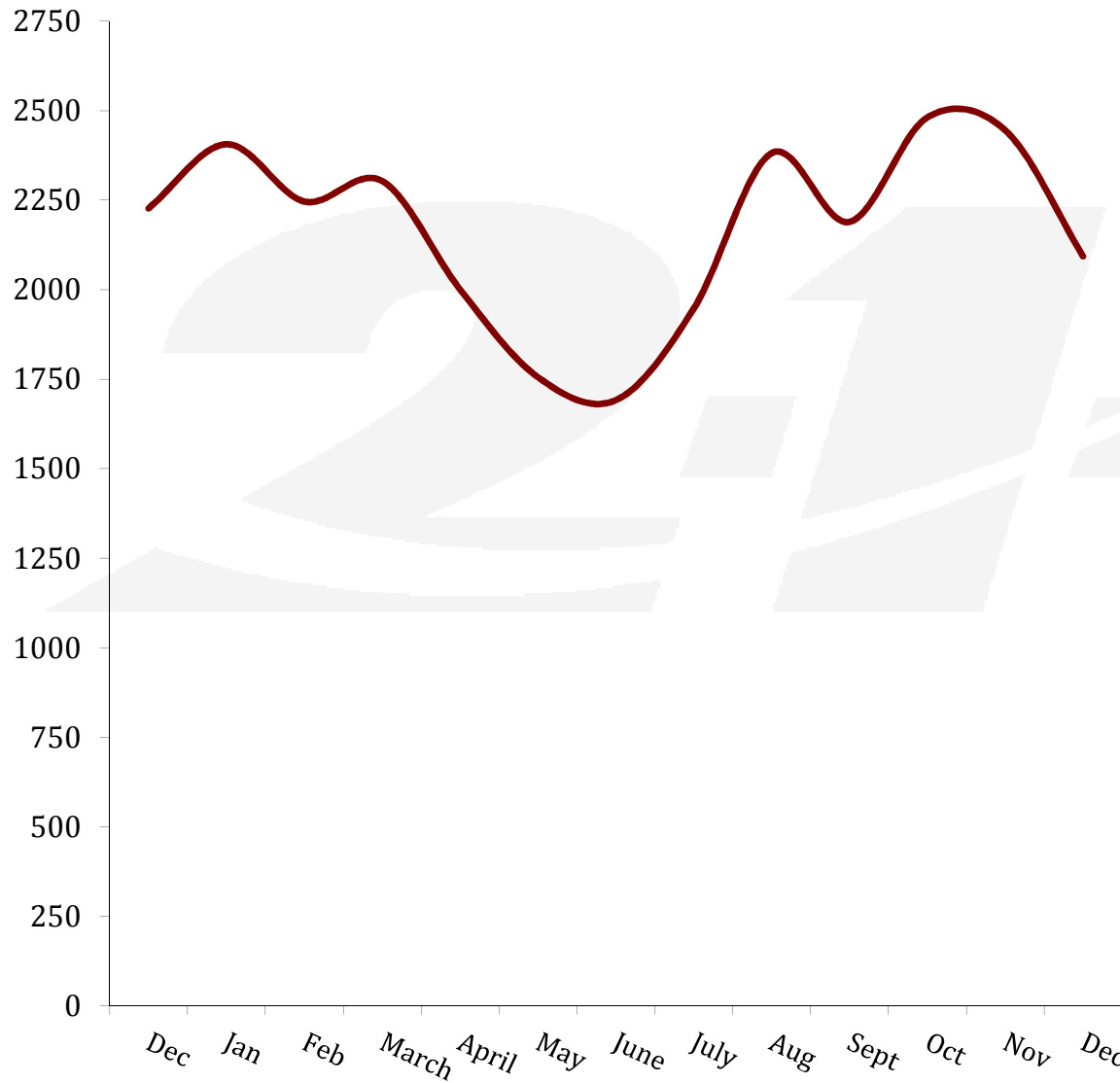
December 2011

In December, 37% 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	Number Unmet	Explanation of Number One Unmet Reason
Electric Service Payment Assistance	5	Bill exceeds amount available The average amount due for these callers was \$631.
Gas Money	5	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Prescription Expense Assistance	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Undesignated Temporary Financial Assistance	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Automotive Repair	3	Client ineligible/target population requirement The automobile payment assistance available requires both that the applicant is employed or in school and has minor children in the home. Often, disabled or senior callers have great difficulty finding this type of help.

Ingham County Call Volume

Total Call Volume for December: 2093



December's Top Needs	
Electric Service Payment Assistance	240
Food Pantries	165
Christmas Baskets	152
Rent Payment Assistance	119
Holiday Gifts/Toys	108
Community Shelters	72
General Furniture Provision	66
Christmas Meals	45
Rental Deposit Assistance	36
Gas Service Payment Assistance	31

Ingham County Detail

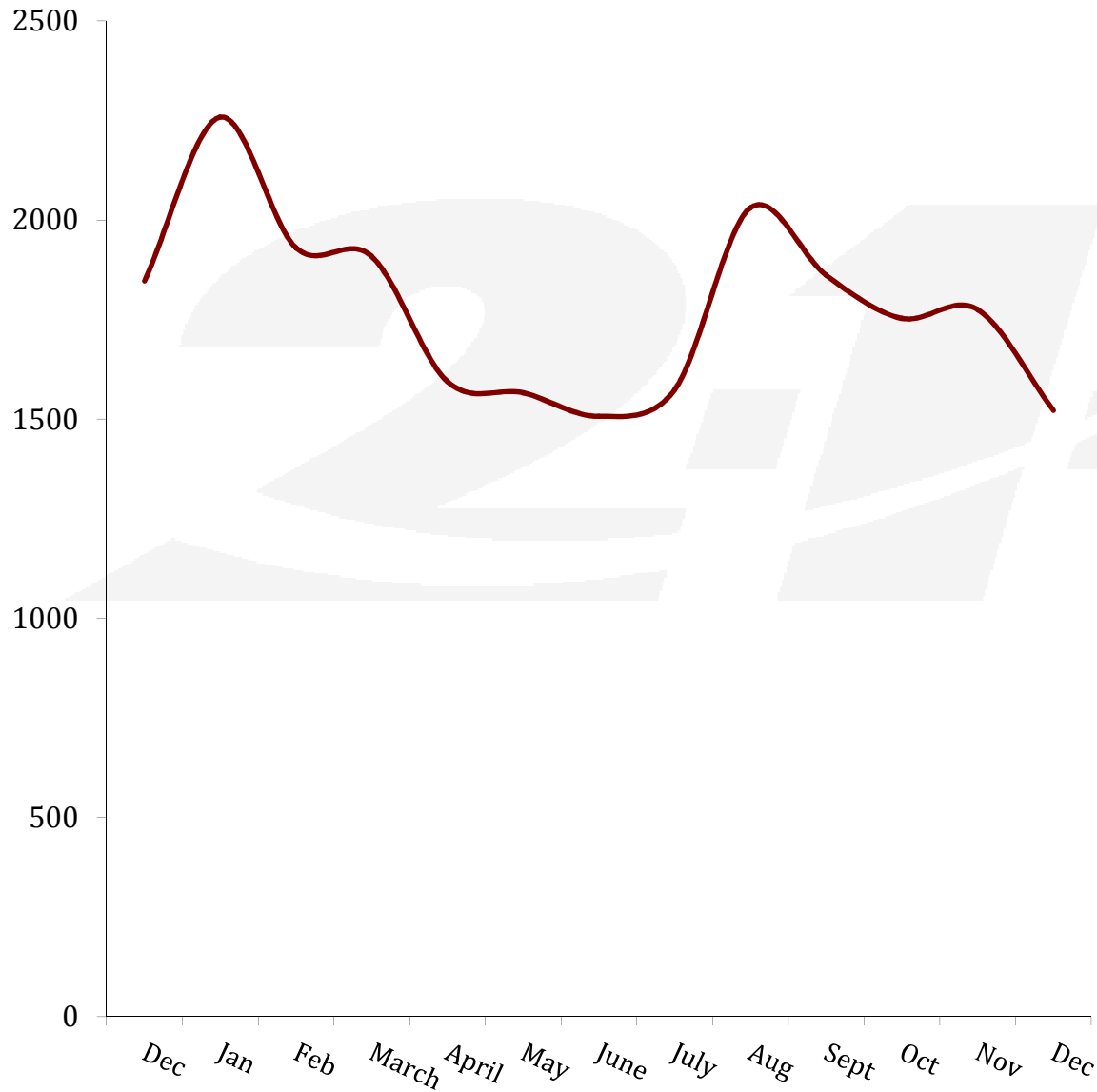
December 2011

In December, 24% 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	Number Unmet	Explanation of Number One Unmet Reason
Christmas Baskets	125	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	59	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	36	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	22	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
VITA Program Sites	8	Information not yet available The service is expected to be available shortly but no details were available at the time of the caller request. These callers are encouraged to call back at a later time.

Jackson County Call Volume

Total Call Volume for December: 1522



December's Top Needs	
Food Pantries	172
Electric Service Payment Assistance	131
Holiday Gifts/Toys	83
Rent Payment Assistance	72
General Furniture Provision	69
Christmas Baskets	57
General Legal Aid	28
Prescription Expense Assistance	25
General Clothing Provision	23
General Dentistry	23

Jackson County Detail

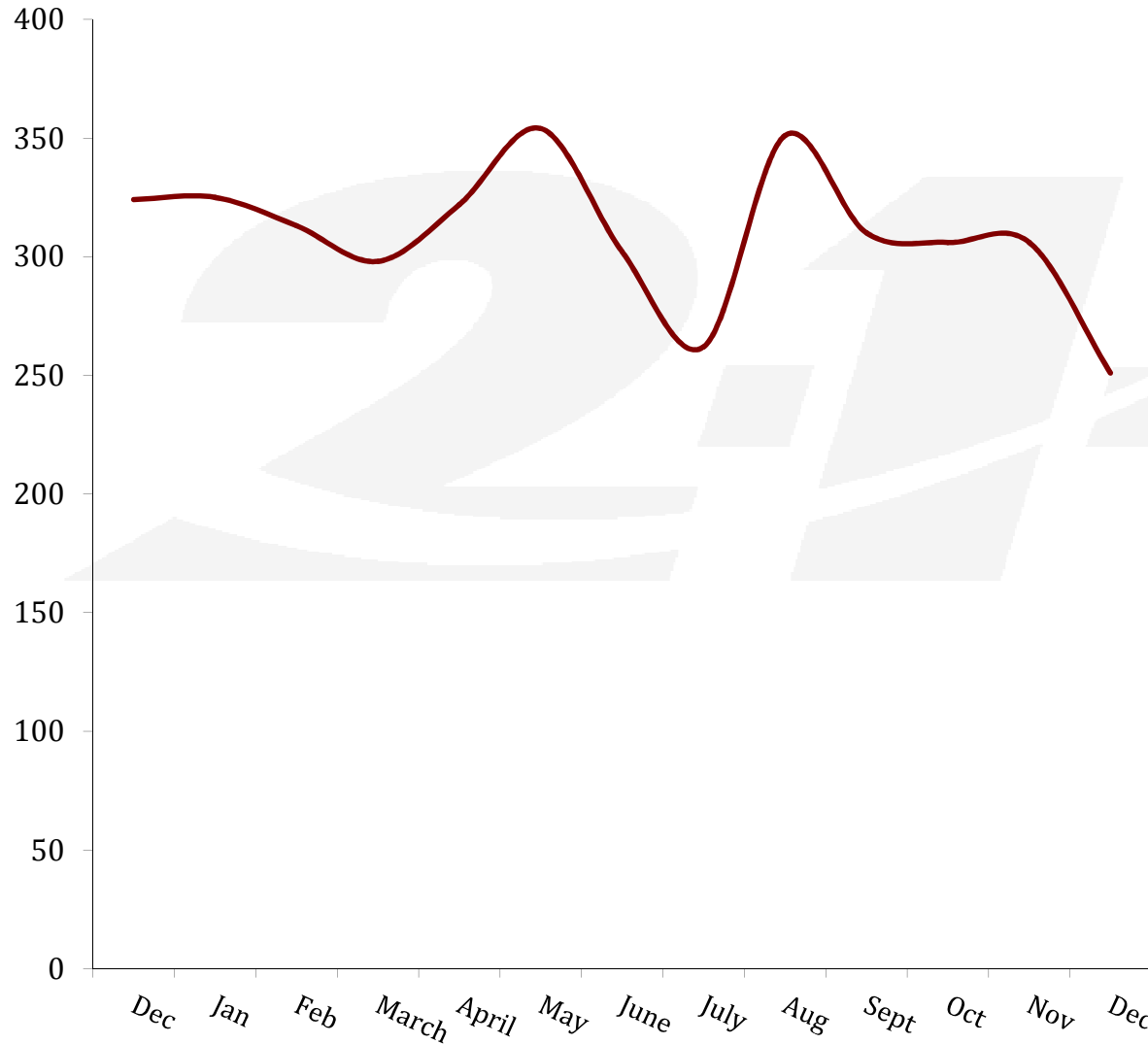
December 2011

In December, 11% 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	Number Unmet	Explanation of Number One Unmet Reason
Rent Payment Assistance	18	Bill exceeds amount available The average amount due for these callers was \$1,563.
Electric Service Payment Assistance	16	Bill exceeds amount available The average amount due for these callers was \$1,521.
Bus Fare	15	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Christmas Baskets	11	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	9	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.

Lenawee County Call Volume

Total Call Volume for December: 251



December's Top Needs	
Electric Service Payment Assistance	31
Food Pantries	18
Rent Payment Assistance	14
Christmas Baskets	12
Holiday Gifts/Toys	9
Community Shelters	8
Community Clinics	8
General Dentistry	7
Gas Service Payment Assistance	6
General Furniture Provision	6

Lenawee County Detail

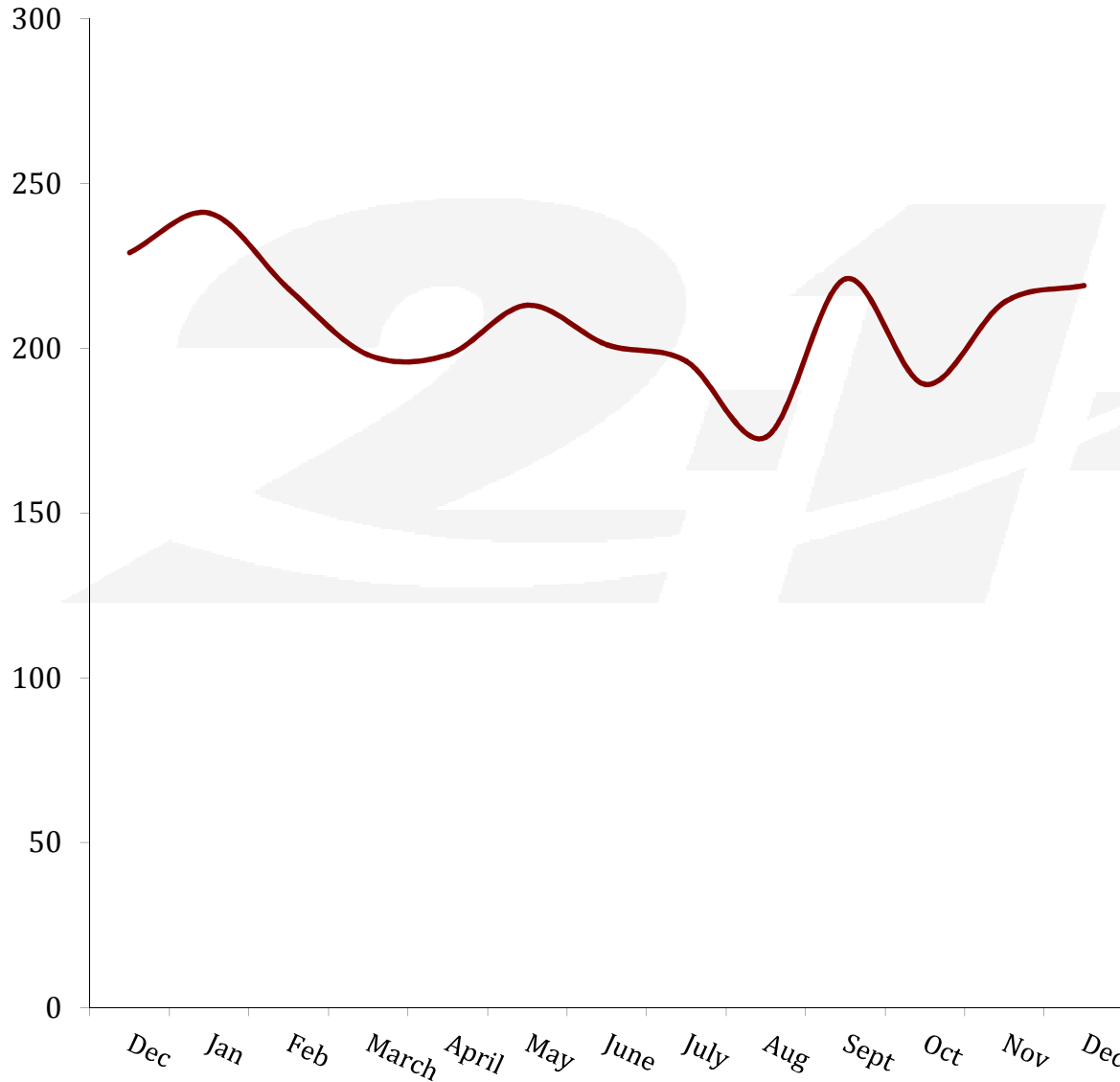
December 2011

In December, 24% 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	Number Unmet	Explanation of Number One Unmet Reason
Christmas Baskets	7	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	7	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	2	Bill exceeds amount available The average amount due for these callers was \$1,237.
Medical Care Expense Assistance	2	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
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 Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.

Livingston County Call Volume

Total Call Volume for December: 219



December's Top Requests

Electric Service Payment Assistance	20
Food Pantries	18
Community Shelters	11
Food Stamps	7
General Legal Aid	7
Gas Service Payment Assistance	6
Home Rehabilitation Grants	6
Rent Payment Assistance	6
Christmas Baskets	5
Low Income/Subsidized Private Rental Housing	5

Livingston County Detail

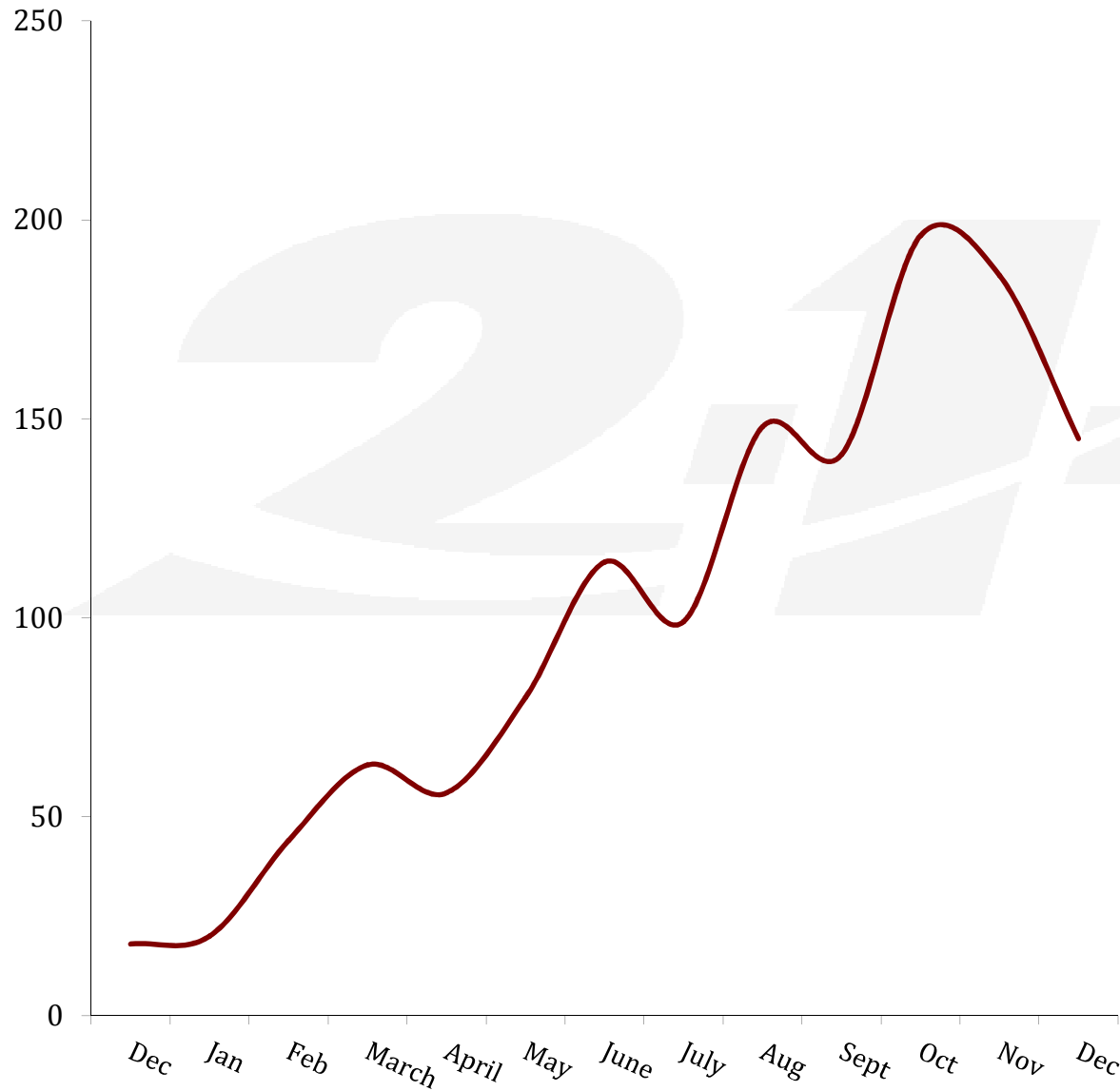
December 2011

In December, 19% 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	Number Unmet	Explanation of Number One Unmet Reason
Christmas Baskets	4	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	3	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
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.
Holiday Adoption Programs	2	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Automobile Payment Assistance	2	Client ineligible/target population requirement The automobile payment assistance available requires both that the applicant is employed or in school and has minor children in the home. Often, disabled or senior callers have great difficulty finding this type of help.

Shiawassee County Call Volume

Total Call Volume for December: 145



December's Top Requests

Electric Service Payment Assistance	24
Food Pantries	23
Holiday Gifts/Toys	12
Rent Payment Assistance	11
Christmas Baskets	10
Prescription Expense Assistance	7
General Furniture Provision	4
Rental Deposit Assistance	4
Water Service Payment Assistance	4
Automotive Repair	3

Shiawassee County Detail

December 2011

In December, 43% of needs in Shiawassee county were unmet. Excluding holiday related calls, 25% of needs were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs	Number Unmet	Explanation of Number One Unmet Reason
Holiday Gifts/Toys	12	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Christmas Baskets	10	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Rent Payment Assistance	7	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
General Furniture Provision	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Holiday Adoption Programs	3	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.

Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	25
Holiday Adoption Programs	15
Furniture/Home Furnishings Donation	7
Special Event Support Volunteer Opportunities	7
Appliance Donation	2
Clothing Donation	6
Donation Pickups	6
Food Donation	5
Medical Supplies Donation	5
Toy/Game Donation	4
Administration Volunteer Opportunities	2
Bedding/Linen Donation	2
Electronics/Small Appliance Donation	2
Holiday Donations	2
Kitchenware Donation	2
Mattress Donation Programs	2
Animal Services Volunteer Opportunities	1
Book/Magazine Donation Programs	1
Cell Phone Donation Programs	1
Construction/Home Maintenance Volunteer Opportunities	1
Donation Drop Off Points	1
Family Services Related Volunteer Opportunities	1
Volunteer Program Development/Implementation Support	1

Our monthly report might 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	9
Jackson	5
Flint	4
East Lansing	4
Howell	3
Williamston	2
Adrian	1
Eaton Rapids	1
Haslett	1
Durand	1
Brighton Township	1
Swartz Creek	1
Elsie	1
Rives Junction	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 Genesee County & United Way of Jackson County

