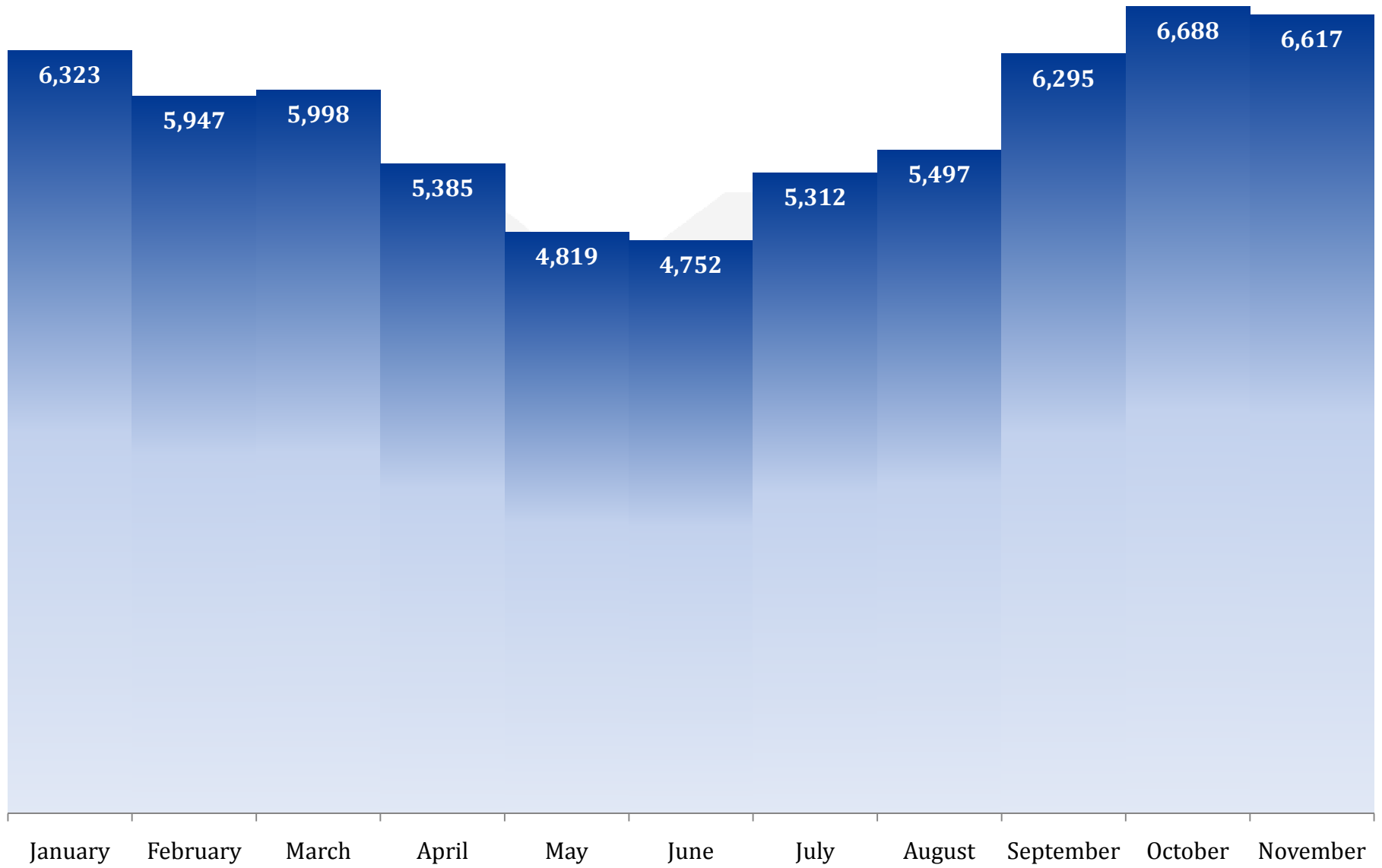




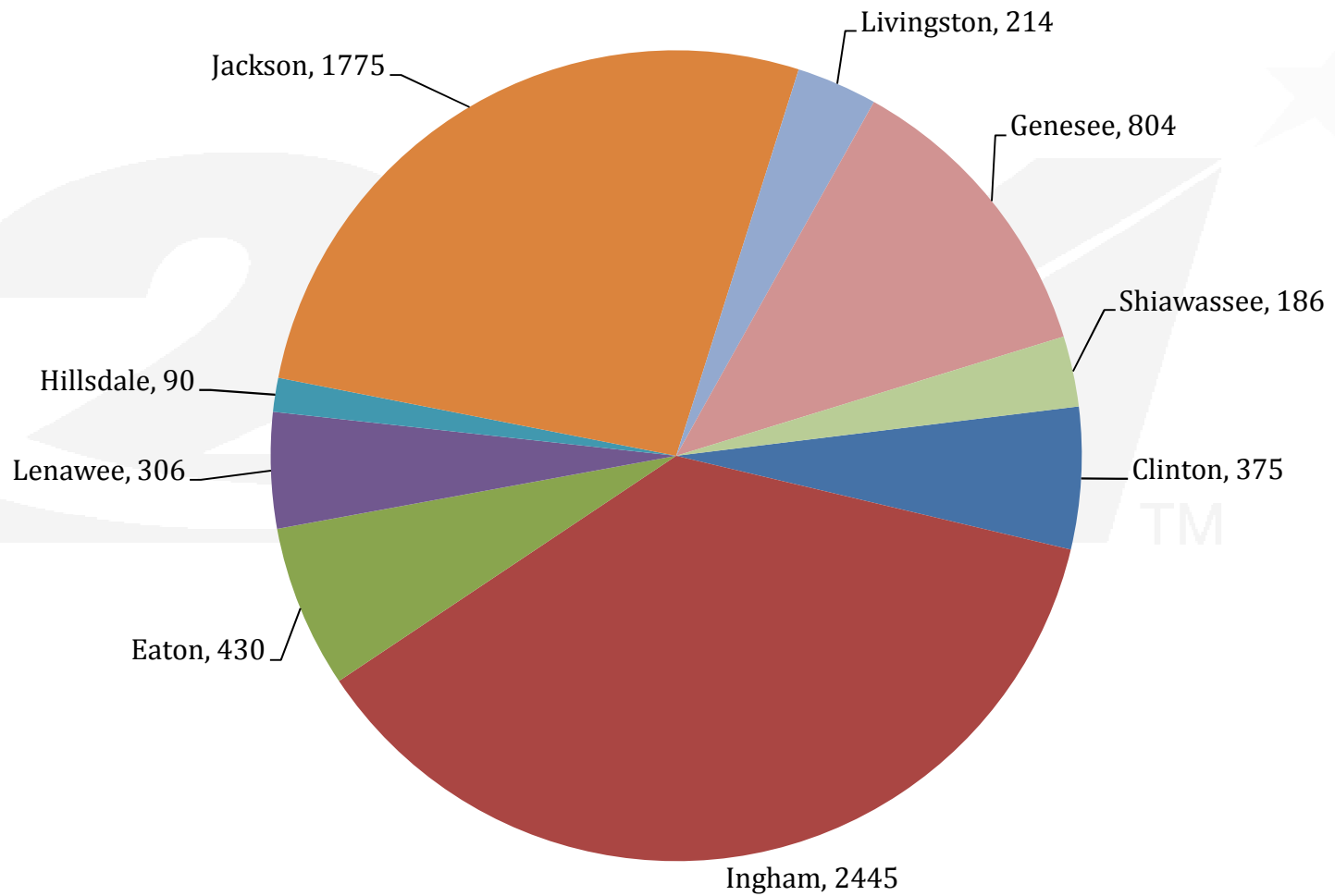
**November 2011
Community Report**

Call Volume by Month - 2011



Call Distribution by County

Total Call Volume, November 2011 – 6,617



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.

Cheryl, 75, had lost her husband to cancer two months before calling 2-1-1. Over those difficult weeks, a number of problems had developed with her home and property. A small leak in the roof, a backed up tub drain, downed tree limbs from a storm; things she said her husband used to fix. Now, with no family nearby and no neighbors willing to help, Cheryl felt overwhelmed.

During the course of their conversation, Cheryl's call specialist discovered that Cheryl's problem wasn't an inability to pay for the repairs. Cheryl simply had become increasingly anxious since her husband's death about allowing strangers into her home.

Following Cheryl's story, the call specialist asked if she had ever had a contractor in her home who had earned her trust. Cheryl told the specialist about a man named Tom who had done some minor repairs for them 3 years previously.

With just a first name and a general location, her call specialist went to work trying to find Tom. Twenty minutes later, the call specialist had located Tom, called to verify his identity and relayed the information back to Cheryl.





Shandra's 6 year old son had a high fever. He'd been ill for two days and things had only gotten worse. Shandra had used her last \$40 to take him to his pediatrician but there was little the doctor could do besides tell Shandra to give him plenty of fluids and rest. The doctor also suggested Shandra give her son sports drinks if possible since water alone was not hydrating him enough.

Now, Shandra was stuck. Not only did she have no more money until her next pay check, three days away, she was very low on gas as well. She initially called 2-1-1 asking for food pantries within walking distance of her home, thinking that perhaps one of them would have sports drinks on hand. Her call specialist looked at her location on a map and told her which pantries were within a two mile radius.

One hour later, Shandra called back to report that none of the pantries had what she needed. Frustrated that such a simple and inexpensive need was being unmet, her call specialist began contacting agencies on her behalf.

After several calls, the specialist found a local church that was willing to not only purchase a few bottles for Shandra but also to deliver them to her home. After relaying the news to Shandra, the call specialist also helped her locate funding for a gas card so that she could make it to work.



Web Contacts

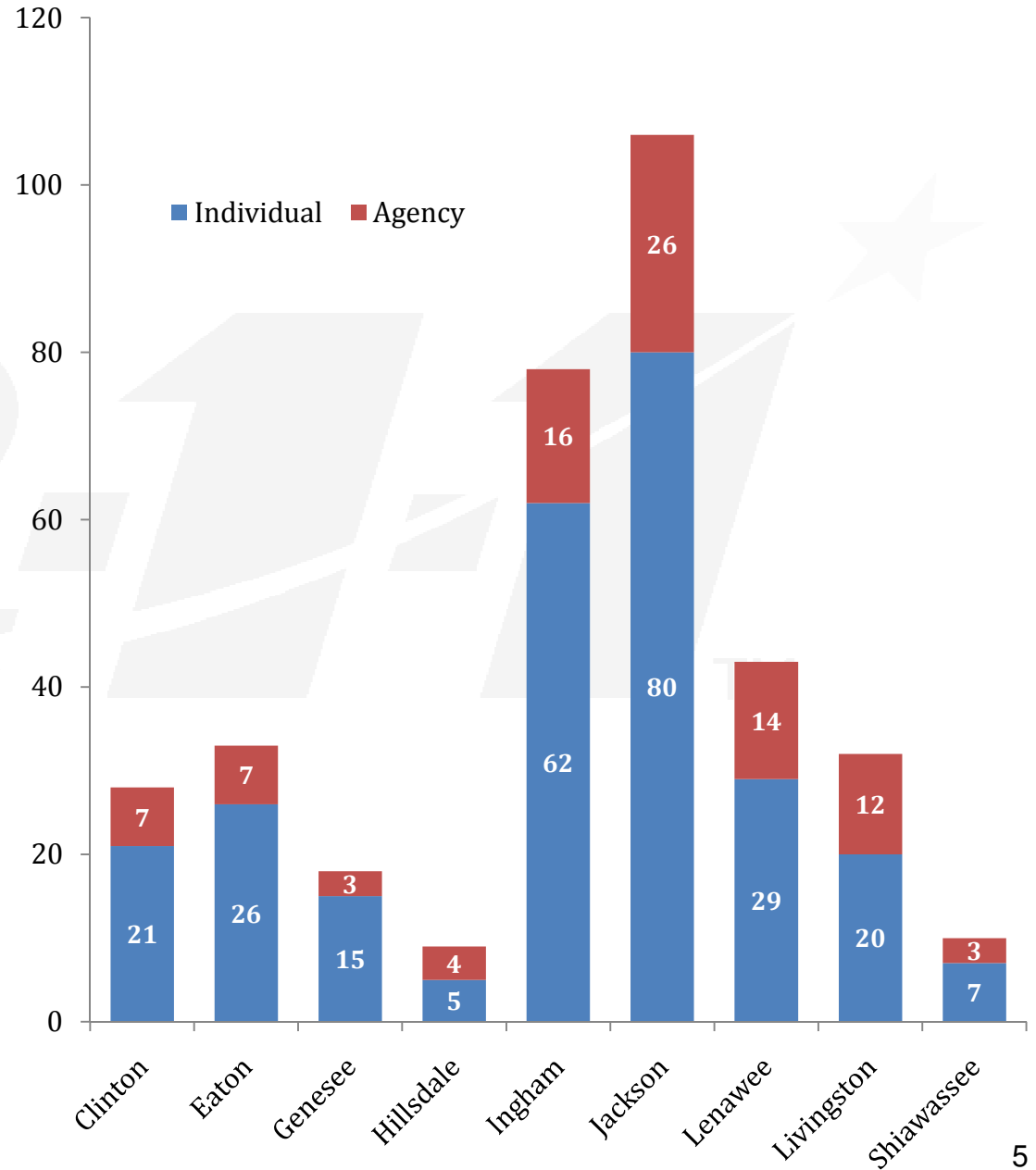
Total website visitors: 4,052

Visitors seeking assistance: 357

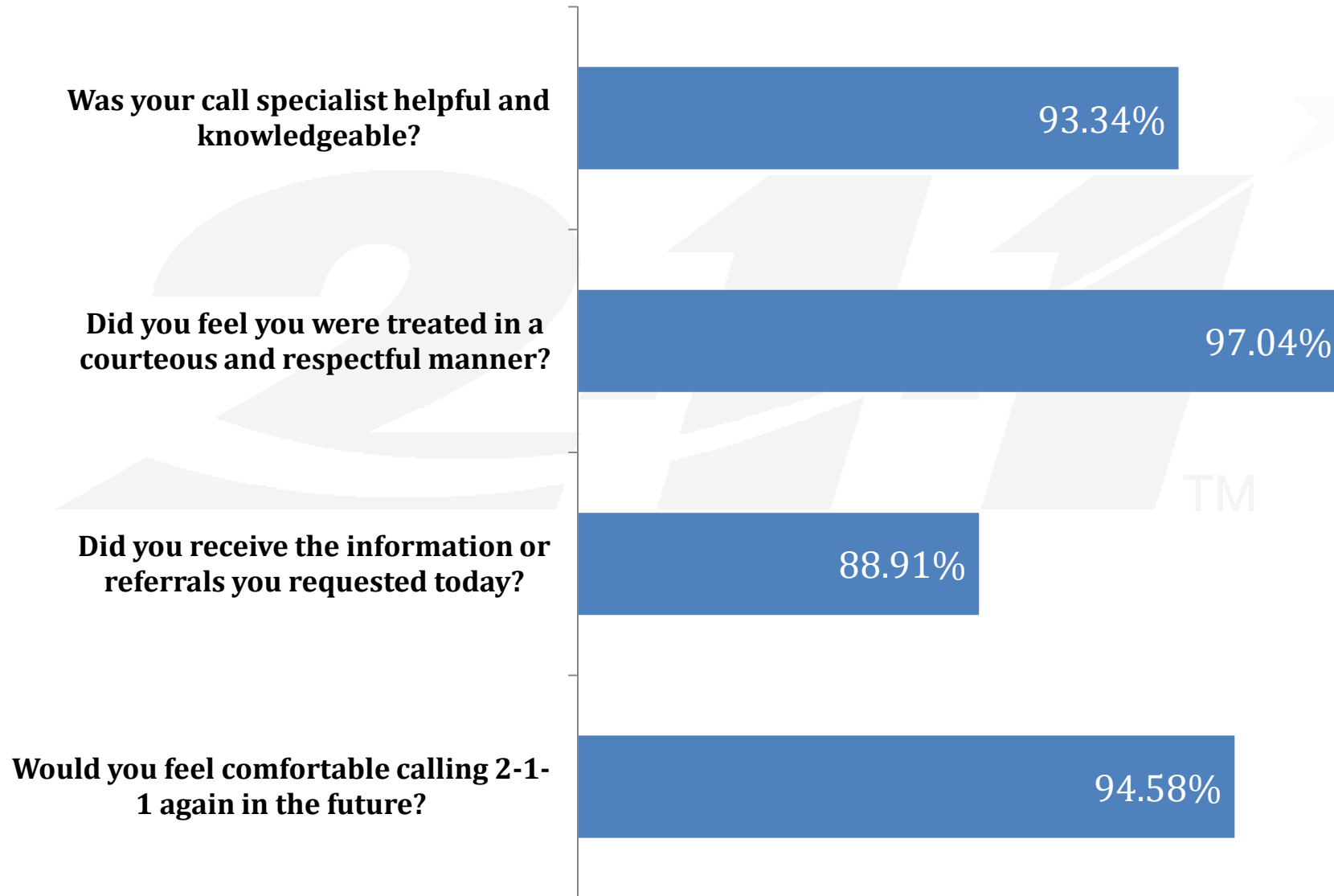
Top Ten Searches

Food Pantries	159
Food Banks/Food Distribution Warehouses	80
Electric Service Payment Assistance	60
Holiday Gifts/Toys	46
Governor Offices	45
Thanksgiving Baskets	44
Christmas Baskets	42
Adult High School Diploma Programs	38
Gas Service Payment Assistance	38
Adult Literacy Programs	37

Number and Type of Web Visitors by County

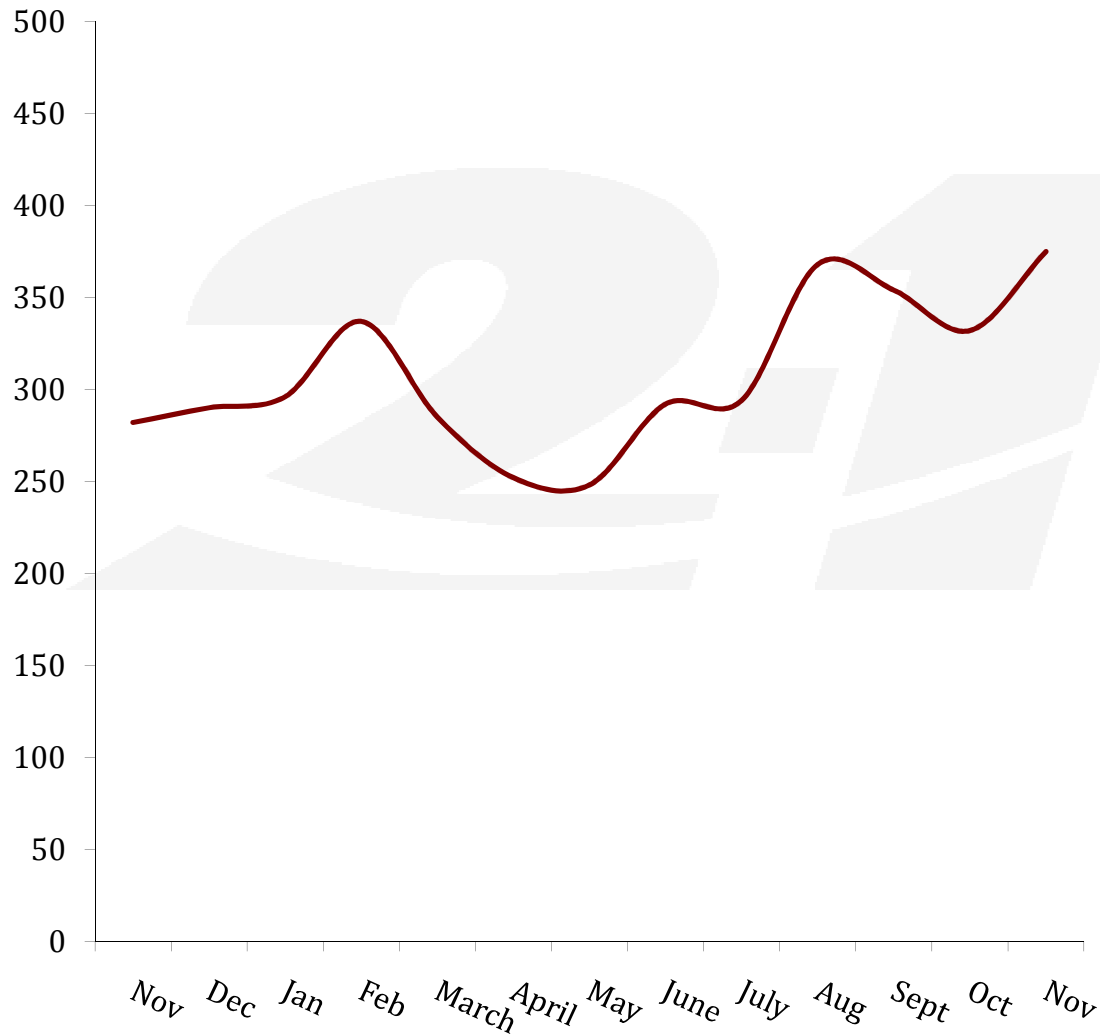


Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately two minutes after their 2-1-1 call has ended. In November, 406 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 November: 375



November's Top Needs	
Electric Service Payment Assistance	31
Food Pantries	31
Christmas Baskets	30
Rent Payment Assistance	17
Holiday Adoption Programs	16
Community Shelters	13
General Clothing Provision	12
General Legal Aid	7
Diapers	6
Holiday Gifts/Toys	6

Clinton County Detail

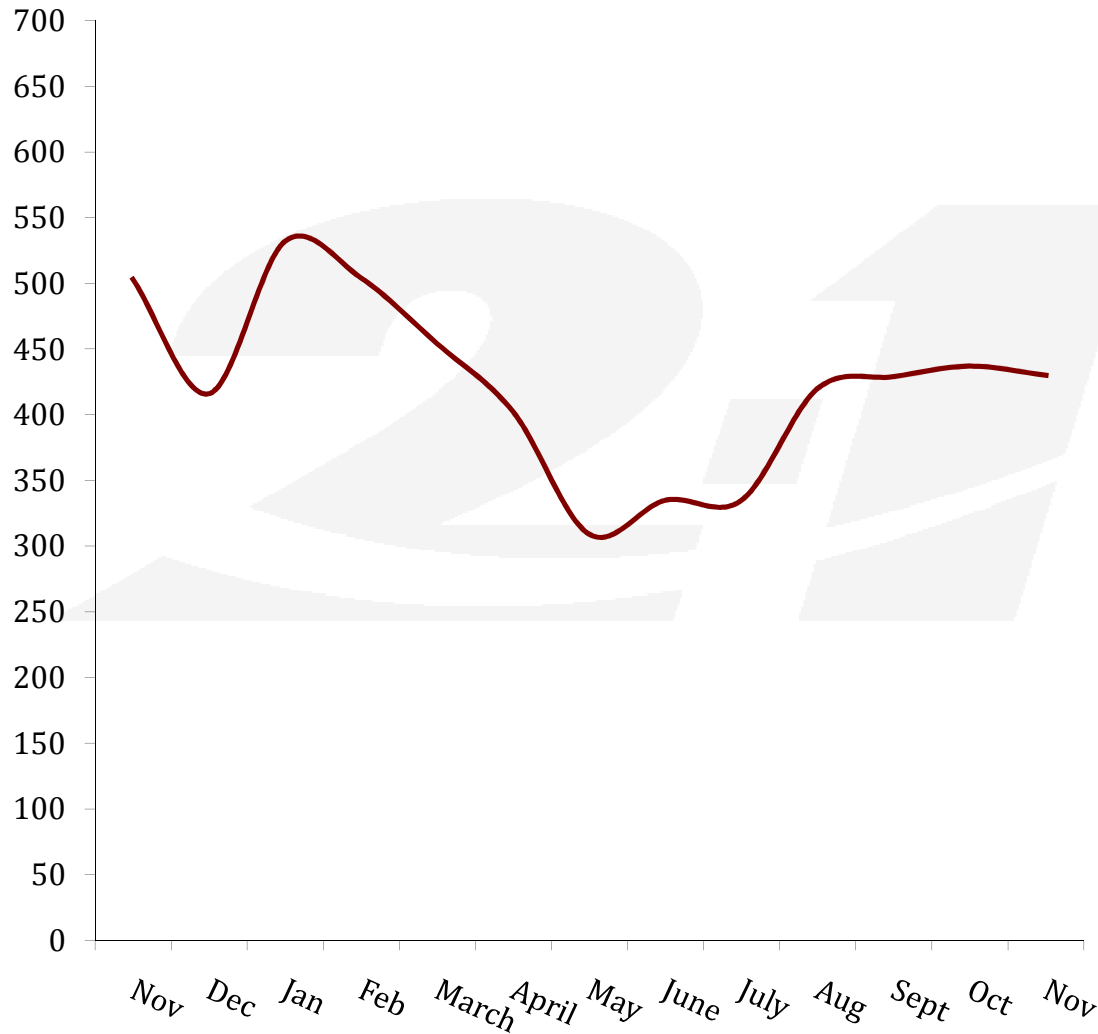
November 2011

In November, 11% 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
Rent Payment Assistance	9	Bill exceeds amount available The average amount due for these callers was \$868.
Thanksgiving Baskets	9	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	6	Bill exceeds amount available The average amount due for these callers was \$1,152
Christmas Baskets	3	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Winter Clothing	2	Service not available Callers seeking Winter Clothing specifically are told that such a focused program does not exist. However, they are given information on other clothing programs that may be able to help.

Eaton County Call Volume

Total Call Volume for November: 430



November's Top Needs	
Christmas Baskets	44
Electric Service Payment Assistance	36
Holiday Gifts/Toys	25
Food Pantries	24
Rent Payment Assistance	17
General Legal Aid	12
Community Shelters	11
General Dentistry	11
Holiday Adoption Programs	8
Community Clinics	5

Eaton County Detail

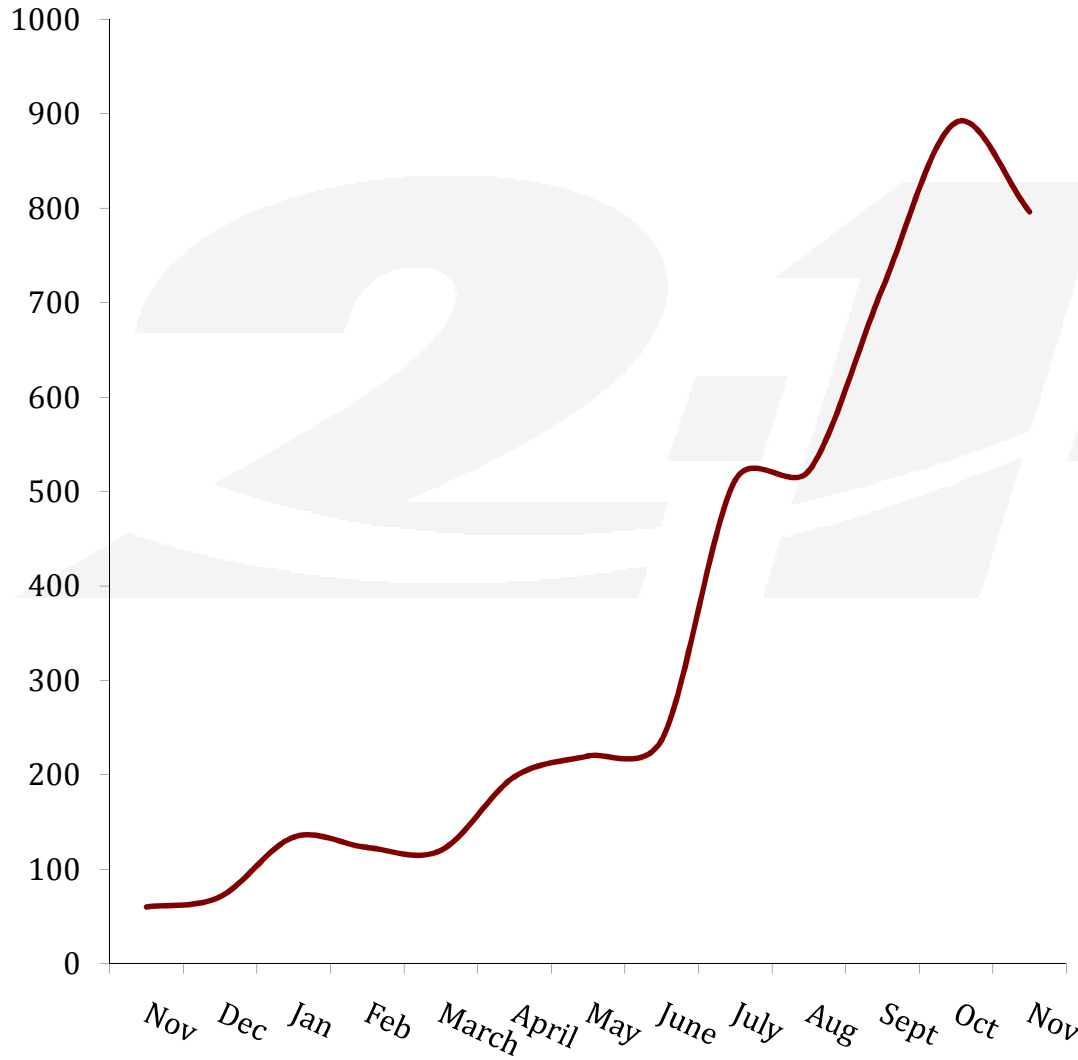
November 2011

In November, 13% 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
Electric Service Payment Assistance	7	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.
Thanksgiving Baskets	7	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Holiday Gifts/Toys	5	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Rent Payment Assistance	4	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has 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.
Christmas Baskets	3	Information not yet available The service is expected to be available shortly but no details were available at the time of the caller request. These callers are encouraged to call back at a later time.

Genesee County Call Volume

Total Call Volume for November: 796



November's Top Requests	
Electric Service Payment Assistance	125
Food Pantries	80
Rent Payment Assistance	51
General Furniture Provision	33
Holiday Gifts/Toys	30
Home Maintenance and Minor Repair Services	22
Community Shelters	21
Water Service Payment Assistance	20
General Appliance Provision	18
Welfare Rights Assistance	18

Genesee County Detail

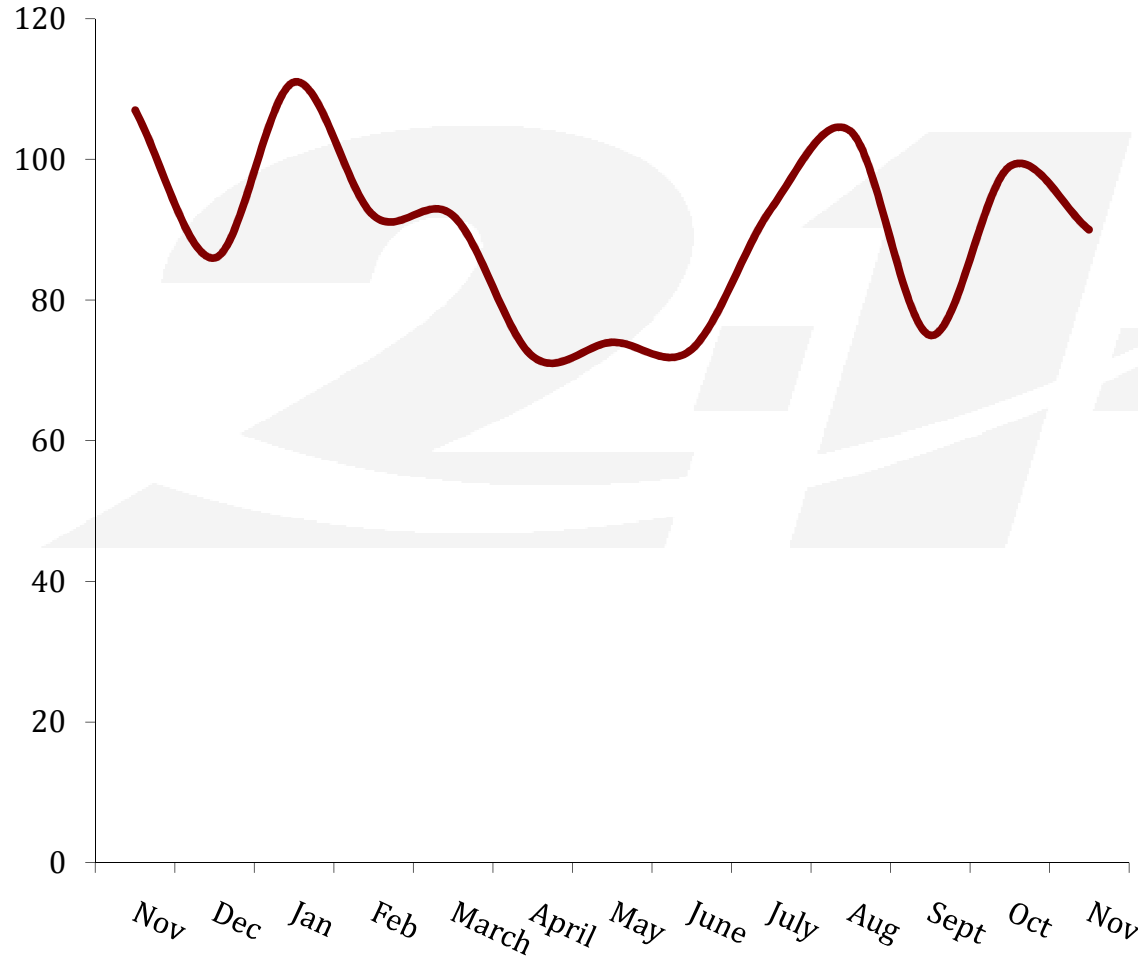
November 2011

In November, 21% 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	50	Bill exceeds amount available The average amount due for these callers was \$1,083.
Undesignated Temporary Financial Assistance	10	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Bus Fare	9	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Thanksgiving Baskets	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	6	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has 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.

Hillsdale County Call Volume

Total Call Volume for November: 90



November's Top Needs	
Electric Service Payment Assistance	11
General Legal Aid	5
Community Shelters	4
Food Pantries	4
Gas Service Payment Assistance	4
Heating Fuel Payment Assistance	4
Home Rehabilitation Grants	4
Automobiles	3
General Clothing Provision	3
Home Rehabilitation Loans	3

Hillsdale County Detail

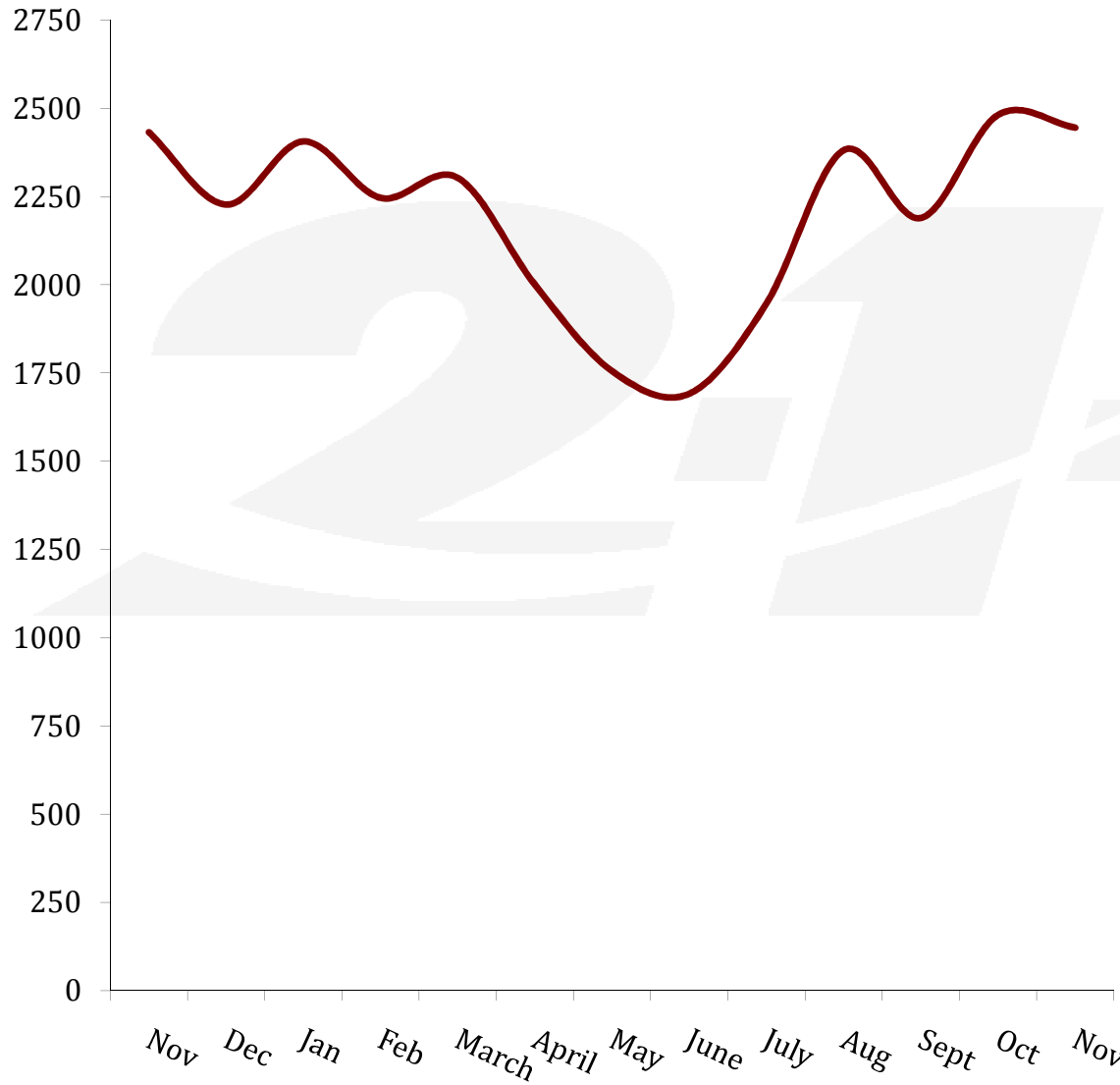
November 2011

In November, 27% 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	8	Bill exceeds amount available The average amount due for these callers was \$873.
Gas Service Payment Assistance	2	Bill exceeds amount available The average amount due for these callers was \$1,763.
Undesignated Temporary Financial Assistance	2	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Automobile Payment Assistance	1	Client ineligible/target population requirement The automobile payment assistance available through Department of Human Services requires both that the applicant is employed and has minor children in the home. Often, disabled or senior callers have great difficulty finding this type of help.
Bus Fare	1	Service not available While the service may sometimes be available, it was not at the time of the caller's request.

Ingham County Call Volume

Total Call Volume for November: 2445



November's Top Needs	
Electric Service Payment Assistance	228
Christmas Baskets	215
Food Pantries	171
Community Shelters	81
General Furniture Provision	71
Rent Payment Assistance	67
Holiday Gifts/Toys	59
General Clothing Provision	51
Holiday Adoption Programs	49
General Dentistry	38

Ingham County Detail

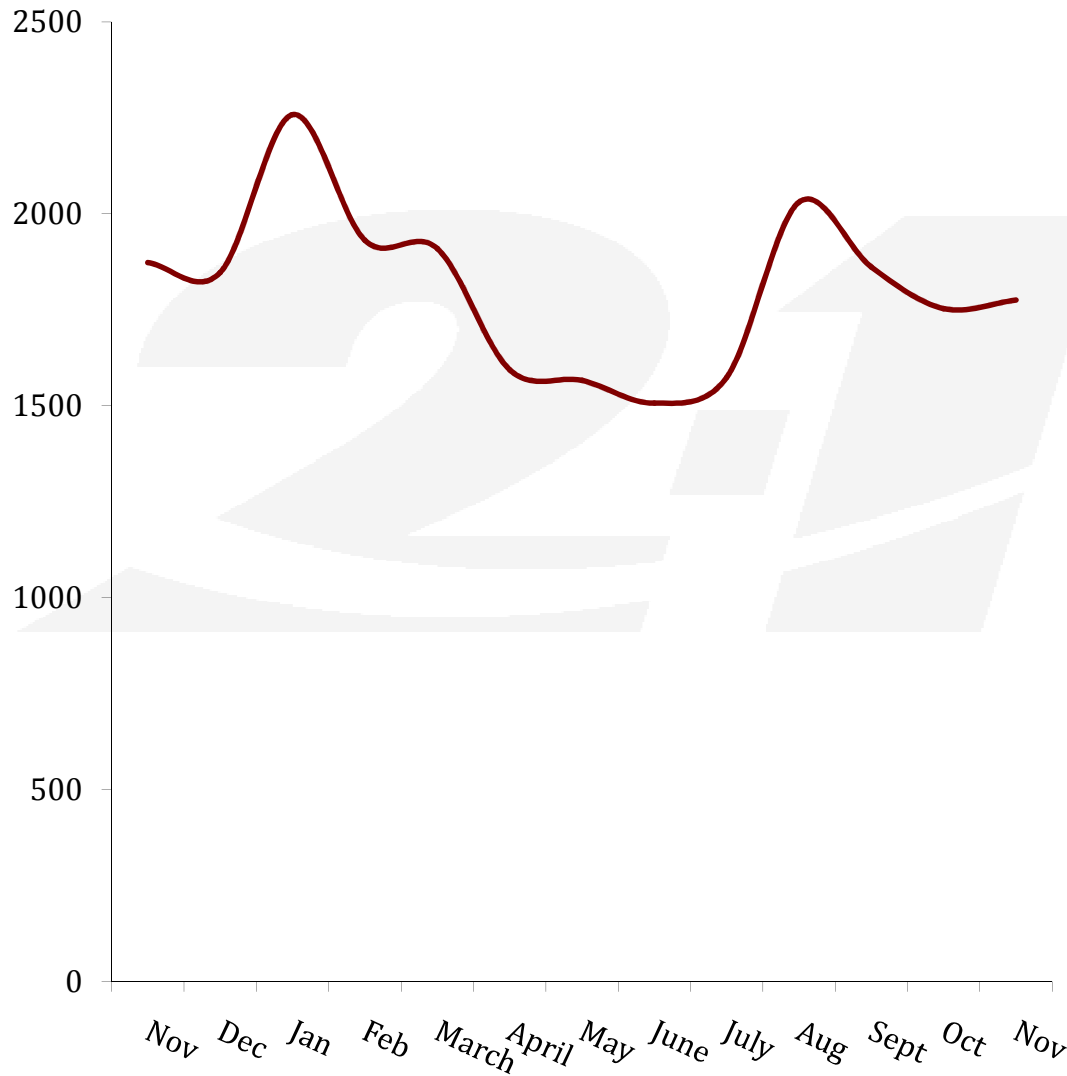
November 2011

In November, 15% 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
Thanksgiving Baskets	50	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Christmas Baskets	32	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Electric Service Payment Assistance	23	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.
Holiday Gifts/Toys	19	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
Rent Payment Assistance	18	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has 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.

Jackson County Call Volume

Total Call Volume for November: 1775



November's Top Needs	
Food Pantries	187
Electric Service Payment Assistance	135
Christmas Baskets	75
Rent Payment Assistance	69
General Furniture Provision	66
Holiday Gifts/Toys	44
General Dentistry	37
Rental Deposit Assistance	32
Prescription Expense Assistance	30
Work Clothing	28

Jackson County Detail

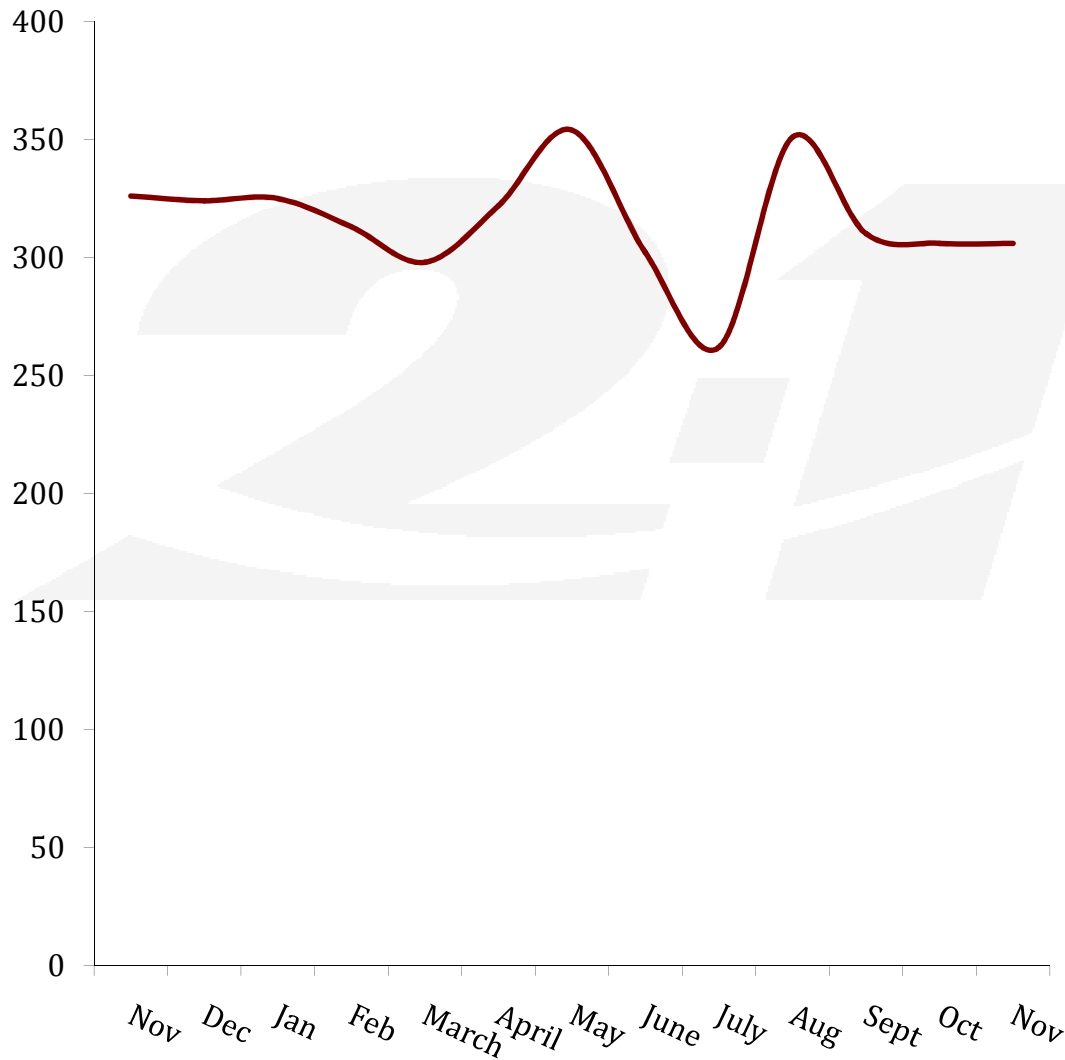
November 2011

In November, 15% 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
Thanksgiving Baskets	86	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Electric Service Payment Assistance	24	Bill exceeds amount available The average amount due for these callers was \$1,816.
Rent Payment Assistance	16	No documentation As related to requests for rent assistance, this unmet need reason means that the caller has 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	8	Bill exceeds amount available The average amount due for these callers was \$2,597.
Rental Deposit Assistance	4	Client ineligible/target population requirement Typically, applicants who have zero income will be denied relocation assistance. The assumption is that they will lose the housing anyway and therefore any agency payments will not solve the crisis.

Lenawee County Call Volume

Total Call Volume for November: 306



November's Top Needs	
Food Pantries	18
Electric Service Payment Assistance	16
General Legal Aid	10
Christmas Baskets	8
Community Clinics	8
Community Shelters	8
Home Rental Listings	8
Rent Payment Assistance	8
Heating Fuel Payment Assistance	7
Physician Referrals	6

Lenawee County Detail

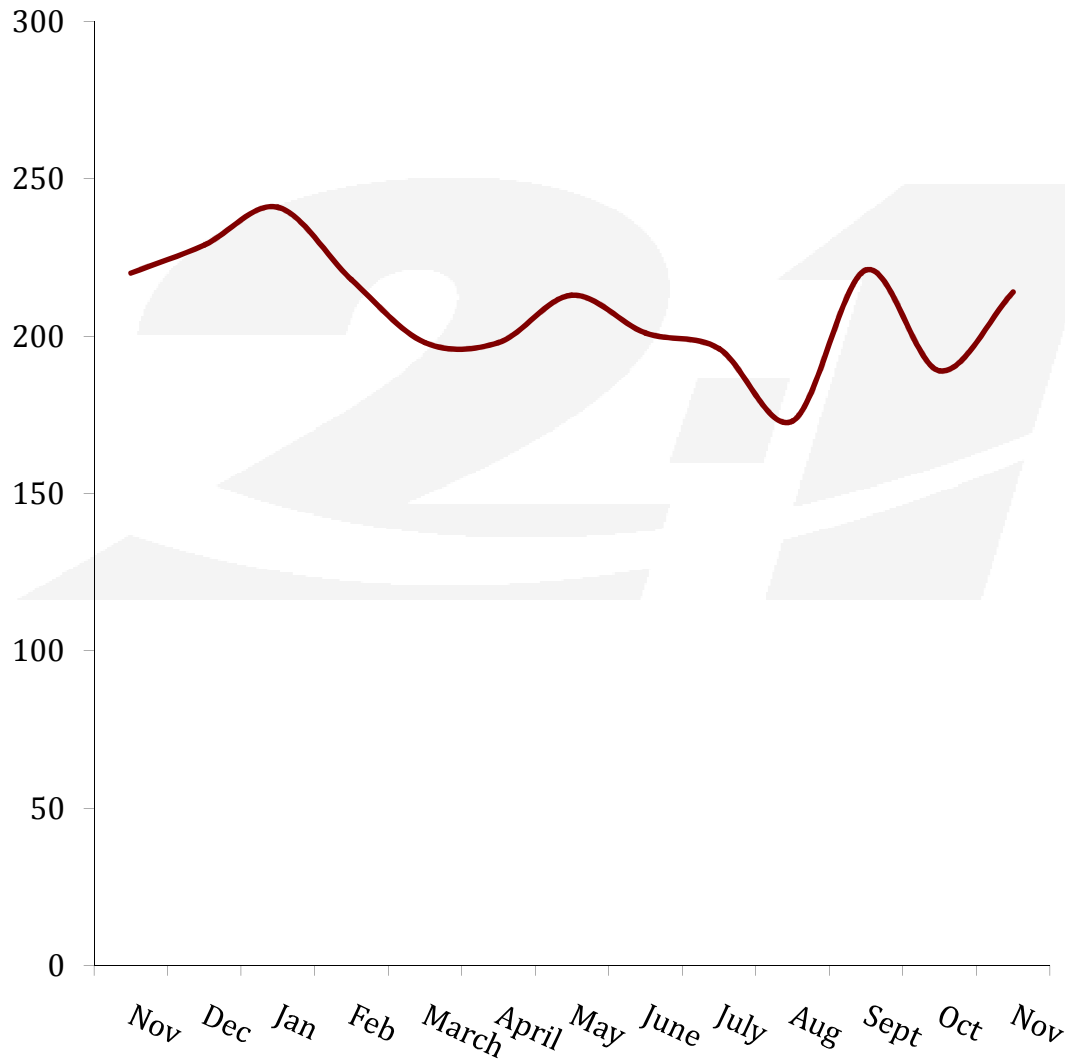
November 2011

In November, 24% 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	7	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Electric Service Payment Assistance	5	Bill exceeds amount available The average amount due for these callers was \$557.
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 Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Undesignated Temporary Financial Assistance	5	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Donation Pickups	3	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 November: 214



November's Top Requests

Electric Service Payment Assistance	20
Food Pantries	12
Rent Payment Assistance	9
Community Shelters	8
Home Rehabilitation Grants	8
Food Stamps	7
Emergency Shelter Clearinghouses	5
Home Rental Listings	5
Automotive Repair	4
Low Income/Subsidized Private Rental Housing	4

Livingston County Detail

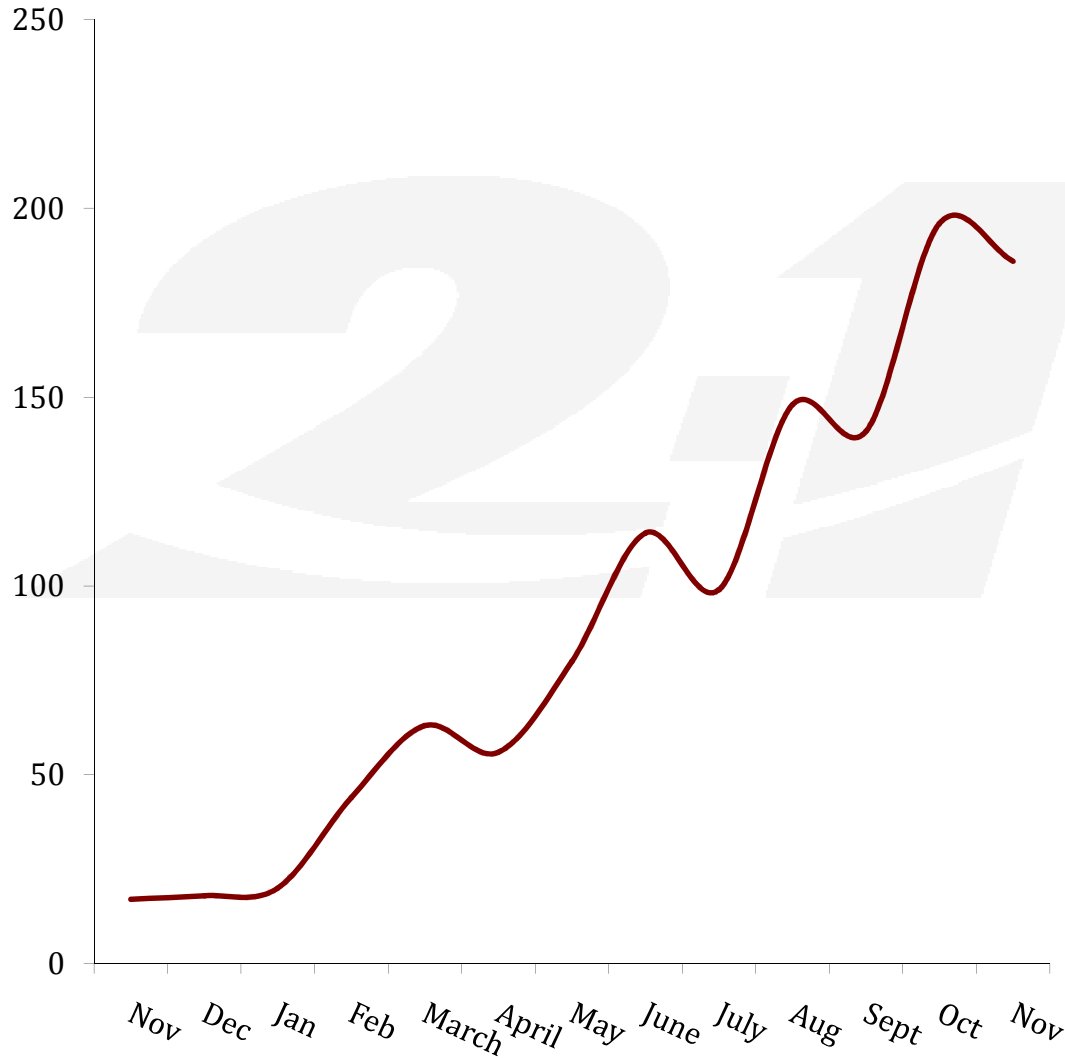
November 2011

In November, 19% 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
Thanksgiving Baskets	4	Registration full/Past deadline While the service was previously available, it has since exhausted its resources or is no longer accepting applicants.
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.
Automobile Payment Assistance	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.
Community Shelters	2	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Electric Service 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.

Shiawassee County Call Volume

Total Call Volume for November: 186



November's Top Requests

Food Pantries	27
Electric Service Payment Assistance	18
Prescription Expense Assistance	6
Community Clinics	5
Rent Payment Assistance	4
Water Service Payment Assistance	4
Automobile Payment Assistance	3
General Clothing Provision	3
General Legal Aid	3
Medicare Information/Counseling	3

Shiawassee County Detail

November 2011

In November, 35% 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
Electric Service Payment Assistance	6	Bill exceeds amount available The average amount due for these callers was \$1,449
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 Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.
Christmas Baskets	6	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Thanksgiving Baskets	6	Service not available While the service may sometimes be available, it was not at the time of the caller's request.
Gas Money	3	Service not available While the service may sometimes be available, it was not at the time of the caller's request.

Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	42
Special Event Support Volunteer Opportunities	6
Administration Volunteer Opportunities	3
Food Production/Preparation/Delivery Volunteer Opportunities	3
Construction/Home Maintenance Volunteer Opportunities	2
Family Services Related Volunteer Opportunities	1
Recreational Activities/Sports Volunteer Opportunities	1
Transportation Volunteer Opportunities	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>	
Lansing	20
Jackson	7
Flint	9
East Lansing	4
Okemos	3
Holt	2
Eaton Rapids	2
Adrian	1
Bath	1
Burton	1
Cadillac	1
Eaton Rapids	1
Grass Lake	1
Howell	1
Laingsburg	1
Owosso	1
Sunfield	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

