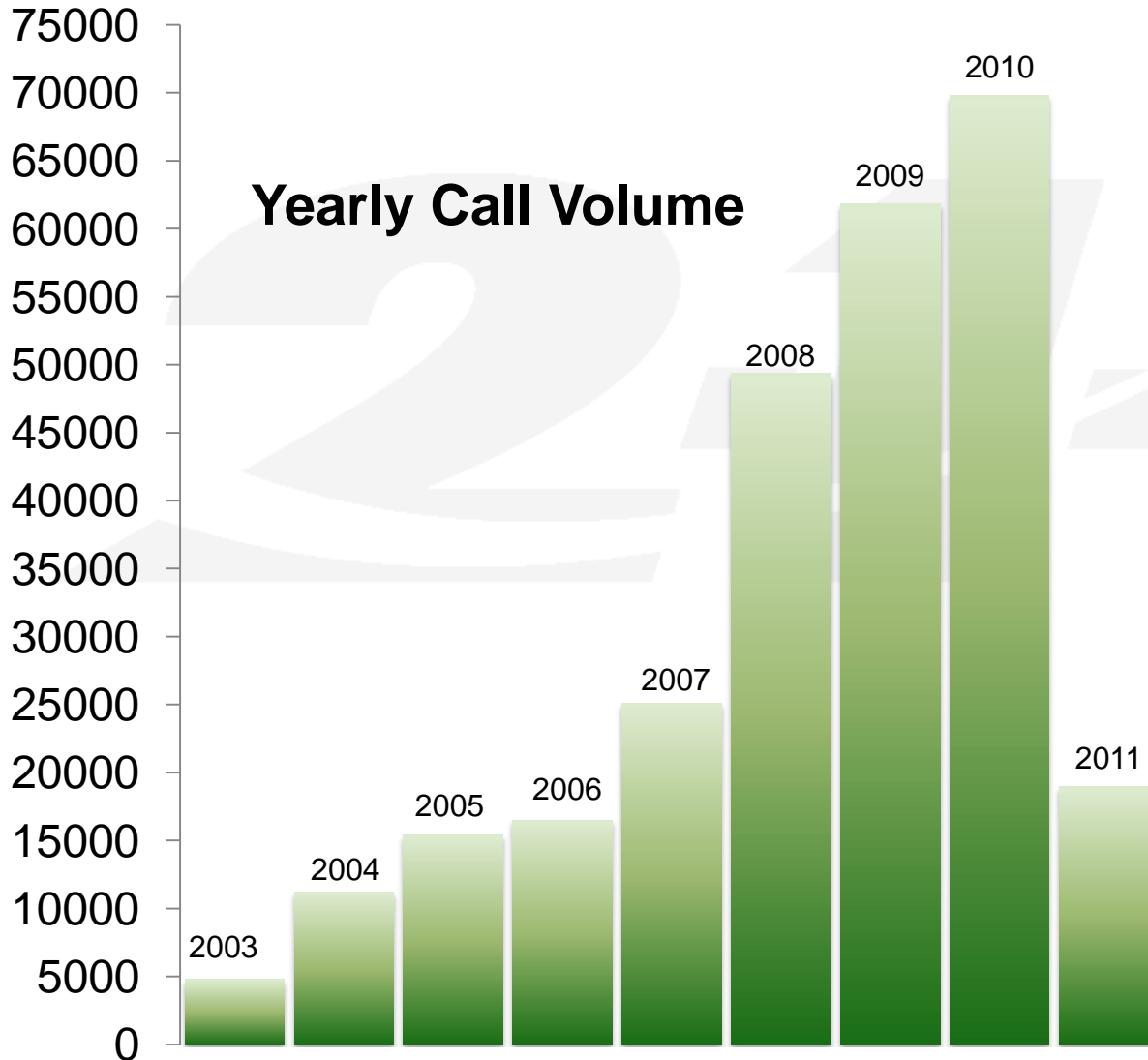




March 2011
Community Report



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

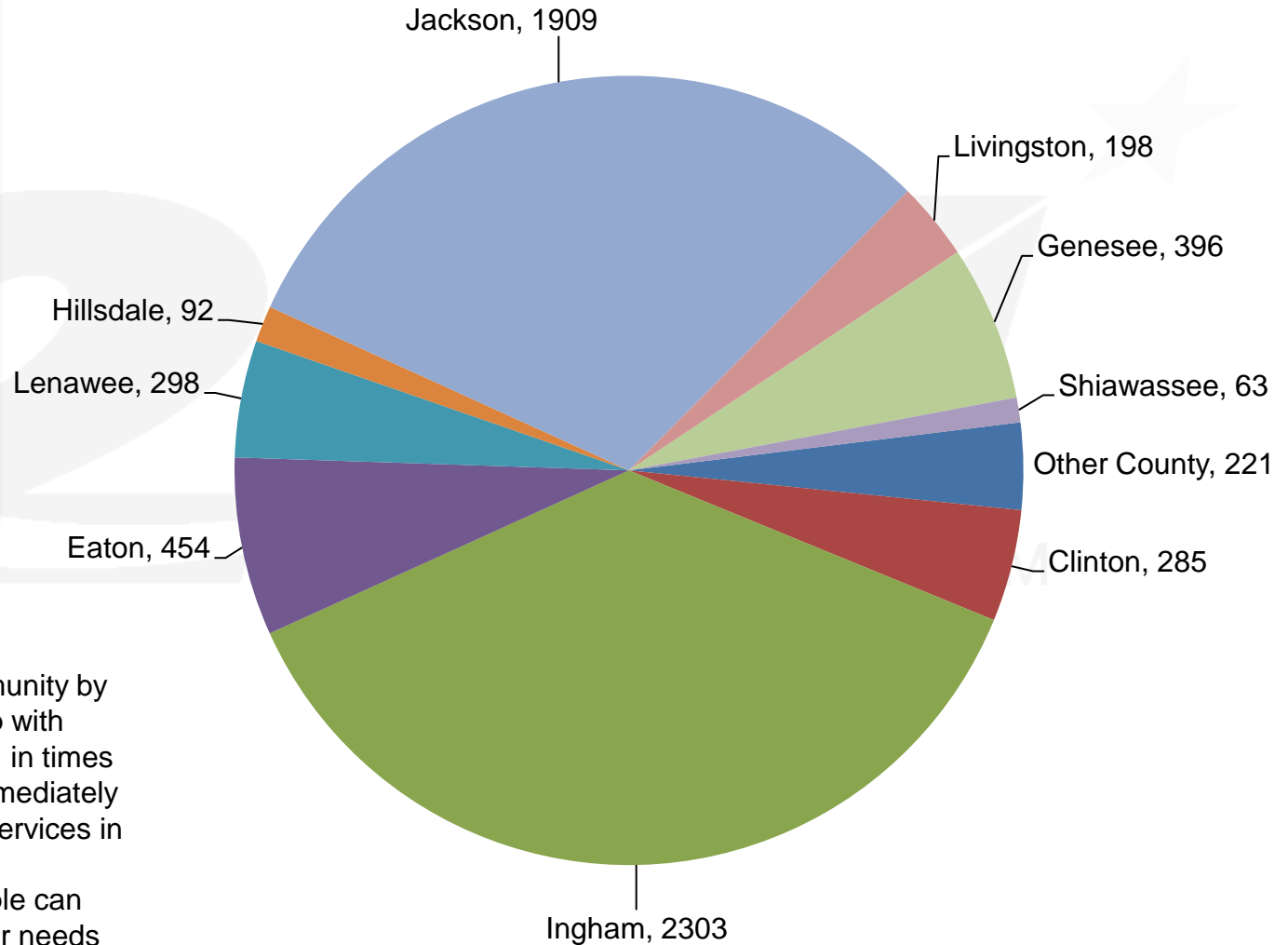
Total Call Volume, March 2011 – 6,219

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

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.

Lansing – Recently, an acquaintance of Samuel's stole his checkbook and forged five checks totaling nearly \$7,000. This was Samuel's entire savings and the loss led him to miss his rent payment and receive an eviction notice. After giving referrals for rent payment assistance, his call specialist asked Samuel what efforts he had made to recover the stolen funds. Samuel indicated that he had submitted the police report to his bank but had since been told by a customer service representative that there was nothing they could do. Samuel was referred to a local legal professional who then contacted the bank on Samuel's behalf. Two days later, Samuel received a call from the bank saying that the funds would be reinstated within ten business days. Not only was Samuel made whole again but he also will not have to use scarce community funds to satisfy his rent arrearage.

Dewitt – Susan was seeking substance abuse services for her 22 year old son. He had been in and out of several treatment programs over the previous three years and was still abusing both pain killers and alcohol. He was doing so in his mother's home in the presence of her two other children, ages 12 and 17. At her wits end, she called 2-1-1 to find yet another treatment program.

While her call specialist did give a referral for substance abuse screening, he also heard her more subtle message that, whether the son could obtain services or not, she needed him to be out of the home and away from her two other children. She'd had enough. Her call specialist referred her both to free legal services to discuss eviction or other removal options as well as to a local support group for the families of substance abusers.

Two weeks later she called 2-1-1 again to report that her son had been involved in an automobile accident and, due to his intoxication at the time, had been reprimanded by court order to an intensive inpatient treatment program. Using information she had obtained through her lawyer and fellow attendees of the support group, she had begun to create a plan to bar her son from reentering the home once his treatment was done. She thanked her call specialist for enabling her to confront the difficult decisions involved in protecting her younger children. She also reported on the wealth of support she had been receiving from other parents in similar positions.

Web Contacts

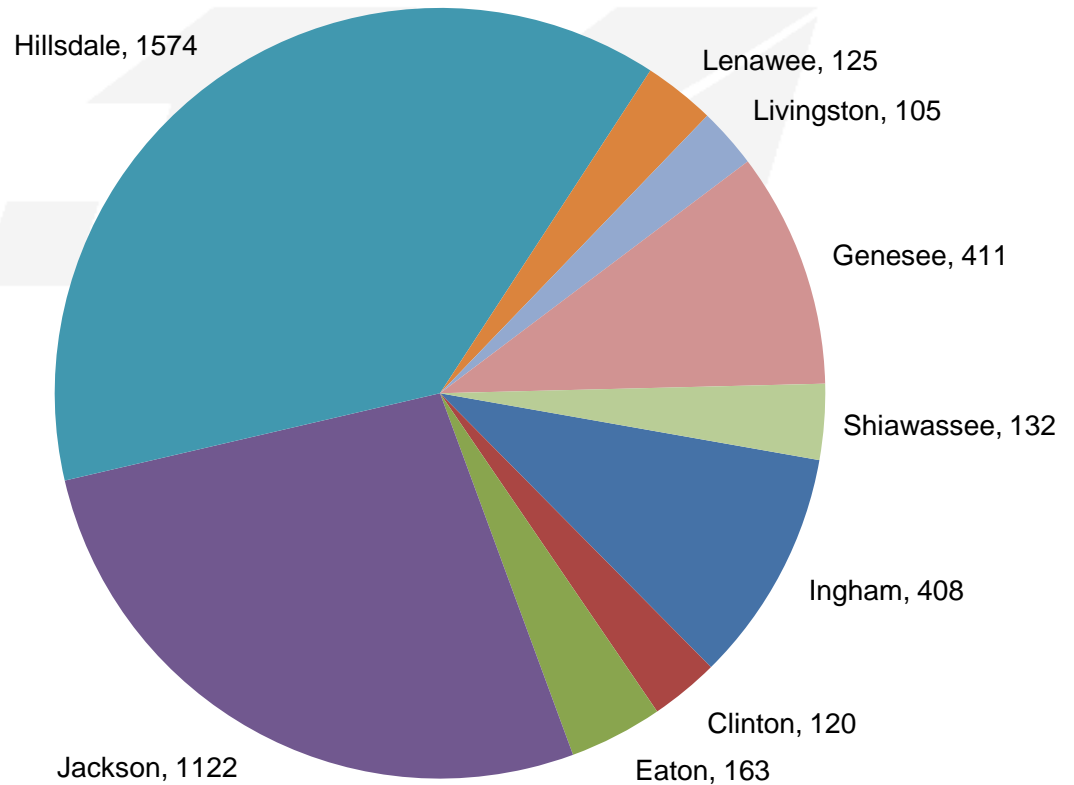
This section details contacts received by visitors to the Central Michigan 2-1-1 online database for the month of March.

Total Visitors for March: 1,516

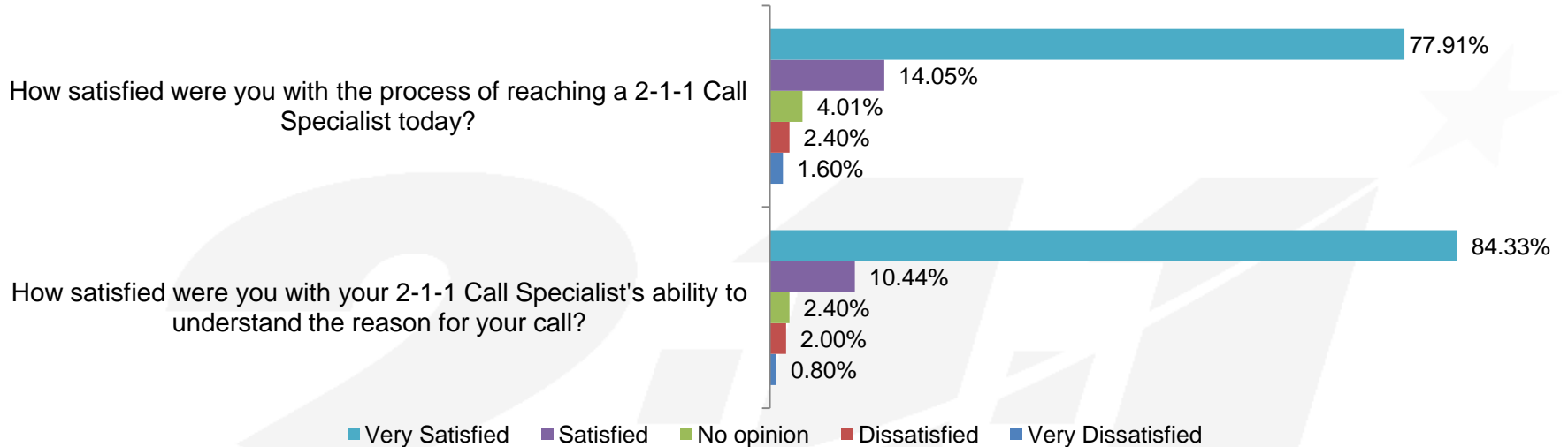
Top Ten Searches

Food Pantries	106
Gas Bill Payment	93
Food Banks/Food Distribution Warehouses	66
Alternative Schools	65
Adoption and Foster/Kinship Care Support Groups	48
Rent Payment	47
Adult Psychiatric Inpatient Units	41
Adult High School Diploma Programs	39
Home Rental Listings	38
Adult Residential Treatment Facilities	36

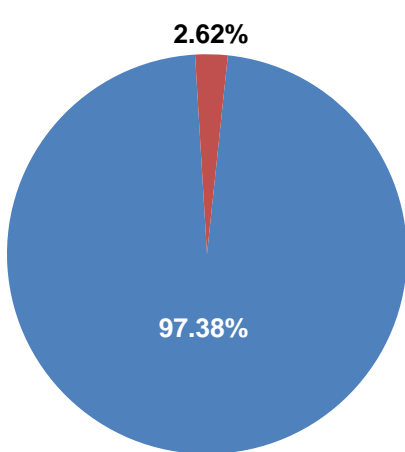
Search Volume by County



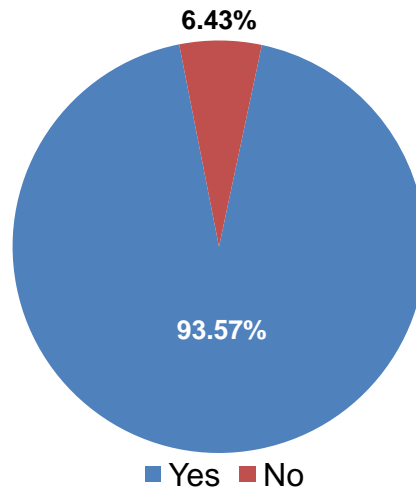
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client back approximately 2 minutes after their 2-1-1 call has ended. In March, 498 callers participated in the survey. Of those participants, 85.54% received referrals for services. Other results are listed below.



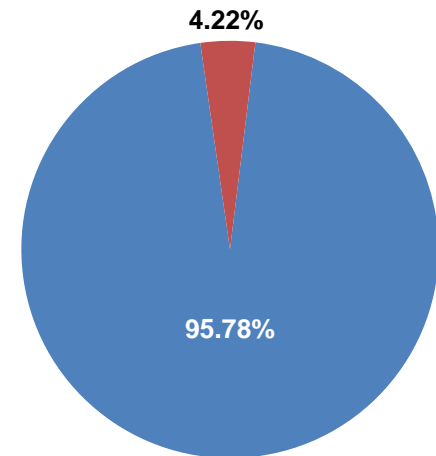
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



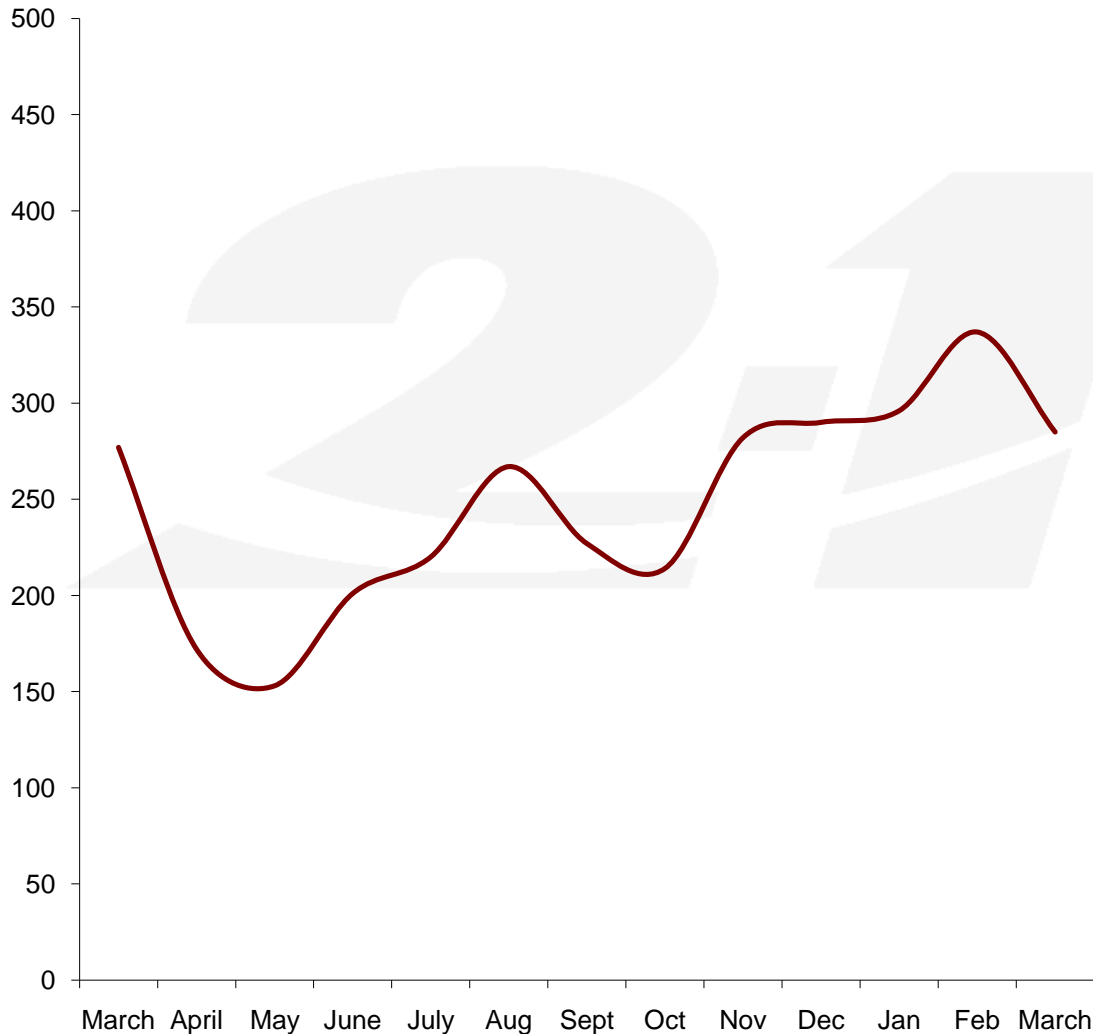
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for March: 285



March's Top Needs	
VITA Program Sites	46
Electric Service Payment Assistance	35
Food Pantries	17
General Dentistry	8
Rent Payment Assistance	8
Adult State/Local Health Insurance Programs	7
Community Clinics	7
Community Shelters	7
Gas Service Payment Assistance	7
Rent Rebate/Tax Credit Information	7

Clinton County Detail

March 2011

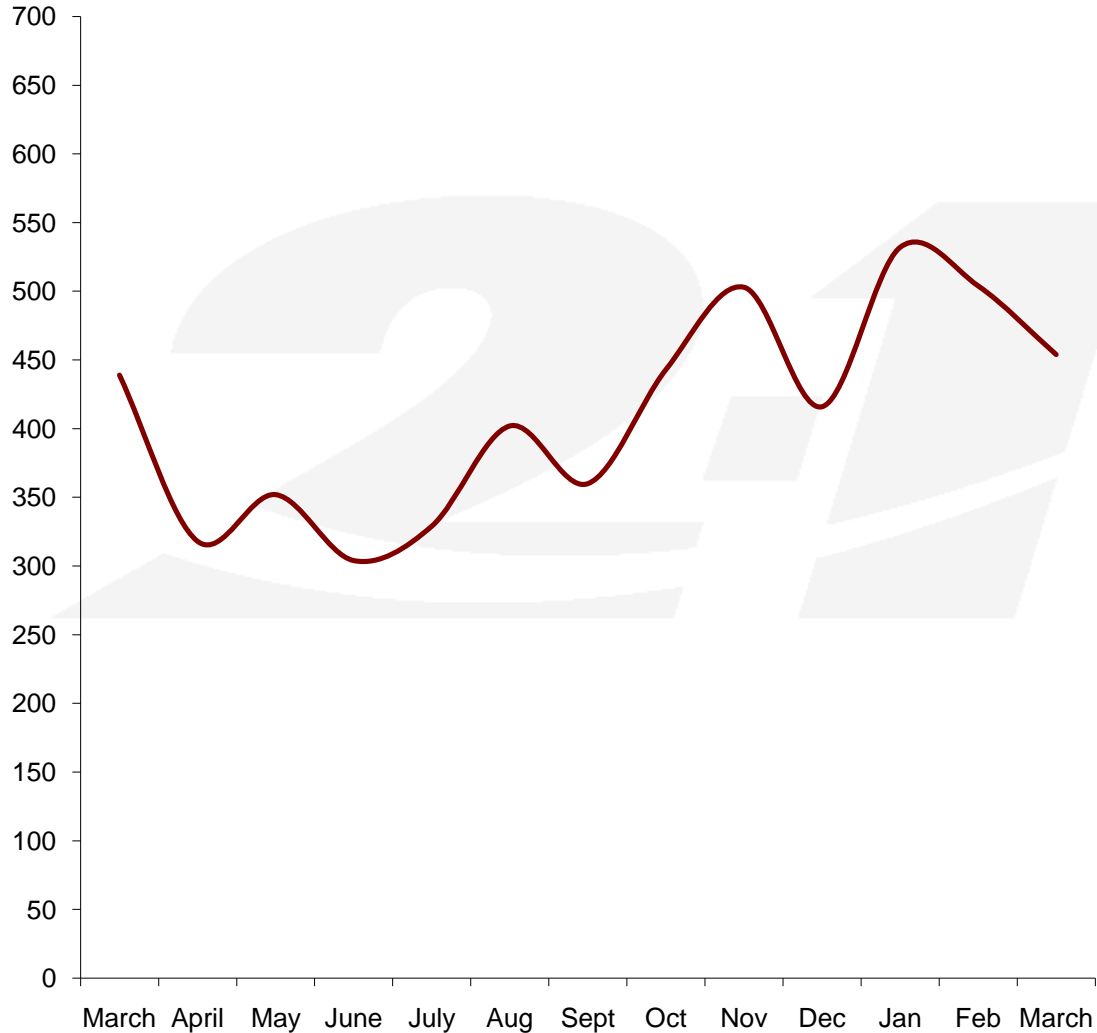
In March, 9% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	4	“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	4	“Bill exceeds amount available” The average amount requested for these particular callers was \$950.
Medical Information Lines	2	“Service not available”
Medical Supplies Donation Programs	2	“No immediate resource available” In both of these instances, callers were seeking to donate supplies that were either in disrepair or not needed by any local agencies.
Prescription Expense Assistance	2	“Client refused referral”

Eaton County Call Volume

Total Call Volume for March: 454



March's Top Needs	
Electric Service Payment Assistance	76
VITA Program Sites	42
Food Pantries	25
Rental Deposit Assistance	14
General Dentistry	13
Rent Payment Assistance	13
Community Shelters	12
State Income Tax Information	12
Prescription Expense Assistance	11
General Legal Aid	9

Eaton County Detail

March 2011

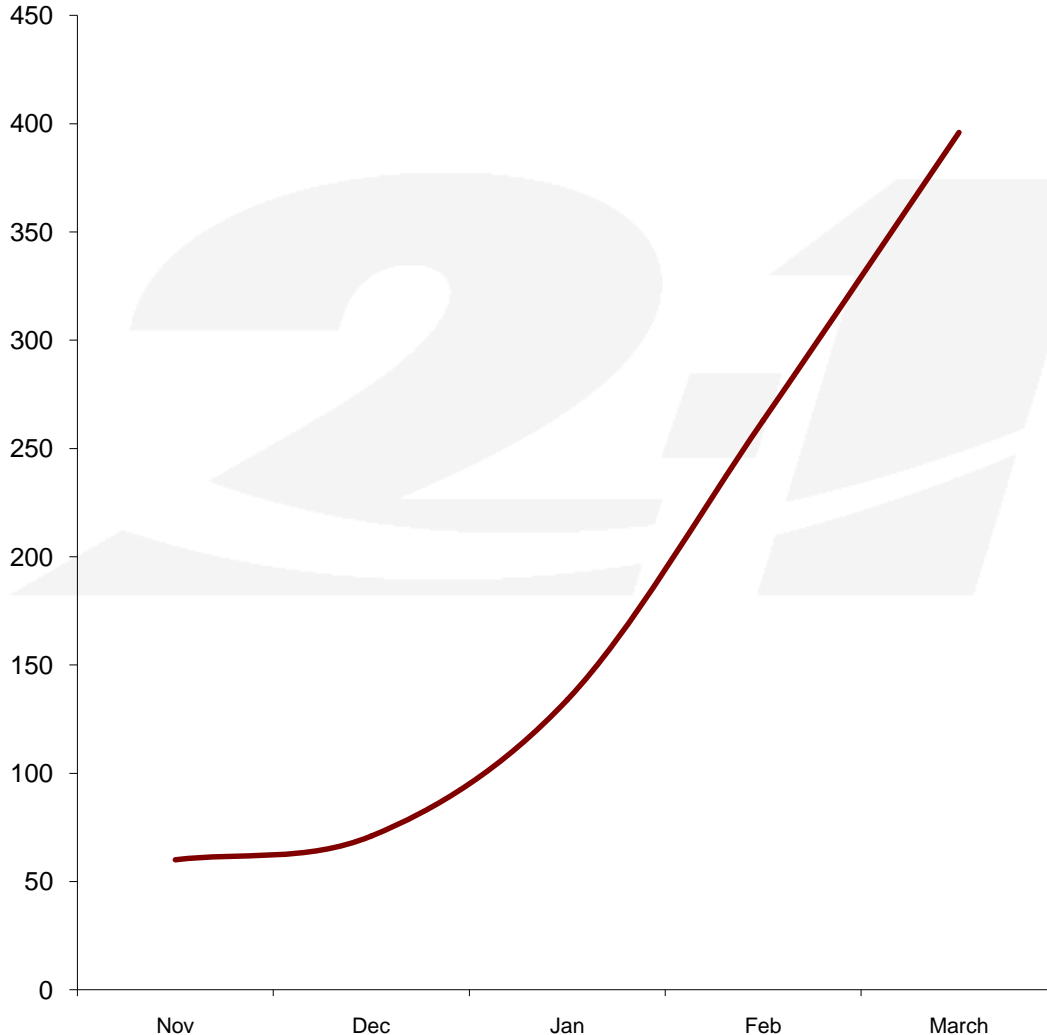
In March, 11% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	9	“Bill exceeds amount available” The average amount requested for these particular callers was \$768.
Community Shelters	3	“Client refused referral”
Gas Bill Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$710.
Rental Deposit Assistance	3	“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.
Disability Related Transportation	2	“Service inaccessible/Cost” While there are companies that provide disability related transportation in Eaton County, none of them are free of charge.

Genesee County Call Volume

Total Call Volume for March: 396



March's Top Requests

Electric Service Payment Assistance	66
Outreach Programs	43
Food Pantries	35
Rent Payment Assistance	20
VITA Program Sites	15
Gas Service Payment Assistance	14
General Furniture Provision	12
Glasses/Contact Lenses	10
Home Maintenance and Minor Repair Services	10
Water Service Payment Assistance	10

Genesee County Detail

March 2011

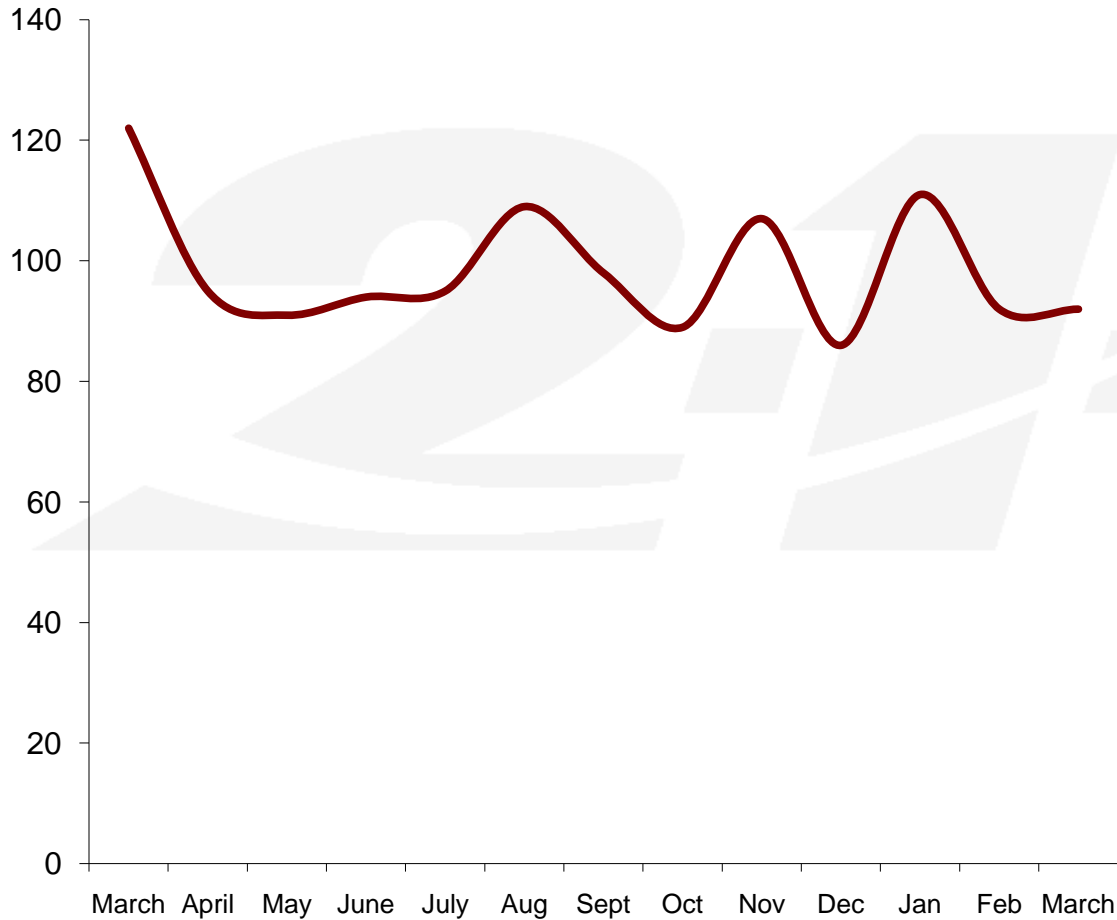
In March, 13% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	5	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,313.
Bus Fare	5	“Service not available”
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 Bill Payment	4	“Bill exceeds amount available” The average amount requested for these particular callers was \$2,454.
Community Shelters	2	“No immediate resource available”

Hillsdale County Call Volume

Total Call Volume for March: 92



March's Top Needs	
Electric Service Payment Assistance	8
Directory Assistance	5
Heating Fuel Payment Assistance	4
Adult State/Local Health Insurance Programs	3
General Dentistry	3
General Legal Aid	3
Glasses/Contact Lenses	3
Transitional Housing/Shelter	3
Automobiles	2
Child Care Provider Referrals	2

Hillsdale County Detail

March 2011

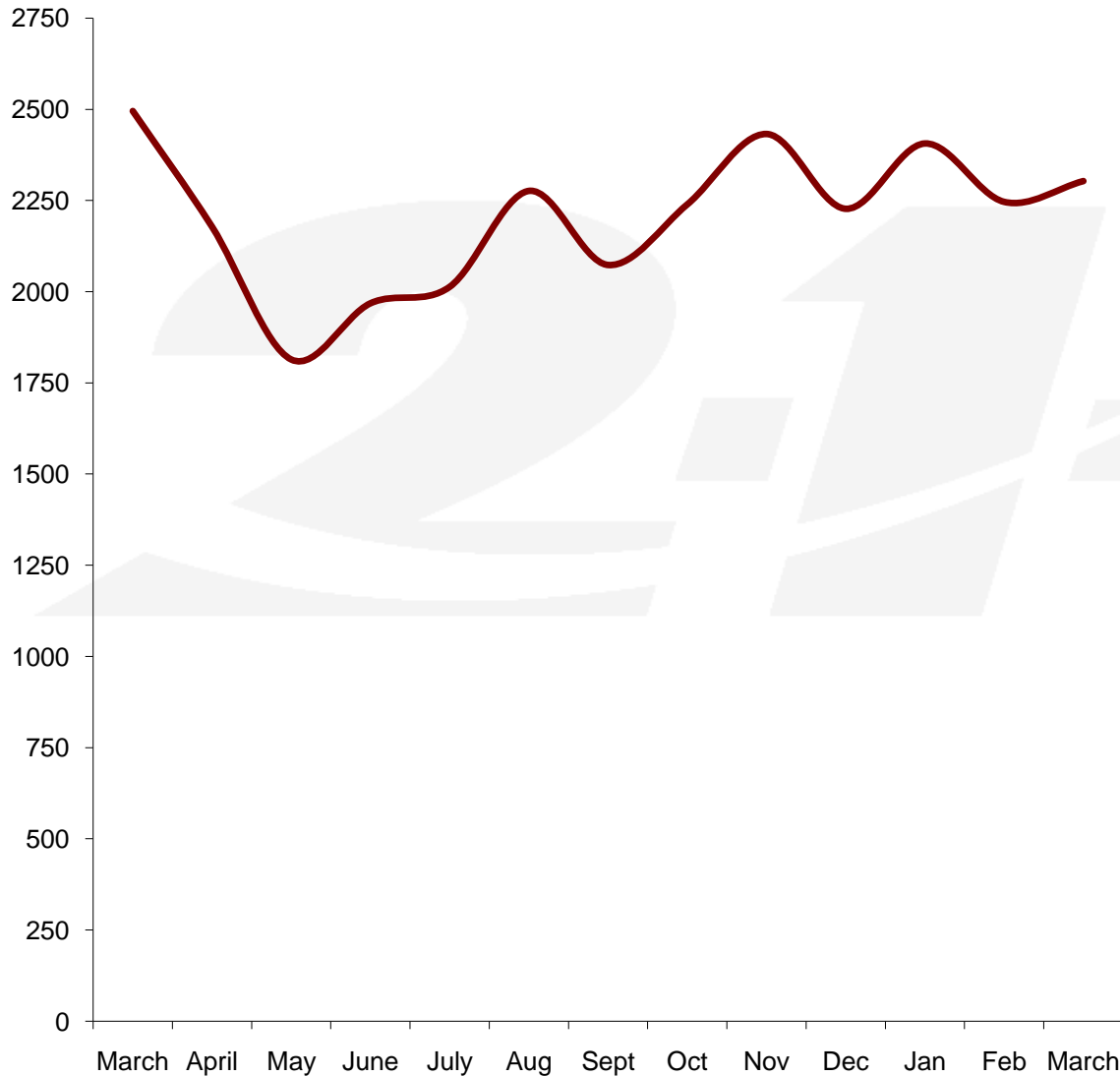
In March, 23% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	4	“Bill exceeds amount available” The average amount requested for these particular callers was \$508.
Education Related Fee Payment Assistance	2	“Service not available” Callers who are entering into technical or other certification programs (as opposed to 2 or 4 year degree programs) generally have no access to traditional student loan financing.
Heating Fuel Payment	2	“Bill exceeds amount available” The average amount requested for these particular callers was \$944.
Undesignated Temporary Financial Assistance	2	“Service not available”
Anger Management	1	“Service not available”

Ingham County Call Volume

Total Call Volume for March: 2303



March's Top Needs	
VITA Program Sites	400
Electric Service Payment Assistance	309
Food Pantries	89
Directory Assistance	80
Rent Payment Assistance	71
State Income Tax Information	59
General Furniture Provision	52
Community Shelters	48
Rent Rebate/Tax Credit Information	44
Earned Income Credit Information	39

Ingham County Detail

March 2011

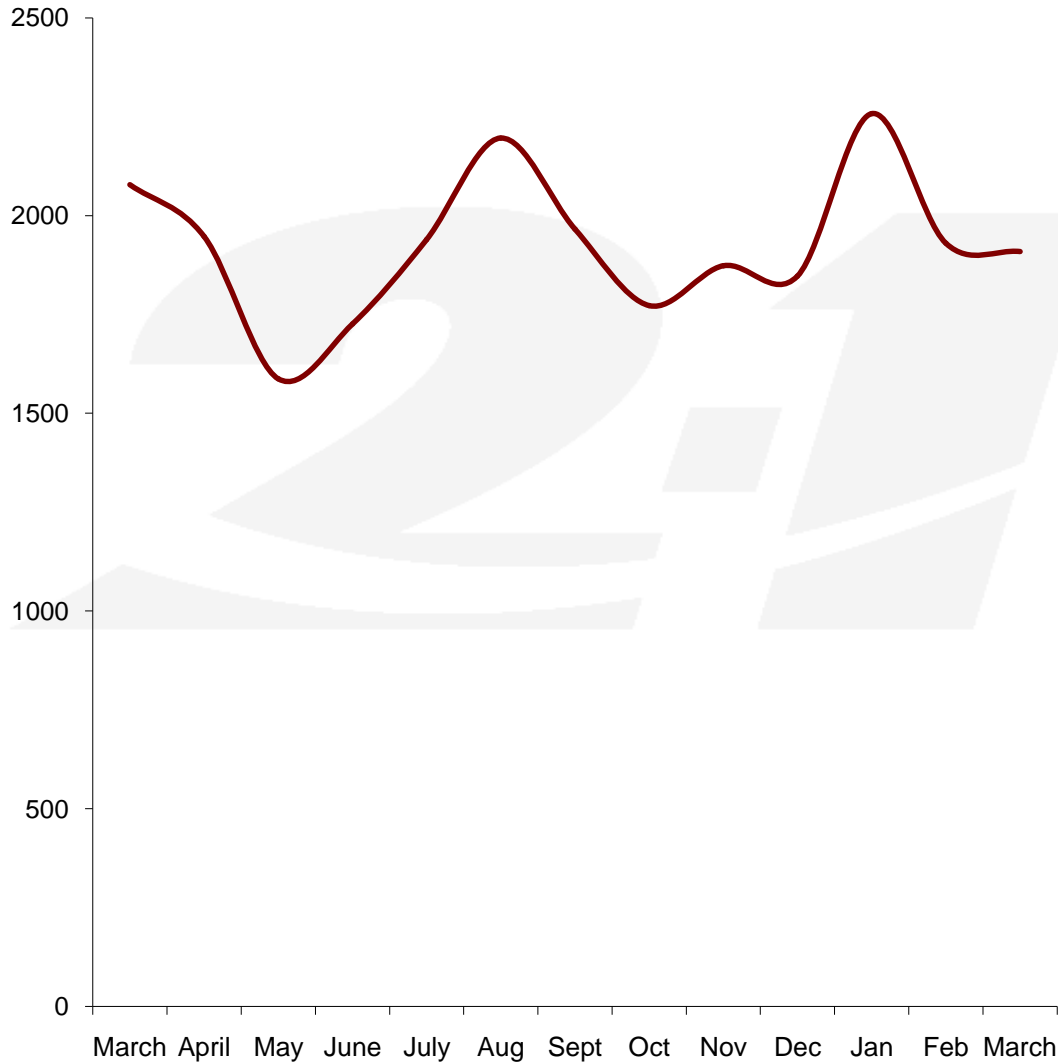
In March, 5% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	57	“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	18	“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	18	“Target population requirement” This means either that the caller’s household had more than \$49,000 in income for 2010 or the caller’s tax processing needs fell outside of the capabilities of the VITA volunteers.
Gas Bill Payment	7	“Bill exceeds amount available” The average amount requested for these particular callers was \$652.
Easter Assistance	6	“No immediate resource available” Ingham County usually has a number of agencies that provide Easter baskets and meals. These callers were simply requesting the assistance too early in the season. They were encouraged to call back at a later date.

Jackson County Call Volume

Total Call Volume for March: 1909



March's Top Needs	
VITA Program Sites	254
Electric Service Payment Assistance	223
Rent Payment Assistance	61
Directory Assistance	54
General Furniture Provision	53
Food Pantries	52
State Income Tax Information	47
General Legal Aid	42
Gas Service Payment Assistance	38
General Dentistry	38

Jackson County Detail

March 2011

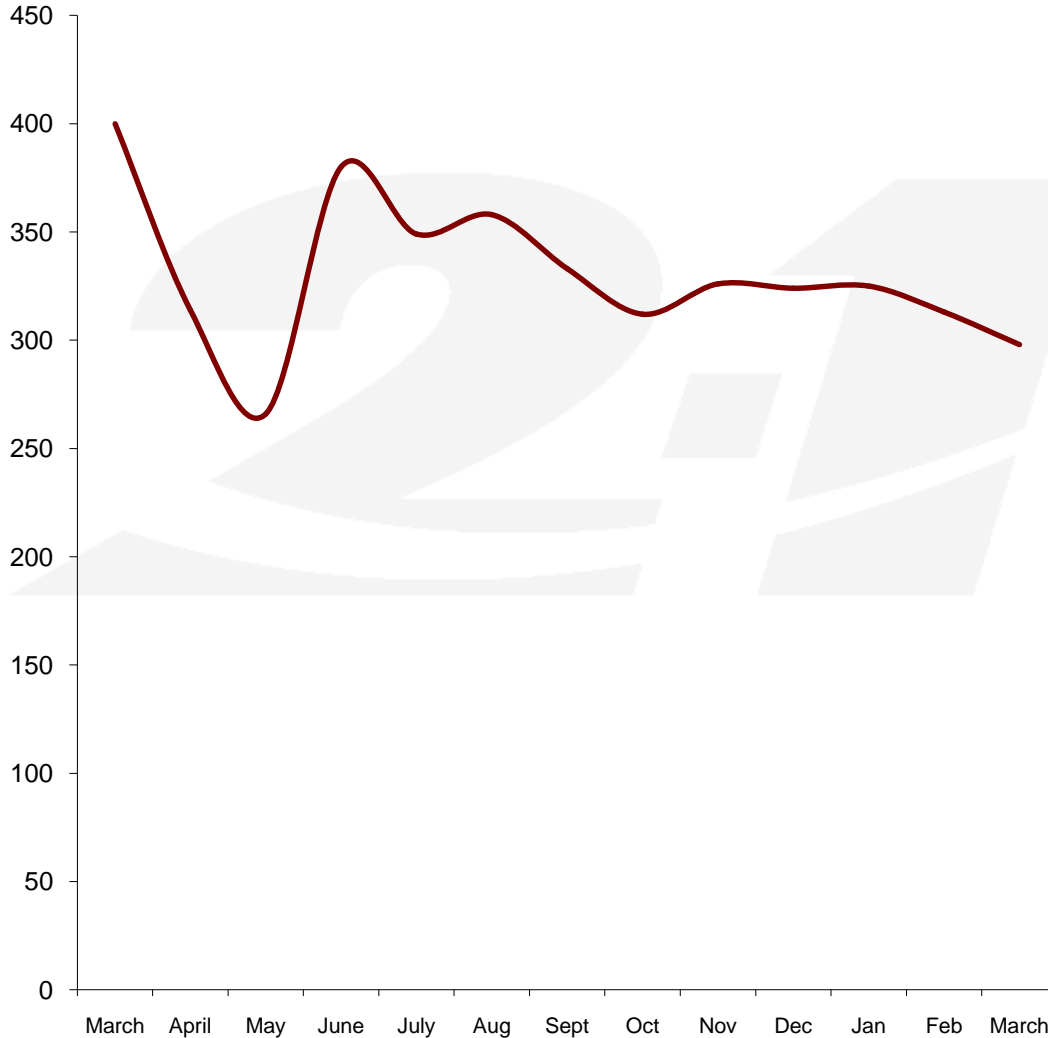
In March, 9% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	32	“Bill exceeds amount available” The average amount requested for these particular callers was \$793.
Rent Payment	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.
Gas Bill Payment	12	“Bill exceeds amount available” The average amount requested for these particular callers was \$794.
Bus Fare	10	“Service not available”
VITA	7	“Client refused referral”

Lenawee County Call Volume

Total Call Volume for March: 298



March's Top Needs	
Electric Service Payment Assistance	34
VITA Program Sites	18
Community Clinics	14
Rent Payment Assistance	14
Prescription Expense Assistance	12
Food Pantries	11
Directory Assistance	10
Adult State/Local Health Insurance Programs	9
General Dentistry	9
General Legal Aid	6

Lenawee County Detail

March 2011

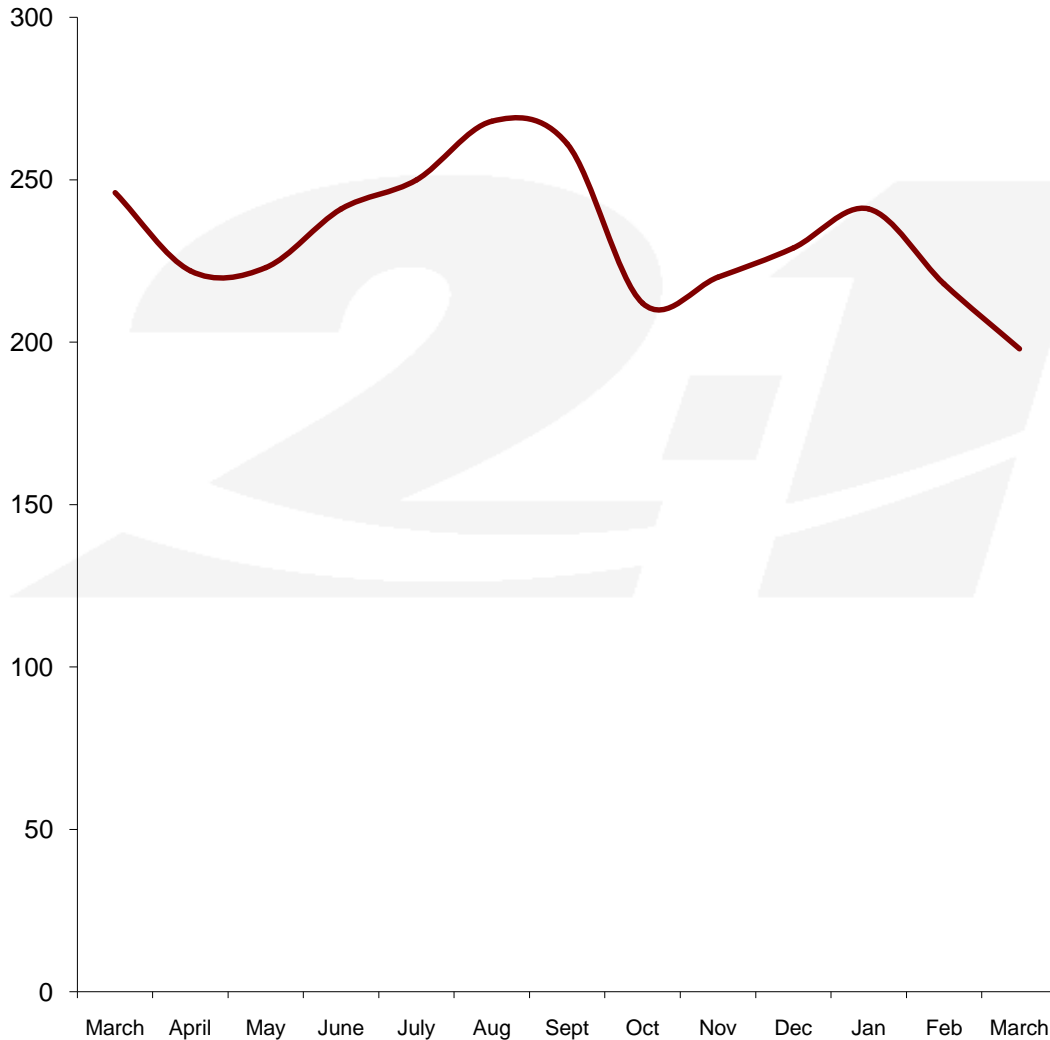
In March, 13% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Rent Payment	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.
Bus Fare	2	“Service not available”
Community Clinics	2	“Client refused referral”
Disability Related Transportation	2	““Service inaccessible/Cost” ” While there are companies that provide disability related transportation in Lenawee County, none of them are free of charge.
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.

Livingston County Call Volume

Total Call Volume for March: 198



March's Top Requests

Electric Service Payment Assistance	22
Food Pantries	10
Community Shelters	9
Rent Payment Assistance	9
Automotive Repair	7
General Legal Aid	7
Home Rental Listings	6
Rental Deposit Assistance	6
VITA Program Sites	6
Adult State/Local Health Insurance Programs	5

Livingston County Detail

March 2011

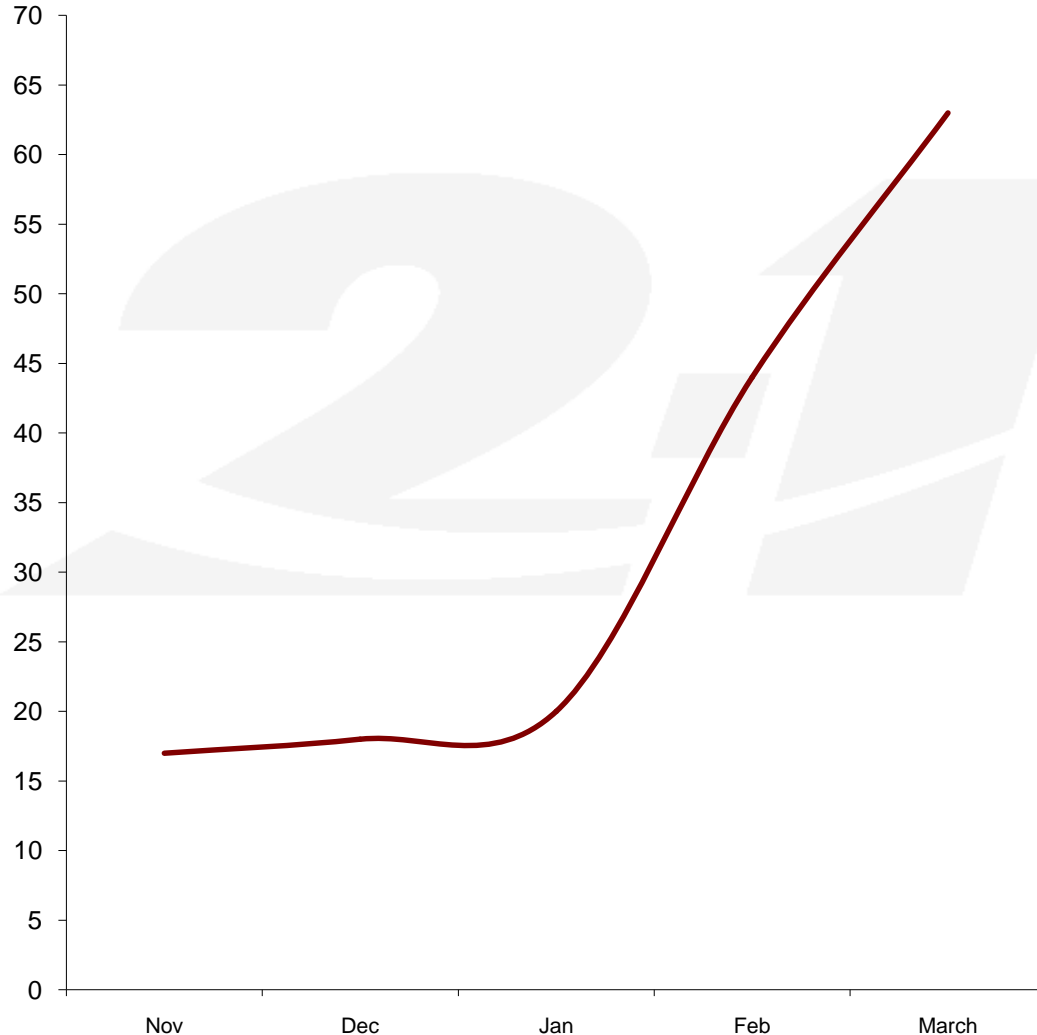
In March, 12% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

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.
Rental Deposit Assistance	3	“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.
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.
Automobile Insurance Payment	1	“Service not available”
Child Passenger Safety Seats	1	“No immediate resource”

Shiawassee County Call Volume

Total Call Volume for March: 63



March'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

March 2011

In March, 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

Rent Payment	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.
Electric Bill Payment	2	“Bill exceeds amount available” One of these callers had a bill in excess of available community resources. That caller’s amount due was \$6,000.
Bus Fare	1	“Service not available”
Community Shelters	1	“Service not available”
Gas Bill Payment	1	“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.

Giving Help: Volunteerism and Donations

<i>“Give Help” Calls</i>	
Volunteer Recruitment/Placement	15
Medical Supplies Donation Programs	7
Furniture/Home Furnishings Donation Programs	6
Donation Pickups	4
Appliance Donation Programs	3
Transportation Volunteer Opportunities	3
Food Donation Programs	2
Cell Phone Donation Programs	1
Clothing Donation Programs	1
Computer Donation Programs	1
Mattress Donation Programs	1
Vehicle 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	7
Adrian	2
Brighton	1
Clio	1
Holt	1
Jackson	1
Pinckney	1
Stockbridge	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

