



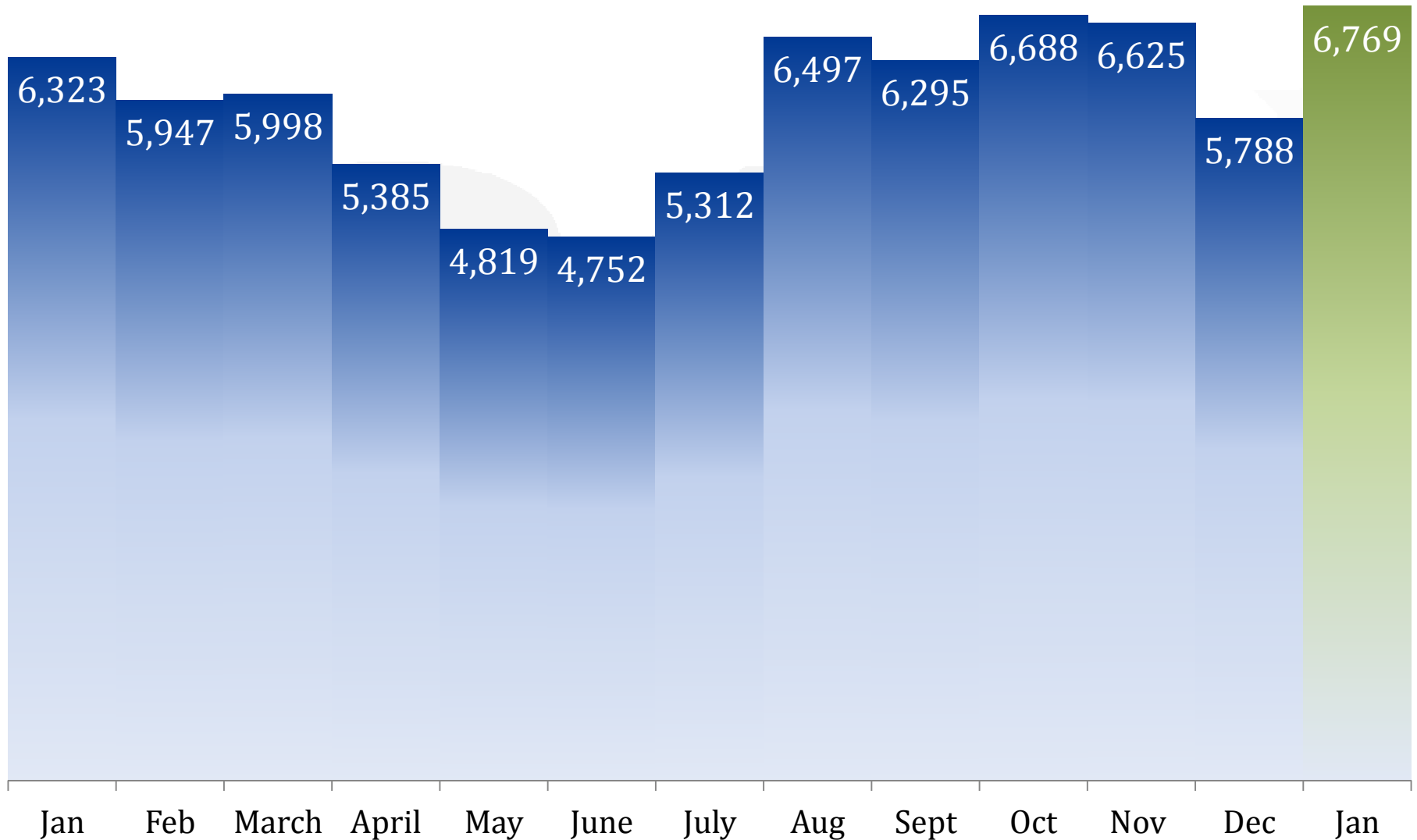
**January 2012
Community Report**

Note: Beginning with this month's report, total monthly call volume will exclude calls from counties outside of the Central Michigan 2-1-1 service area. Such calls are typically the result of misdialed numbers or technical problems with call routing.

Monthly Call Volume

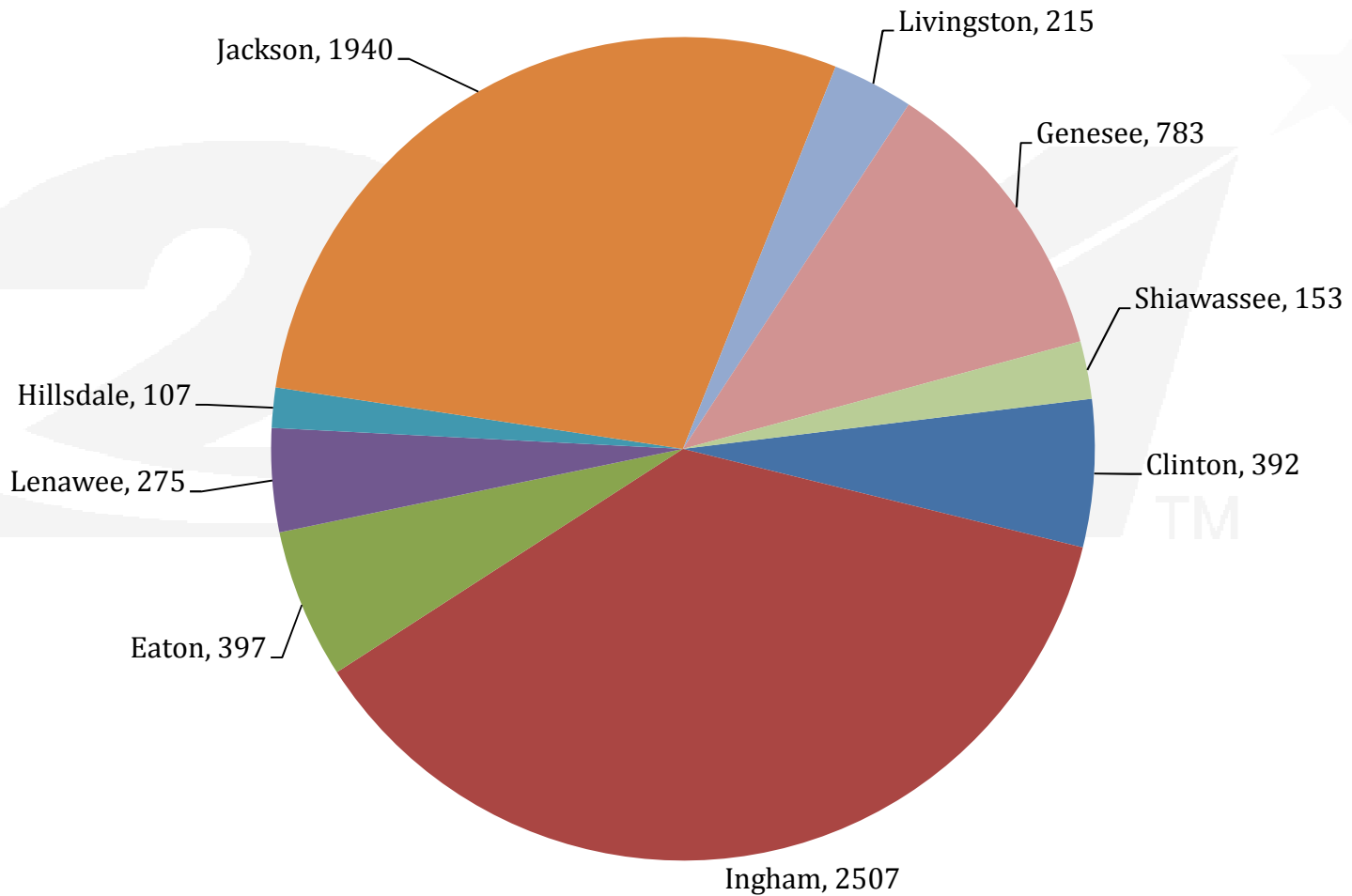
2011

2012



Call Distribution by County

Total Call Volume, January 2011 – 6,769



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.

Jaime called because she had recently begun receiving disability benefits. New to the unique challenges of living on a fixed income, she was in the process of lowering her monthly expenses.

She mitigated her largest expense, housing, by moving in with her sister who was allowing Jaime to stay in a guest room without paying for rent. This allowed Jaime to seek out income based housing without having to locate emergency shelter in the meantime.

Unfortunately, the Section 8 application for her county was only available online. Her call specialist initially gave her a list of local computer centers that offered free access. After a moment, however, the specialist determined that it was Jaime's lack of comfort with online resources that was the problem.

The call specialist spent the next half hour calling non-profits in the area that he knew had computer labs. Eventually, one of the agencies agreed to help Jaime apply for Section 8 using one of their computers and also provided an employee to help her navigate the web application.





Charlie and his girlfriend, Melanie, were renting a property from a relative and were thinking about signing a land contract so that they could fulfill their dream of owning a home.

They called 2-1-1 because they had never purchased a home before and were unfamiliar with the process. While asking probing questions about their current living situation and the proposed land contract, the call specialist discovered that they were being asked to enter into the contract on a home that was still mortgaged. Being a landlord herself, the specialist warned Charlie that such an arrangement was likely illegal and referred Charlie to Legal Aid.



After meeting with Legal Aid, Charlie called back to give an update. The proposed contract was indeed illegal and, more than that, the home had a considerable tax debt attached to it that the owner had failed to disclose. Charlie and Melanie had decided to slow things down and enroll in a home purchase counseling program before signing any other contracts.

Web Contacts

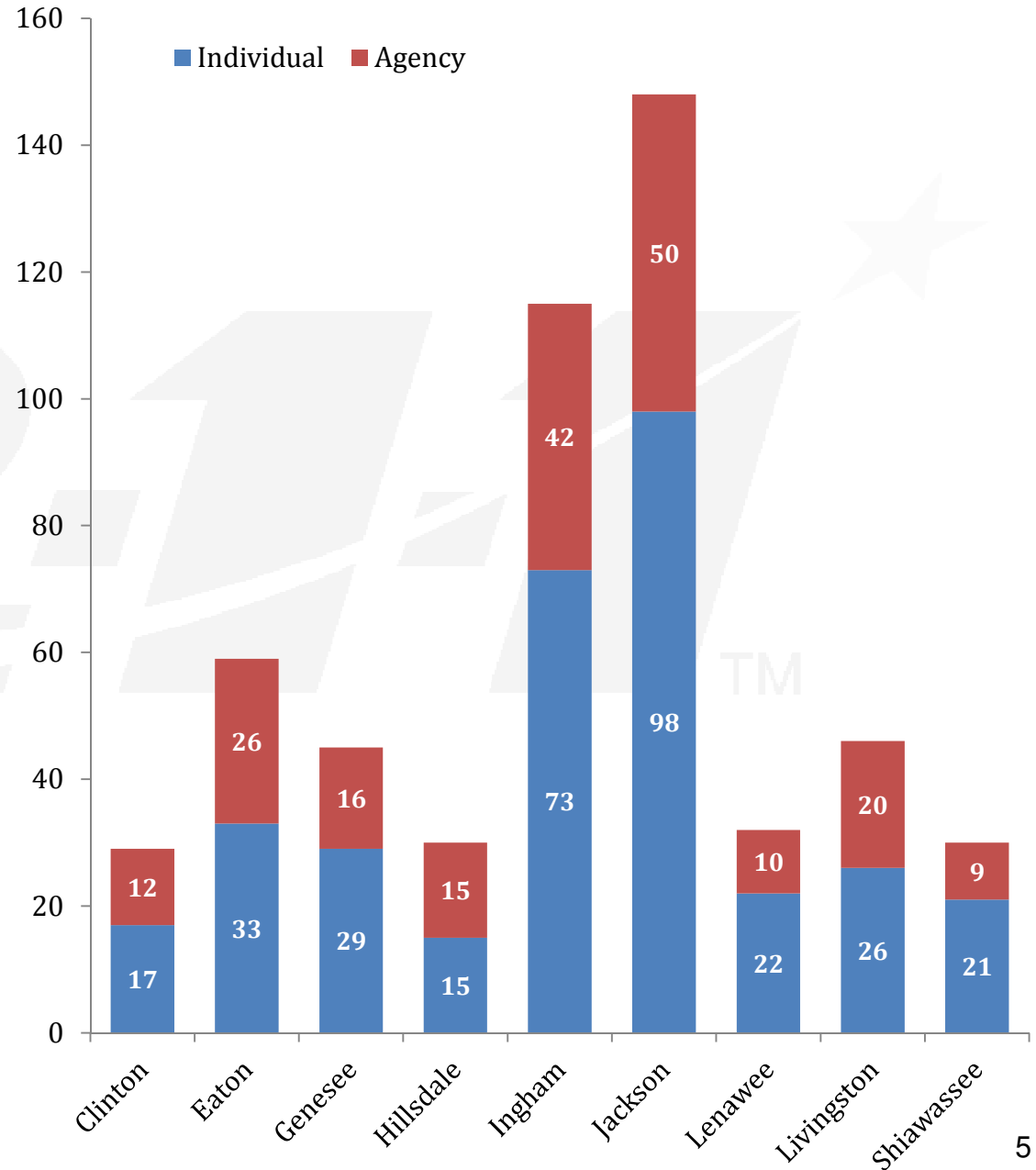
Total website visitors: 2,166

Visitors seeking assistance: 534

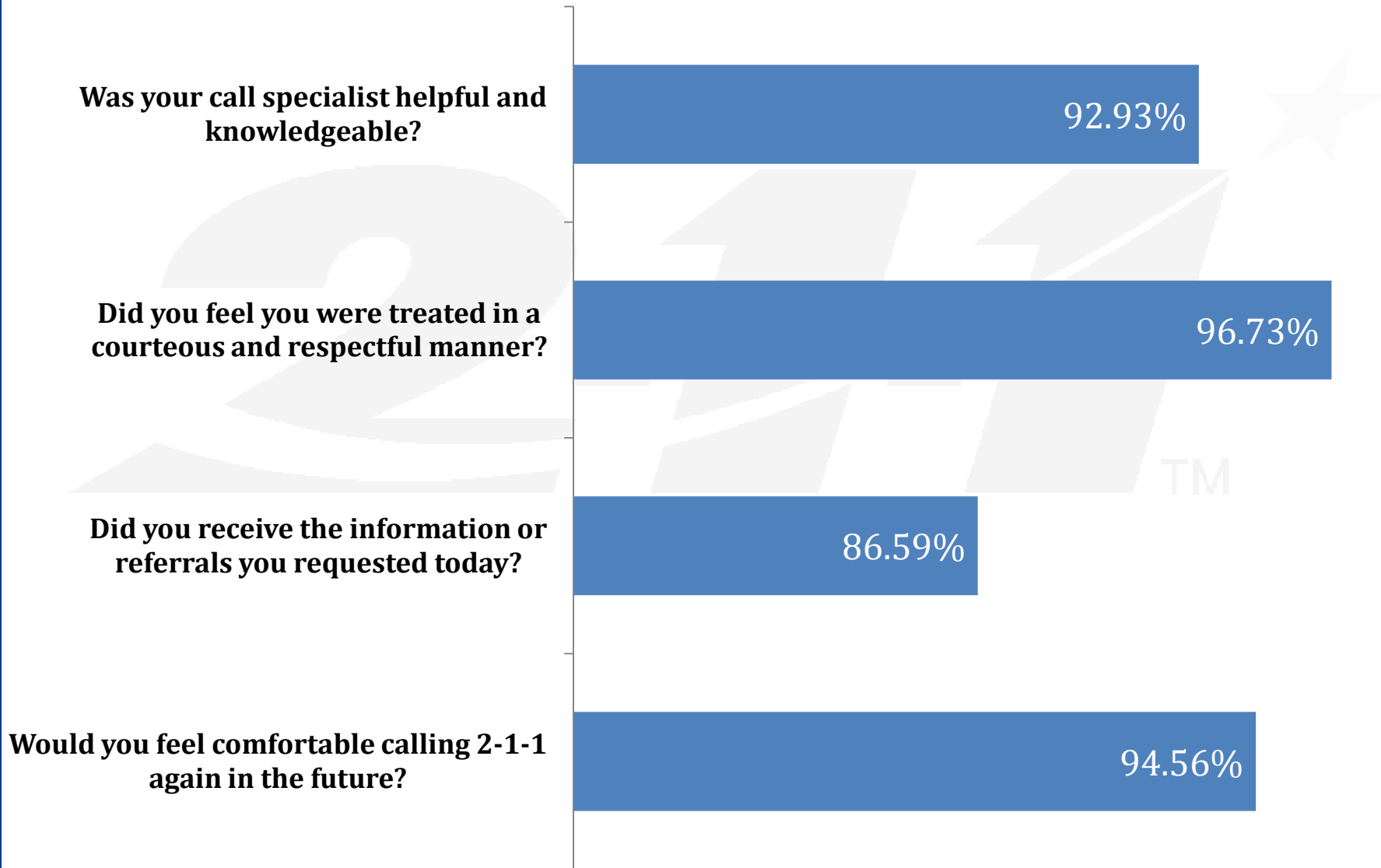
Top Ten Searches

Food Pantries	170
Electric Service Payment Assistance	76
Food Banks/Food Distribution Warehouses	64
Rent Payment Assistance	60
Adult High School Diploma Programs	42
Section 8 Housing Choice Vouchers	41
Gas Service Payment Assistance	40
Adult State/Local Health Insurance Programs	36
Discounted Utility Services	35
Low Income/Subsidized Private Rental Housing	34

Number and Type of Web Visitors by County

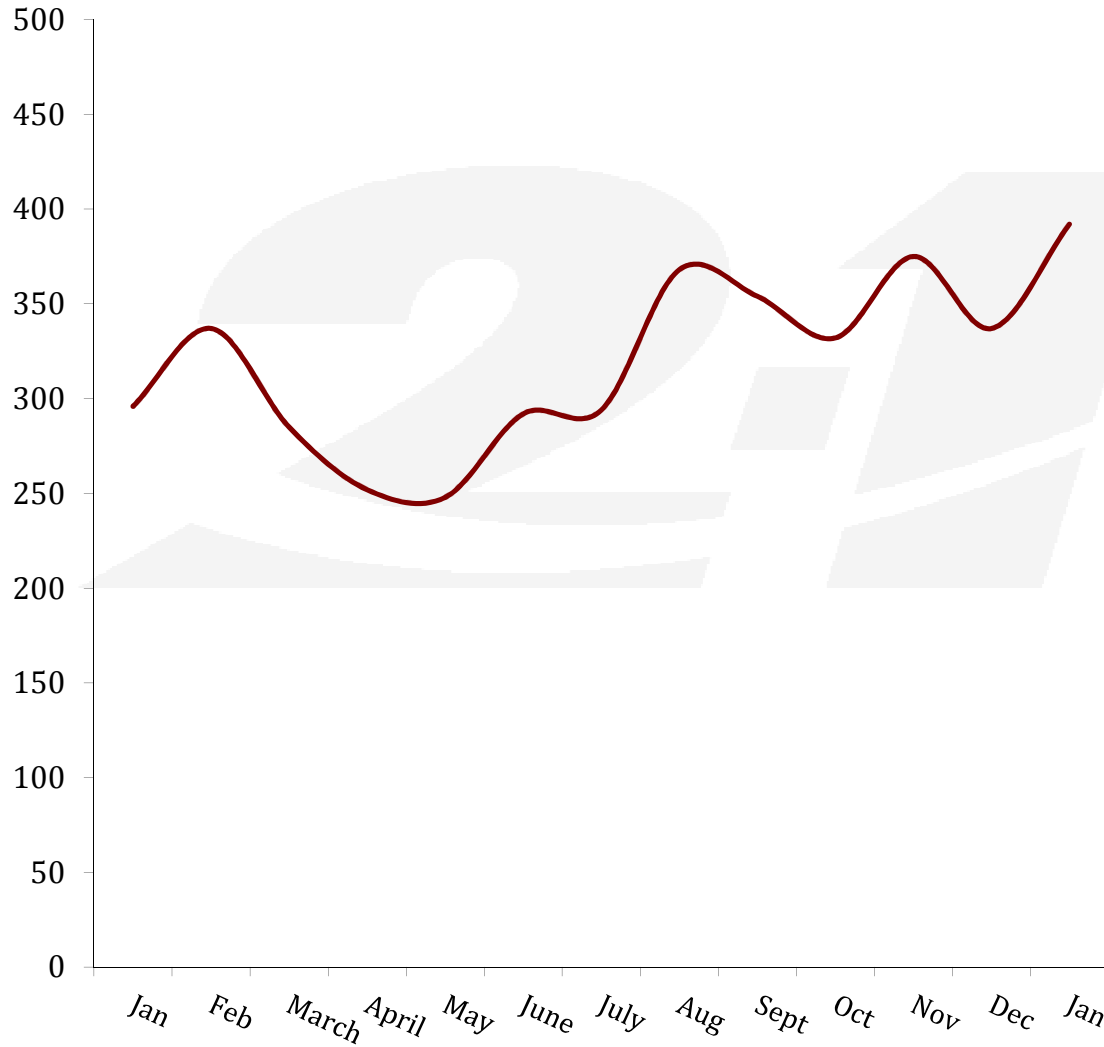


Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately two minutes after their 2-1-1 call has ended. In January, 552 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 January: 392



January's Top Needs	
VITA Program Sites	86
Food Pantries	40
Electric Service Payment Assistance	29
Rent Payment Assistance	23
Community Shelters	9
Prescription Expense Assistance	8
State Income Tax Information	8
Gas Service Payment Assistance	7
General Furniture Provision	7
Earned Income Credit Information	5

Clinton County Detail

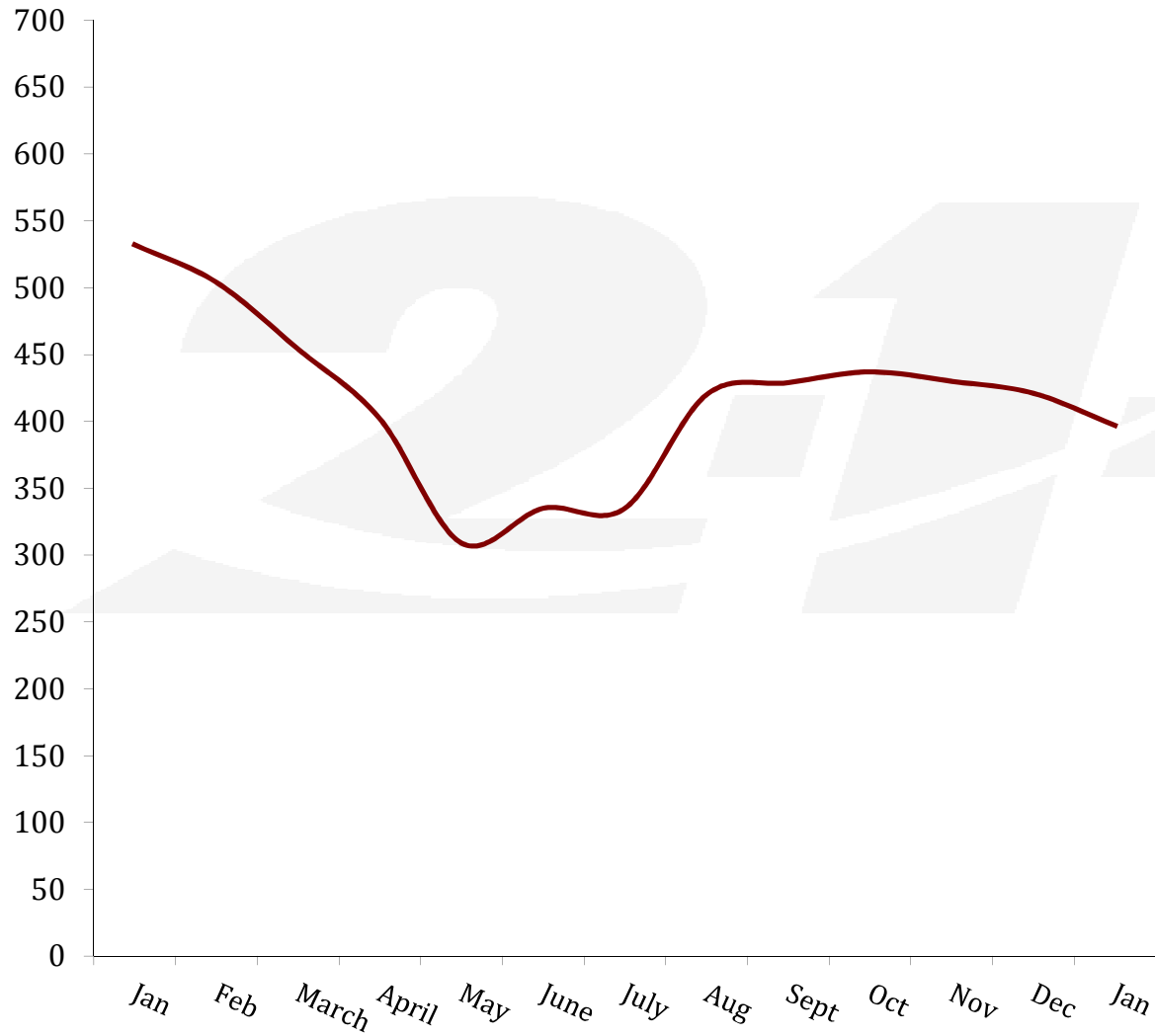
January 2011

In January, 17% 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
VITA Program Sites	78	No immediate resource available While the service is available in the area, for some reason it could be accessed quickly enough to be meaningful to the caller.
Electric Service Payment Assistance	46	Bill exceeds amount available The average amount due for these callers was \$1,129.
Rent Payment Assistance	33	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Water Service Payment Assistance	25	Bill exceeds amount available The average amount due for these callers was \$425.
Gas Service Payment Assistance	11	No documentation For utility bills, this generally indicates that the caller was 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 January: 397



January's Top Needs	
VITA Program Sites	44
Electric Service Payment Assistance	43
Food Pantries	27
Rent Payment Assistance	18
Gas Service Payment Assistance	11
Community Clinics	9
Heating Fuel Payment Assistance	9
Community Shelters	8
Gas Money	8
General Dentistry	8

Eaton County Detail

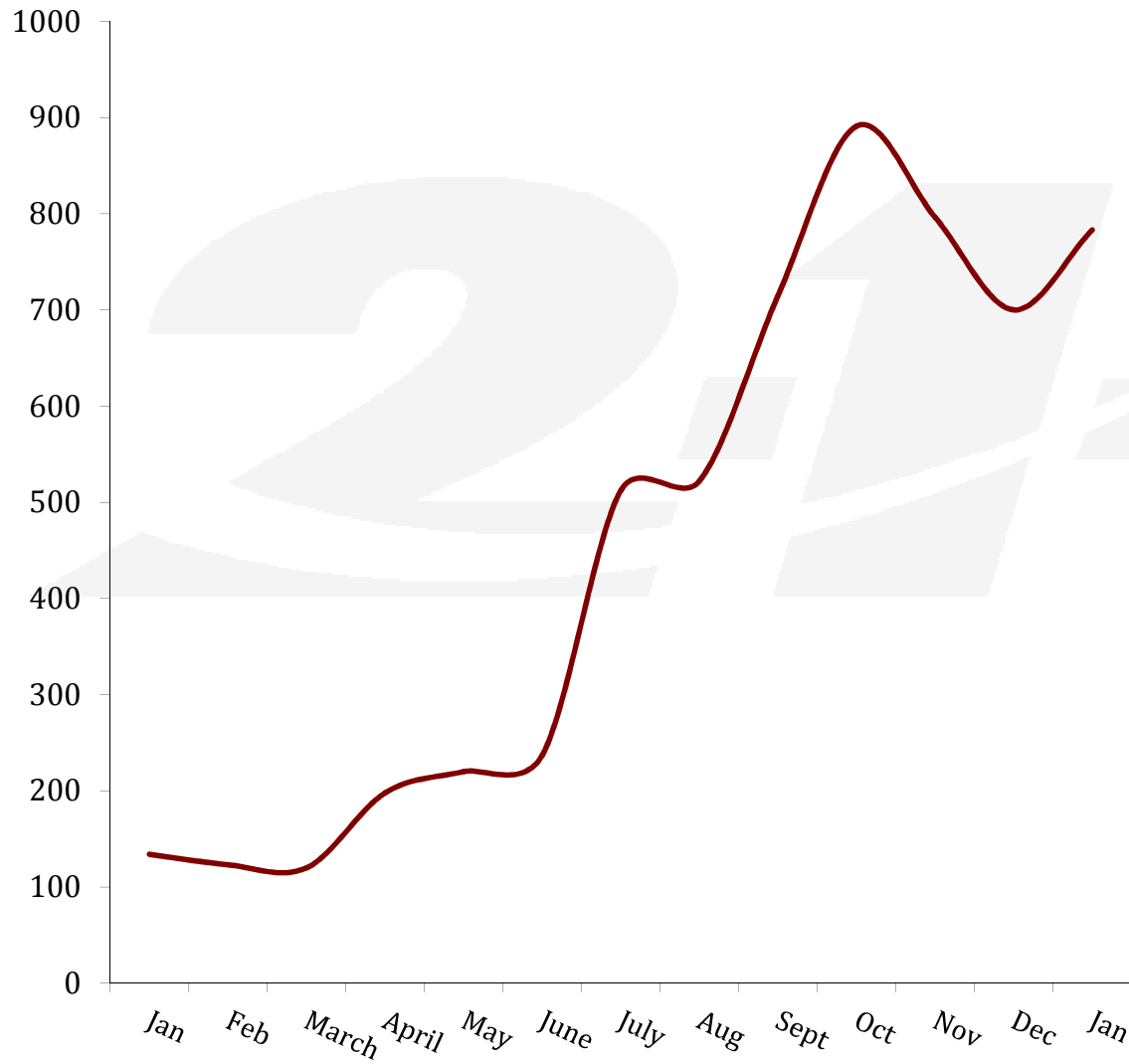
January 2011

In January, 10% 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
Rent Payment Assistance	5	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Automobile Payment Assistance	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.
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.
Electric Service Payment Assistance	3	No documentation For utility bills, this generally indicates that the caller was 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	3	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.

Genesee County Call Volume

Total Call Volume for January: 783



January's Top Requests

Electric Service Payment Assistance	130
Food Pantries	52
Rent Payment Assistance	41
Home Rehabilitation Grants	30
VITA Program Sites	23
Prescription Expense Assistance	21
Water Service Payment Assistance	18
Outreach Programs	17
General Furniture Provision	17
Food Stamps	15

Genesee County Detail

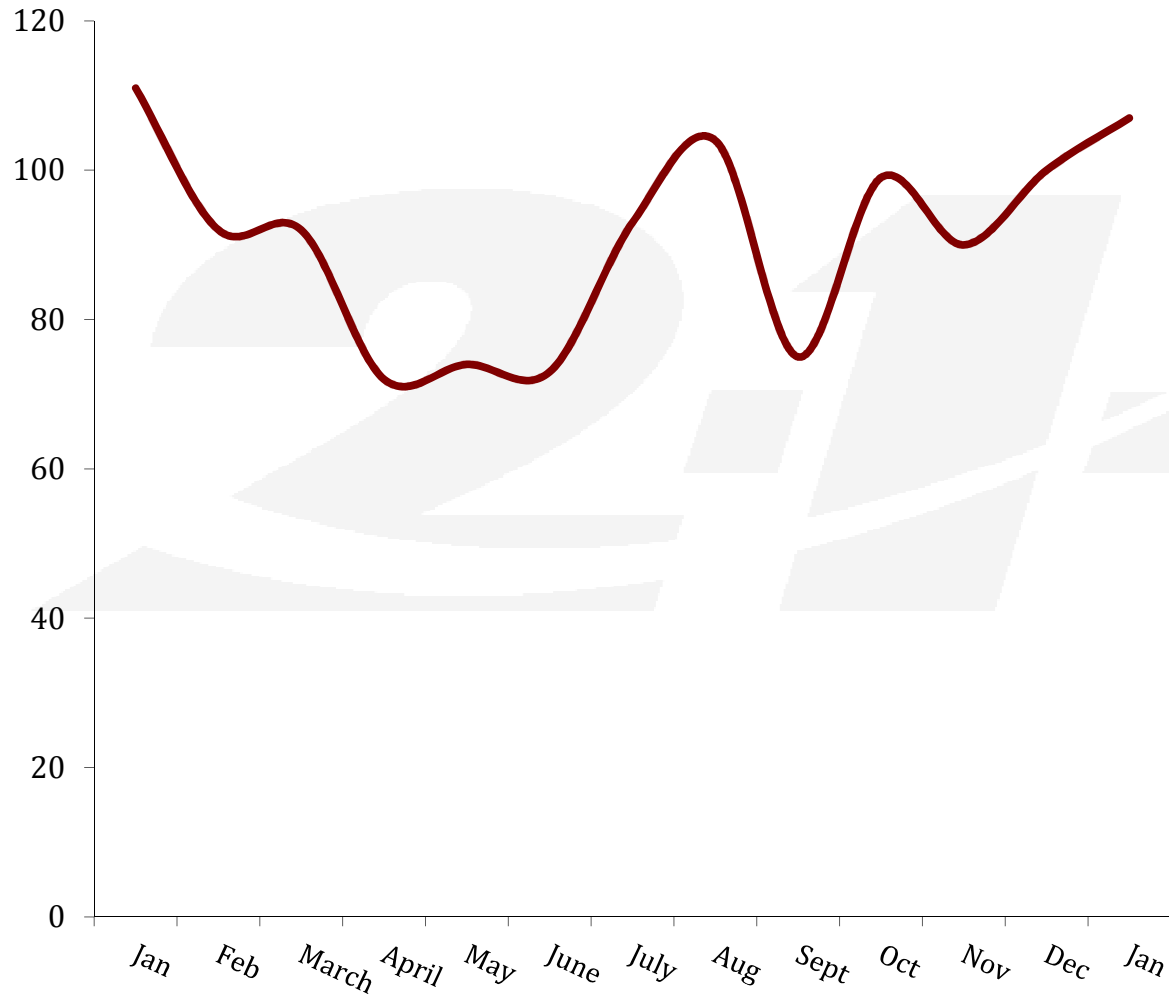
January 2011

In January, 23% 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	27	No documentation For utility bills, this generally indicates that the caller was 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	20	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Water Service Payment Assistance	18	Bill exceeds amount available The average amount due for these callers was \$286.
Bus Fare	16	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Gas Service Payment Assistance	14	Bill exceeds amount available The average amount due for these callers was \$1,787.

Hillsdale County Call Volume

Total Call Volume for January: 107



January's Top Needs	
Electric Service Payment Assistance	10
Automotive Repair	4
Bus Fare	4
Rent Payment Assistance	4
Community Shelters	3
General Dentistry	3
Heating Fuel Payment Assistance	3
Low Income/Subsidized Private Rental Housing	3
Prescription Expense Assistance	3
VITA Program Sites	3

Hillsdale County Detail

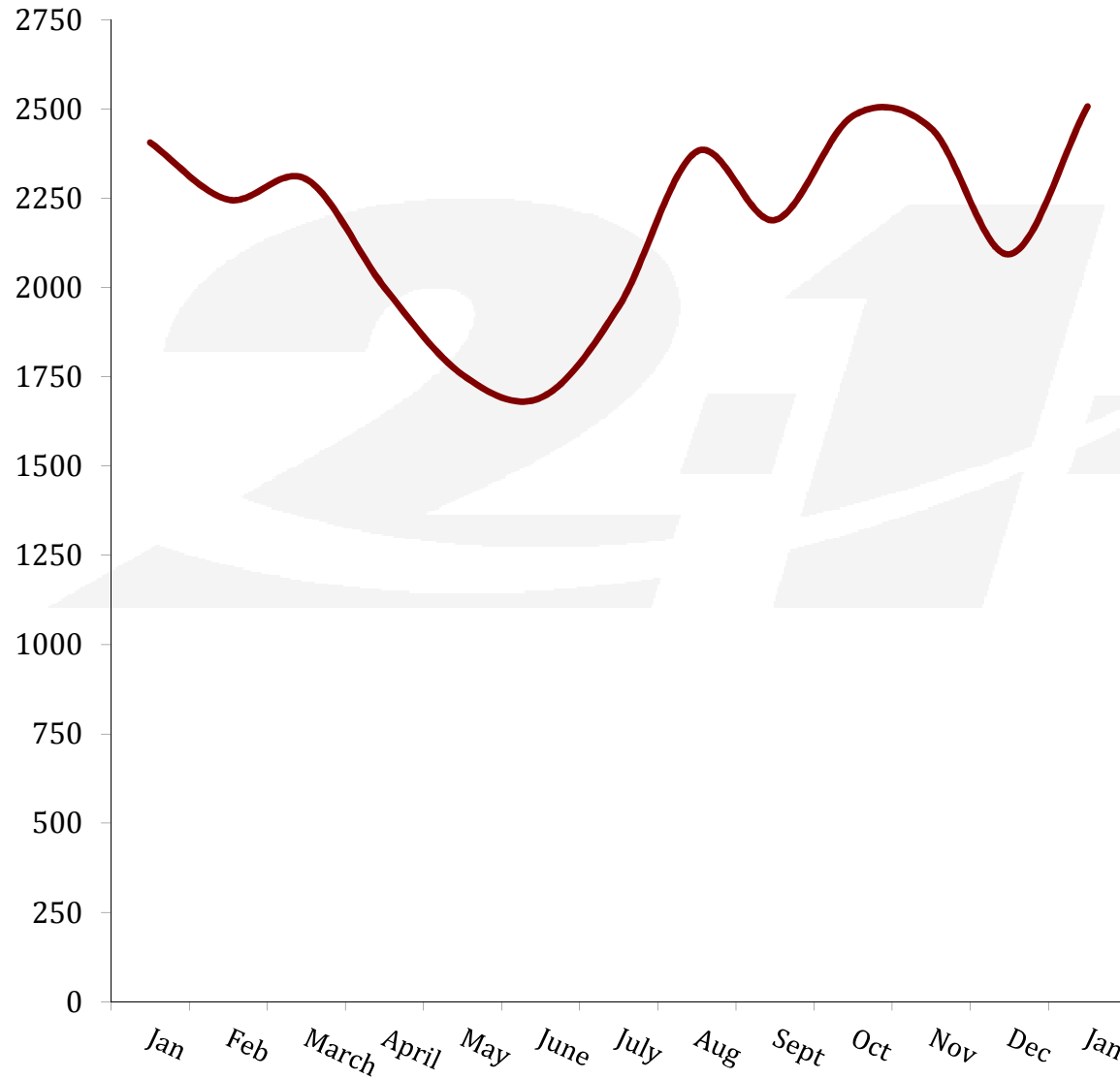
January 2011

In January, 28% 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 \$3,999.
Bus Fare	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Prescription Expense Assistance	3	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Automotive Repair	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.
Rent Payment Assistance	2	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.

Ingham County Call Volume

Total Call Volume for January: 2507



January's Top Needs	
VITA Program Sites	370
Electric Service Payment Assistance	267
Food Pantries	162
Rent Payment Assistance	112
General Furniture Provision	82
Community Shelters	68
Water Service Payment Assistance	51
Rental Deposit Assistance	49
Gas Service Payment Assistance	38
General Legal Aid	37

Ingham County Detail

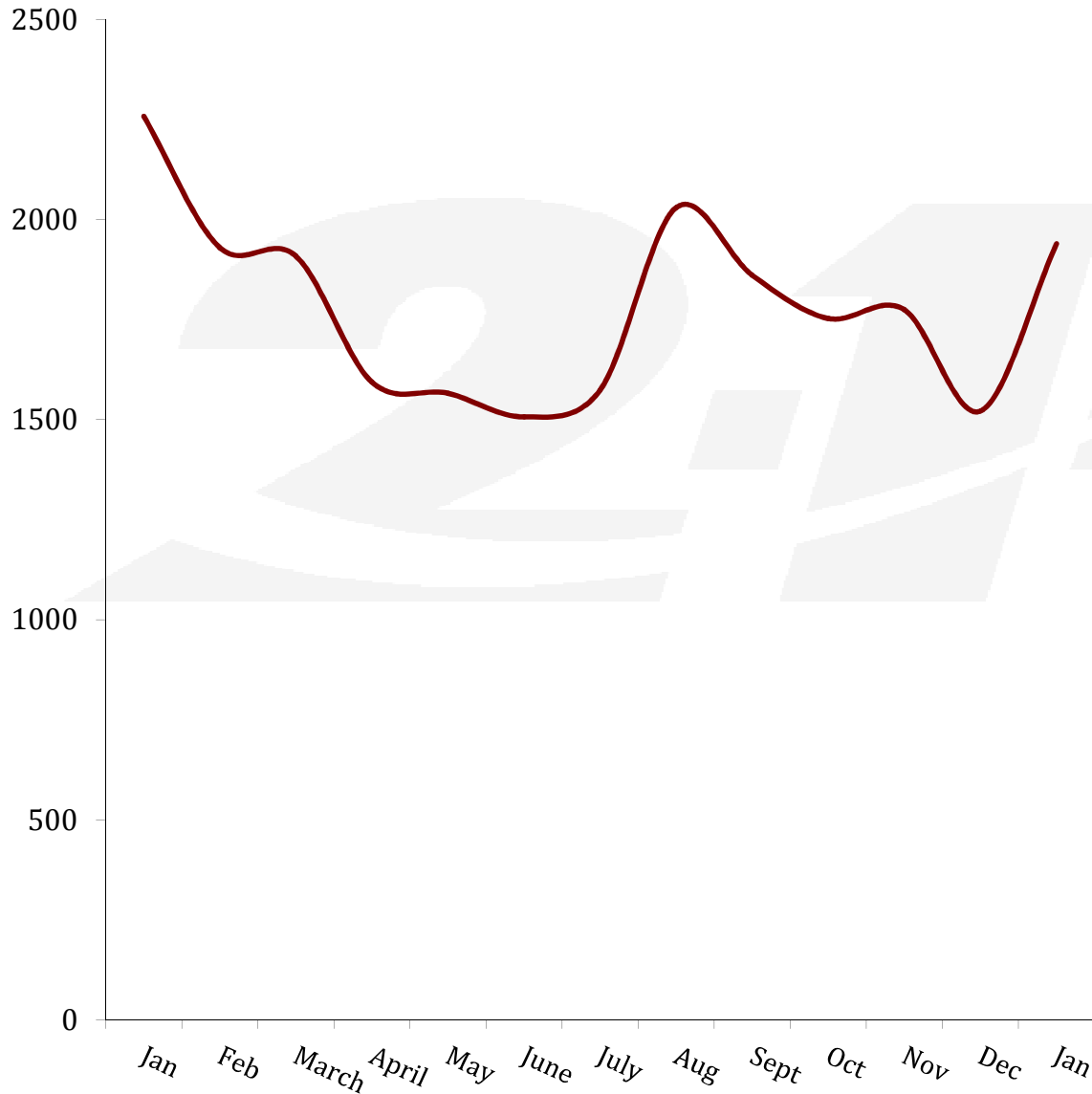
January 2011

In January, 14% 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
Electric Service Payment Assistance	102	Bill exceeds amount available The average amount due for these callers was \$429.
VITA Program Sites	78	No immediate resource available While the service is available in the area, for some reason it could not be accessed quickly enough to be meaningful to the caller.
Rent Payment Assistance	33	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Water Service Payment Assistance	25	Bill exceeds amount available The average amount due for these callers was \$431.
Gas Service Payment Assistance	11	No documentation For utility bills, this generally indicates that the caller was not yet in shut-off status. Being in threat of shut-off is the primary eligibility requirement for receiving help with utility bills.

Jackson County Call Volume

Total Call Volume for January: 1940



January's Top Needs	
VITA Program Sites	398
Electric Service Payment Assistance	146
Food Pantries	130
General Furniture Provision	68
Rent Payment Assistance	66
State Income Tax Information	44
Rent Rebate/Tax Credit Information	37
Gas Service Payment Assistance	33
Prescription Expense Assistance	30
General Dentistry	28

Jackson County Detail

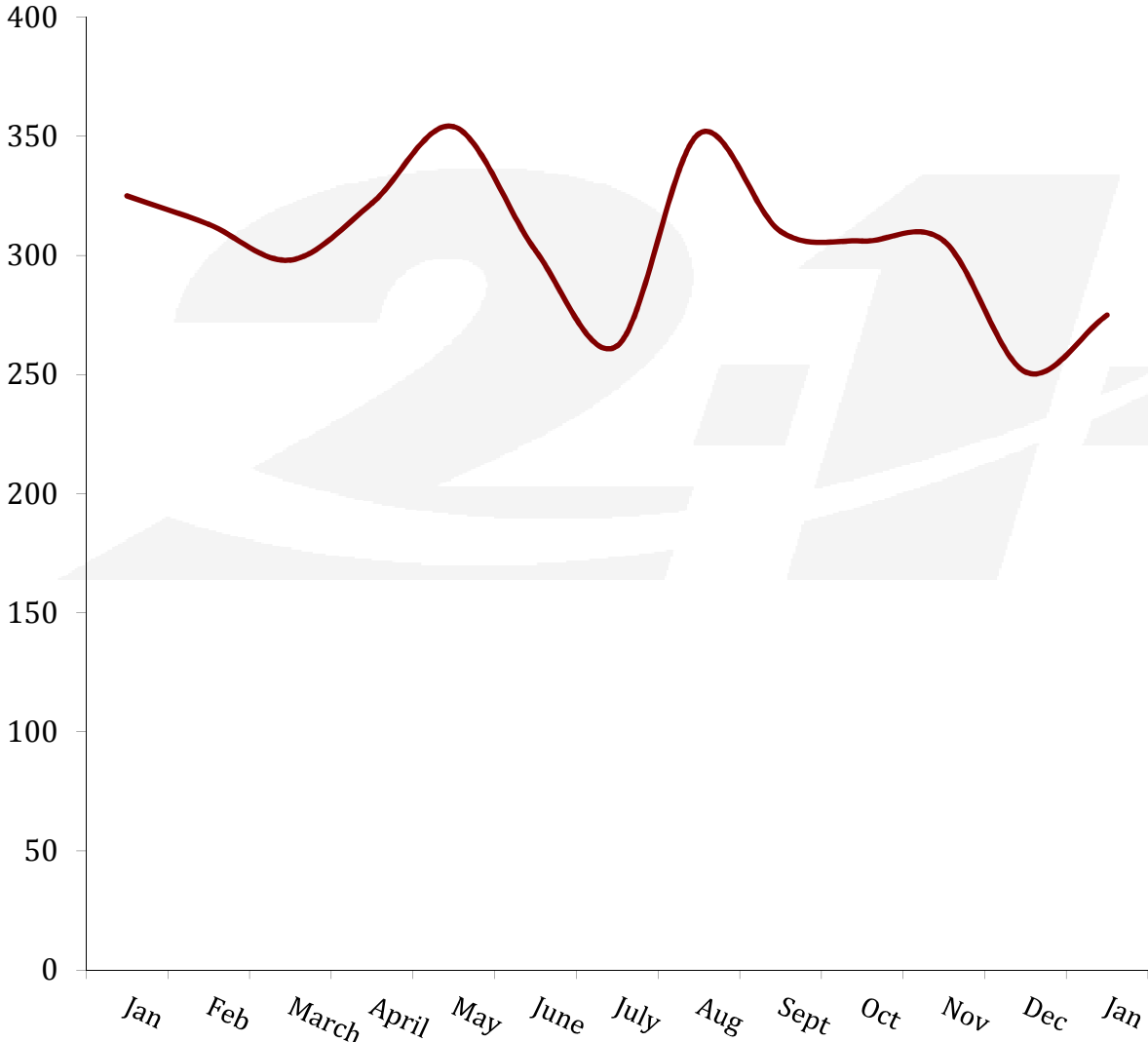
January 2011

In January, 10% 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
VITA Program Sites	43	No immediate resource available While the service is available in the area, for some reason it could be accessed quickly enough to be meaningful to the caller.
Electric Service Payment Assistance	22	Bill exceeds amount available The average amount due for these callers was \$1,400.
Rent Payment Assistance	21	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Bus Fare	11	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Gas Service Payment Assistance	9	Bill exceeds amount available The average amount due for these callers was \$837.

Lenawee County Call Volume

Total Call Volume for January: 275



January's Top Needs	
Food Pantries	24
Electric Service Payment Assistance	23
VITA Program Sites	13
General Dentistry	10
Rent Payment Assistance	10
Food Stamps	8
General Legal Aid	8
Community Clinics	7
Heating Fuel Payment Assistance	7
Prescription Expense Assistance	6

Lenawee County Detail

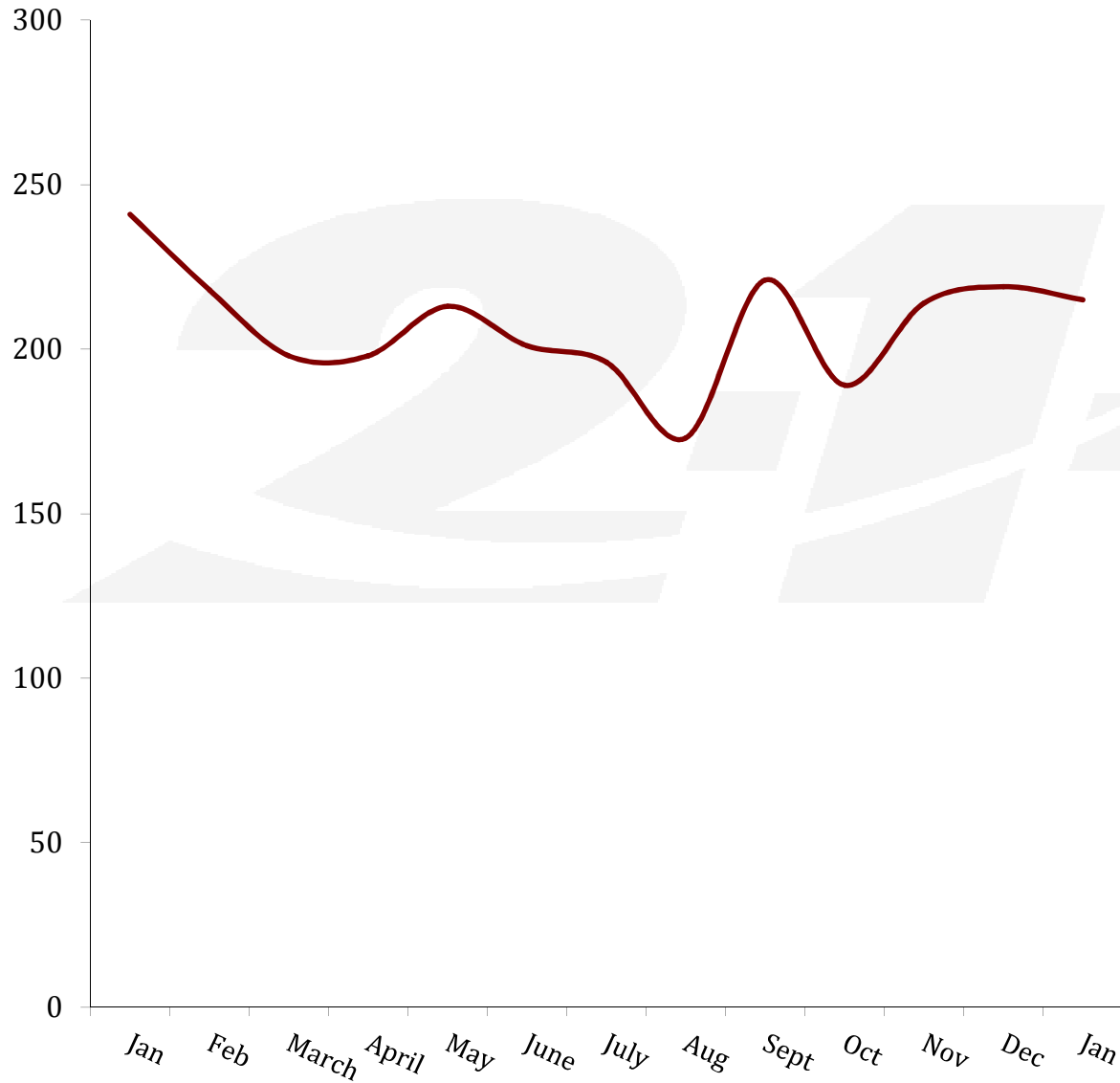
January 2011

In January, 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	Number Unmet	Explanation of Number One Unmet Reason
Prescription Expense Assistance	9	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Rent Payment Assistance	4	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Gas Service Payment Assistance	3	No documentation For utility bills, this generally indicates that the caller was 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	2	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Gas Money	2	Service not available While the service may sometimes be available, it was not at the time of the caller's request.

Livingston County Call Volume

Total Call Volume for January: 215



January's Top Requests

Electric Service Payment Assistance	15
Community Shelters	13
Rent Payment Assistance	12
Food Pantries	11
General Legal Aid	11
Food Stamps	10
Community Clinics	9
Gas Money	8
Adult State/Local Health Insurance Programs	6
Prescription Expense Assistance	6

Livingston County Detail

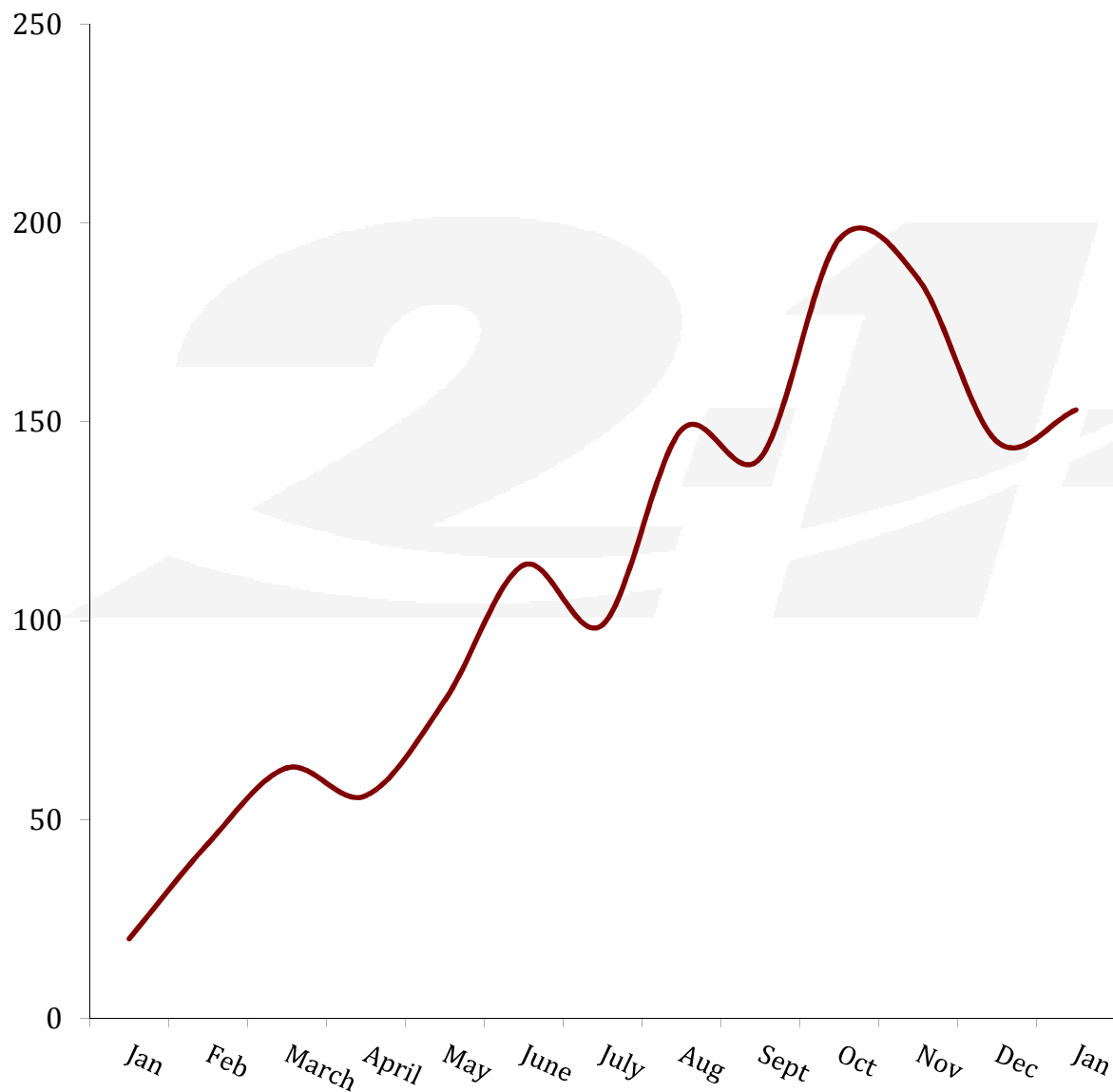
January 2011

In January, 18% 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
Rent Payment Assistance	6	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Electric Service Payment Assistance	4	Bill exceeds amount available The average amount due for these callers was \$300.
Automotive Repair	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.
Gas Service Payment Assistance	2	Bill exceeds amount available The average amount due for these callers was \$911.
General Dentistry	2	No immediate resource available While the service is available in the area, for some reason it cannot be accessed quickly enough to be meaningful to the caller.

Shiawassee County Call Volume

Total Call Volume for January: 153



January's Top Requests	
Food Pantries	23
Electric Service Payment Assistance	18
Rent Payment Assistance	14
Community Shelters	8
Prescription Expense Assistance	8
Heating Fuel Payment Assistance	6
Rental Deposit Assistance	5
Automotive Repair	4
Food Stamps	4
Gas Money	4

Shiawassee County Detail

January 2011

In January, 34% 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	Number Unmet	Explanation of Number One Unmet Reason
Prescription Expense Assistance	8	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Rent Payment Assistance	8	No documentation As related to requests for rent assistance, this unmet need reason means that the caller had 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.
Community Shelters	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Gas Money	4	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Automotive Repair	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.

Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	18
Medical Supplies Donation Programs	10
Furniture/Home Furnishings Donation	4
Appliance Donation	3
Donation Pickups	6
Administration Volunteer Opportunities	3
Special Event Support Volunteer Opportunities	4
Clothing Donation	3
Computer Donation	3
Animal Services Volunteer Opportunities	1
Cell Phone Donation	2
Education Volunteer Opportunities	2
Family Services Related Volunteer Opportunities	2
Personal/Grooming Supplies Donation	2
Volunteer Training	2
Food Production/Preparation/Delivery Volunteer Opportunities	1
Natural Hair/Wig Donation	1
Volunteer Administration Associations	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>	
Jackson	6
Lansing	5
Howell	5
Flint	2
Adrian	2
East Lansing	1
Okemos	1
Davison	1
Clio	1
Onsted	1
Horton	1
Palmyra	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

