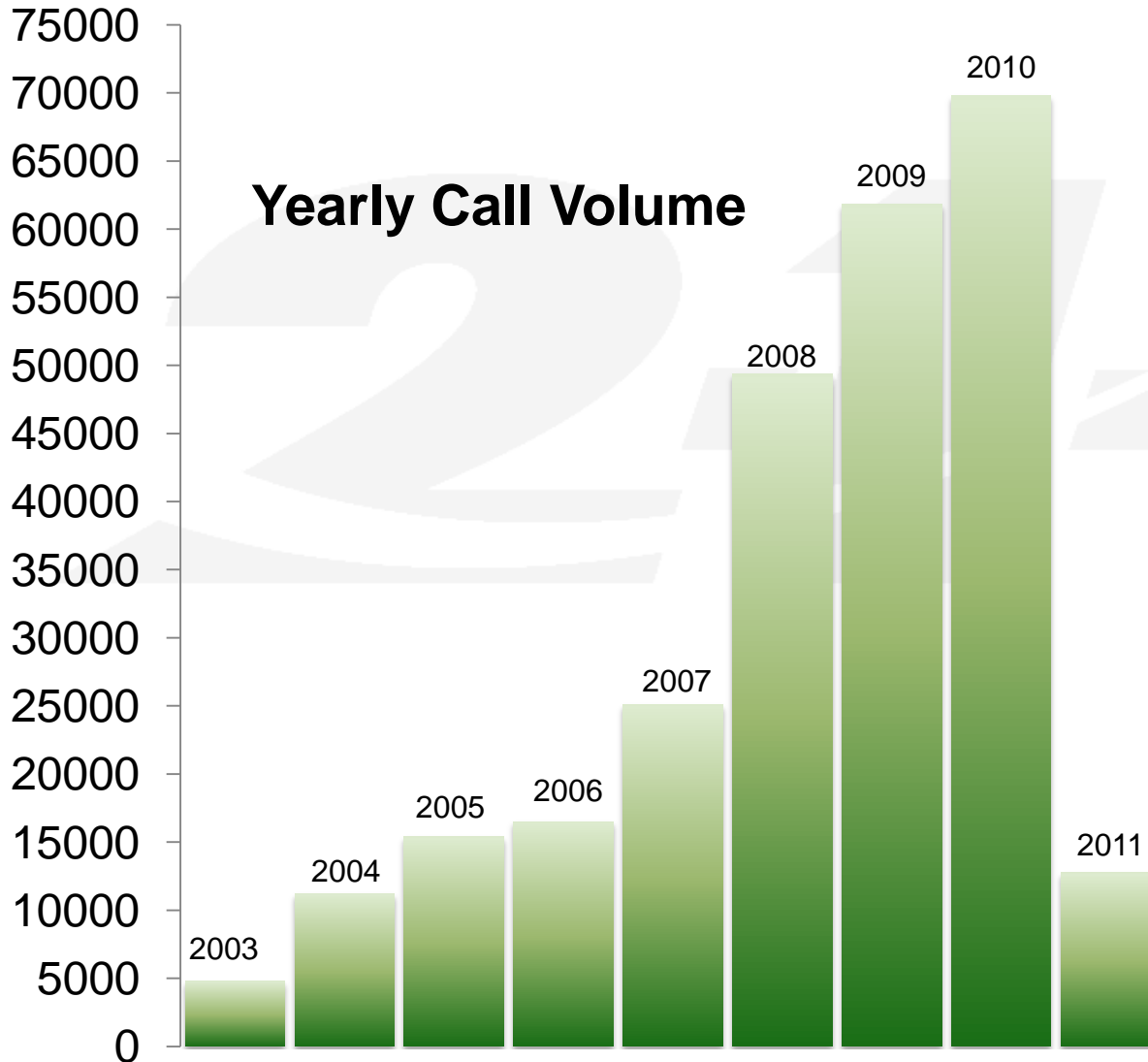




**February 2011
Community Report**

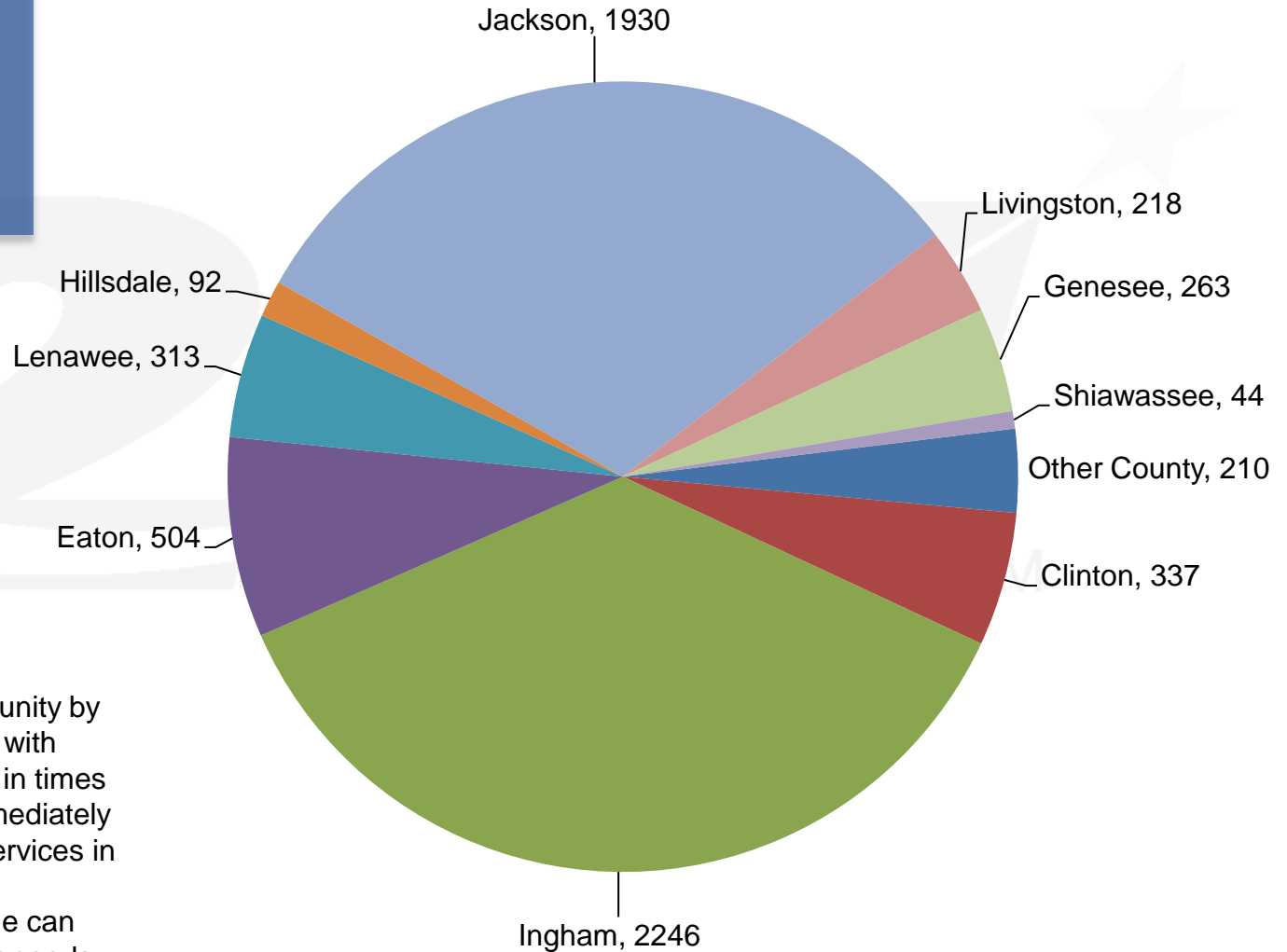


For many people, especially those who are unfamiliar with the health and human services process, half of the effort in resolving a problem is locating the appropriate resources for help. Central Michigan 2-1-1 is there to assist individuals and families in finding help when they need it most. One call gives access to resources throughout the community.

Call Distribution by County

Total Call Volume, February 2011 – 6,157

Please note that call information for Genesee and Shiawassee counties will be limited until sufficient call data is accrued over time. This is the second month that they have been included in this report.



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

Unfortunately, not all callers have needs that can be met by simple referrals. When a 2-1-1 call specialist goes beyond the call and seeks out resources outside of the database, it's called "advocacy." This section details a few calls from the past month that required advocacy on the part of the call specialist.

Jackson: An unemployed college graduate and single mother was finding it difficult to keep food in her home. Even after selling her vehicle, she was overwhelmed by student loans and credit card debt. She felt like she had nowhere to turn. Her 2-1-1 call specialist began addressing her needs by referring her to local food pantries. With little access to transportation, she was referred to a pantry that delivered. Next, the specialist determined that she did not qualify for direct mortgage payment assistance. However, the specialist was able to connect her with a foreclosure prevention counselor in order to explore modification options. Lastly, the specialist gave information on income-based loan repayment plans for federal student loans. The specialist also referred her to a non-profit credit management agency to help with budgeting, debt consolidation, and advocacy. By the end of the call, the formerly overwhelmed caller said she felt like she finally had hope!

Owosso: Ken had lived in Lansing for 25 years before moving to Owosso. His mother, recently deceased, had left Ken her home. Holding two part-time jobs as a single parent, Ken was excited to move into the home which had been paid off in full. However, when he tried to open a utility account in his name, the utility company sent a bill for nearly \$3,000 saying it was owed on a previous address. Ken contacted the utility and was told that his ex-wife, from whom he'd been divorced for seven years, had defaulted on an account in Lansing and, since she and Ken had been listed on an account years before, he was now responsible for the debt. Ken resorted to heating his home with space heaters and the fireplace as he looked for money to pay the arrearage. When he called 2-1-1, his specialist was puzzled that he would have to pay his ex-spouse's debt even though it was accrued years after their legal divorce. The specialist sent Ken to the Public Service Commission to file an appeal. Three days later, Ken received a contact from the Commission saying that the matter had been resolved and he was no longer liable for the bill.

Charlotte: Cindy had just moved into a new apartment with her children after fleeing an abusive husband. While the apartment itself was a victory, she and her two kids were sleeping on the floor with borrowed blankets, having spent all of their money on the first month's rent and deposit. When she called a local agency that helps with furniture and appliances, she was told she needed a "card." Not knowing what this meant, a friend told her to call 2-1-1. Her call specialist contacted the agency and asked exactly what Cindy needed to use their services. They said they needed a referral from one of a few other agencies in the county. Her call specialist spent some time with the agency representative and was able to convince her to allow 2-1-1 to send a referral. This was meant as a time saver for Cindy. Two hours after the referral was faxed, Cindy had an appointment.

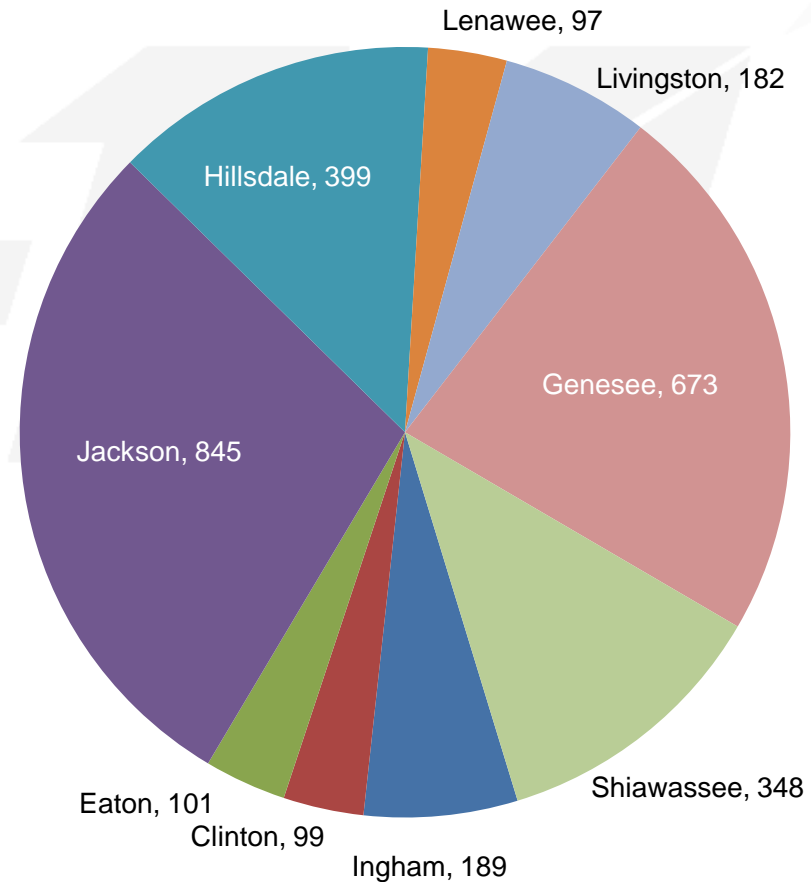
Web Contacts

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

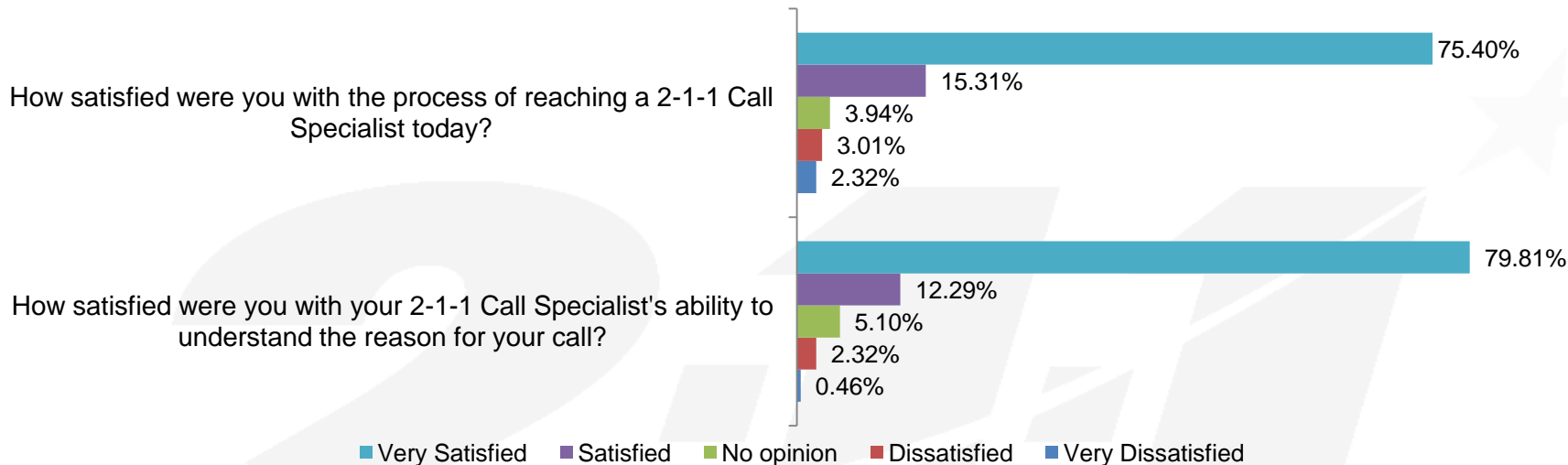
Total Visitors for February: 1,516

Top Ten Searches	
Food Pantries	109
Food Banks/Food Distribution Warehouses	49
Mortgage Foreclosure Prevention	47
Automotive Repair	41
Alcohol Dependency Support Groups	36
Alternative Schools	35
Automobiles	34
Adoption/Kinship Care Support Groups	32
Gas Bill Payment	31
Alcohol Abuse Education/Prevention	29

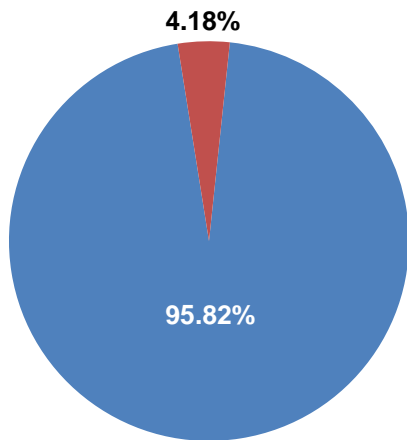
Search Volume by County



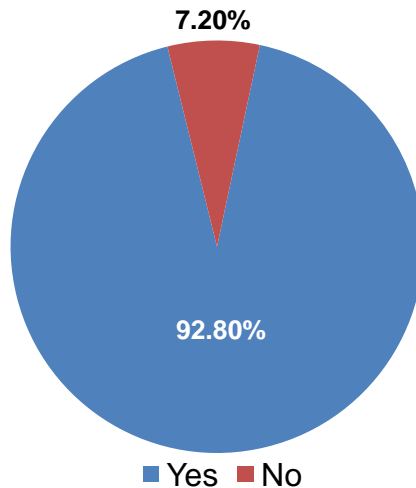
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client back approximately 2 minutes after their 2-1-1 call has ended. In February, 431 callers participated in the survey. Of those participants, 83.29% received referrals for services. Other results are listed below.



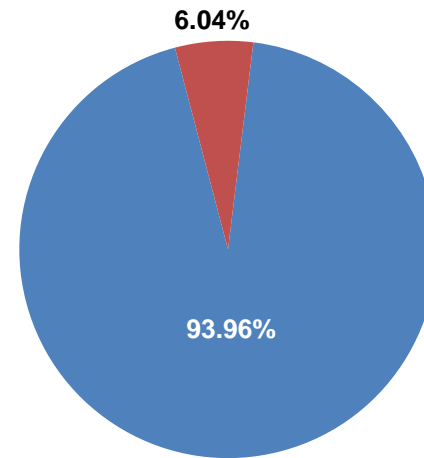
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



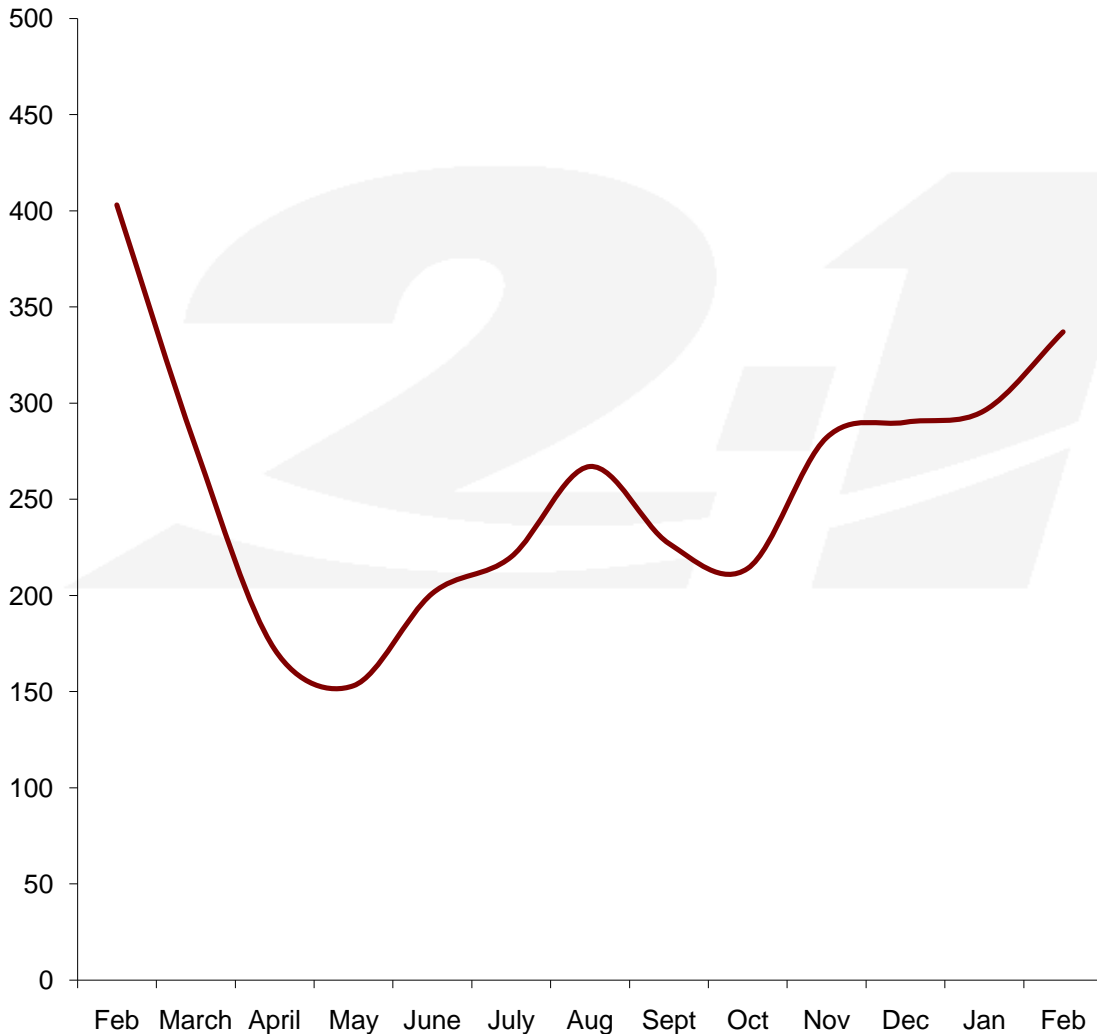
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for February: 337



February's Top Needs

VITA Program Sites	86
Electric Service Payment Assistance	39
State Income Tax Information	13
Rent Rebate/Tax Credit Information	12
Earned Income Credit Information	11
Rent Payment Assistance	11
Federal Child Tax Credit Information	9
Directory Assistance	8
Food Pantries	7
General Furniture Provision	7

Clinton County Detail

February 2011

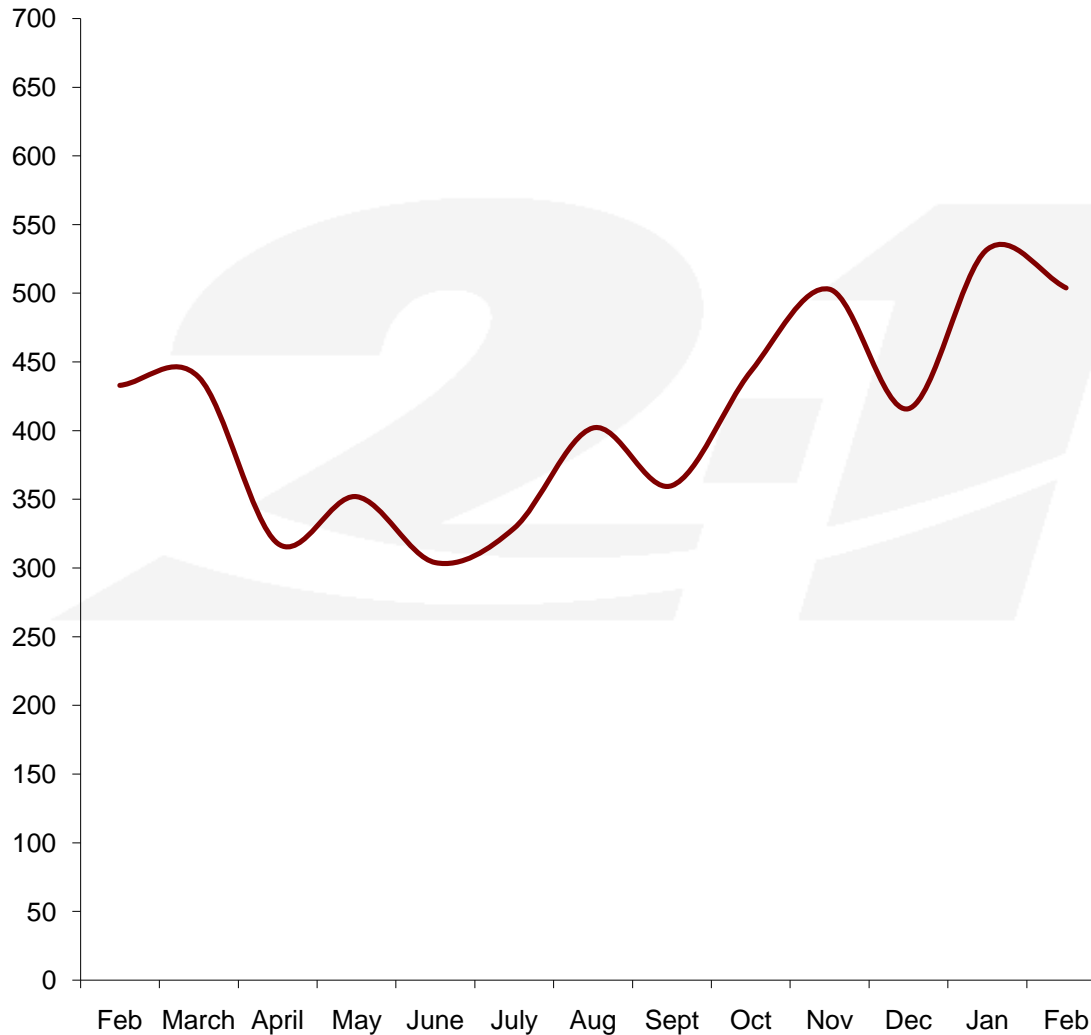
In February, 8% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	7	“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	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 Program Sites	4	“Target population requirement” For VITA callers, this usually means that they are above the maximum income limit.
AARP Tax Aide Program Sites	1	“Client refused referral”
Automotive Repair	1	“Target population requirement” Generally, callers seeking this type of assistance must be employed and have minor children in the home.

Eaton County Call Volume

Total Call Volume for February: 504



February's Top Needs

VITA Program Sites	113
Electric Service Payment Assistance	56
Community Shelters	14
Food Pantries	12
General Legal Aid	12
Directory Assistance	11
Earned Income Credit Information	11
Heating Fuel Payment Assistance	11
Rent Payment Assistance	11
State Income Tax Information	11

Eaton County Detail

February 2011

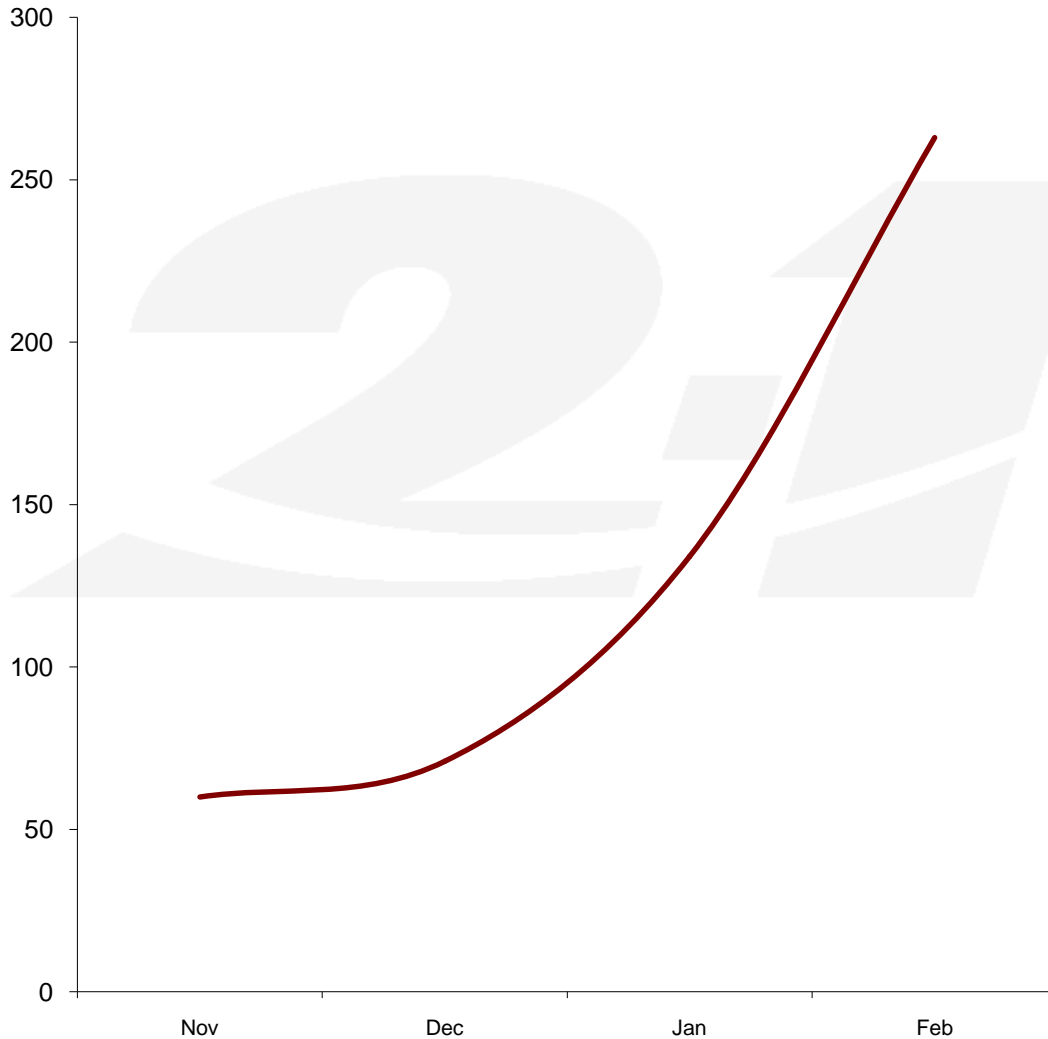
In February, 8% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	9	“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.
VITA Program Sites	7	“Client refused referral”
Automotive Repair	2	“Target population requirement” Generally, callers seeking this type of assistance must be employed and have minor children in the home.
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.
Community Shelters	1	“Service inaccessible/transportation” Out-county callers often have difficulty accessing local shelters in Lansing and Charlotte.

Genesee County Call Volume

Total Call Volume for February: 263



February's Top Requests

Electric Service Payment Assistance	45
VITA Program Sites	18
Food Pantries	13
Rent Payment Assistance	13
Heating Fuel Payment Assistance	3
Outreach Programs	9
General Furniture Provision	5
Food Stamps	6
Home Maintenance and Minor Repair Services	6
Diapers	5

Genesee County Detail

February 2011

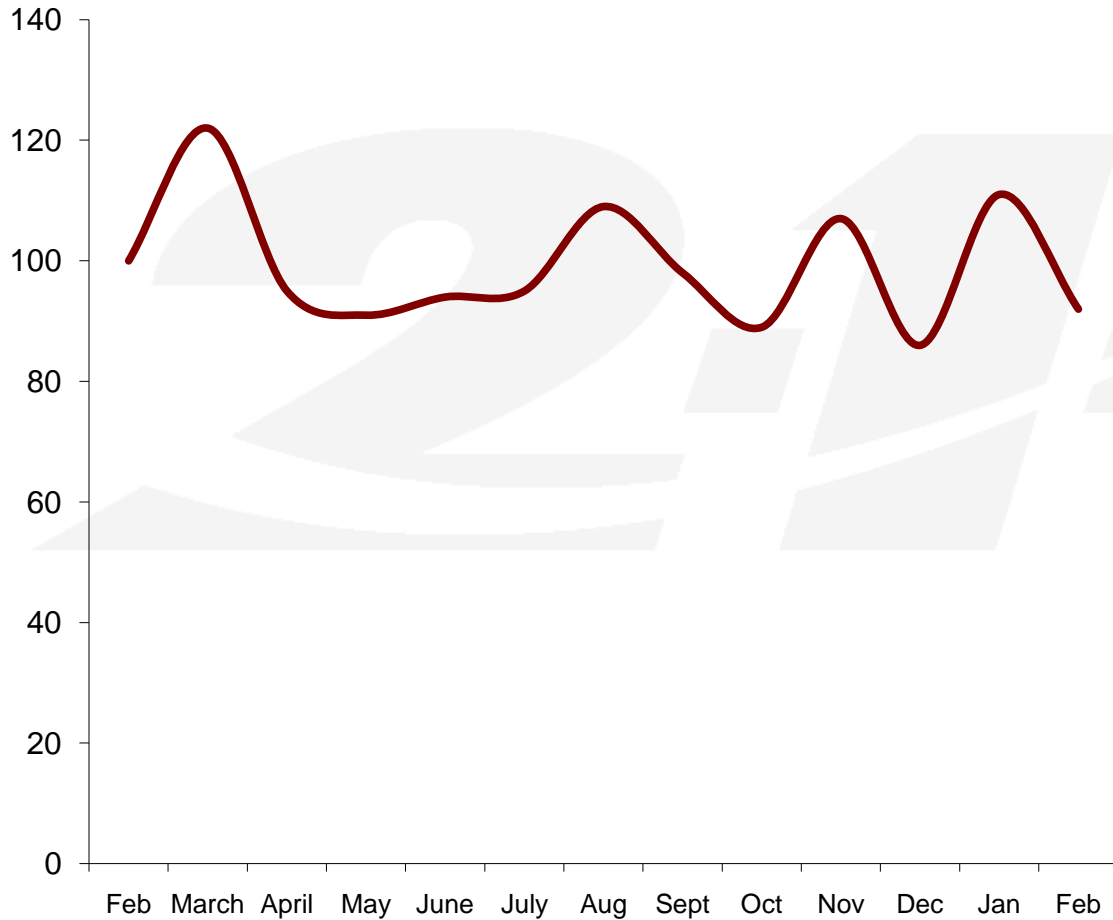
In February, 10% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	5	“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	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 Money	4	“Service not available”
Bus Fare	2	“Service not available”
Undesignated Financial Assistance	2	“Service not available”

Hillsdale County Call Volume

Total Call Volume for February: 92



February's Top Needs

VITA Program Sites	10
Electric Service Payment Assistance	6
Heating Fuel Payment Assistance	6
Cold Weather Shelters/Warming Centers	5
Directory Assistance	5
General Dentistry	4
Community Shelters	3
Food Pantries	3
General Legal Aid	3
Glasses/Contact Lenses	3

Hillsdale County Detail

February 2011

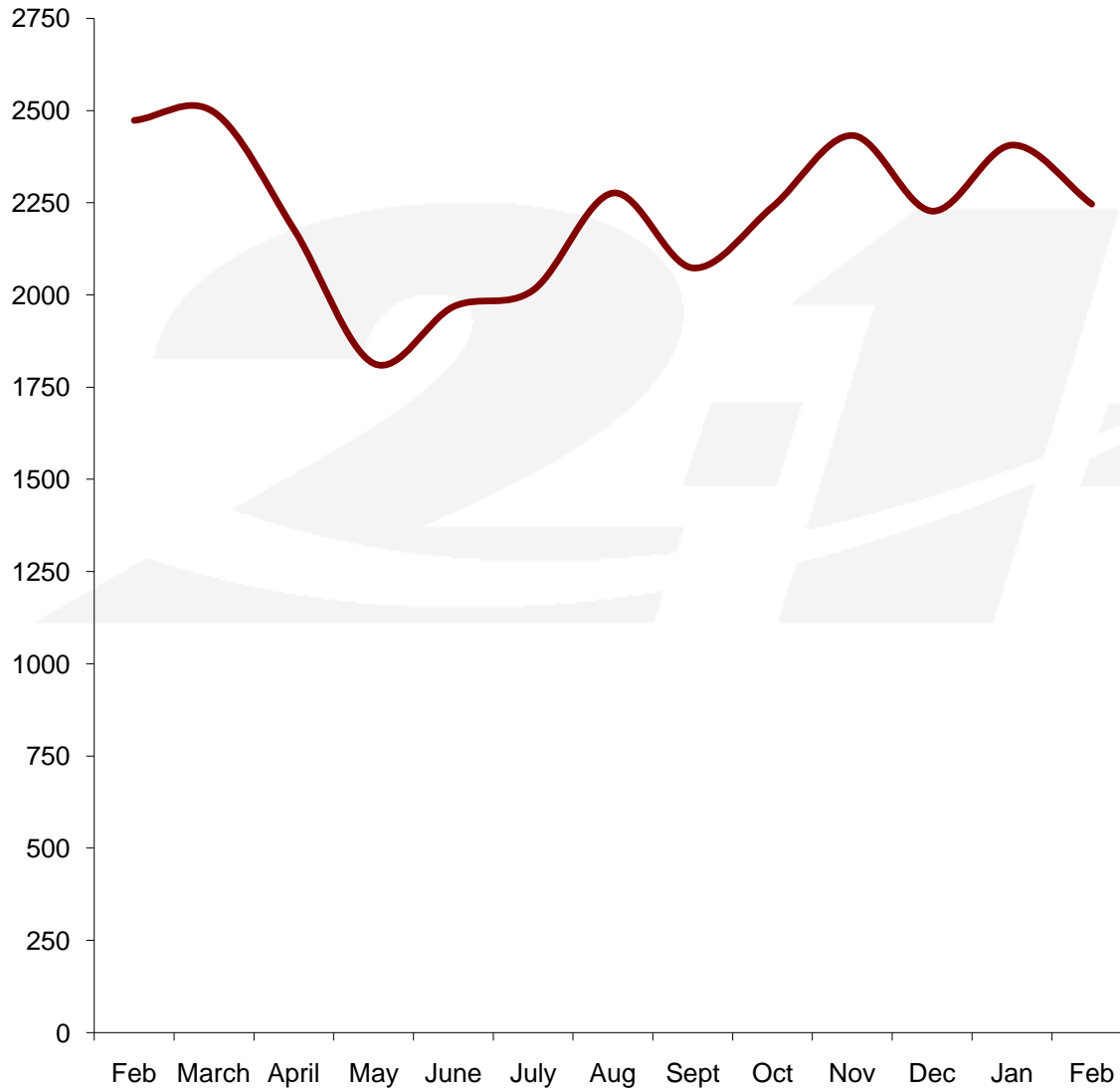
In February, 23% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	4	“No immediate resource available” In Hillsdale County, the VITA program did not begin providing services until the middle of the month. From that point until February 28, there were no unmet VITA calls.
Electric Bill Payment	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.
Gas Bill Payment	2	“Bill exceeds amount available”
Undesignated Financial Assistance	2	“Service not available”
Bus Fare	1	“Service not available”

Ingham County Call Volume

Total Call Volume for February: 2246



February's Top Needs

VITA Program Sites	527
Electric Service Payment Assistance	215
Food Pantries	86
Directory Assistance	78
State Income Tax Information	76
Rent Payment Assistance	61
Earned Income Credit Information	58
Rent Rebate/Tax Credit Information	46
General Furniture Provision	42
Property Tax Rebate Information	40

Ingham County Detail

February 2011

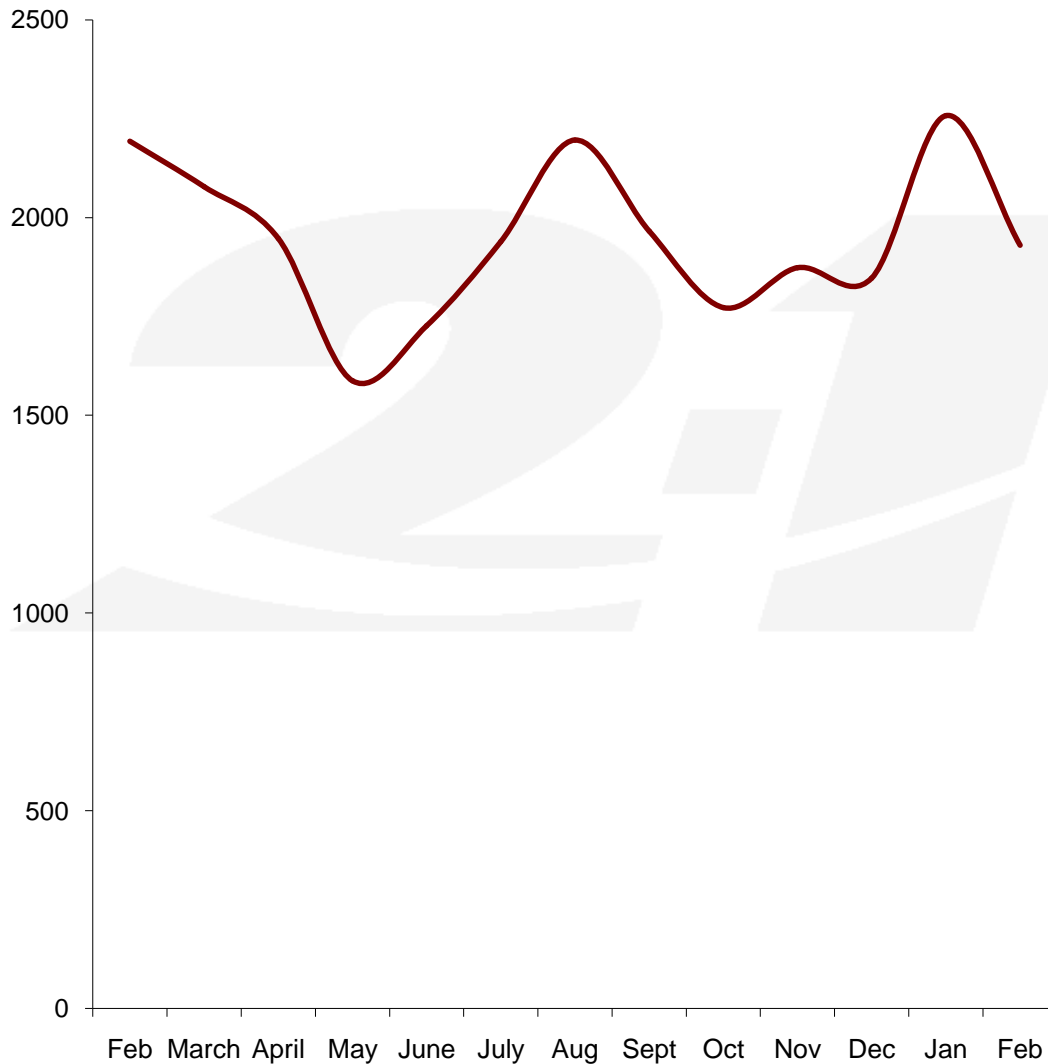
In February, 5% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	35	“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.
VITA Program Sites	16	“Target population requirement” For VITA callers, this usually means that they are above the maximum income limit.
Rent Payment Assistance	13	“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	6	“No documentation” Assistance with a rental deposit typically requires documented proof of a housing crisis. This is usually accomplished by providing a recent eviction notice or proof of shelter stay. Callers who are temporarily living with friends and family are not considered to be in crisis.
Automobiles	3	“Client refused referral” Two callers refused the standard referral for automobile purchase assistance. Both of them cited previous dissatisfaction with that agency’s eligibility processing as their reason for refusal, even with the offer of advocacy by 2-1-1 specialists.

Jackson County Call Volume

Total Call Volume for February: 1930



February's Top Needs	
VITA Program Sites	408
Electric Service Payment Assistance	152
State Income Tax Information	59
Food Pantries	57
Rent Payment Assistance	50
General Furniture Provision	47
Directory Assistance	46
Earned Income Credit Information	40
Rent Rebate/Tax Credit Information	38
General Dentistry	29

Jackson County Detail

February 2011

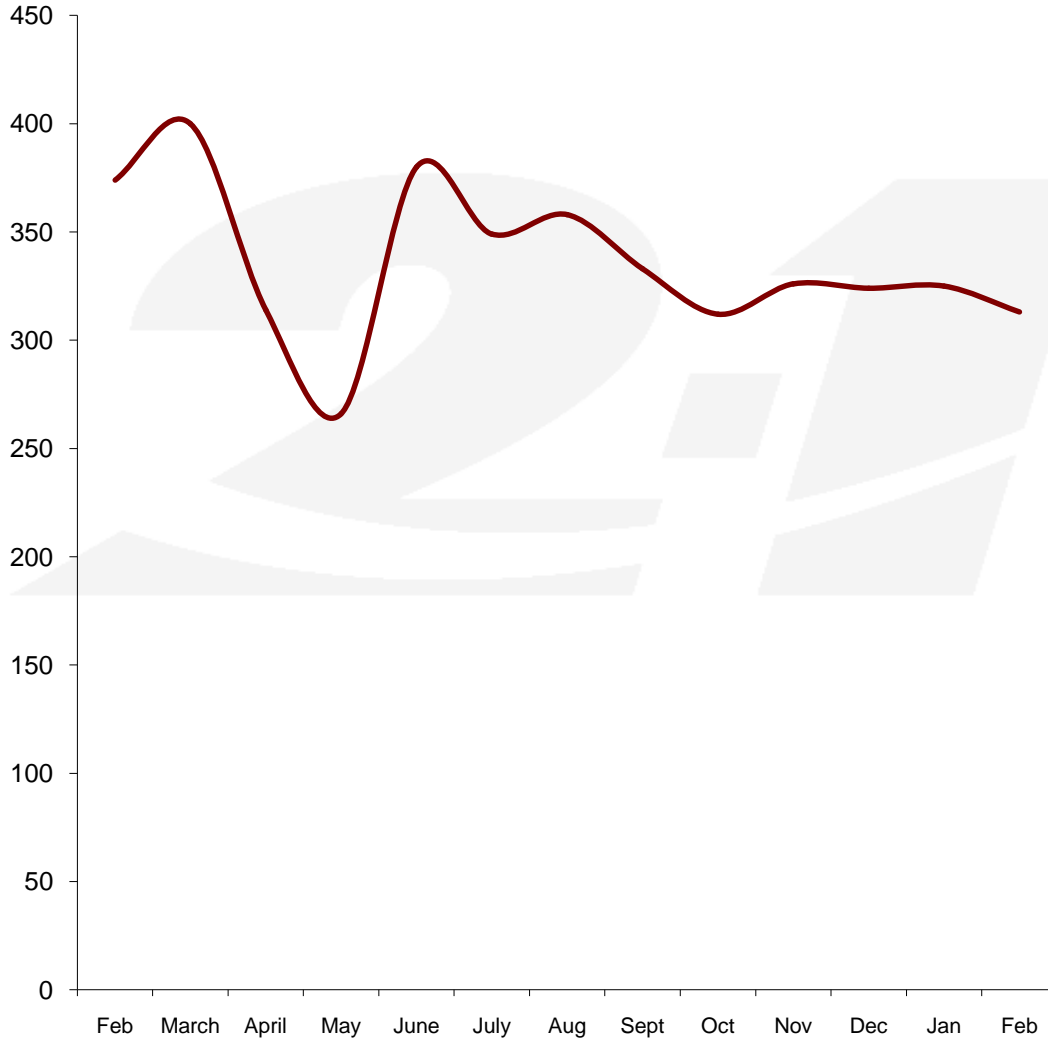
In February, 8% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	52	“No immediate resource available”
Electric Bill Payment	10	“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.
Bus Fare	9	“Service not available” While gas money is available in Jackson county through St. Vincent DePaul, bus fare is not a provided service. This absence can cause severe difficulty in residents applying for benefits, seeking employment or obtaining health services.
Rent Payment	9	“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.
Residential Snow Shoveling	6	“No immediate resource available” Many elderly and disabled residents were caught off guard with this year’s heavy snowfall. While certain agencies do offer this service, they usually reach capacity enrollment several months before winter. Callers are encouraged to apply for the service at that time.

Lenawee County Call Volume

Total Call Volume for February: 313



February's Top Needs	
Electric Service Payment Assistance	25
Cold Weather Shelters/Warming Centers	19
VITA Program Sites	19
Community Shelters	15
Rent Payment Assistance	13
Directory Assistance	10
Food Pantries	8
General Dentistry	8
Community Clinics	7
Home Rental Listings	6

Lenawee County Detail

February 2011

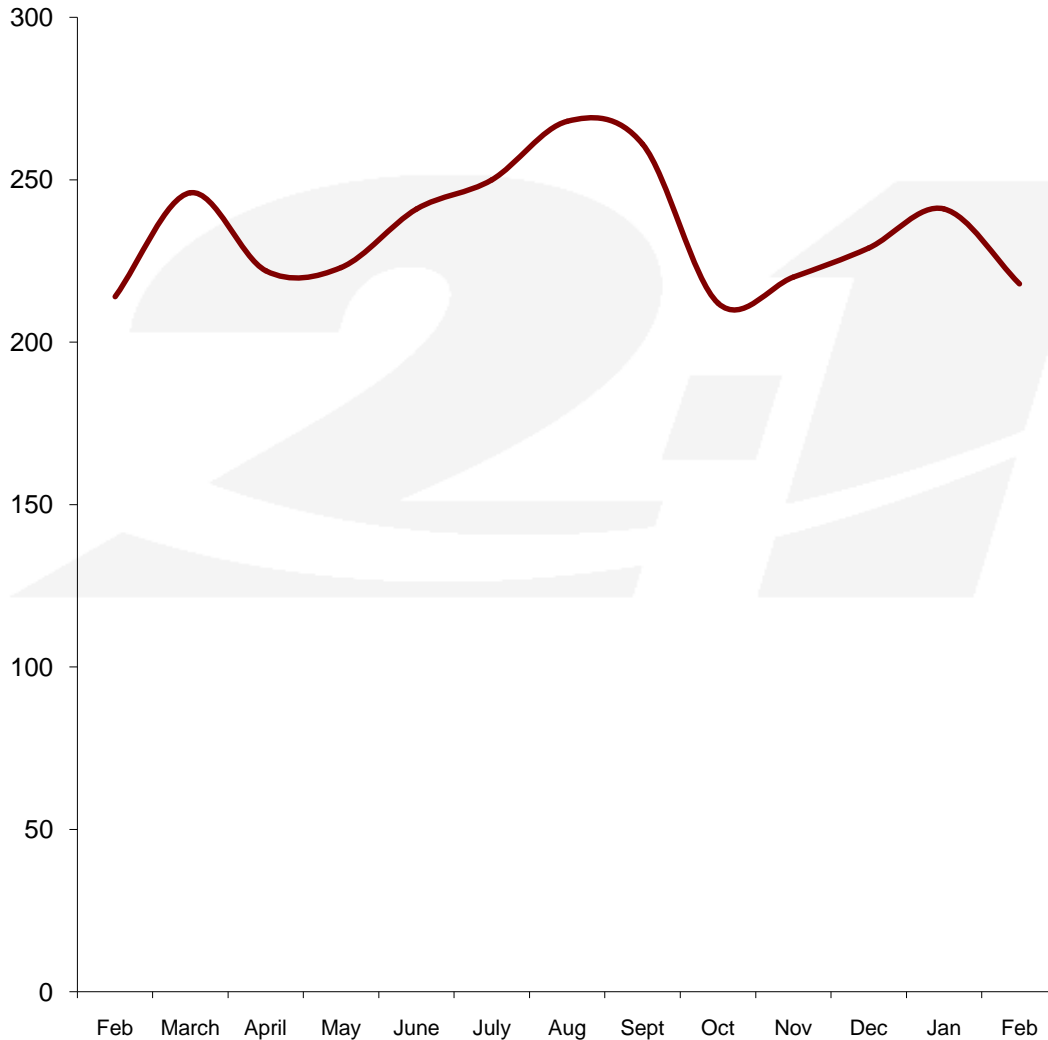
In February, 13% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Rent Payment	7	“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.
Cold Weather Shelters/ Warming Centers	3	“No immediate resource available” It should be noted that various Lenawee County agencies did begin offering warming shelters as sustained power outages affected the area.
Electric Bill Payment	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.
Gas Money	2	“No immediate resource available” Currently, St. Mary of Good Counsel in Adrian is the only agency in Lenawee county offering gas vouchers. Due to funding shortages, they are often unable to provide this service.
Medical Transportation	2	“Service not available”

Livingston County Call Volume

Total Call Volume for February: 218



February's Top Requests

Electric Service Payment Assistance	33
Rent Payment Assistance	13
Community Clinics	9
General Legal Aid	9
Food Pantries	8
VITA Program Sites	8
Adult State/Local Health Insurance Programs	6
Community Shelters	6
Glasses/Contact Lenses	6
Community Mental Health Agencies	5

Livingston County Detail

February 2011

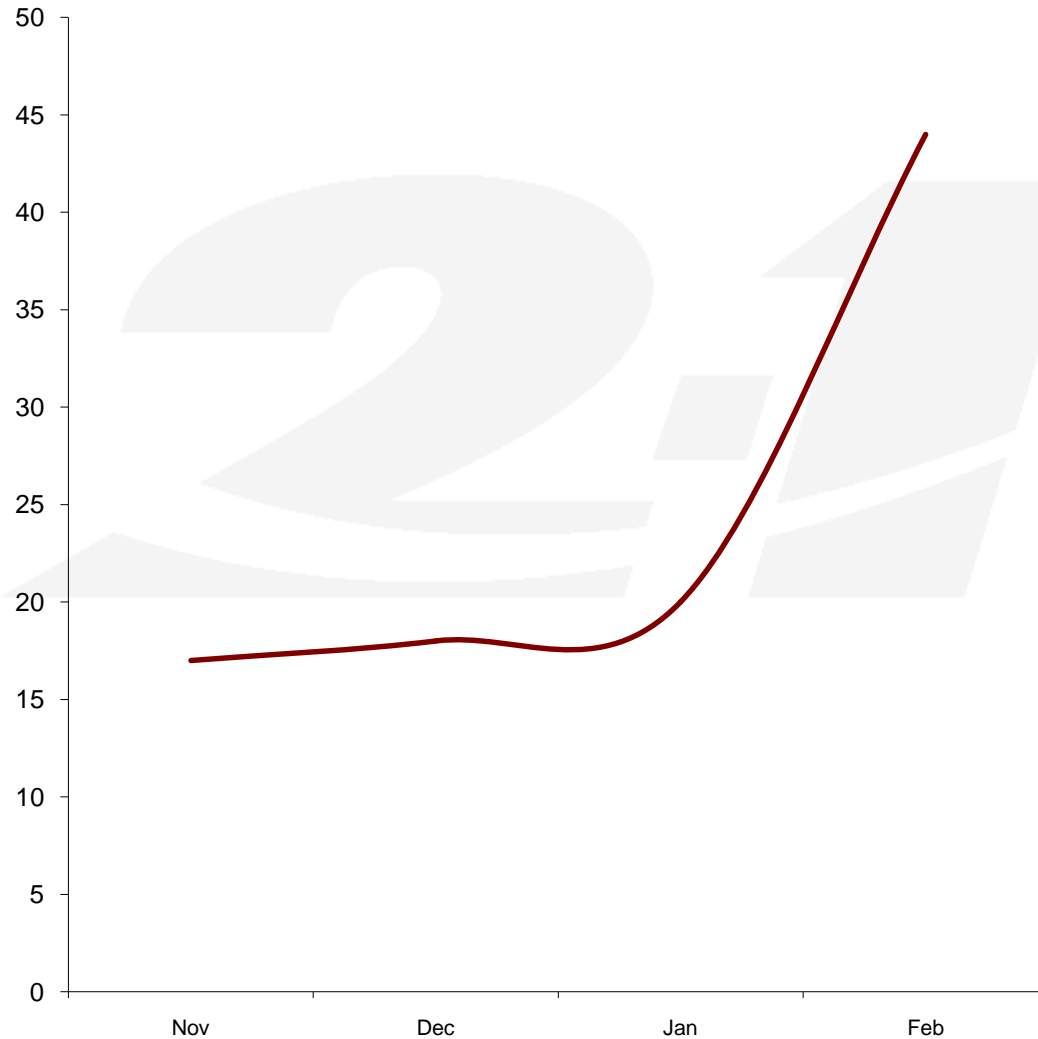
In February, 9% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	5	“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	4	“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.
Homeless Motel Vouchers	2	“Service not available” Emergency motel vouchers are generally not a provided service in the Central Michigan 2-1-1 service area. While the REACH shelter does an excellent job in providing emergency housing for the homeless, some residents in need are unable to use the shelter for medical or employment reasons.
Residential Snow Shoveling	2	“No immediate resource available” Many elderly and disabled residents were caught off guard with this year’s heavy snowfall. While certain agencies do offer this service, they usually reach capacity enrollment several months before winter. Callers are encouraged to apply for the service at that time.
Telephone Service Bill Payment	2	“Service not available” Callers seeking this service are usually referred to apply for either Safelink Wireless or Assurance Wireless, two free cell phone programs.

Shiawassee County Call Volume

Total Call Volume for February: 44



February's Top Requests

Electric Service Payment Assistance	8
Rent Payment Assistance	6
VITA Program Sites	4
Food Pantries	2
General Legal Aid	2
Mortgage Delinquency and Default Resolution Counseling	2
Water Service Payment Assistance	2
Bereavement Counseling	1
Charitable Organization Complaints	1
Child Care Provider Referrals	1

Shiawassee County Detail

February 2011

In February, 9% 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

Electric Bill Payment	1	“Client refused referral”
Gas Money	1	“Service not available”
Parental Visitation Facilitation	1	“Service not available”
Rent Payment	1	“Bill exceeds amount available”
-	-	* Shiawassee County had only four unmet needs in February

Giving Help: Volunteerism and Donations

<i>“Give Help” Calls</i>	
Volunteer Recruitment/Placement	18
Medical Supplies Donation Programs	5
Clothing Donation Programs	4
Furniture/Home Furnishings Donation Programs	4
Donation Pickups	3
Vehicle Donation Programs	2
Foster Parent/Family Recruitment	1
Mattress Donation Programs	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	4
Jackson	3
Adrian	2
Lansing	2
Charlotte	1
Clinton	1
Dimondale	1
Flint	1
Grand Blanc	1
Holt	1
Mason	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

