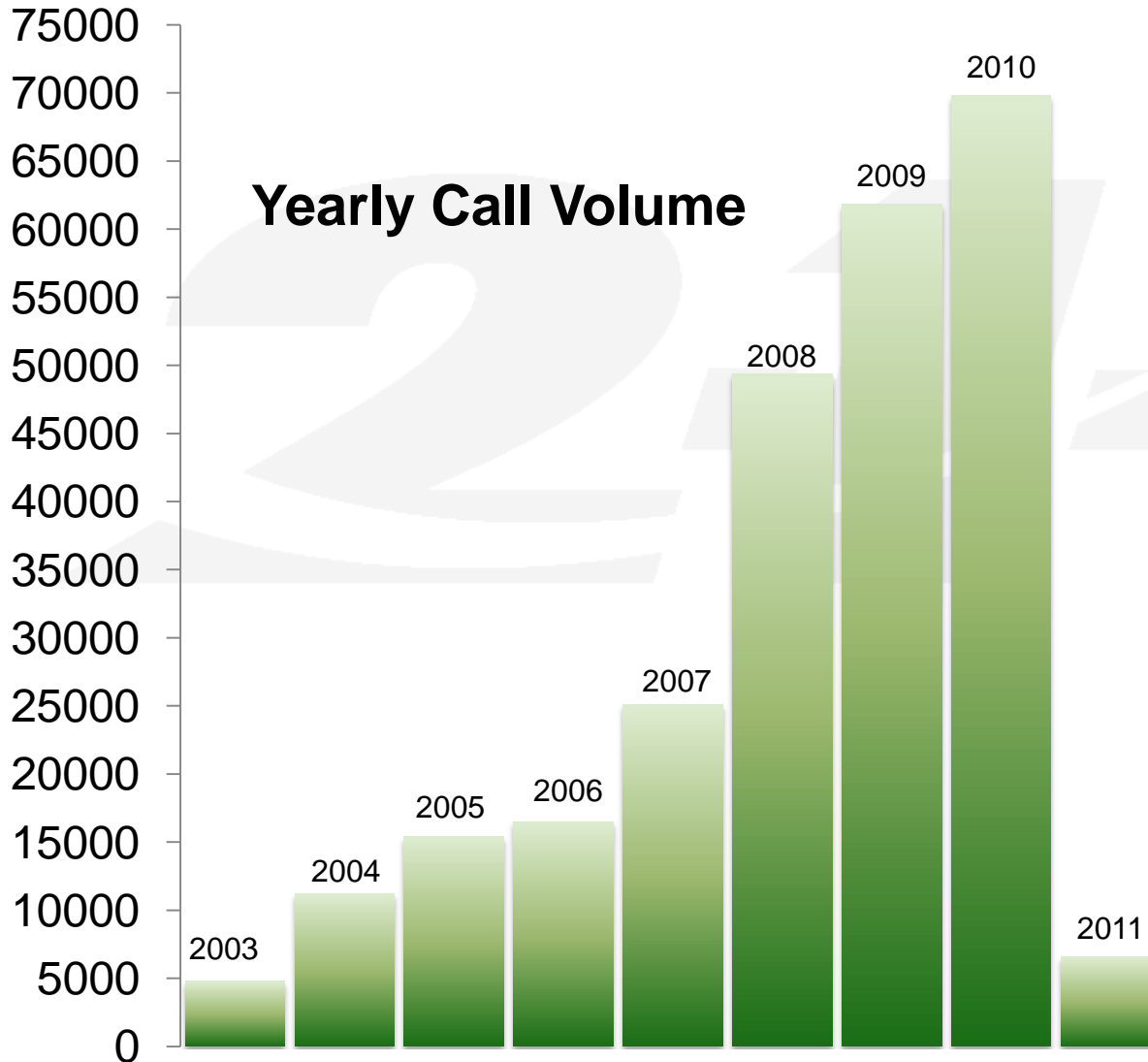




**January 2011
Community Report**



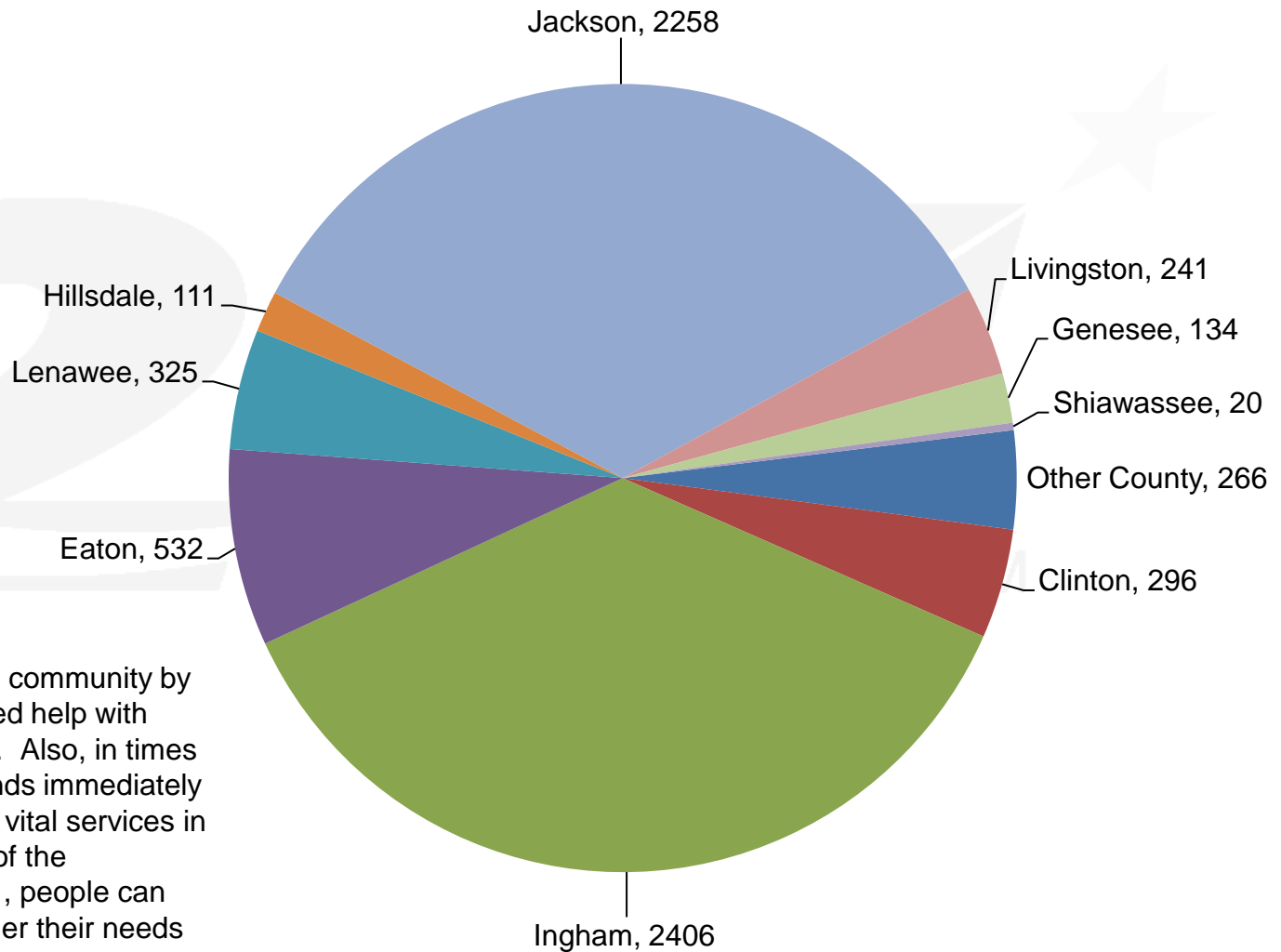
For many people, especially those who are unfamiliar with the health and human services process, half of the effort in resolving a problem is locating the appropriate resources for help. Central Michigan 2-1-1 is there to assist individuals and families in finding help when they need it most. One call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

Call Distribution by County

Total Call Volume, January 2011 – 6,589

Central Michigan 2-1-1 is proud to announce the addition of Genesee and Shiawassee counties to its service area. This monthly report is the first to include those counties.

Please note that call information for these two counties will be limited until sufficient call data is accrued over time.



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: Lucy had received a foreclosure notice in the mail that was meant for her landlord. She called 2-1-1 seeking rental deposit assistance so that she and her six children could avoid the impending housing crisis. Unfortunately, the traditional rental deposit resources were denying her application because neither the mortgage company nor the landlord had issued an eviction notice for the property's tenants. Lucy's call specialist realized that she met the minimum guidelines for The Salvation Army's HPRP program, which can sometimes assist even if the applicant has no eviction notice. The call specialist then sent a referral for Lucy to The Salvation Army indicating her initial eligibility. The Salvation Army was able to assist Lucy by paying her first month's rent and deposit for an apartment that was still within her children's school district.

Adrian: Shirley had been receiving disability benefits for three months. After working for decades in a professional environment, her new fixed income was not sufficient to cover her monthly expenses. She called 2-1-1 looking for help with an eviction notice. Her call specialist analyzed her monthly budget and instead redirected her to seek assistance with relocation to a more affordable rental property. The specialist utilized MSHDA's housing locator website to find properties that fit Shirley's needs, which included wheelchair accessibility, and then assisted Shirley in applying for rental deposit payment through available resources. Shirley was able to move into a new apartment before her eviction grace period expired, thereby saving her from having to utilize shelter services.

Spring Arbor: John was 53 years old, disabled and a diabetic. Because of his disability, John relied upon his sister to drive him into Jackson for medications and food. However, his sister had been unable to assist lately due to an increase in hours at work and John was quickly running out of his insulin and food. He had been approved for in-home care but the benefit was two weeks from its effective date. Because he was beneath the age guidelines for local medical transportation, there were no immediate resources for him. However, his call specialist recognized the emergent nature of the need and went to work seeking out-of-database resources for him. On the fifth call, she found a church that was willing to ask its parishioners to help John until his care voucher was activated. Two hours later, the church called back with good news: one of their people was willing to provide transportation to John for the following two weeks.

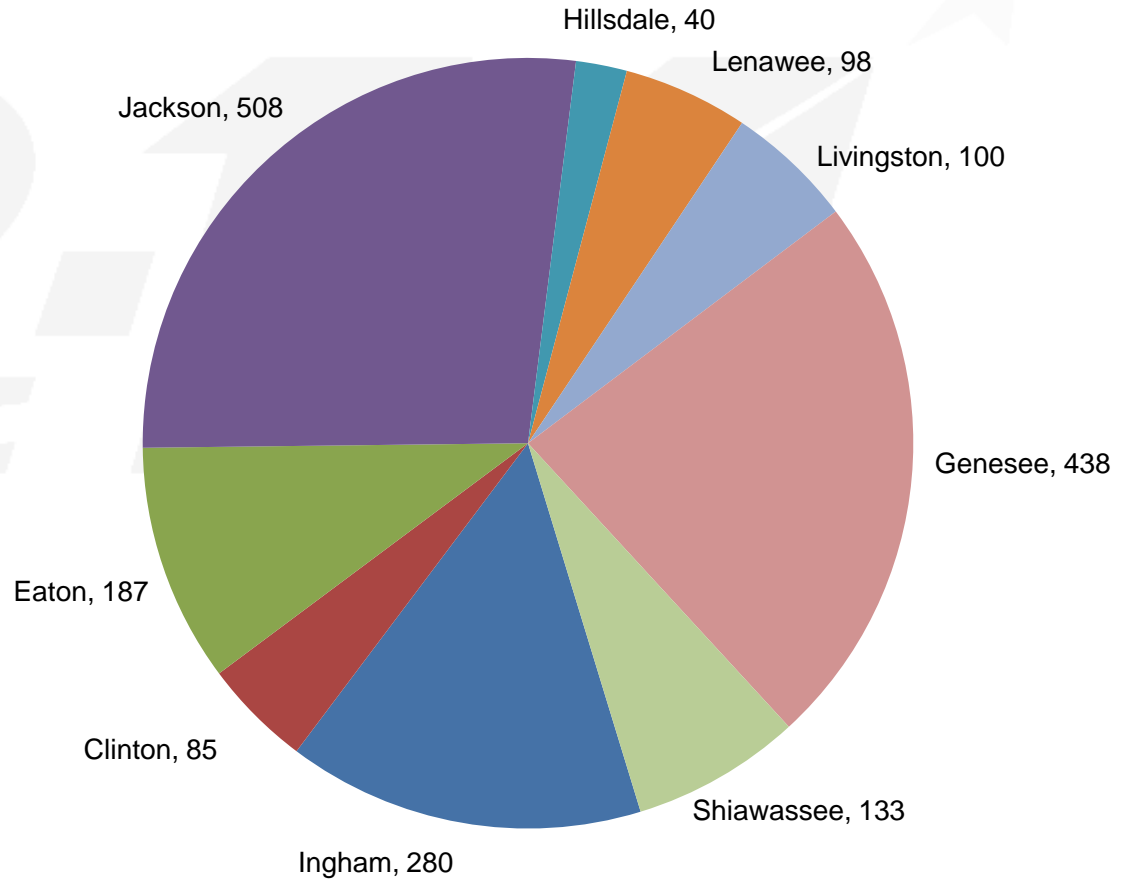
Web Contacts

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

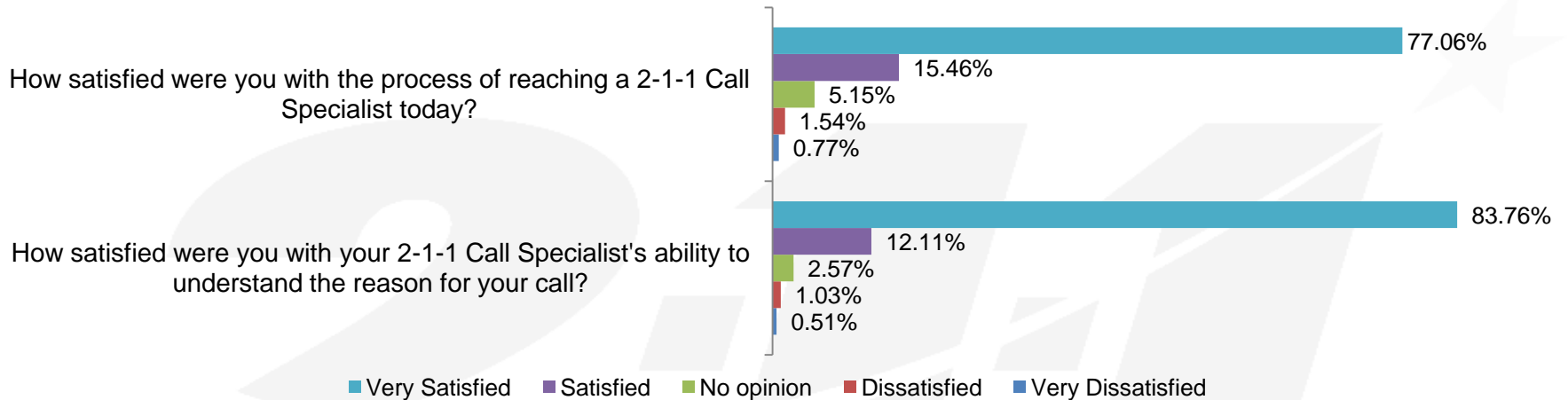
Total Visitors for January: 1,298

Top Ten Searches	
Food Pantries	129
Food Banks/Food Distribution Warehouses	83
Rent Payment Assistance	49
Automobile Payment Assistance	40
Emergency Food Clearinghouses	36
Electric Bill Payment Assistance	34
Mortgage Foreclosure Prevention	34
Adoption/Foster/Kinship Care Support Groups	33
Automotive Repair	33
Adoption Legal Services	32

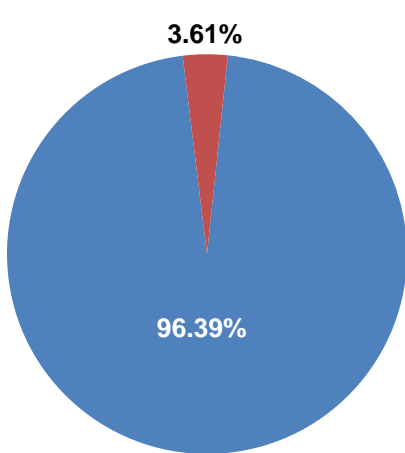
Search Volume by County



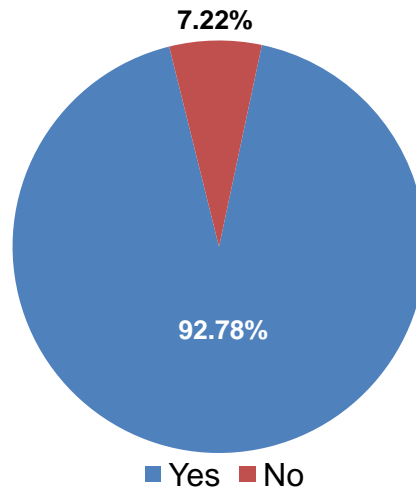
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client back approximately 2 minutes after their 2-1-1 call has ended. In January, 388 callers participated in the survey. Of those participants, 81.18% received referrals for services. Other results are listed below.



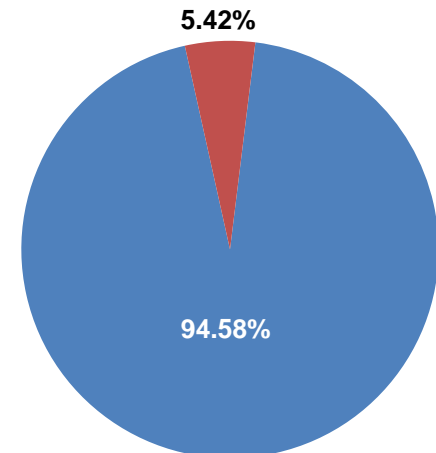
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



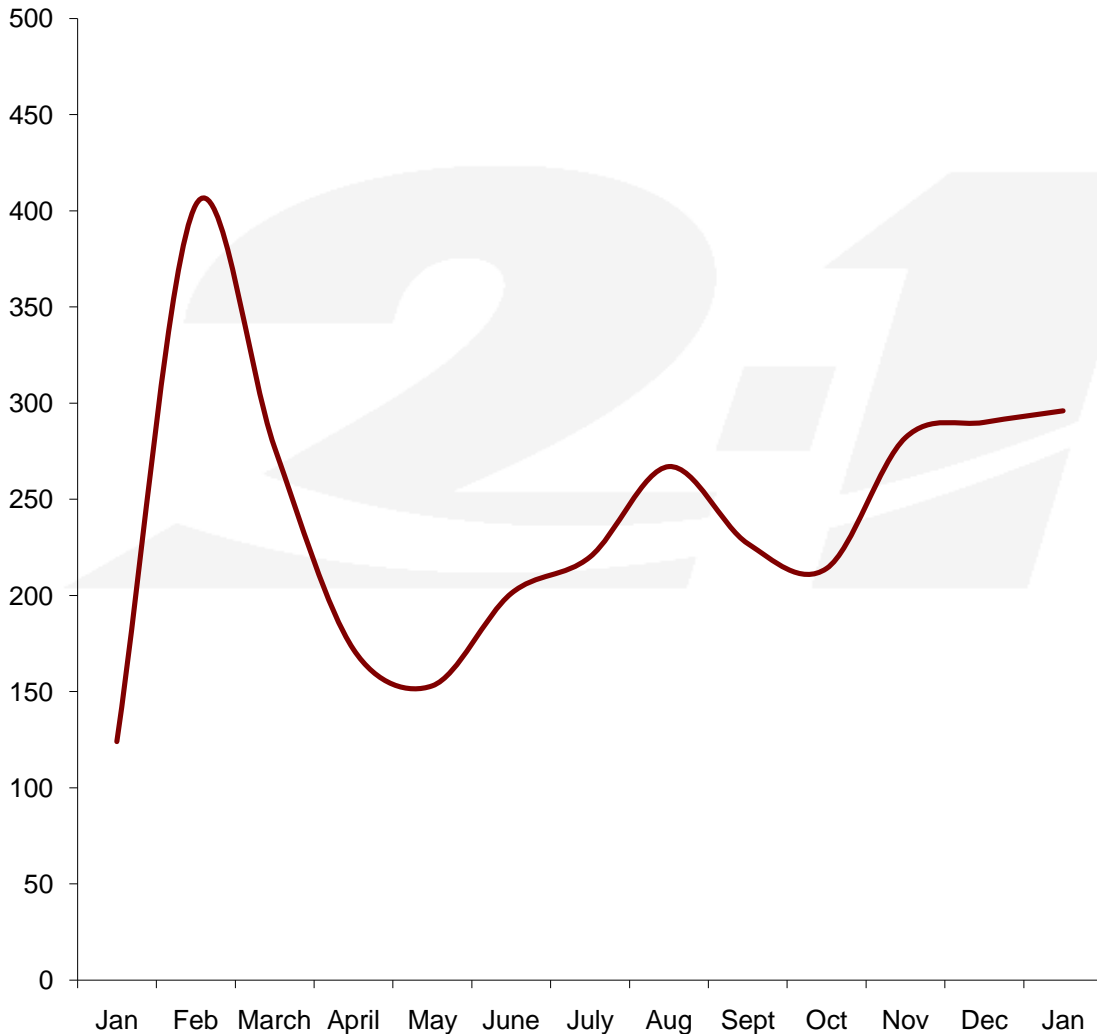
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for January: 296



January's Top Needs

Electric Bill Payment Assistance	45
VITA Program Sites	45
Rent Payment Assistance	14
Food Pantries	11
State Income Tax Information	11
Community Shelters	9
Rent Rebate/Tax Credit Information	9
Gas Money	8
General Furniture Provision	7
Gas Bill Payment Assistance	6

Clinton County Detail

January 2011

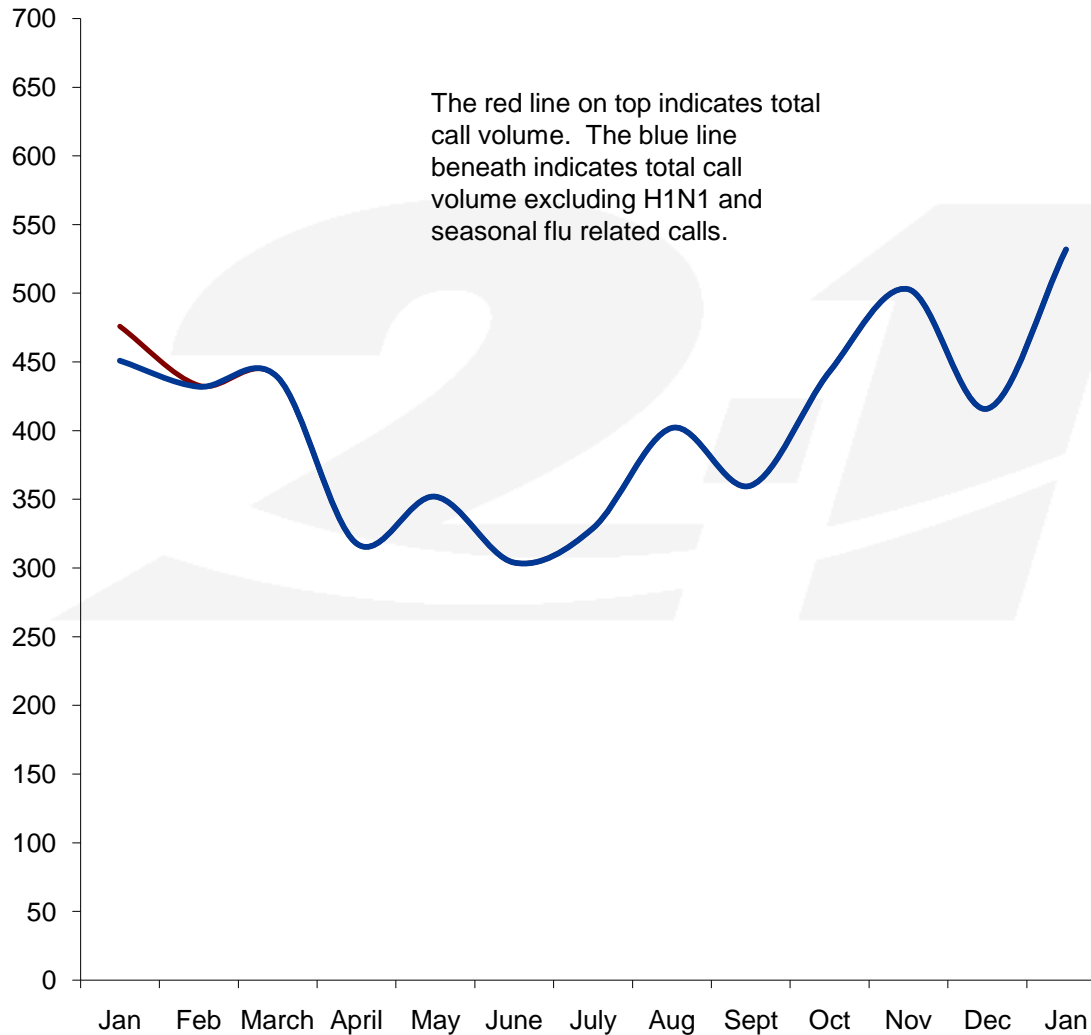
In January, 19% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	23	“No Immediate Resource Available” VITA sites generally do not begin processing tax forms until the end of January. Therefore, at least for January, this unmet need reason is not a reflection of a lack of capacity for the VITA program.
Electric Bill 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.
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	4	“Service not available” The requested service is not yet provided by any agency within the caller’s service area.
Property Tax Payment Assistance	3	“No Documentation” Callers seeking this service are required to be in forfeit. It is not enough to be simply past due. Callers in this predicament are often referred to their taxing authority to request a hardship exemption, if available.

Eaton County Call Volume

Total Call Volume for January: 532



January's Top Needs	
VITA Program Sites	86
Electric Bill Payment Assistance	79
Rent Payment Assistance	31
Food Pantries	30
Earned Income Credit Information	13
General Legal Aid	13
Heating Fuel Payment Assistance	13
General Furniture Provision	9
Mortgage Foreclosure Prevention	9
State Income Tax Information	9

Eaton County Detail

January 2011

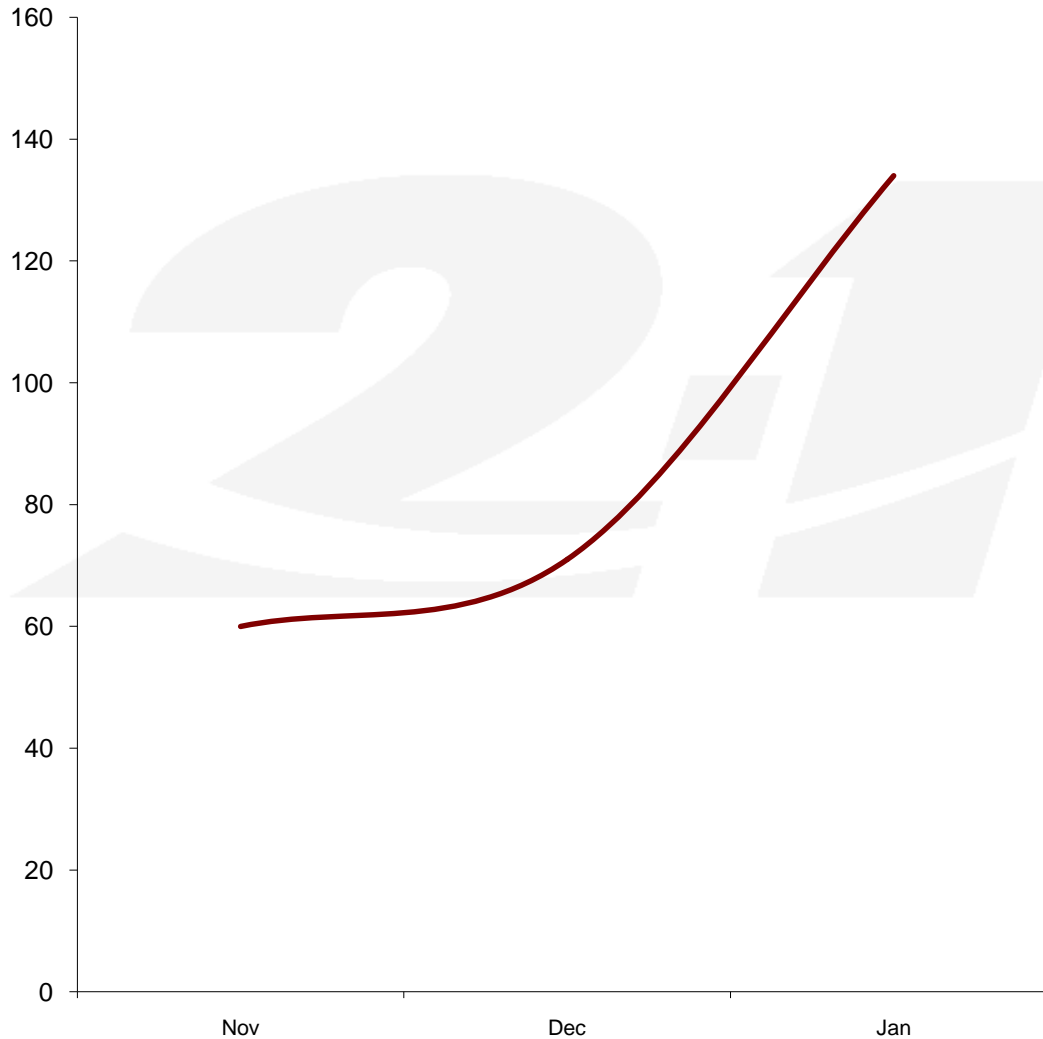
In January, 17% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	42	“No Immediate Resource Available” VITA sites generally do not begin processing tax forms until the end of January. Therefore, at least for January, this unmet need reason is not a reflection of a lack of capacity for the VITA program.
Electric Bill Payment Assistance	15	“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	7	“Bill Exceeds Amount Available” While assistance is available, it is not enough to satisfy the caller’s arrearage. Sometimes, landlords will try to help a tenant by delaying the eviction process. Unfortunately, the tenant cannot qualify for rent payment until an eviction notice is issued. This can mean that the tenant has accrued too much arrearage over time, through late fees and other penalties, to reasonably expect adequate payment assistance.
Automotive Repair	2	“Client ineligible/target population requirement” The only agency offering automotive repair in Eaton county is the Department of Human Services. Because that agency requires the client to be both employed and with minor children in the home, many elderly or disabled residents in need of this service are ineligible for assistance.
Property tax Payment Assistance	2	“No Documentation” Callers seeking this service are required to be in forfeit. It is not enough to be simply past due. Callers in this predicament are often referred to their taxing authority to request a hardship exemption. Unfortunately, Eaton County has no such assistance available for residents at this time.

Genesee County Call Volume

Total Call Volume for January: 134



January's Top Requests

Electric Bill Payment Assistance	38
Comprehensive Information and Referral	10
Food Pantries	10
Food Stamps	7
Rent Payment Assistance	6
Gas Money	3
Community Shelters	2
Outreach Programs	2
Rental Deposit Assistance	2
Utility Company Complaints	2

Genesee County Detail

January 2011

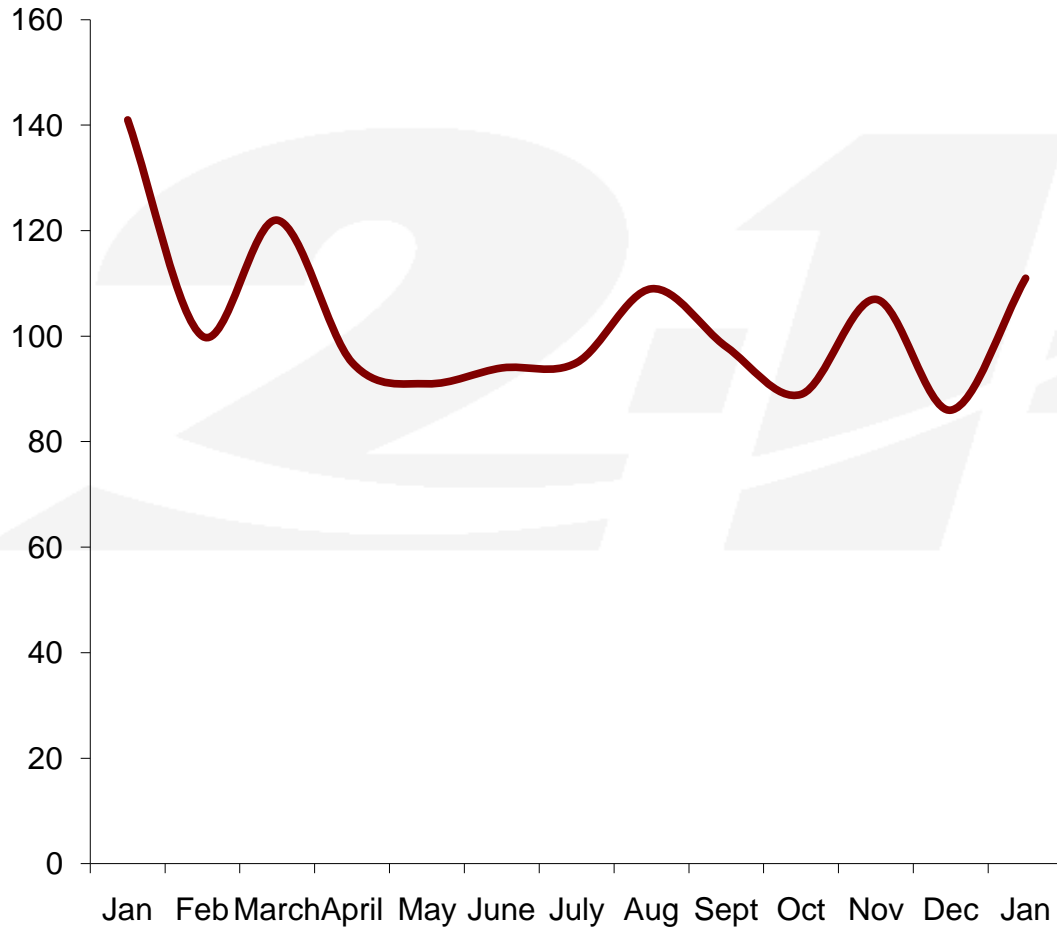
In January, 13% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment Assistance	5	“Bill Exceeds Amount Available”
Gas Money	3	“Service Not Available”
Bus Fare	1	“Service Not Available”
Community Shelters	1	“Client Refused Referral”
Mortgage Foreclosure Prevention	1	“Client Refused Referral”

Hillsdale County Call Volume

Total Call Volume for January: 111



January's Top Needs

Electric Bill Payment Assistance	15
Heating Fuel Payment Assistance	6
Transitional Housing/Shelter	5
Rental Deposit Assistance	4
Resource Fairs	4
General Legal Aid	3
Rent Payment Assistance	3
VITA Program Sites	3
Adult State/Local Health Insurance Programs	2
Automobiles	2

Hillsdale County Detail

January 2011

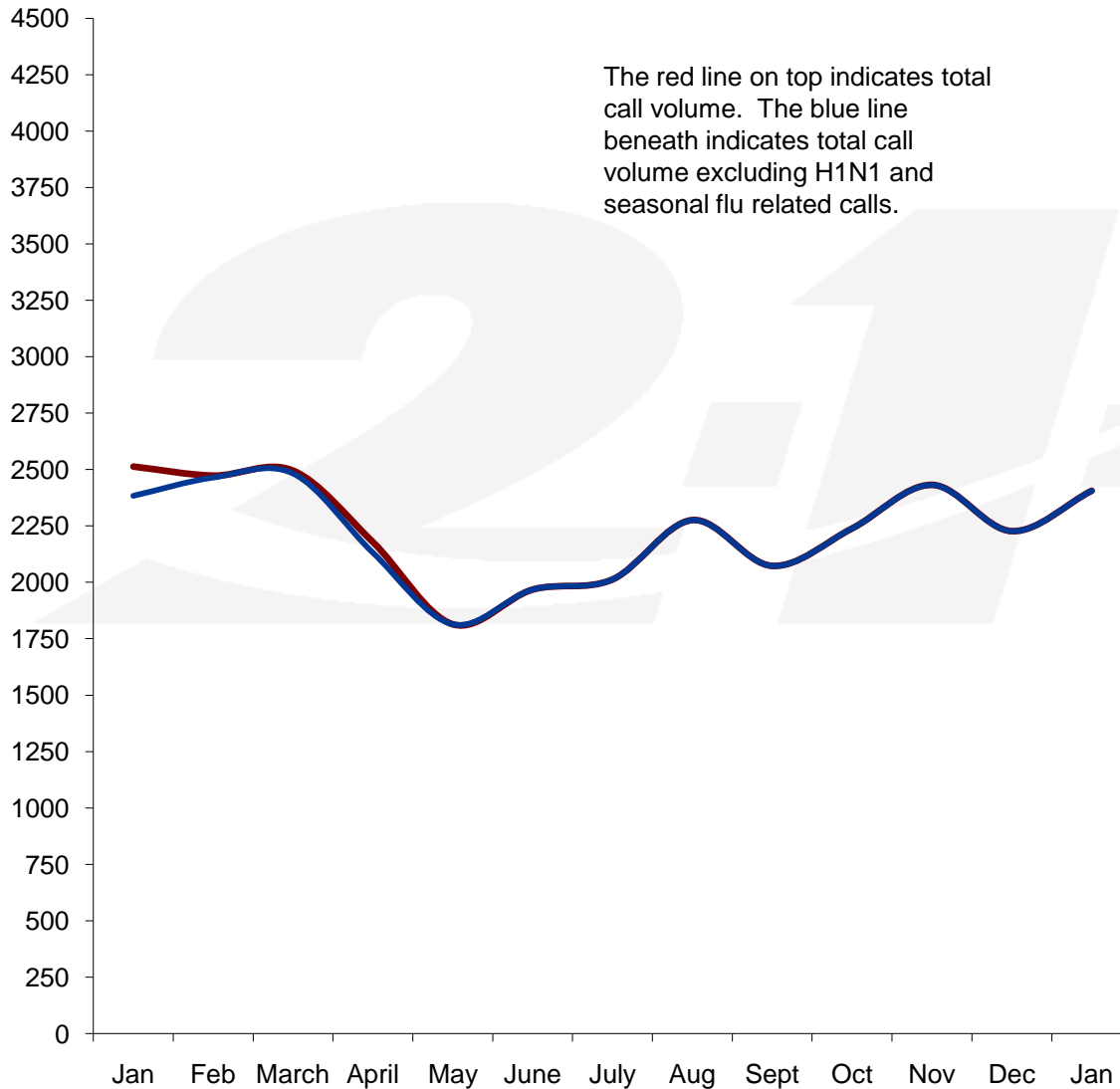
In January, 23% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment Assistance	4	“Bill Exceeds Amount Available”
Heating Fuel Payment Assistance	3	“Bill Exceeds Amount Available”
Prescription Expense Assistance	2	“Service not available” The requested service is not yet provided by any agency within the caller’s service area.
Property Tax Payment Assistance	2	“No Documentation” Callers seeking this service are required to be in forfeit. It is not enough to be simply past due. Callers in this predicament are often referred to their taxing authority to request a hardship exemption.
Rent Payment Assistance	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.

Ingham County Call Volume

Total Call Volume for January: 2406



January's Top Needs	
VITA Program Sites	484
Electric Bill Payment Assistance	302
Food Pantries	146
Rent Payment Assistance	100
Community Shelters	70
General Furniture Provision	59
State Income Tax Information	51
Low Income/Subsidized Private Rental Housing	44
Rent Rebate/Tax Credit Information	38
Earned Income Credit Information	37

Ingham County Detail

January 2011

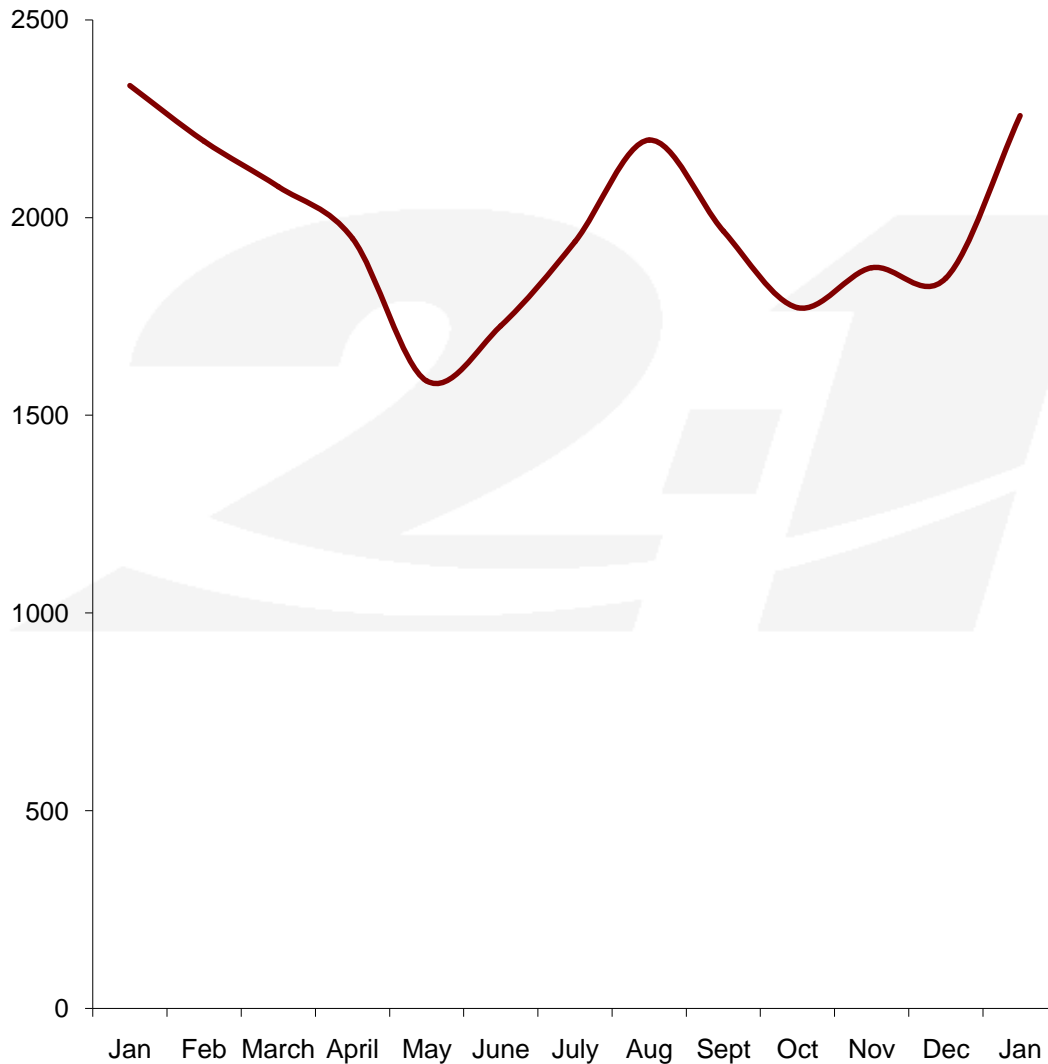
In January, 17% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	219	“No Immediate Resource Available” VITA sites generally do not begin processing tax forms until the end of January. Therefore, at least for January, this unmet need reason is not a reflection of a lack of capacity for the VITA program.
Electric Bill Payment Assistance	65	“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	38	“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	9	“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.
Prescription Expense Assistance	8	“Target Population Requirement” Cristo Rey is currently the only agency providing prescription assistance in Ingham County. Many callers are not able to satisfy Cristo Rey’s primary eligibility requirement that the applicant have no existing health insurance. Therefore, callers seeking help with co pays or non-covered medications are ineligible.

Jackson County Call Volume

Total Call Volume for January: 2258



January's Top Needs

VITA Program Sites	425
Electric Bill Payment Assistance	160
Food Pantries	118
State Income tax Information	107
Rent Payment Assistance	86
Rent Rebate/Tax Credit Information	77
Earned Income Credit Information	56
General Furniture Provision	55
General Dentistry	42
General Legal Aid	41

Jackson County Detail

January 2011

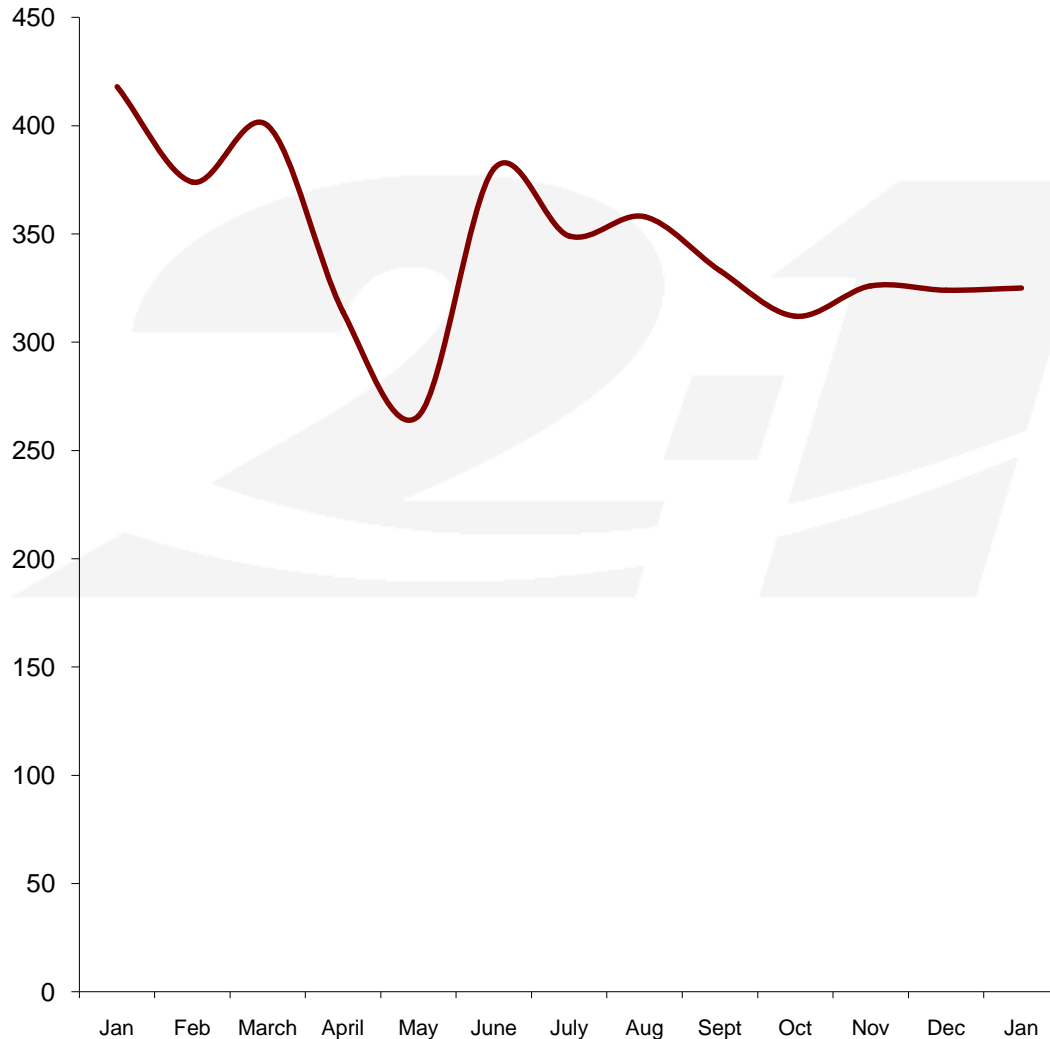
In January, 12% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

VITA Program Sites	124	“No Immediate Resource Available” VITA sites generally do not begin processing tax forms until the end of January. Therefore, at least for January, this unmet need reason is not a reflection of a lack of capacity for the VITA program.
Rent Payment Assistance	27	“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.
Electric Bill Payment Assistance	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.
Undesignated Temporary Financial Assistance	7	“No immediate resource available” This type of funding has “no strings attached.” Usually, it is used to provide services that are otherwise unavailable in the community. For instance, callers seeking help in paying for the GED equivalency exam will commonly be referred to this type of funding. In its absence, callers with atypical needs tend to fall through the cracks. Central Michigan 2-1-1 often assists agencies offering this service by screening potential applicants based on stated eligibility requirements.

Lenawee County Call Volume

Total Call Volume for January: 325



January's Top Needs

Electric Bill Payment Assistance	33
Rent Payment Assistance	24
Community Shelters	10
Food Pantries	9
Gas Money	9
Prescription Expense Assistance	9
Community Clinics	8
General Legal Aid	8
Heating Fuel Payment Assistance	8
General Dentistry	7

Lenawee County Detail

January 2011

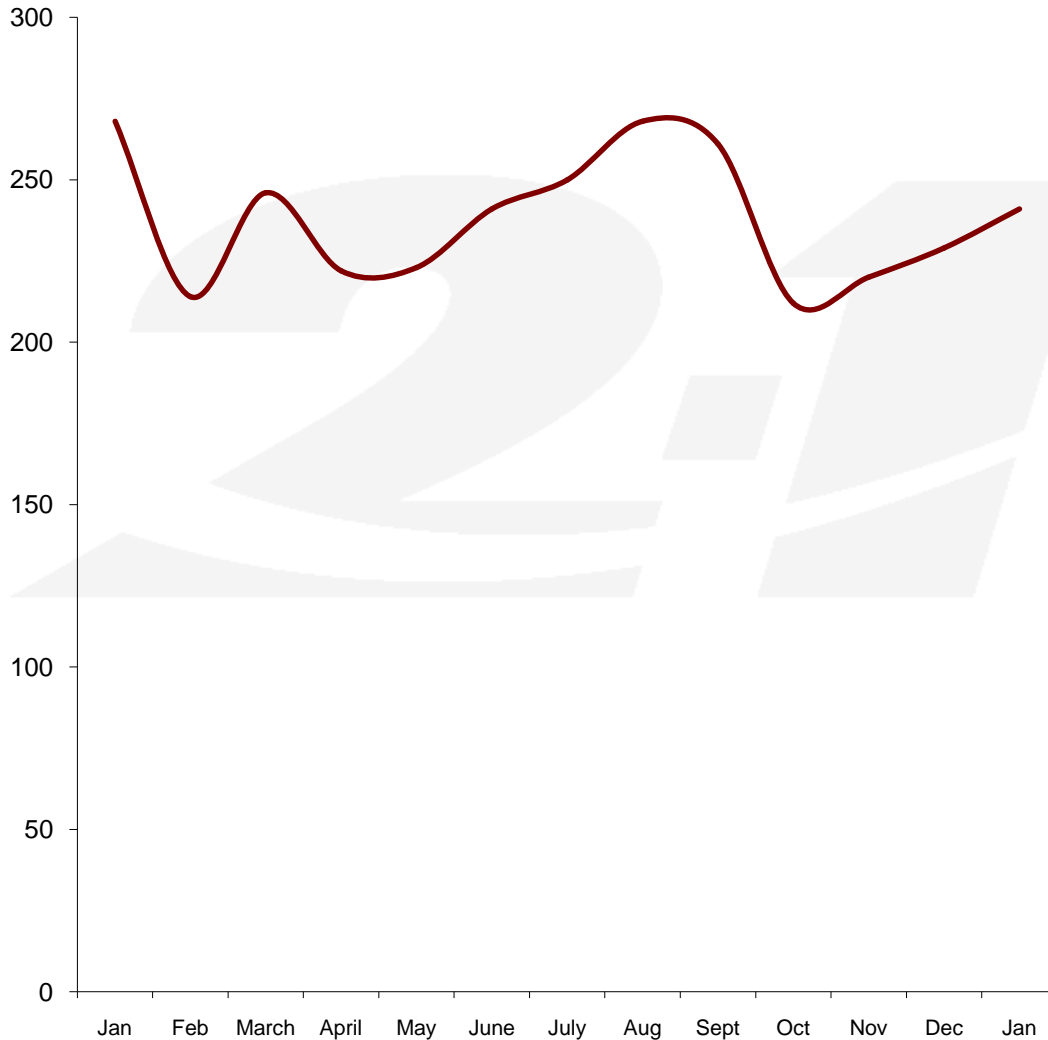
In January, 9% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Gas Money	9	“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.
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 court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Car Insurance Payment Assistance	2	“Service Not Available”
Electric Bill 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.
Heating Fuel Payment Assistance	1	“Bill Exceeds Amount Available” With heating fuel costs skyrocketing, many out-county residents have difficulty in finding sufficient community funding to fill their tanks. This problem is compounded by heating fuel companies that require minimum fill amounts.

Livingston County Call Volume

Total Call Volume for January: 241



January's Top Requests

Electric Bill Payment Assistance	20
Rent Payment Assistance	14
Food Stamps	12
Food Pantries	8
Community Shelters	7
Adult State/Local Health Insurance Programs	6
General Legal Aid	6
Heating Fuel Payment Assistance	6
Homeless Motel Vouchers	6
Automotive Repair	5

Livingston County Detail

January 2011

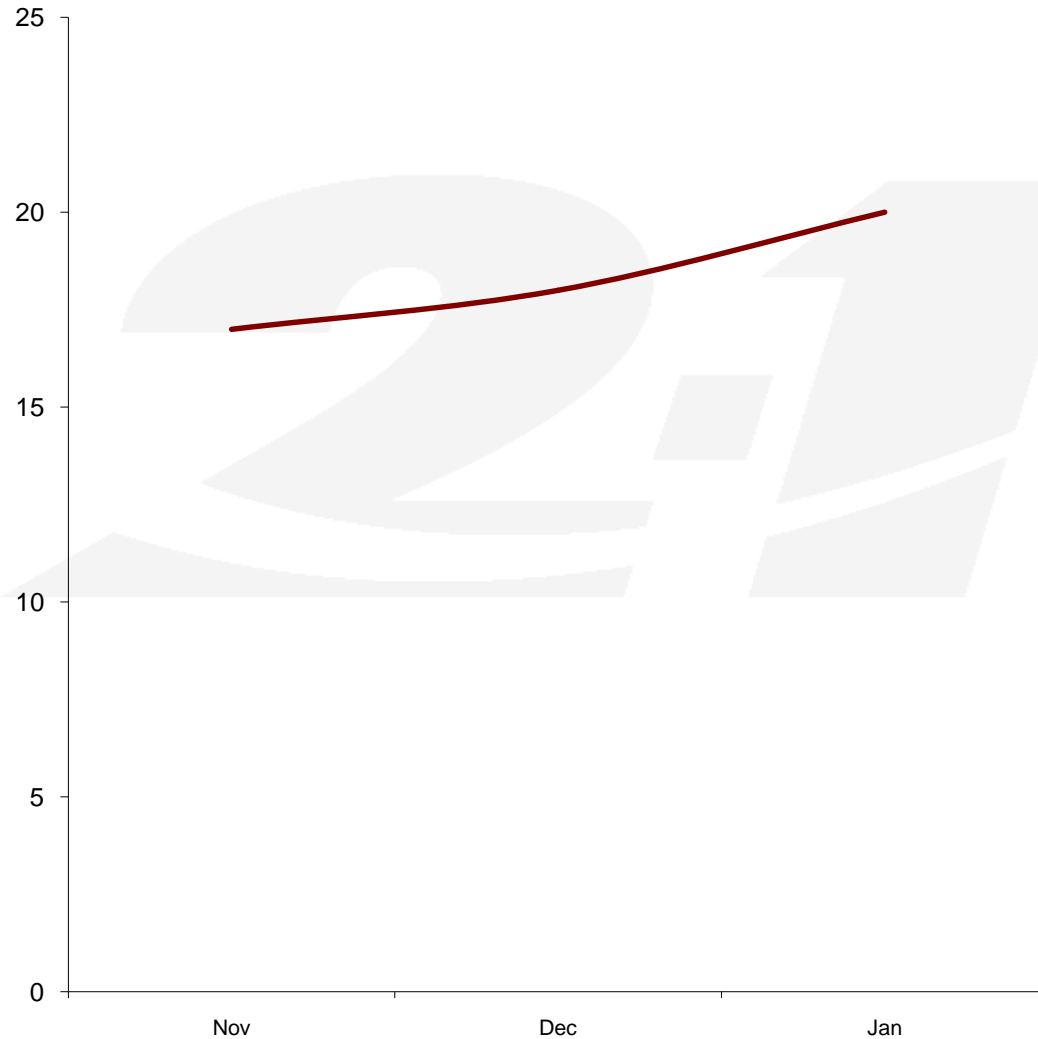
In January, 16% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Homeless Motel Vouchers	5	“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.
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.
Property Tax Payment Assistance	4	“No Documentation” Callers seeking this service are required to be in forfeit. It is not enough to be simply past due. Callers in this predicament are often referred to their taxing authority to request a hardship exemption.
Electric Bill 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.
Gas Bill Payment Assistance	2	“Client Refused Referral” Sometimes, callers are unwilling to pursue resources even though they exist. This most commonly happens with those who do not generally seek assistance and are overwhelmed by the processes of doing so. Central Michigan 2-1-1 does not force callers to accept referrals.

Shiawassee County Call Volume

Total Call Volume for January: 20



January's Top Requests

Discounted Utility Services	2
Food Stamps	2
Home Rehabilitation Grants	2
Mortgage Foreclosure Prevention	2
Adult State/Local Health Insurance Programs	1
Assisted Living Facilities	1
Bus Fare	1
Comprehensive Information and Referral	1
Electric Bill Payment Assistance	1
Food Pantries	1

Shiawasse County Detail

January 2011

In January, 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

Bus Fare	1	“Service Not Available”
Gas Money	1	“Service Not Available”
Rent Payment Assistance	1	“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	1	“No Immediate Resource Available” VITA sites generally do not begin processing tax forms until the end of January. Therefore, at least for January, this unmet need reason is not a reflection of a lack of capacity for the VITA program.
Scholarships	1	“Service Not Available” It should be noted that requests for “scholarships” are often unmet simply because there is no central non-profit agency in the area that helps students locate tuition payment assistance. Usually, these callers receive an out-of-database referral to their preferred educational institution to speak with a financial aid advisor.

Giving Help: Volunteerism and Donations

<i>“Give Help” Calls</i>	
<i>Volunteer Placement</i>	22
<i>Donation Pickups</i>	9
<i>Furniture Donation</i>	5
<i>Clothing Donation</i>	3
<i>Medical Supplies Donation</i>	3
<i>Computer Donation</i>	2
<i>Appliance Donation</i>	1
<i>Food Donation</i>	1
<i>Foster Parent/Family Recruitment</i>	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>	
<i>Lansing</i>	7
<i>East Lansing</i>	4
<i>Adrian</i>	1
<i>Blissfield</i>	1
<i>Dewitt</i>	1
<i>Flint</i>	1
<i>Grand Ledge</i>	1
<i>Haslett</i>	1
<i>Howell</i>	1
<i>Jackson</i>	1
<i>Linden</i>	1
<i>Onsted</i>	1
<i>Saint Johns</i>	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

