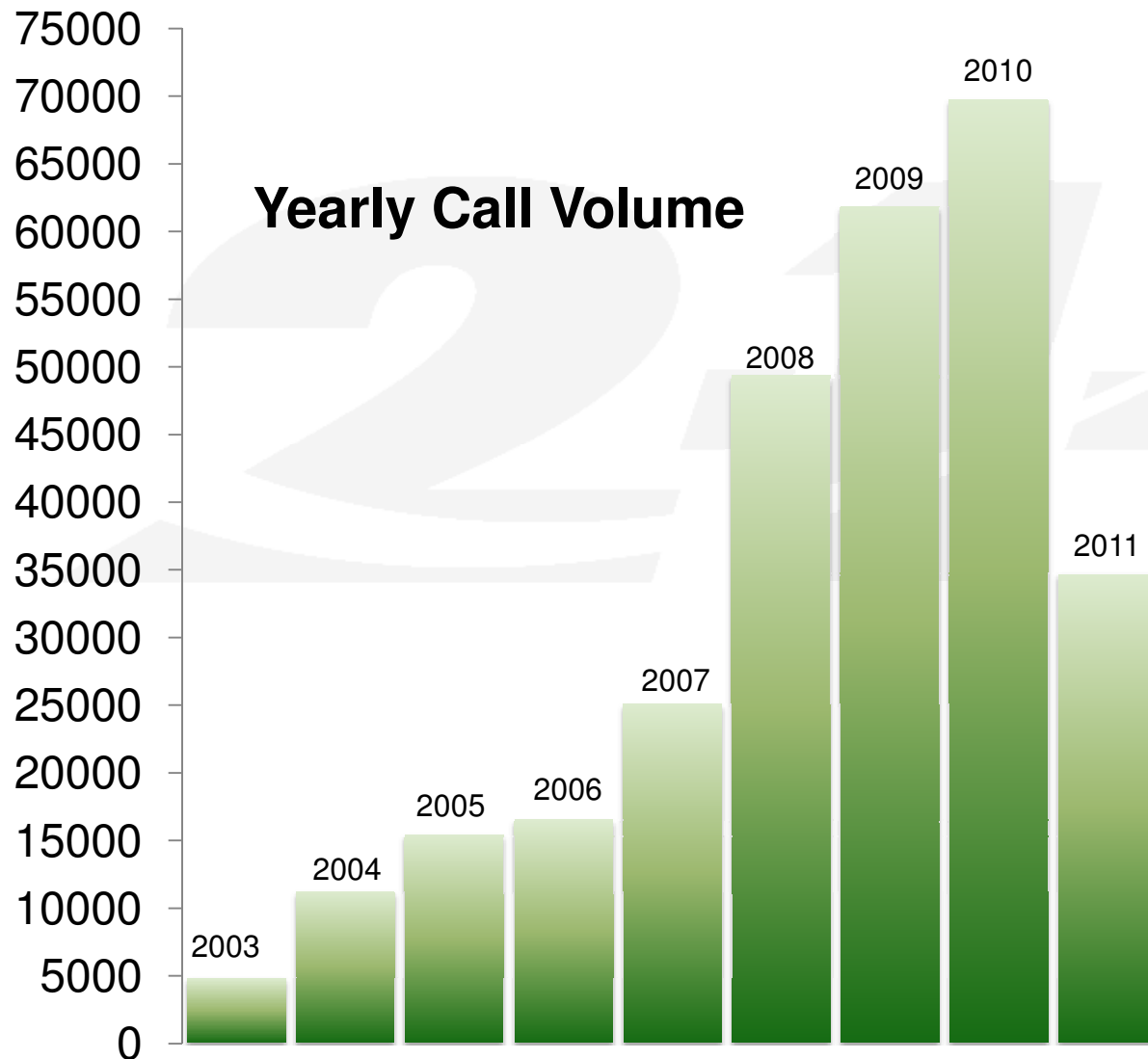




**June 2011**

**Community Report**

Toll Free: 866.561.2500  
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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.

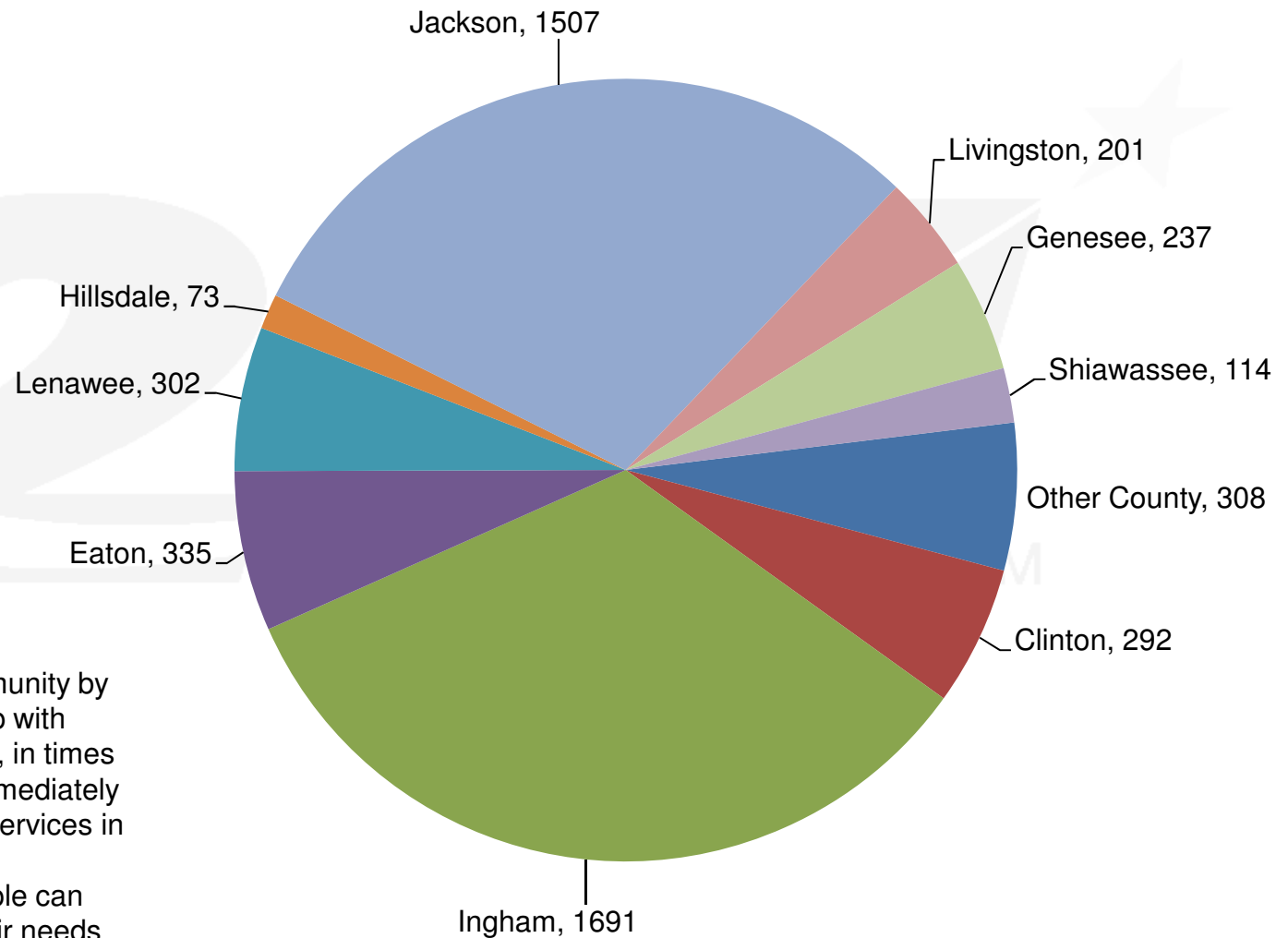
## Call Distribution by County

Total Call Volume, June 2011 – 5,060

*Central Michigan 2-1-1 has started collecting a greater amount of information from clients.*

*One of these new questions regards the exact amount owed to resolve housing or utility crises.*

*This information can be found in this month's "Unmet Needs" section under the reason, "Bill exceeds amount available."*



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

This month's entry illustrates the value of any call specialist's primary question: Is there really a problem? Some callers are so confused by the process of obtaining help through available means that they call 2-1-1 to look elsewhere. Too often, the only thing standing between the caller and a solution to their problem is accurate information.

Howell – Steven had applied for Medicaid in January of 2011 through a local hospital's patient assistance program. The type of Medicaid for which he had applied was meant to help pay for various fees associated with the Medicare he would start receiving in July. Knowing that these expenses would make paying for housing and food impossible, Steven was trying to opt out of Medicare.

His call specialist quickly explained to Steven that once one opts out of Medicare it is practically impossible to opt back in. Instead, the call specialist began tracking Steven's Medicaid application through its chain of possession. Once the application had been discovered in the system, the call specialist spent two days helping Steven navigate phone prompts and voicemail to speak with someone in a position to expedite the process. That contact willingly took Steven's case and immediately started an appeals and complaint process to get it out of limbo. Not only did Steven accomplish more in a week than he had in the six previous months, he was also saved the potential crisis of permanently losing health coverage.

Lansing – Unable to afford a car, Barb wanted to locate free or low cost bicycles for herself and her two children. She had heard secondhand that there was a bike donation program held behind a local fire station periodically. Having no record of such a program in the 2-1-1 database, her call specialist began making calls to gather more information.

After speaking with the fire station, a local community agency and, finally, the program's director, the call specialist discovered that the program did indeed give bikes to families in need and relayed the eligibility criteria back to Barb. The call specialist also invited the program director to list the program in the 2-1-1 database so that future callers could be directed to it when necessary. This call exemplifies the curiosity and tenacity needed to make the 2-1-1 database as comprehensive and detailed as it is.

# Web Contacts

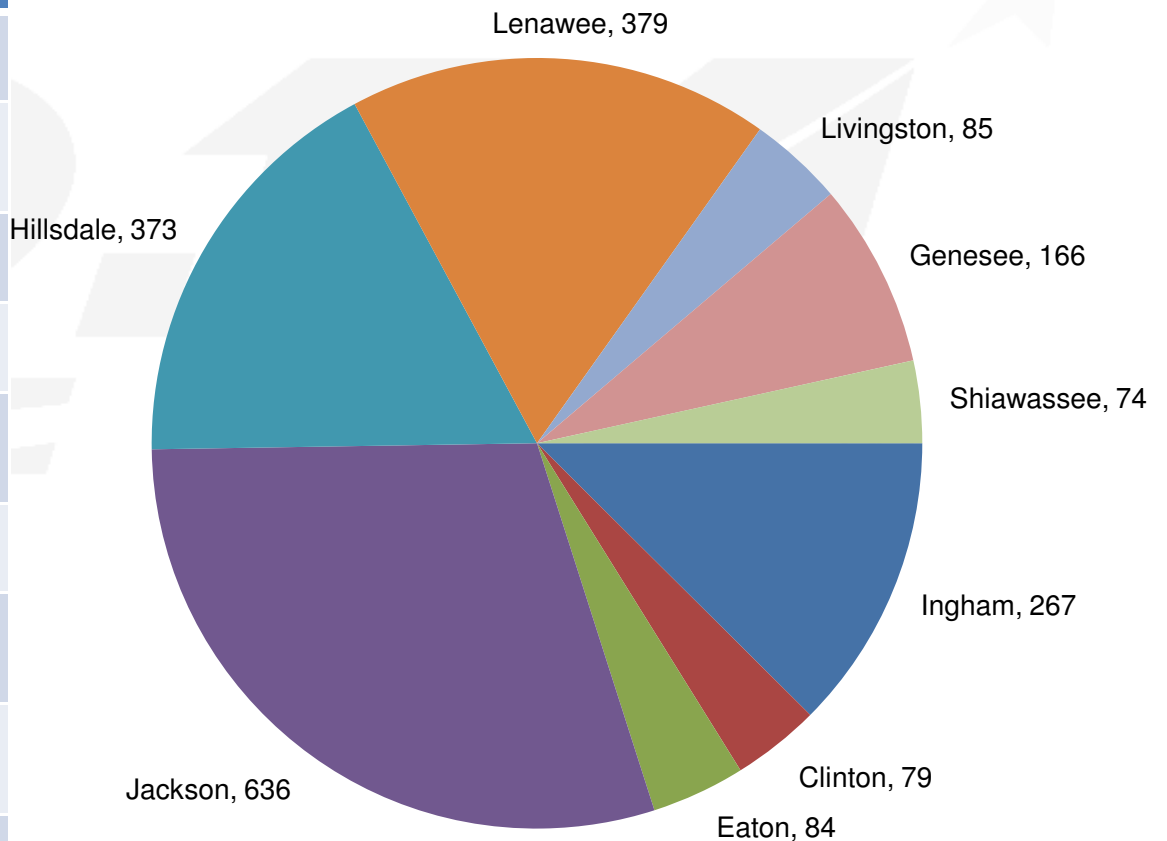
This section details contacts received by visitors to the Central Michigan 2-1-1 online database for the month of June.

**Total Visitors for June: 1,489**

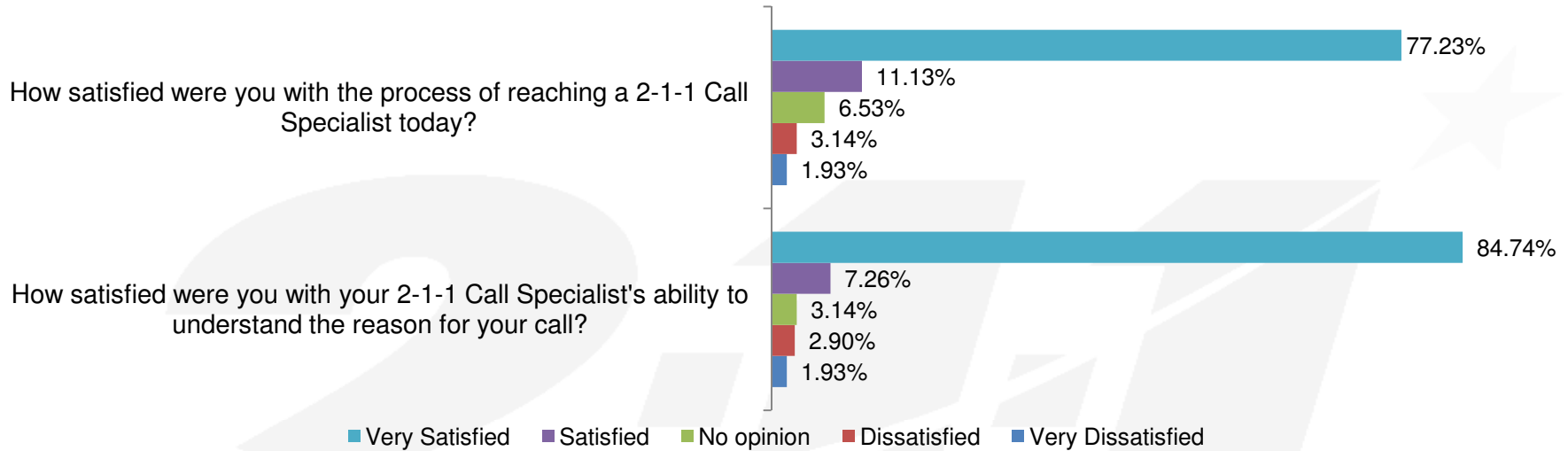
## Top Ten Searches

Food Pantries	123
Food Banks	53
Electric Bill Payment	38
Automotive Repair	27
Rent Payment	26
Section 8	26
General Medical Care	25
Summer Food Service Programs	25
Automobiles	24
Subsidized Housing	24

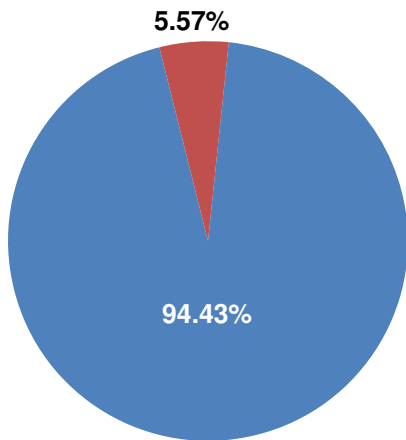
## Search Volume by County



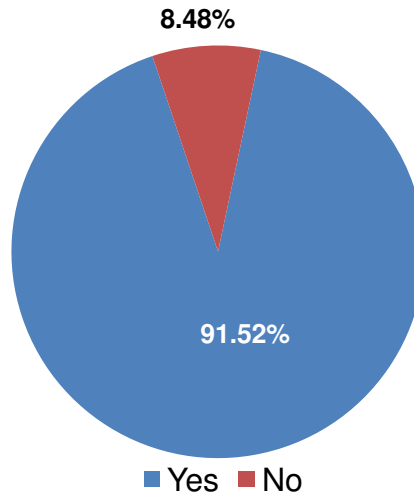
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In June, 413 callers participated in the survey. Of those participants, 83.53% received referrals for services. Other results are listed below.



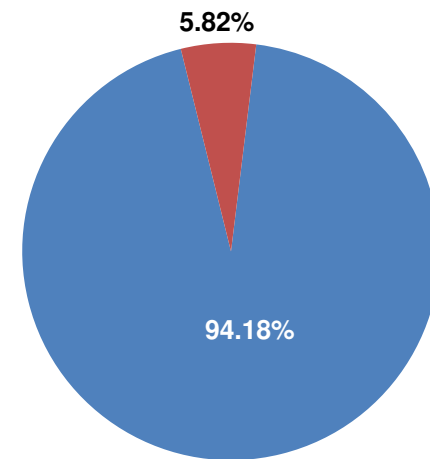
**Do you feel that you were treated in a courteous and respectful manner?**



**Was your Call Specialist helpful and knowledgeable?**



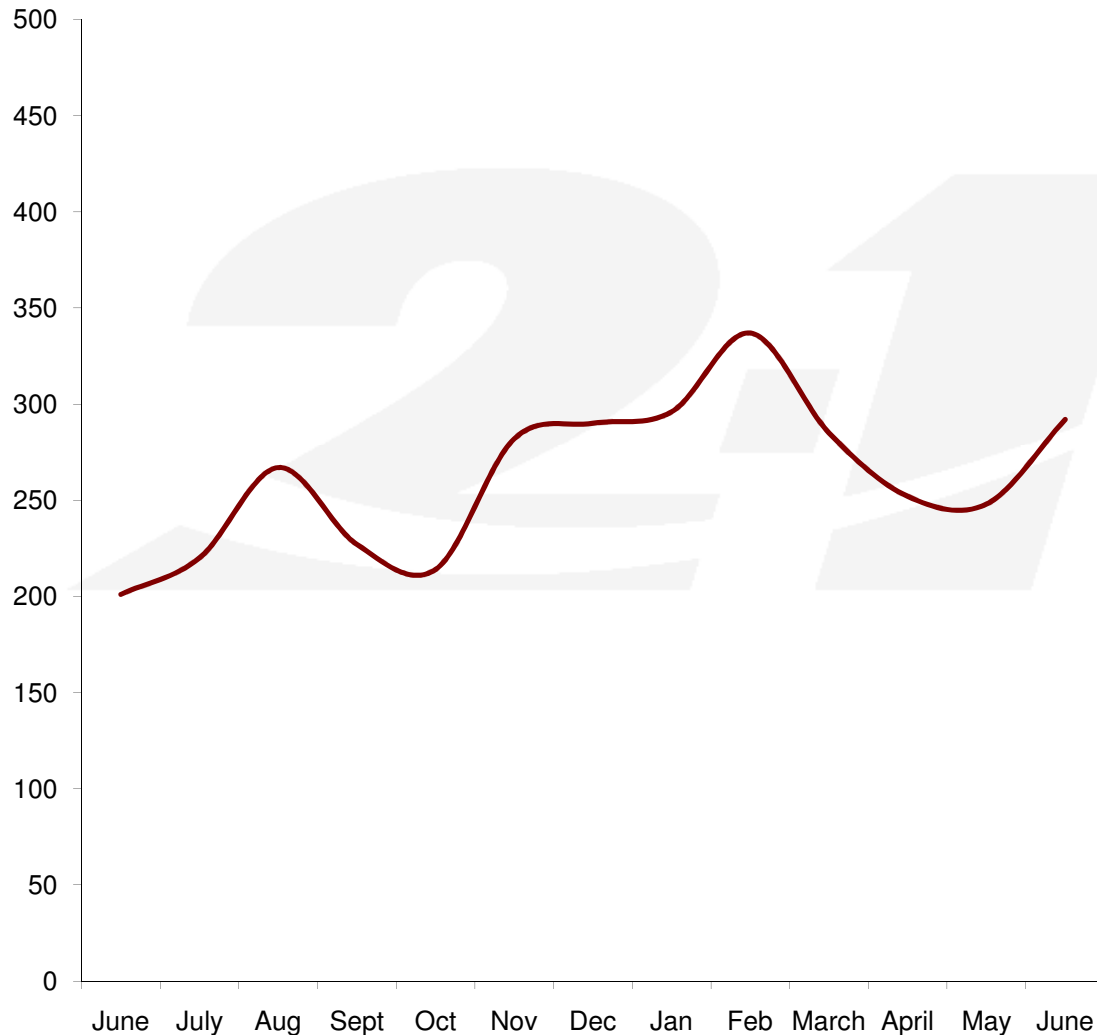
**Would you feel comfortable calling 2-1-1 in the future?**



■ Yes ■ No

# Clinton County Call Volume

Total Call Volume for June: 292



## June's Top Needs

Electric Service Payment Assistance	52
Food Pantries	27
Community Shelters	20
Rent Payment Assistance	18
General Legal Aid	9
Gas Service Payment Assistance	7
Homeless Motel Vouchers	7
Water Service Payment Assistance	7
Community Clinics	6
General Clothing Provision	6

# Clinton County Detail

June 2011

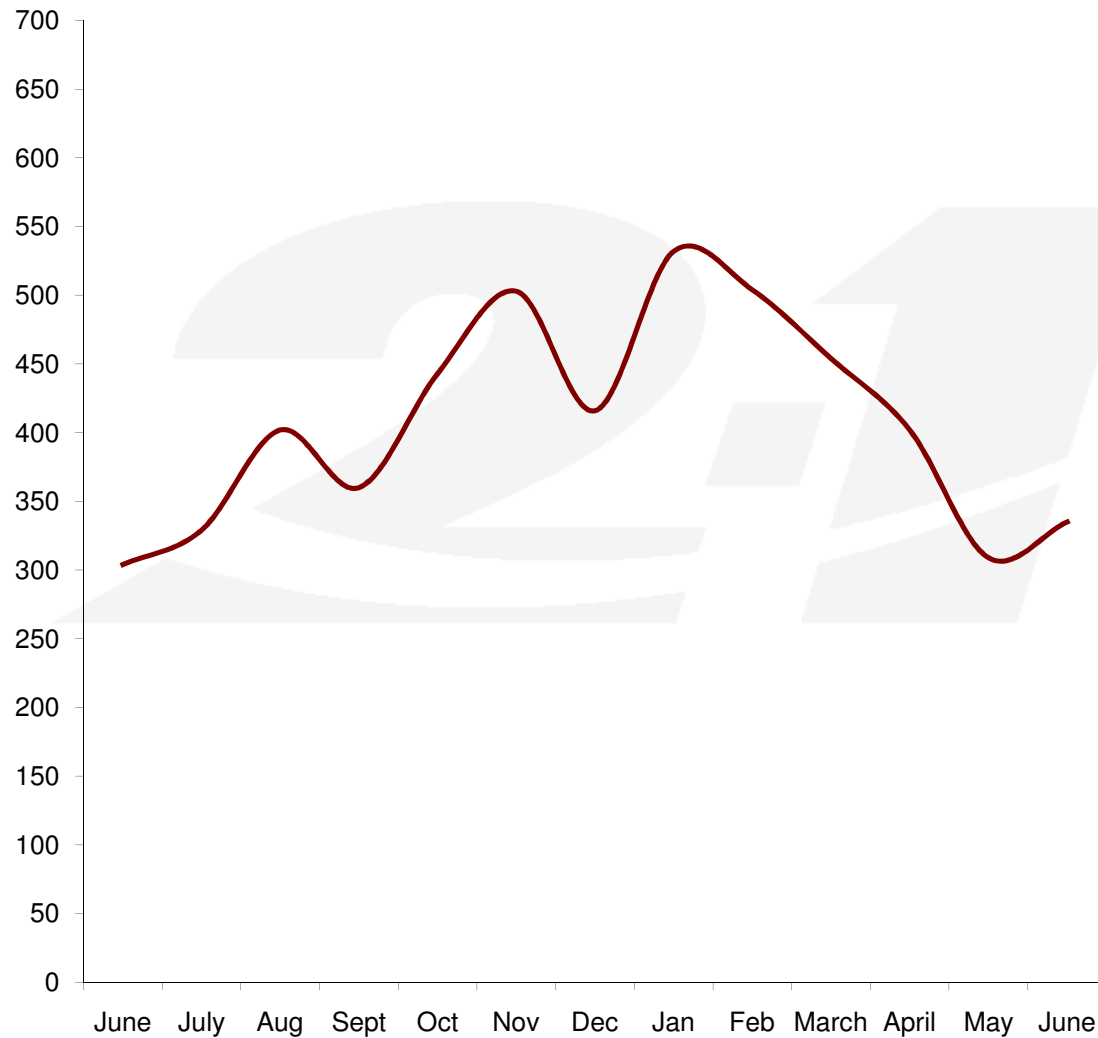
In June, 12% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Rent Payment Assistance	9	<b>“No documentation”</b> 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 Service Payment Assistance	4	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$290.
Gas Bill Payment	2	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1166.
School Supplies	2	<b>“No immediate service available”</b>
Community Clinics	1	<b>“Client refused referral”</b>

# Eaton County Call Volume

Total Call Volume for June: 335



June's Top Needs	
Electric Service Payment Assistance	52
Rent Payment Assistance	24
Food Pantries	23
Gas Service Payment Assistance	11
General Legal Aid	11
Community Shelters	10
Rental Deposit Assistance	8
General Dentistry	7
Adult State/Local Health Insurance Programs	6
Community Clinics	6

# Eaton County Detail

June 2011

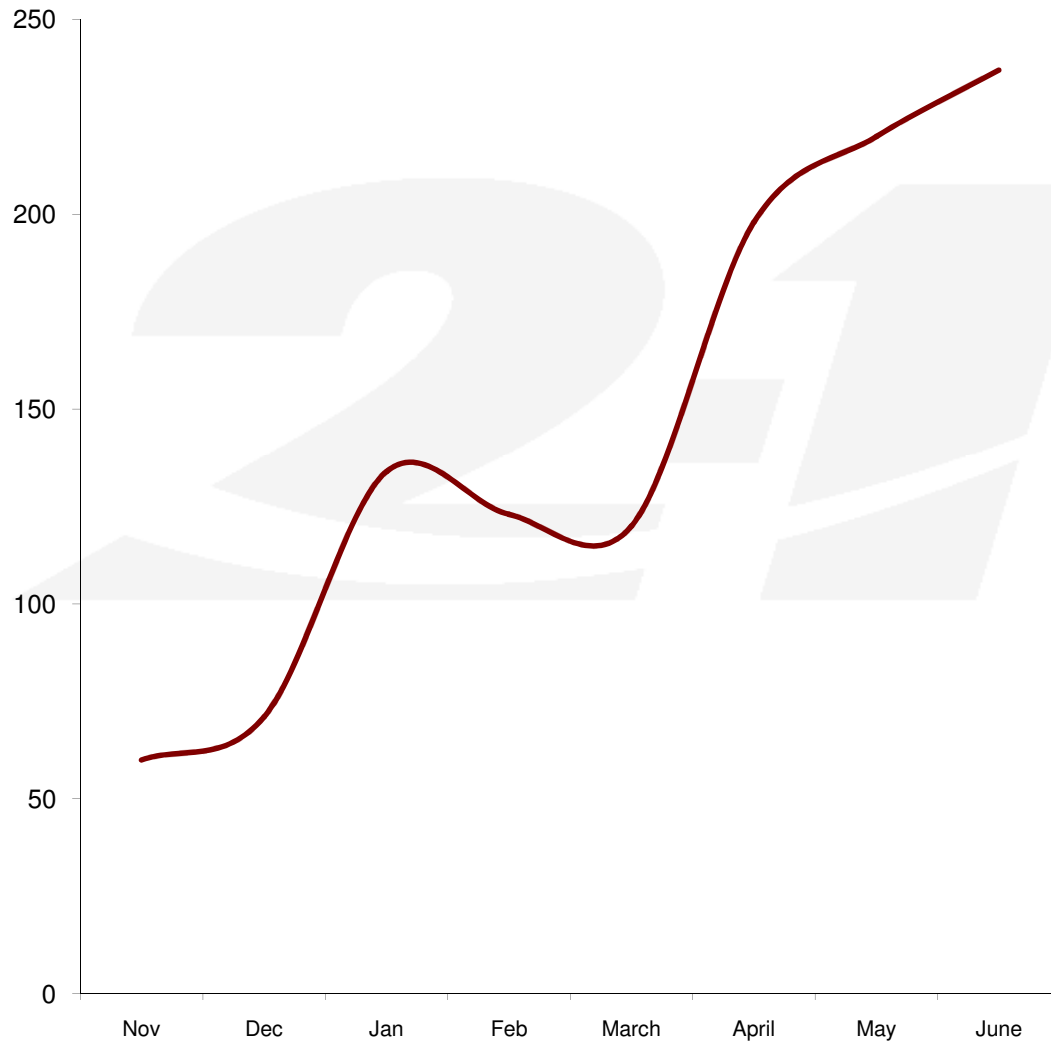
In June, 7% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	7	<b>“No documentation”</b> 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	3	<b>“No documentation”</b> 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.
Computers	2	<b>“Service not available”</b>
Automobile Payment Assistance	1	<b>“Target population requirement”</b> This type of assistance usually requires that the applicant is both employed and has minor children in the home. Therefore, elders or those with disabilities are commonly ineligible for it.
Bus Fare	1	<b>“No immediate assistance available”</b> While bus fare is available for Eaton county residents, some applicants need the help faster than it can be delivered.

# Genesee County Call Volume

Total Call Volume for June: 237



## June's Top Requests

Electric Service Payment Assistance	60
Food Pantries	57
Rent Payment Assistance	47
Home Maintenance and Minor Repair Services	40
Outreach Programs	35
General Furniture Provision	25
Gas Service Payment Assistance	23
Water Service Payment Assistance	19
General Appliance Provision	16
Ramp Construction Services	14

# Genesee County Detail

June 2011

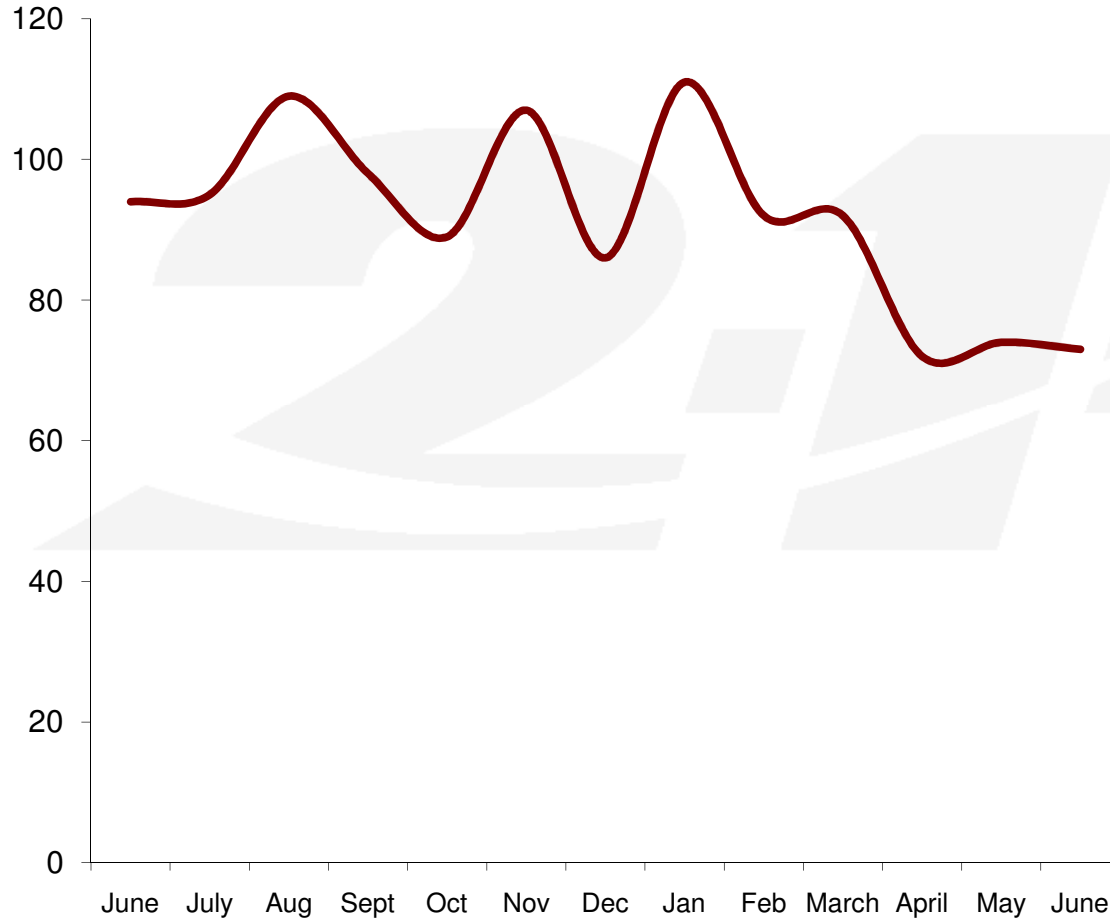
In June, 11% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	16	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,936.
Gas Money	3	<b>“Service not available”</b>
Gas Service Payment Assistance	2	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$756.
Rent Payment Assistance	2	<b>“No documentation”</b> 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	2	<b>“Target population requirement”</b> For rental deposit calls, this likely means that the caller is either over or under the income threshold.

# Hillsdale County Call Volume

Total Call Volume for June: 73



## June's Top Needs

Food Pantries	4
General Dentistry	4
Electric Service Payment Assistance	3
General Furniture Provision	3
General Legal Aid	3
Rent Payment Assistance	3
Adult In Home Respite Care	2
Case/Care Management	2
Dental Hygiene	2
General Appliance Provision	2

# Hillsdale County Detail

June 2011

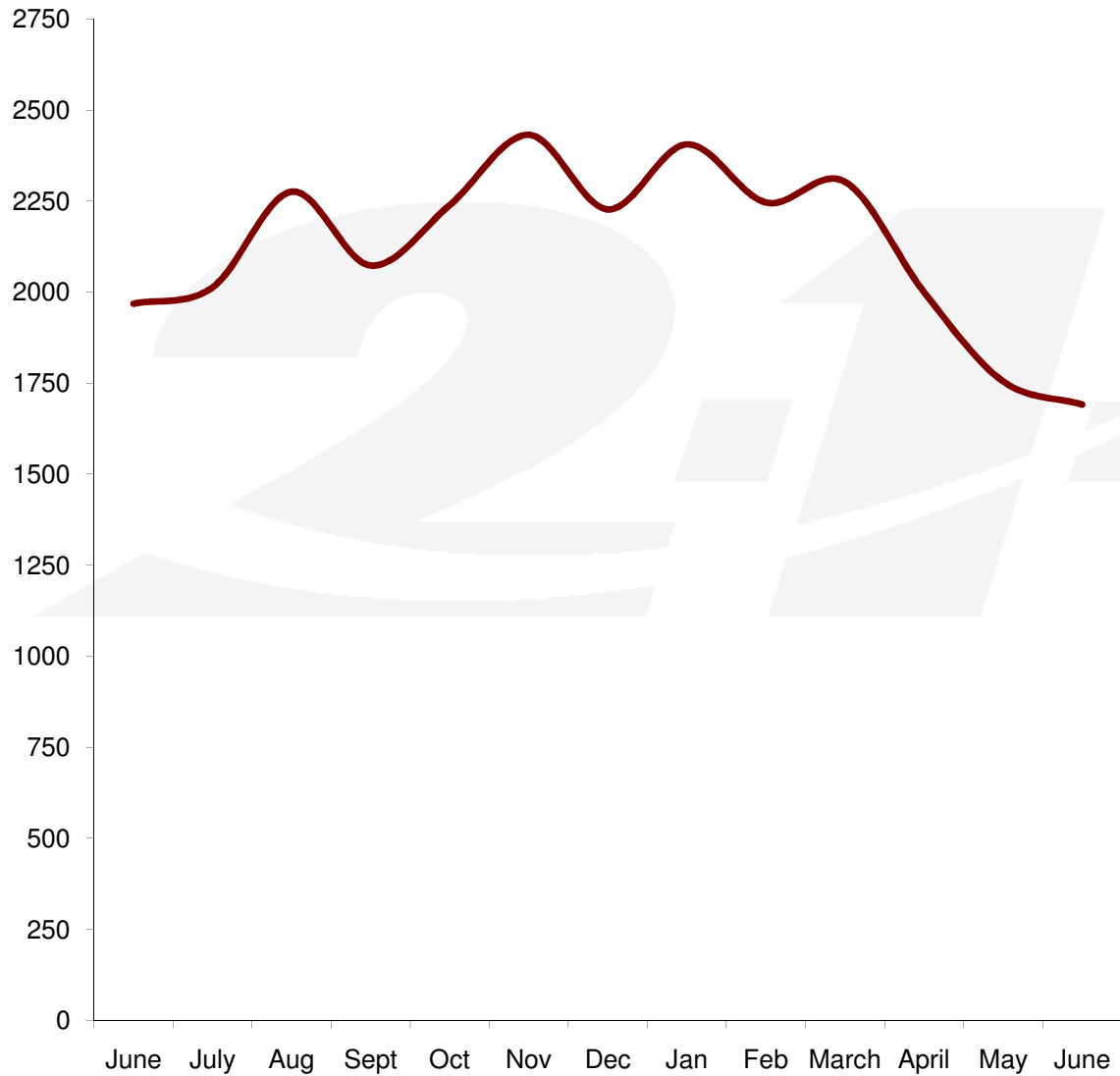
In June, 20% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	2	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1125.
Homeless Motel Vouchers	2	<b>“Service not available”</b>
Undesignated Temporary Financial Assistance	2	<b>“Service not available”</b>
Bus Fare	1	<b>“Service not available”</b>
Gas Money	1	<b>“Service not available”</b>

# Ingham County Call Volume

Total Call Volume for June: 1691



June's Top Needs	
Electric Service Payment Assistance	265
Food Pantries	139
Rent Payment Assistance	102
Community Shelters	78
General Furniture Provision	48
Gas Service Payment Assistance	41
Rental Deposit Assistance	37
General Legal Aid	27
Prescription Expense Assistance	27
Bus Fare	26

# Ingham County Detail

June 2011

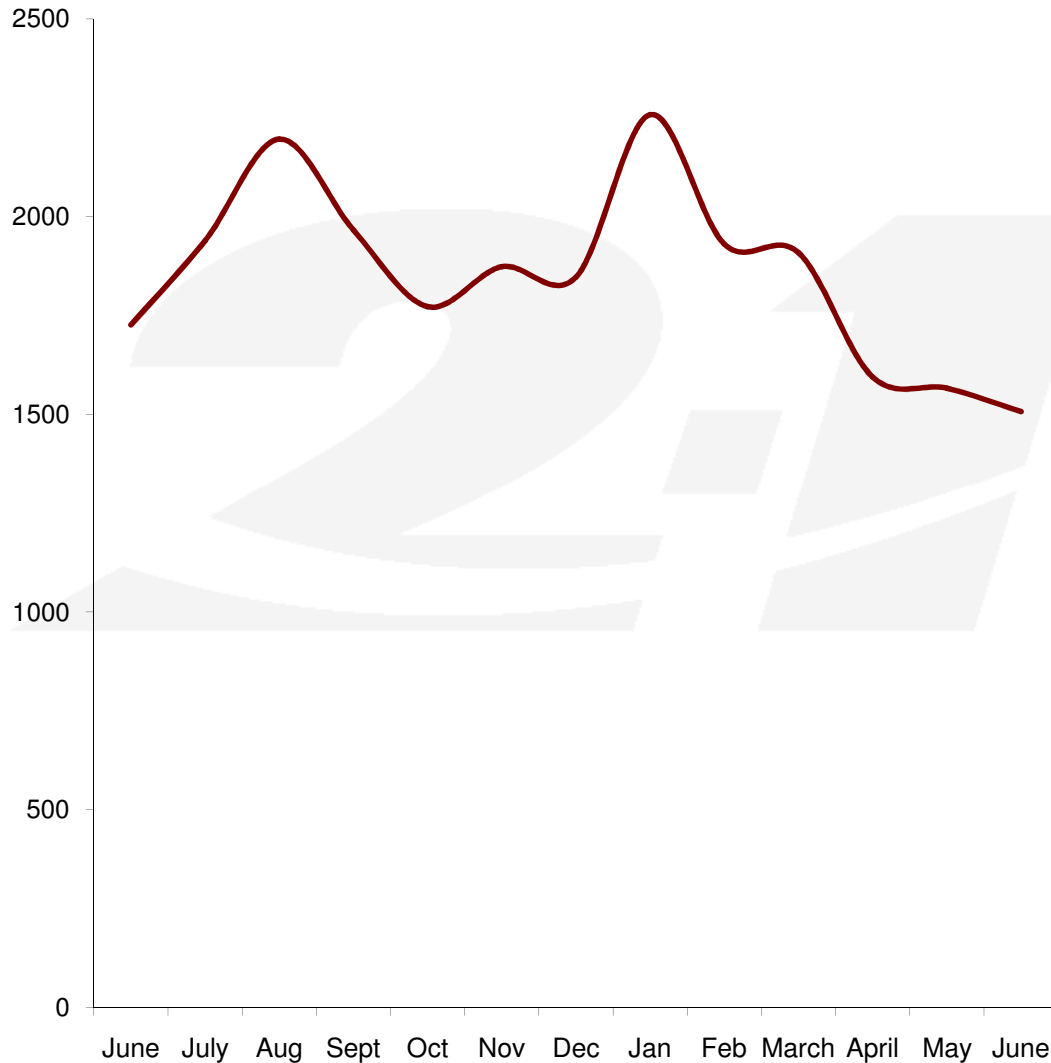
In June, 10% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	53	<b>“No documentation”</b> 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	41	<b>“No documentation”</b> As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Gas Service Payment Assistance	6	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$942.
Rental Deposit Assistance	5	<b>“No documentation”</b> Generally, applicants for this service are required to have either a recent eviction notice or proof that they’re staying in a community shelter. Applicant who are staying with friends or family are not considered to be in crisis.
Water Service Payment Assistance	5	<b>“No documentation”</b> 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.

# Jackson County Call Volume

Total Call Volume for June: 1507



## June's Top Needs

Electric Service Payment Assistance	168
Food Pantries	118
Rent Payment Assistance	82
General Furniture Provision	51
Rental Deposit Assistance	33
Prescription Expense Assistance	32
General Legal Aid	30
Gas Service Payment Assistance	26
Diapers	25
Work Clothing	25

# Jackson County Detail

June 2011

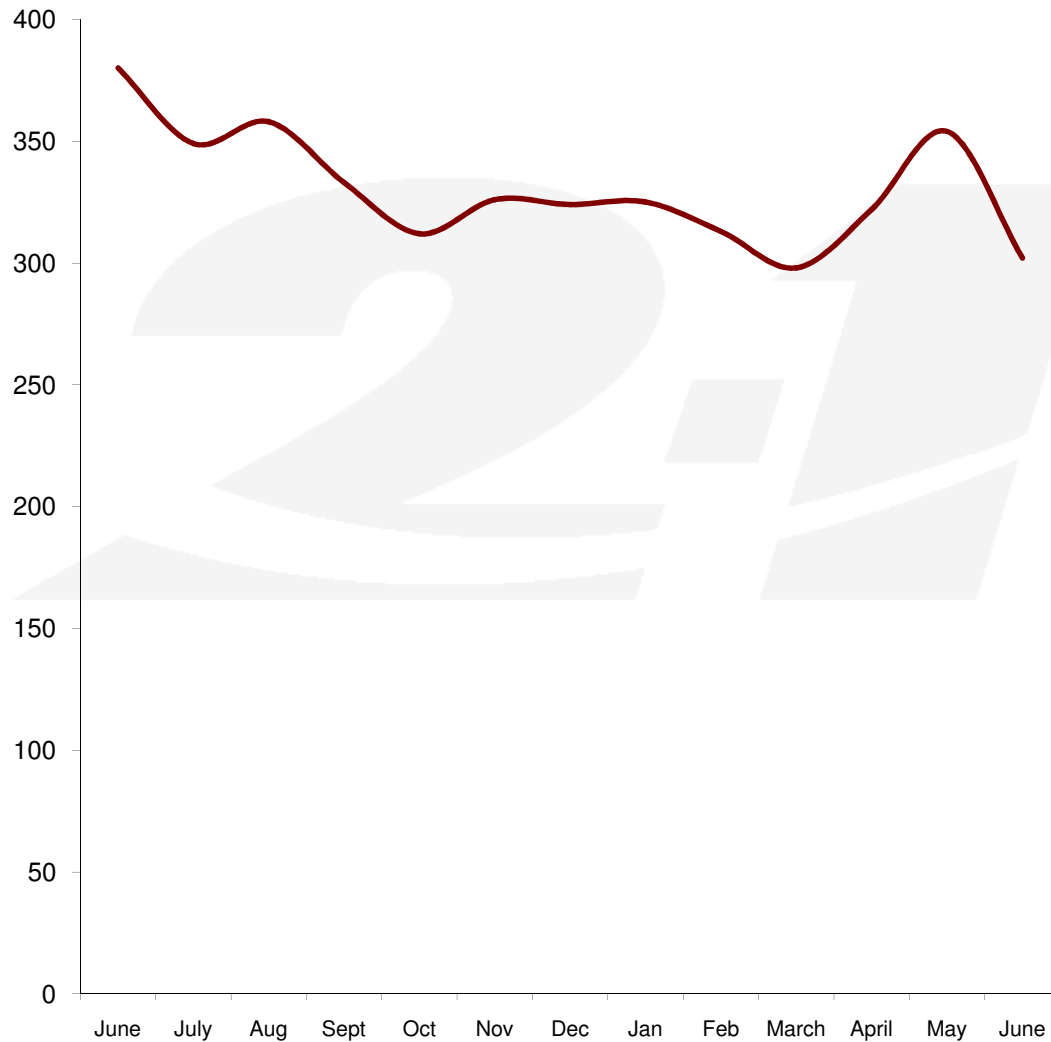
In June, 10% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	27	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,682.
Rent Payment Assistance	25	<b>“No documentation”</b> 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	11	<b>“No documentation”</b> Generally, applicants for this service are required to have either a recent eviction notice or proof that they’re staying in a community shelter. Applicant who are staying with friends or family are not considered to be in crisis.
Gas Service Payment Assistance	6	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,625.
Bus Fare	7	<b>“Service not available”</b>

# Lenawee County Call Volume

Total Call Volume for June: 302



## June's Top Needs

Electric Service Payment Assistance	35
Rent Payment Assistance	15
Food Pantries	13
Community Clinics	10
Prescription Expense Assistance	10
General Legal Aid	7
Water Service Payment Assistance	7
Gas Service Payment Assistance	5
Community Mental Health Agencies	4
Food Stamps	4

# Lenawee County Detail

June 2011

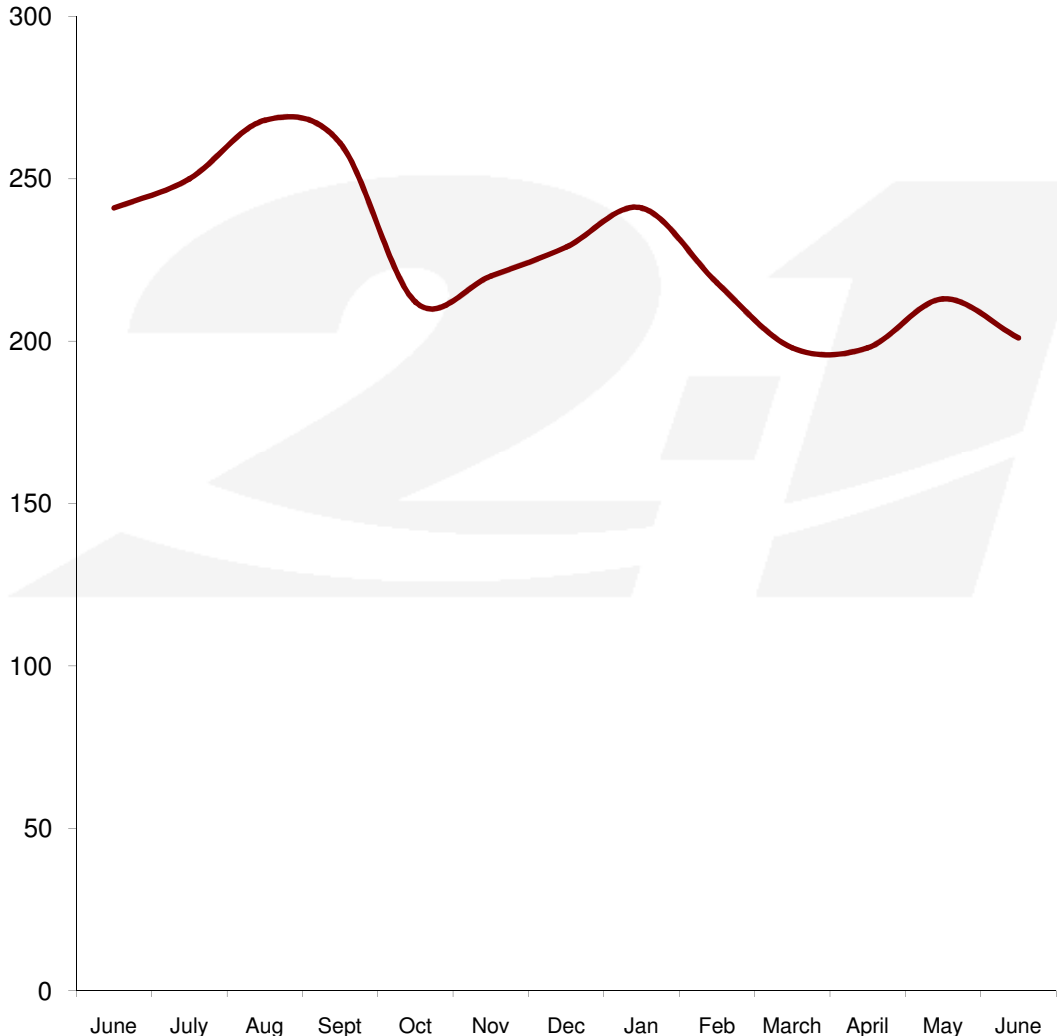
In June, 16% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	7	<b>“No documentation”</b> 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	3	<b>“Service not available”</b>
Medical Transportation	3	<b>“Service not available”</b>
Rent Payment Assistance	3	<b>“No documentation”</b> 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.
Bus Fare	2	<b>“Service not available”</b>

# Livingston County Call Volume

Total Call Volume for June: 201



June's Top Requests	
Electric Service Payment Assistance	17
Rent Payment Assistance	14
Food Pantries	13
Community Shelters	8
General Legal Aid	8
Home Rental Listings	7
Community Clinics	6
Low Income/Subsidized Private Rental Housing	6
Rental Deposit Assistance	6
Adult Literacy Programs	4

# Livingston County Detail

June 2011

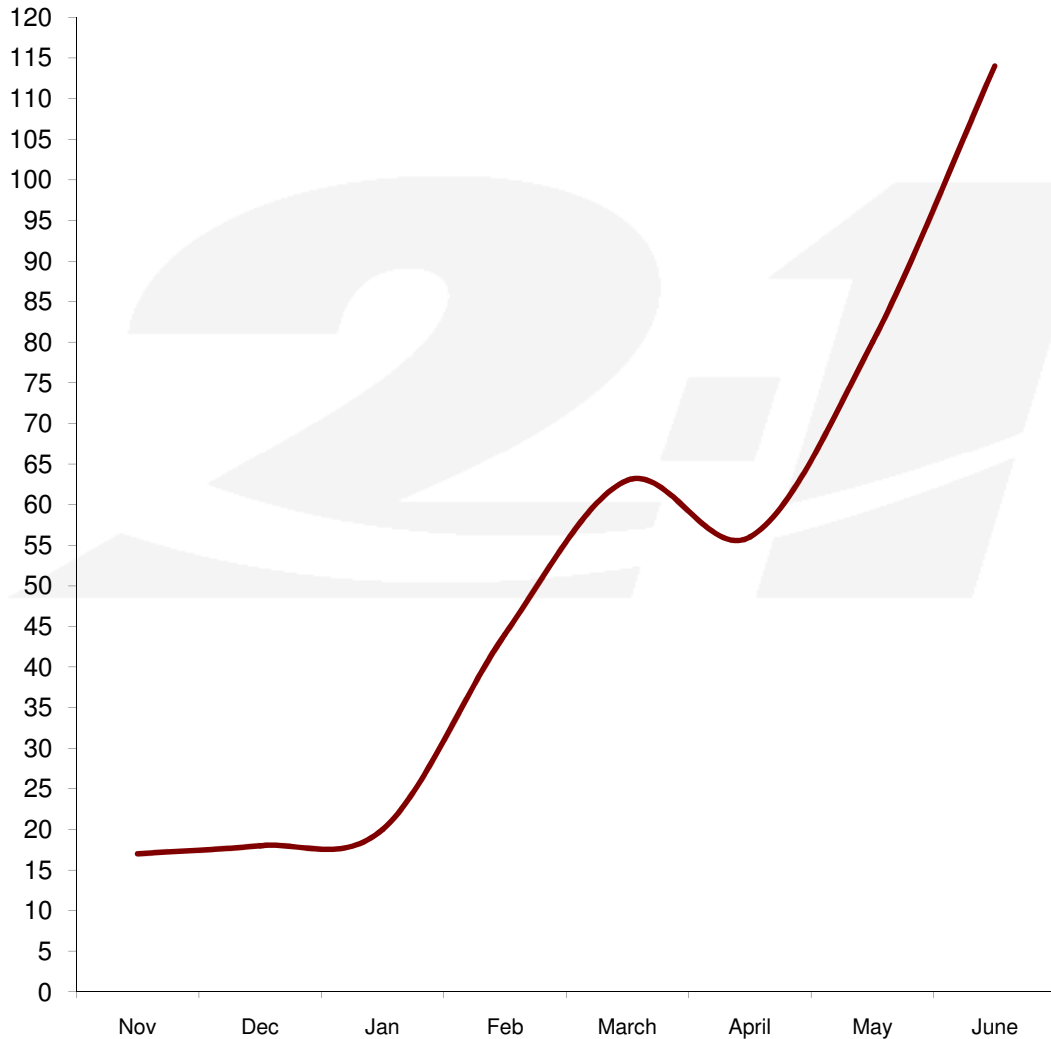
In June, 16% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Community Shelters	7	<b>“Service not available”</b>
Rent Payment Assistance	4	<b>“No documentation”</b> 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	2	<b>“Previously assisted”</b> Most agencies will only assist a client once per year.
Transitional Housing/Shelter	2	<b>“Service not available”</b>
Dental Care Expense Assistance	1	<b>“Service not available”</b>

# Shiawassee County Call Volume

Total Call Volume for June: 114



## June's Top Requests

Electric Service Payment Assistance	18
Rent Payment Assistance	10
Community Shelters	5
Food Pantries	5
Medical Care Expense Assistance	5
Adult State/Local Health Insurance Programs	4
Community Clinics	4
General Legal Aid	4
Automobiles	3
Child Abuse Reporting/Emergency Response	3

# Shiawassee County Detail

June 2011

In June, 19% 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

Rent Payment Assistance	6	<b>“No documentation”</b> 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	3	<b>“Service not available”</b>
Electric Service Payment Assistance	2	<b>“Bill exceeds amount available”</b> The amount requested for these particular callers was \$1,950.
Homeless Motel Vouchers	2	<b>“No immediate resource available”</b>
Adult State/Local Health Insurance Programs	1	<b>“Target population requirement”</b>

## Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	23
Medical Supplies Donation Programs	12
Appliance Donation Programs	8
Donation Pickups	8
Furniture/Home Furnishings Donation Programs	8
Clothing Donation Programs	5
Vehicle Donation Programs	4
Computer Donation Programs	2
Volunteer Administration Associations	2
Baby Furniture Donation Programs	1
Cell Phone Donation Programs	1
Sports Equipment Donation Programs	1

Our monthly report June 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	8
Lansing	3
Adrian	2
Flint	2
Dewitt	1
Fenton	1
Flushing	1
Manitou Beach	1
Mount Morris	1
Onsted	1
Parma	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](http://www.CentralMichigan211.org)!**

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*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*

