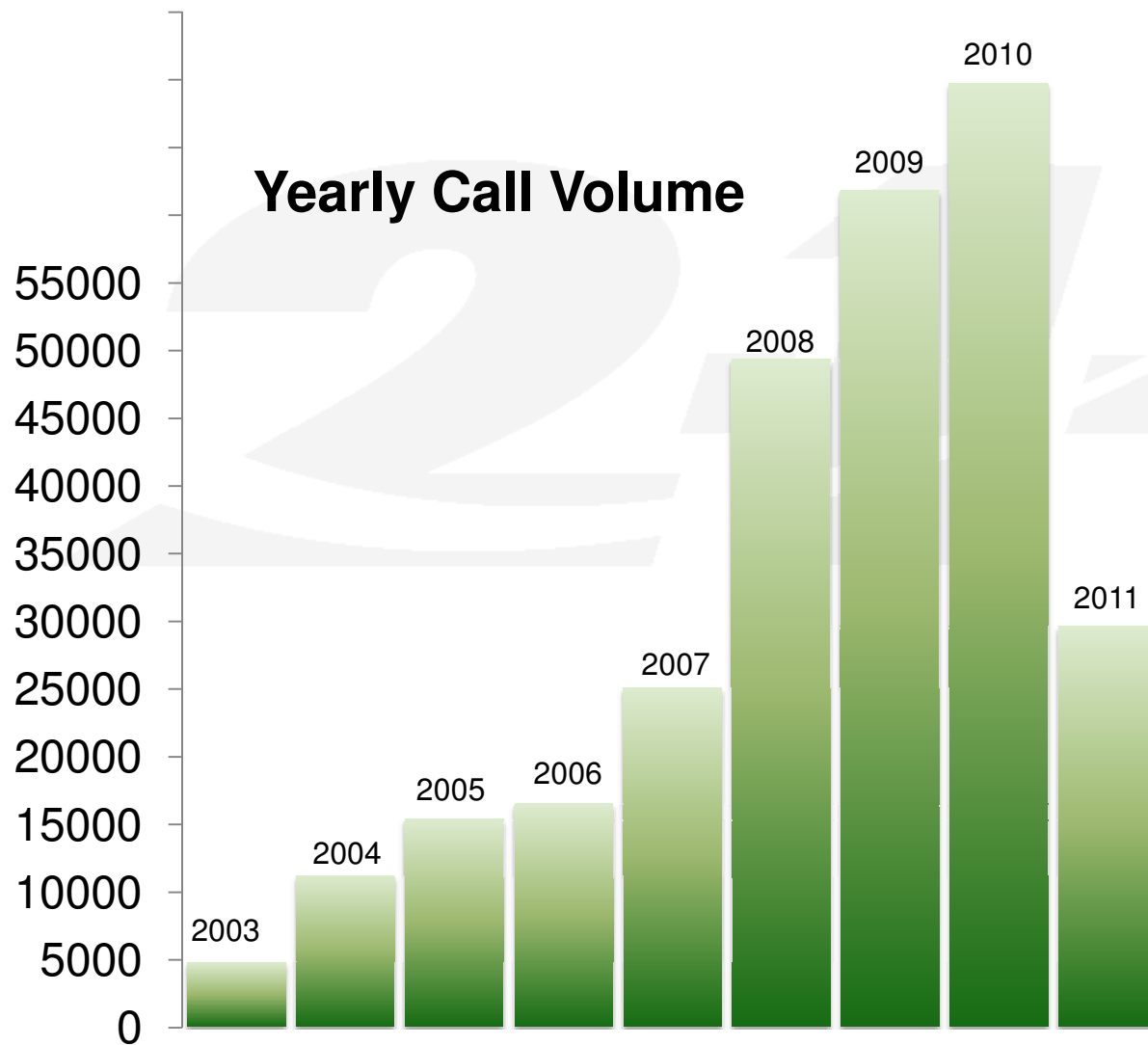




May 2011
Community Report

Toll Free: 866.561.2500
www.CentralMichigan211.org

Yearly Call Volume



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.

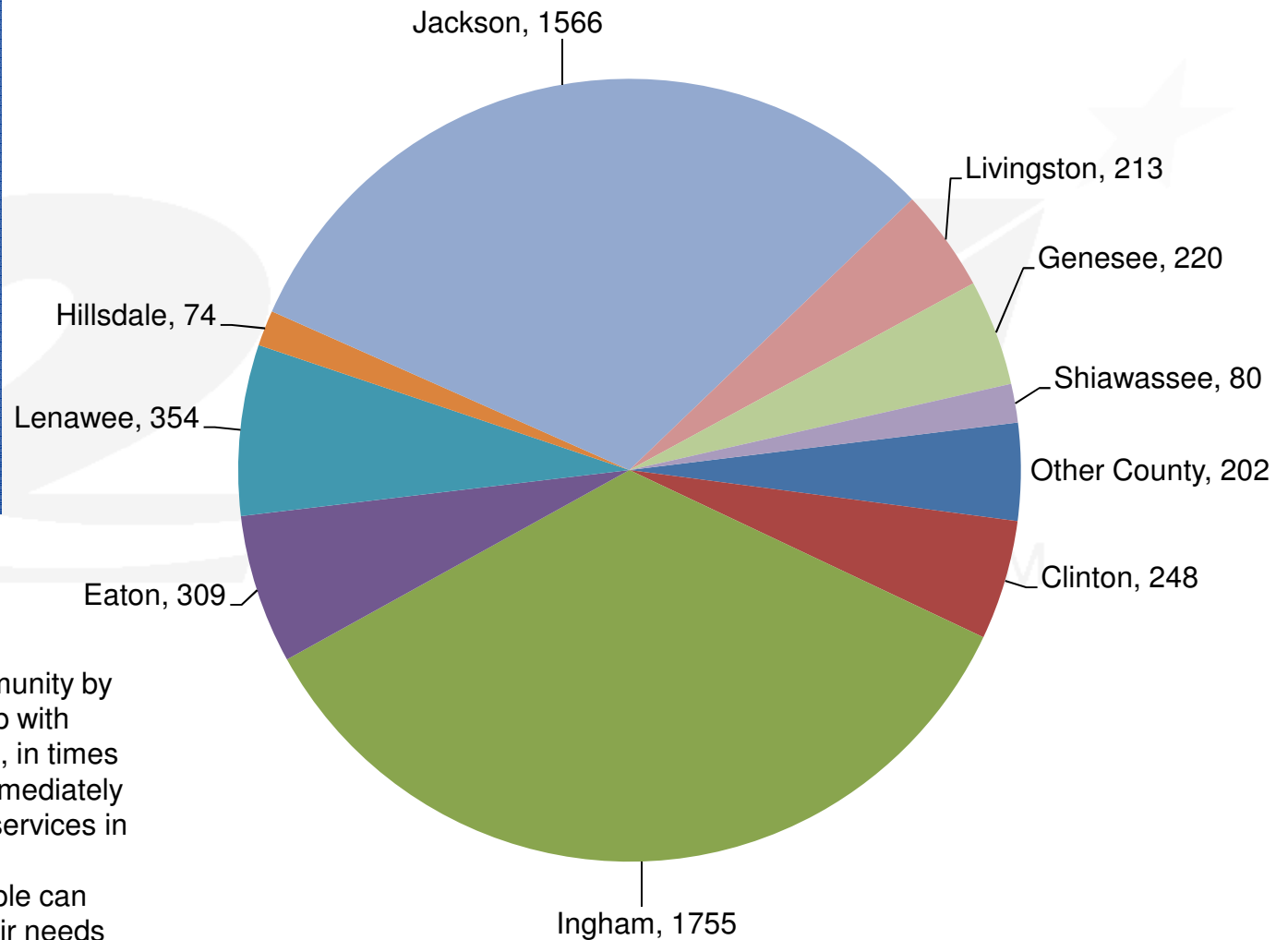
Call Distribution by County

Total Call Volume, May 2011 – 5,021

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.

Jackson – Chris' utilities had already been disconnected and he had been to court for an eviction proceeding. Out of work for several months, he had recently found employment and had managed to save \$2,500 for his arrearages. However, that amount would only pay one of them. Knowing that Chris was in a lose-lose situation at his current residence, his call specialist suggested that he seek out another rental property that included utilities so that he could pay off his large utility debt over time while still connecting service at the new address.

With time slipping away, his call specialist made a series of calls to local landlords asking about availability. Within the day, the call specialist had found a property owner willing to accept Chris' \$2,500 for down payment and first month's rent on a land contract. Not only was Chris able to obtain new, affordable housing, he was also placed on a path to home ownership without having to use scarce community resources for relocation.

Lenawee – Keith, a homebound elder living in an out-county area, called 2-1-1 at 2 p.m. on the Friday before Memorial Day weekend to ask for temporary home care services. He said that he had ongoing medical issues that required attention and that he hadn't eaten in several days. When asked if he had applied for home care services, he eventually admitted that his home care worker had not made a visit for two weeks. Keith had not yet reported this to anyone but a trip to the hospital the night before to deal with various conditions related to his isolation had persuaded him to seek help.

Knowing that resources are difficult to obtain right before a long weekend, his call specialist immediately began contacting relevant agencies to find someone willing to visit Keith during the weekend to check on his welfare. The specialist made 17 phone calls in the following 3 hours, eventually obtaining direct contact information for a local agency director from the 2-1-1 contact at Lenawee United Way. With literally minutes to spare, the director was contacted and graciously agreed to take the responsibility upon himself. After two weeks, Keith was finally not alone.

Web Contacts

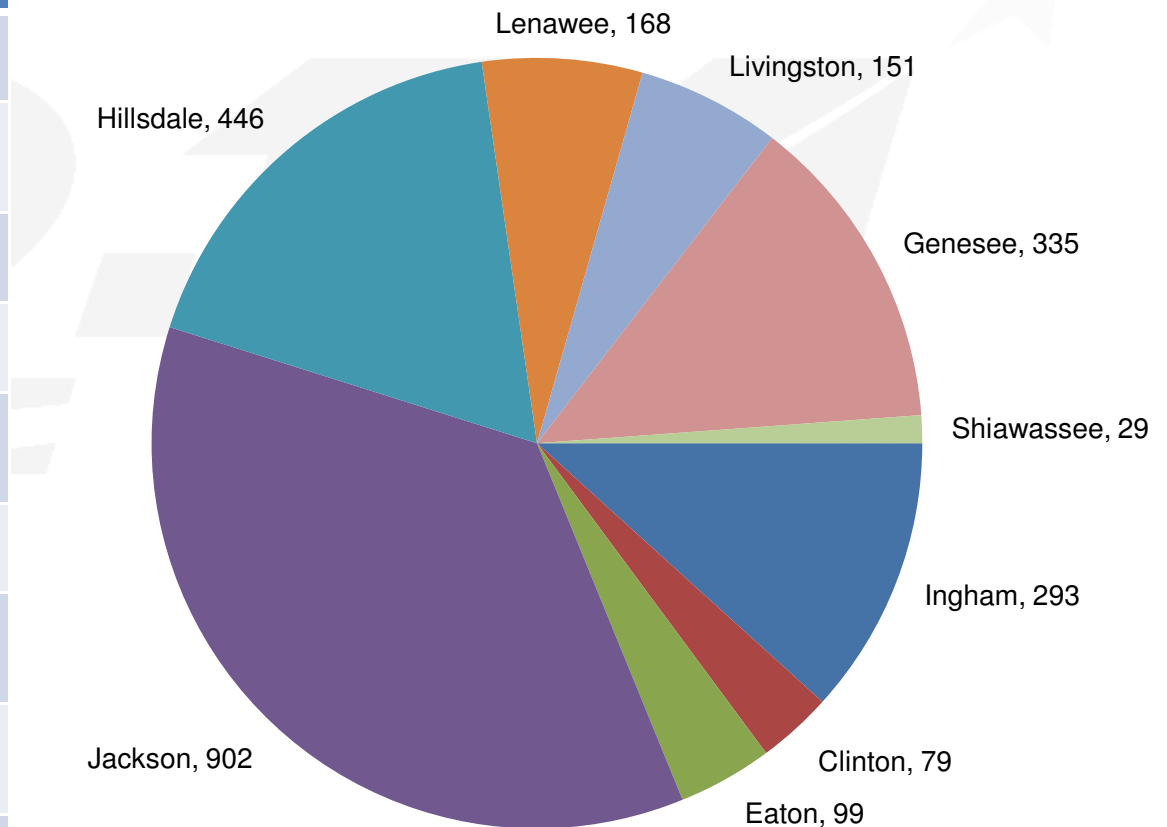
This section details contacts received by visitors to the Central Michigan 2-1-1 online database for the month of May.

Total Visitors for May: 1,592

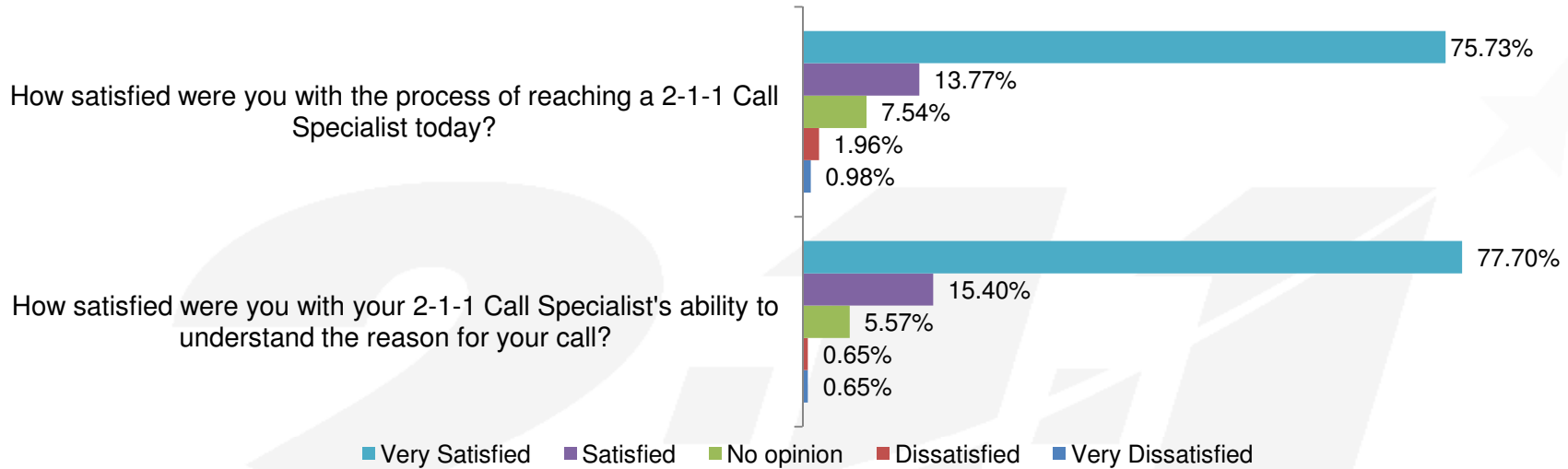
Top Ten Searches

Food Pantries	108
Gas Bill Payment	82
Food Banks	52
Rent Payment	45
Subsidized Housing	33
Foreclosure Prevention	29
Automobiles	27
Utility Deposit Assistance	26
Adoption/Foster/Kinship Care Support Groups	25
Clothing Vouchers	24

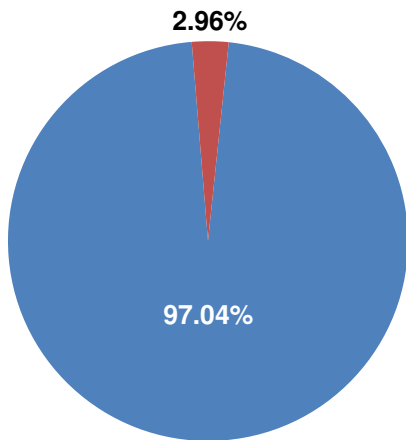
Search Volume by County



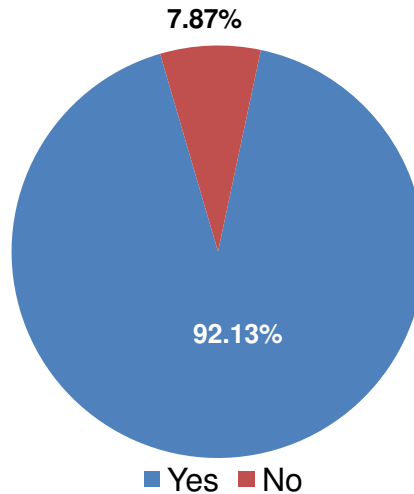
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In May, 305 callers participated in the survey. Of those participants, 80.98% received referrals for services. Other results are listed below.



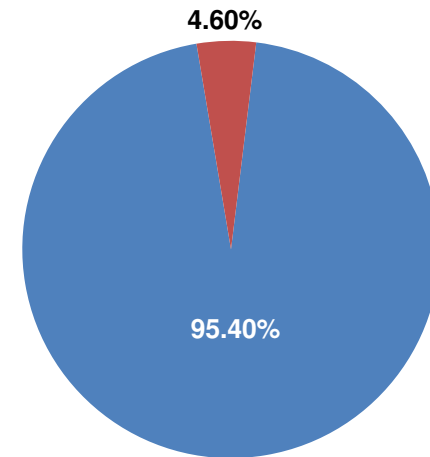
Do you feel that you were treated in a courteous and respectful manner?



Was your Call Specialist helpful and knowledgeable?



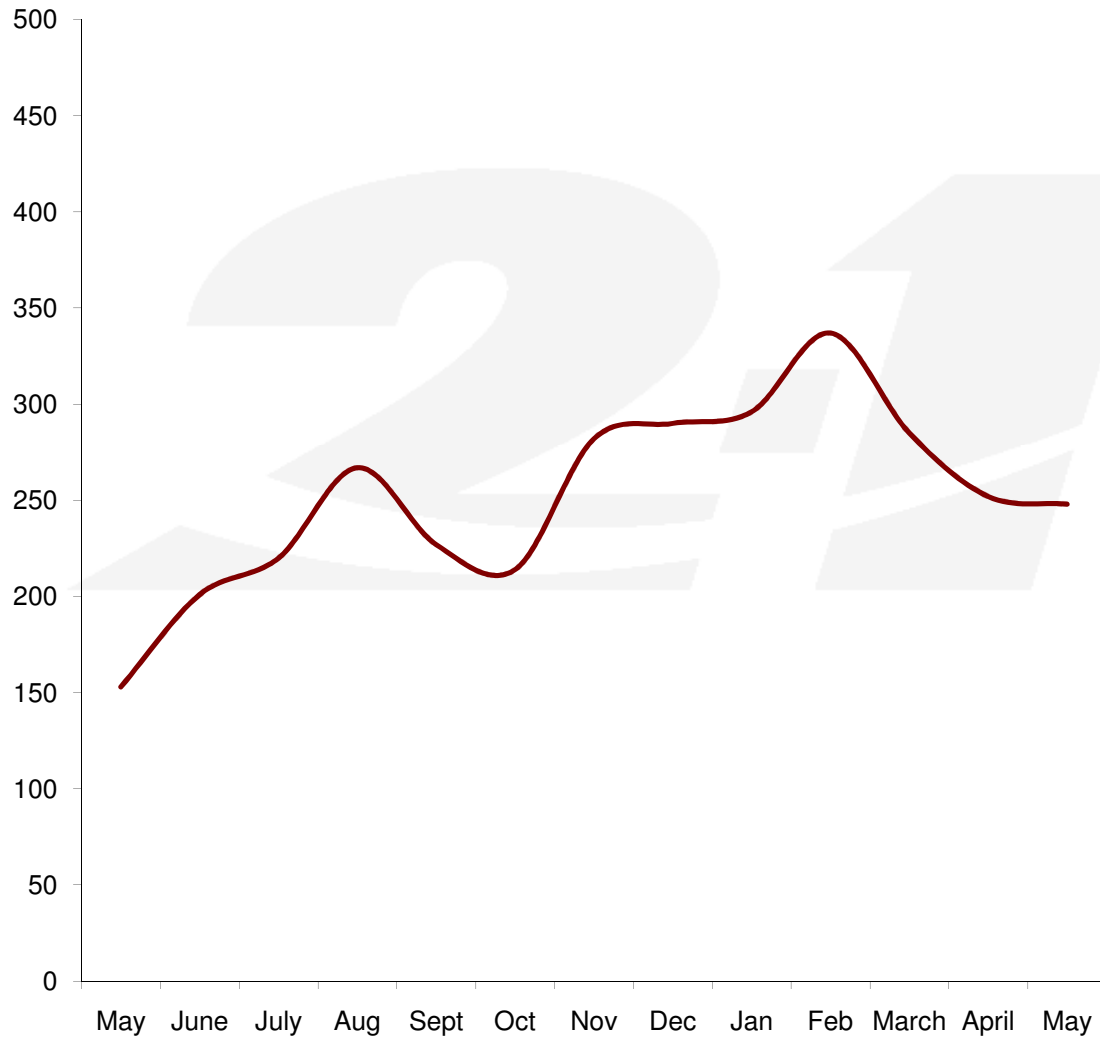
Would you feel comfortable calling 2-1-1 in the future?



■ Yes ■ No

Clinton County Call Volume

Total Call Volume for May: 248



May's Top Needs	
Electric Service Payment Assistance	40
Rent Payment Assistance	21
Food Pantries	20
Community Shelters	11
Directory Assistance	8
Gas Service Payment Assistance	8
General Clothing Provision	8
General Furniture Provision	8
Rental Deposit Assistance	8
General Dentistry	6

Clinton County Detail

May 2011

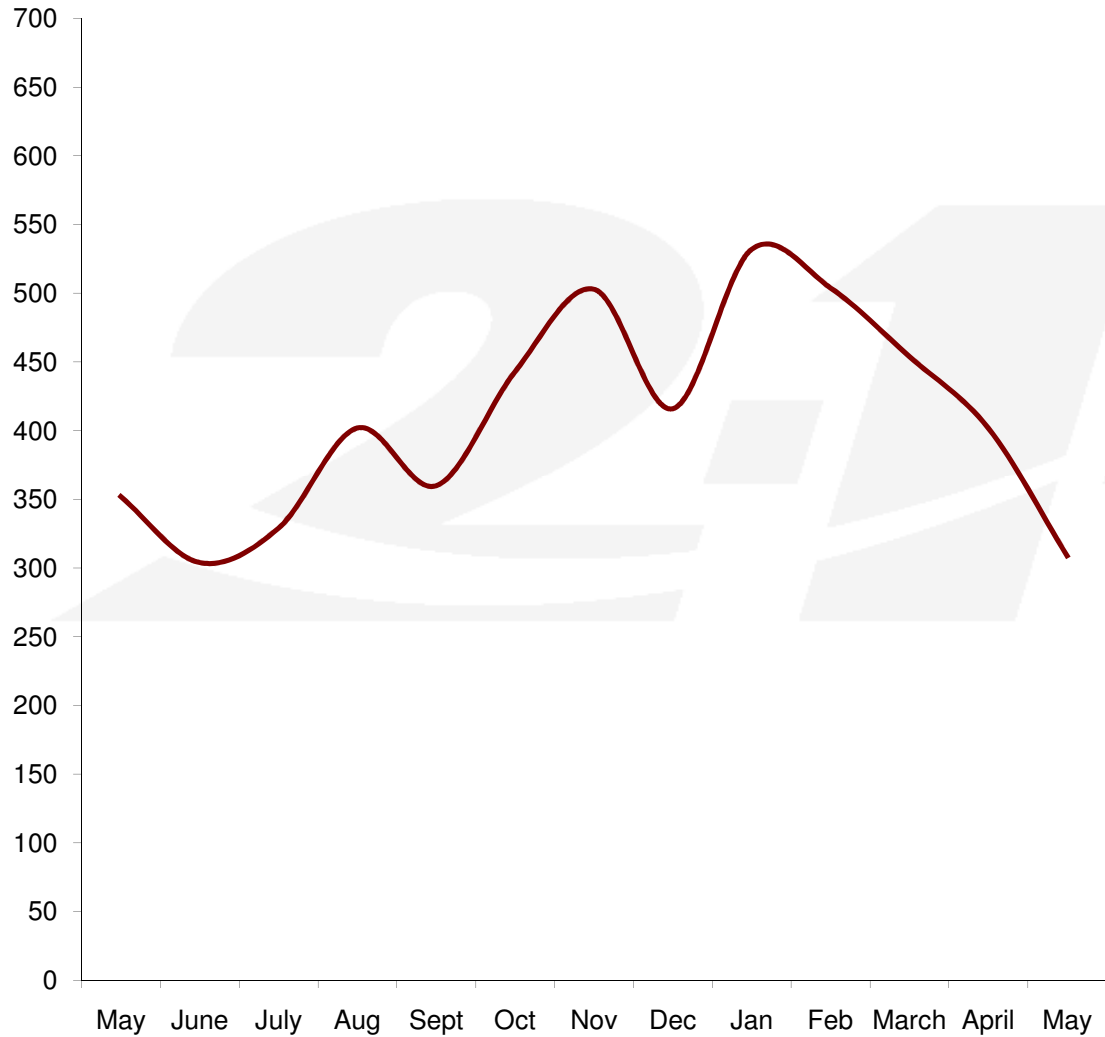
In May, 17% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Service Payment Assistance	12	“Bill exceeds amount available” The average amount requested for these particular callers was \$767.
Rent Payment Assistance	11	“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	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$730.
Community Shelters	2	“Client refused referral”
Rental Deposit Assistance	2	“No documentation” 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.

Eaton County Call Volume

Total Call Volume for May: 309



May's Top Needs	
Electric Service Payment Assistance	53
Food Pantries	31
Rent Payment Assistance	25
Community Shelters	13
Rental Deposit Assistance	9
General Dentistry	8
Gas Money	6
Gas Service Payment Assistance	6
General Legal Aid	6
Home Rental Listings	6

Eaton County Detail

May 2011

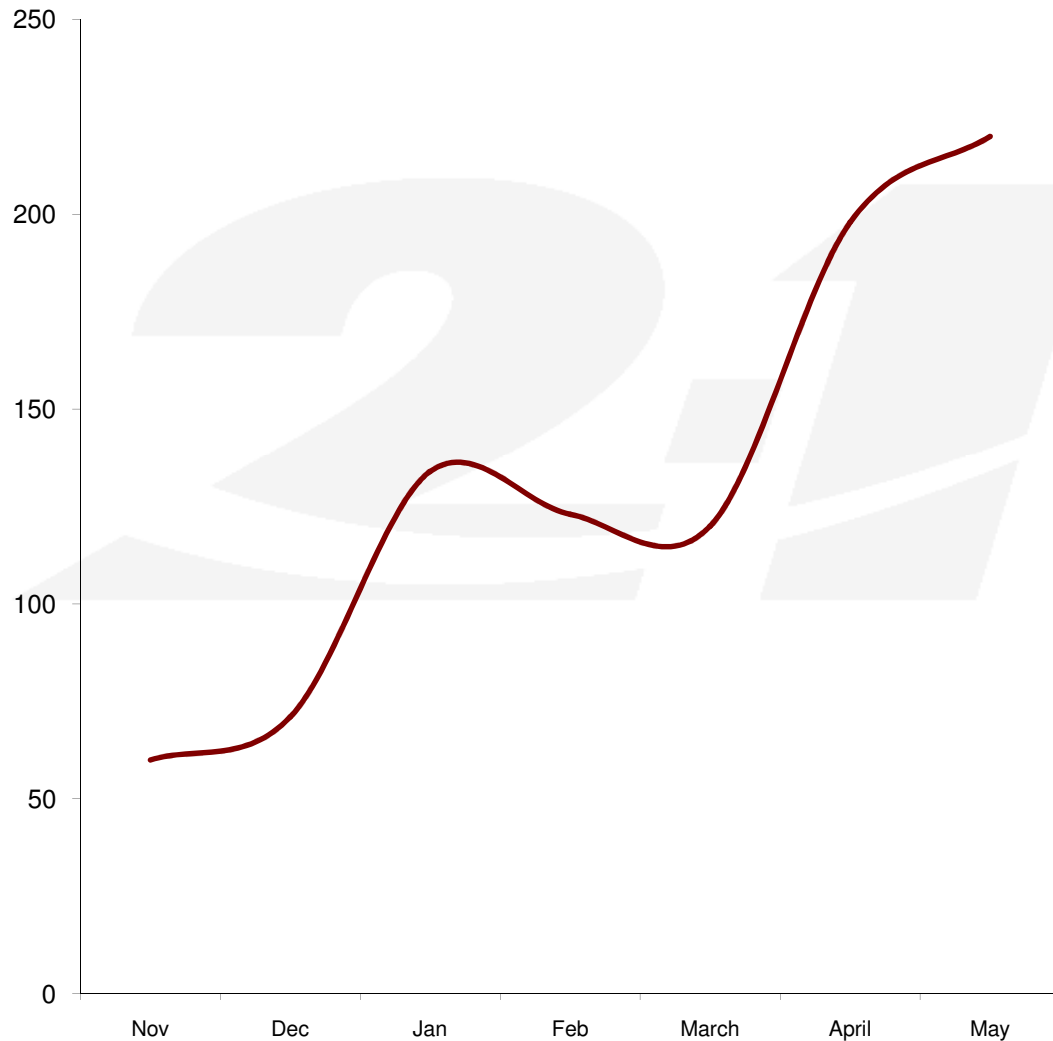
In May, 10% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Rent Payment Assistance	11	“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	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.
Rental Deposit Assistance	2	“Bill exceeds amount available” The average amount requested for these particular callers was \$400.
Automobile Payment Assistance	1	“Target population requirement” 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	“No immediate assistance available” 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 May: 220



May's Top Requests

Electric Service Payment Assistance	63
Outreach Programs	36
Food Pantries	22
Home Maintenance and Minor Repair Services	22
Rent Payment Assistance	22
Gas Service Payment Assistance	16
General Legal Aid	11
Community Shelters	10
General Furniture Provision	9
Rental Deposit Assistance	9

Genesee County Detail

May 2011

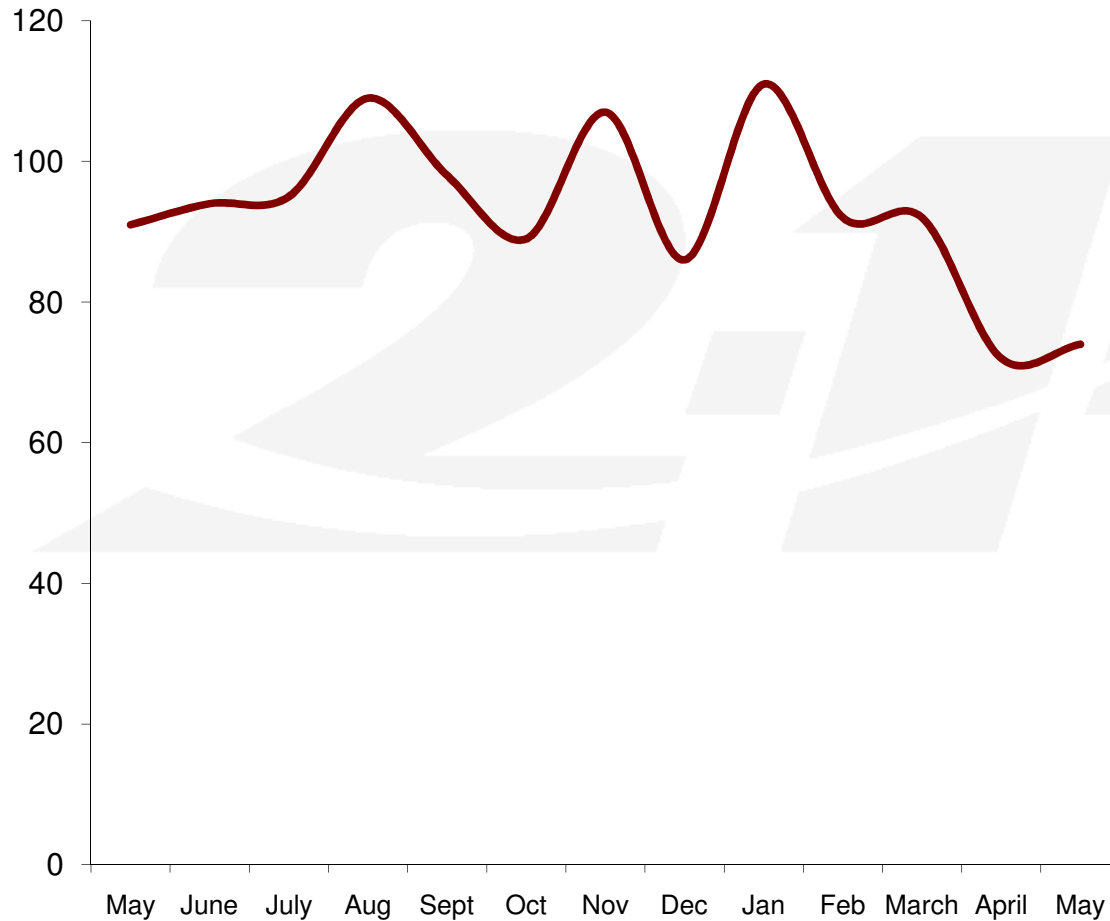
In May, 15% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	14	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,198.
Gas Bill Payment	9	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,122.
Gas Money	4	“Service not available”
Rent Payment	1	“Bill exceeds amount available” This caller chose not to report the amount of their arrearage.
Rental Deposit Assistance	1	“Bill exceeds amount available” The amount requested for this particular caller was \$1,104.

Hillsdale County Call Volume

Total Call Volume for May: 74



May's Top Needs

Electric Service Payment Assistance	8
Community Clinics	4
General Legal Aid	4
Adult State/Local Health Insurance Programs	3
Gas Service Payment Assistance	3
Prescription Drug Patient Assistance Programs	3
Directory Assistance	2
Gap Group Income Maintenance Programs	2
Home Rehabilitation Grants	2
Mortgage Delinquency and Default Counseling	2

Hillsdale County Detail

May 2011

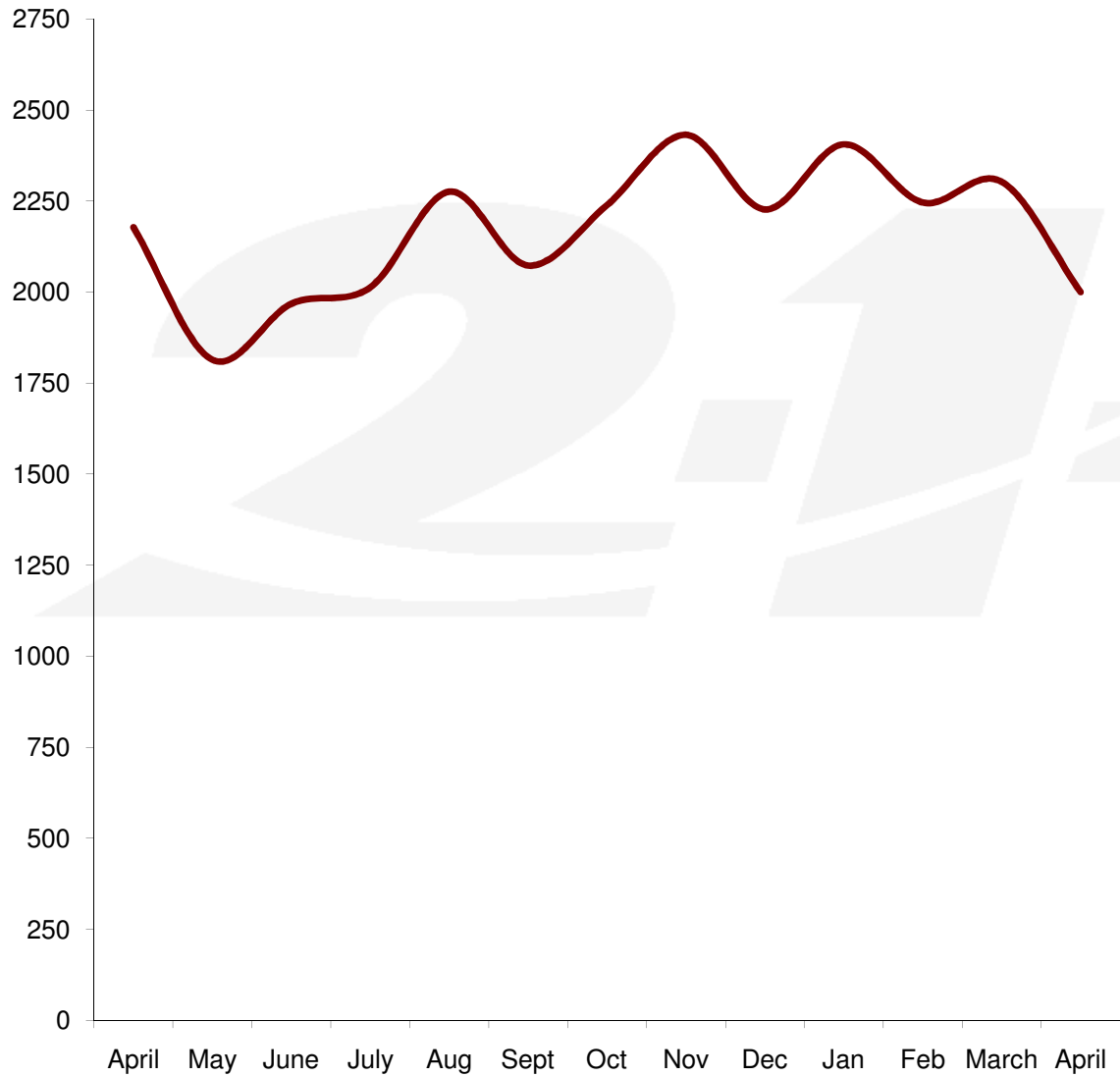
In May, 23% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	3	“Bill exceeds amount available” The average amount requested for these particular callers was \$4,000. It should be noted that only two of the three in this group had excessively high bills: one for \$6,000 and the other for \$2,000.
Gas Bill Payment	2	“Bill exceeds amount available” The average amount requested for these particular callers was \$839.
Prescription Expense Assistance	2	“Service not available”
Undesignated Temporary Financial Assistance	2	“Service not available”
Bus Fare	1	“Service not available”

Ingham County Call Volume

Total Call Volume for May: 1756



May's Top Needs	
Electric Service Payment Assistance	266
Food Pantries	136
Rent Payment Assistance	84
Community Shelters	71
General Furniture Provision	58
Directory Assistance	53
Gas Service Payment Assistance	51
Low Income/Subsidized Private Rental Housing	40
Rental Deposit Assistance	35
General Legal Aid	28

Ingham County Detail

May 2011

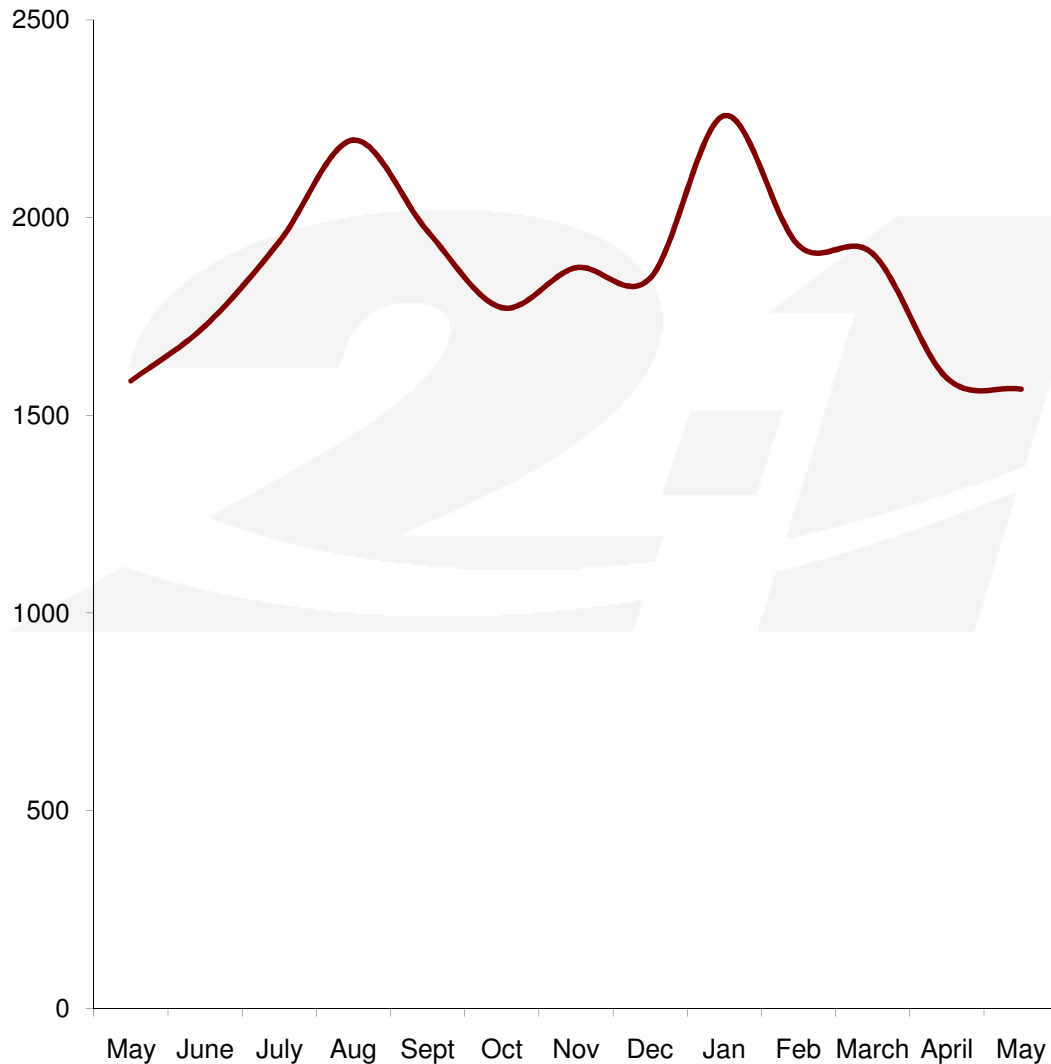
In May, 12% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	66	“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	36	“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	17	“Bill exceeds amount available” The average amount requested for these particular callers was \$798.
Rental Deposit Assistance	8	“No documentation” 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 Bill Payment	7	“Bill exceeds amount available” The average amount requested for these particular callers was \$503.

Jackson County Call Volume

Total Call Volume for May: 1566



May's Top Needs

Electric Service Payment Assistance	189
Food Pantries	123
Rent Payment Assistance	76
Directory Assistance	46
General Furniture Provision	45
Gas Service Payment Assistance	41
General Legal Aid	33
Gas Money	32
Work Clothing	30
Community Shelters	26

Jackson County Detail

May 2011

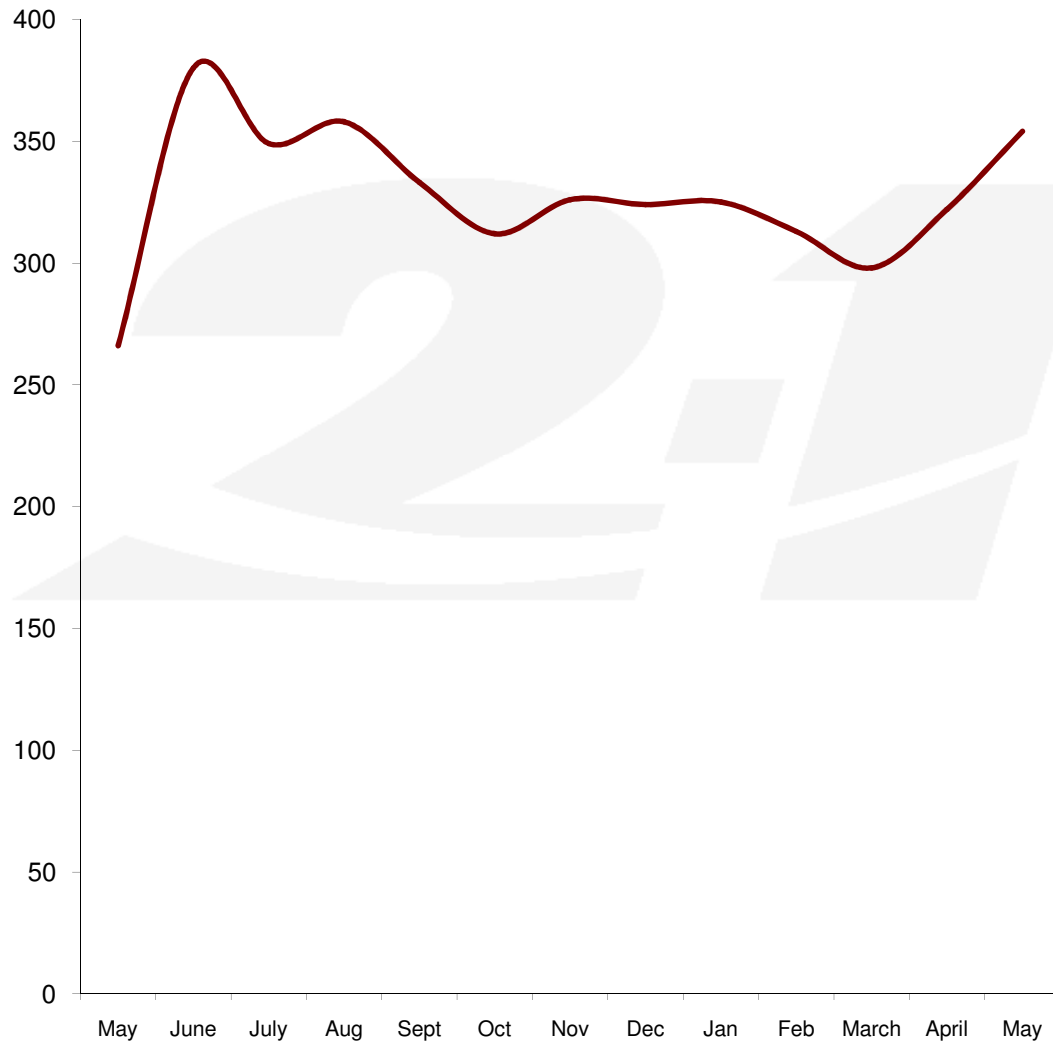
In May, 11% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Electric Bill Payment	38	“Bill exceeds amount available” The average amount requested for these particular callers was \$931.
Rent Payment	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.
Gas Bill Payment	13	“Bill exceeds amount available” The average amount requested for these particular callers was \$870.
Bus Fare	6	“Service not available”
Homeless Motel Vouchers	7	“Service not available”

Lenawee County Call Volume

Total Call Volume for May: 354



May's Top Needs

Electric Service Payment Assistance	52
Rent Payment Assistance	17
Food Pantries	16
Gas Service Payment Assistance	12
Community Clinics	10
Prescription Expense Assistance	9
Directory Assistance	8
General Dentistry	8
Community Shelters	7
Gas Money	7

Lenawee County Detail

May 2011

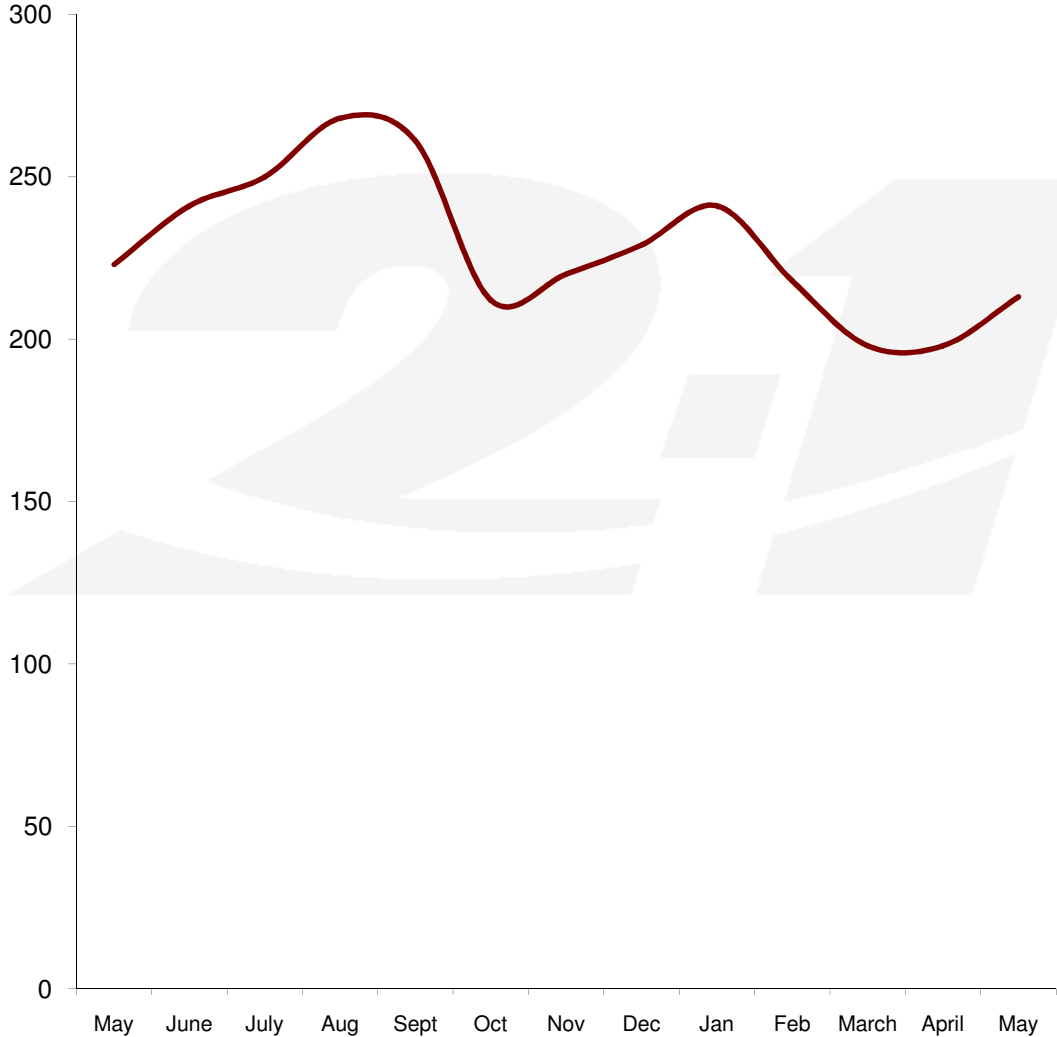
In May, 20% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Gas Money	7	“Service not available”
Bus Fare	4	“Service not available”
Electric Bill Payment	4	“Bill exceeds amount available” The average amount requested for these particular callers was \$1,175.
Undesignated Temporary Financial Assistance	4	“Service not available”
Gas Bill Payment	3	“No documentation” For utility bills, this generally indicates that the caller is not yet in shut-off status. Being in threat of shut-off is the primary eligibility requirement for receiving help with utility bills.

Livingston County Call Volume

Total Call Volume for May: 213



May's Top Requests	
Electric Service Payment Assistance	21
Rent Payment Assistance	17
Food Pantries	14
Gas Money	8
Gas Service Payment Assistance	7
Directory Assistance	6
Community Mental Health Agencies	5
Home Rehabilitation Grants	5
Homeless Motel Vouchers	5
Automotive Repair	4

Livingston County Detail

May 2011

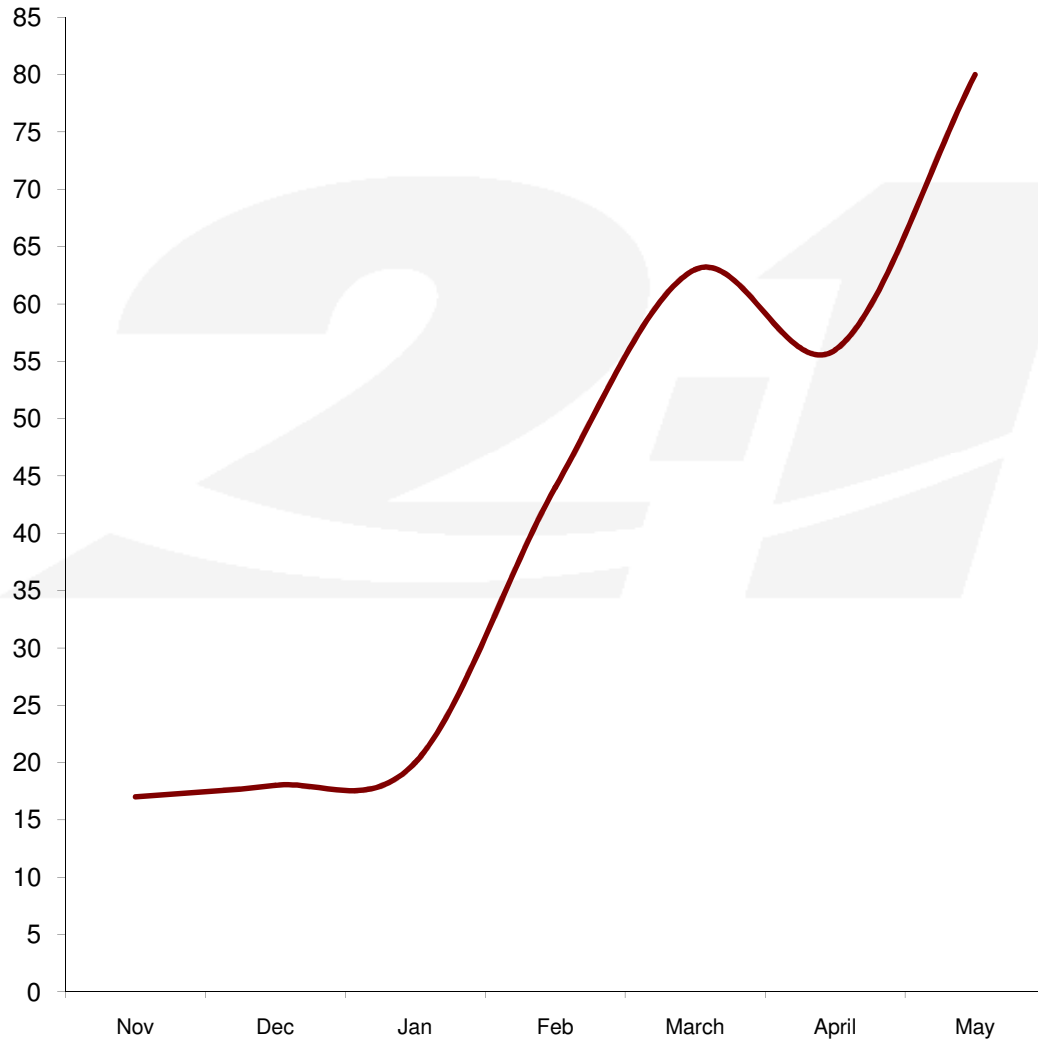
In May, 17% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

Top Five Unmet Needs

Rent Payment	8	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Homeless Motel Vouchers	4	“Service not available”
Community Shelters	3	“Service not available”
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 Payment Assistance	1	“Target population requirement” 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.

Shiawassee County Call Volume

Total Call Volume for May: 80



May's Top Requests

Electric Service Payment Assistance	7
Food Pantries	7
Rent Payment Assistance	7
Community Shelters	5
Home Rehabilitation Grants	4
Food Stamps	3
Home Rehabilitation Loans	3
Transitional Housing/Shelter	3
Community Mental Health Agencies	2
Emergency Shelter Clearinghouses	2

Shiawassee County Detail

May 2011

In May, 26% 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	2	“No documentation” As related to requests for rent assistance, this unmet need reason means that the caller has not yet received a court-ordered eviction notice. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Dental Care Expense Assistance	1	“Target population requirement” While there are generally resources available for dental care, agency assistance in paying for services through private dentists is rare. What is available is usually only for elders and those with a disability.
Drop In Child Care	1	“Service not available” This is not to say that there aren’t any child care providers in the area willing to take drop offs. However, there is no record of any free or income based programs doing so.
Electric Bill Payment	1	“Bill exceeds amount available” The amount requested for this particular caller was \$808.
Food Pantries	1	“No immediate resource available” While there are certainly food resources available locally, some callers are seeking them after hours or on holidays or weekends.

Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	17
Donation Pickups	6
Clothing Donation Programs	4
Furniture/Home Furnishings Donation Programs	4
Medical Supplies Donation Programs	4
Appliance Donation Programs	2
Food Donation Programs	2
Animal Services Volunteer Opportunities	1
Bedding/Linen Donation Programs	1
Material Goods Donation Matching Services	1
Transportation Volunteer Opportunities	1

Our monthly report may give the impression that we only take calls related to emergency basic needs. While these comprise a large percentage of our call volume, we also receive many calls from people looking to donate goods or services to the community. This section will illustrate "Give Help" calls on a monthly basis.

<i>Top Volunteering Cities</i>	
Lansing	4
Adrian	2
Brighton	2
Jackson	2
Clinton	1
Dansville	1
East Lansing	1
Flushing	1
Mason	1
Onsted	1
Tecumseh	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

