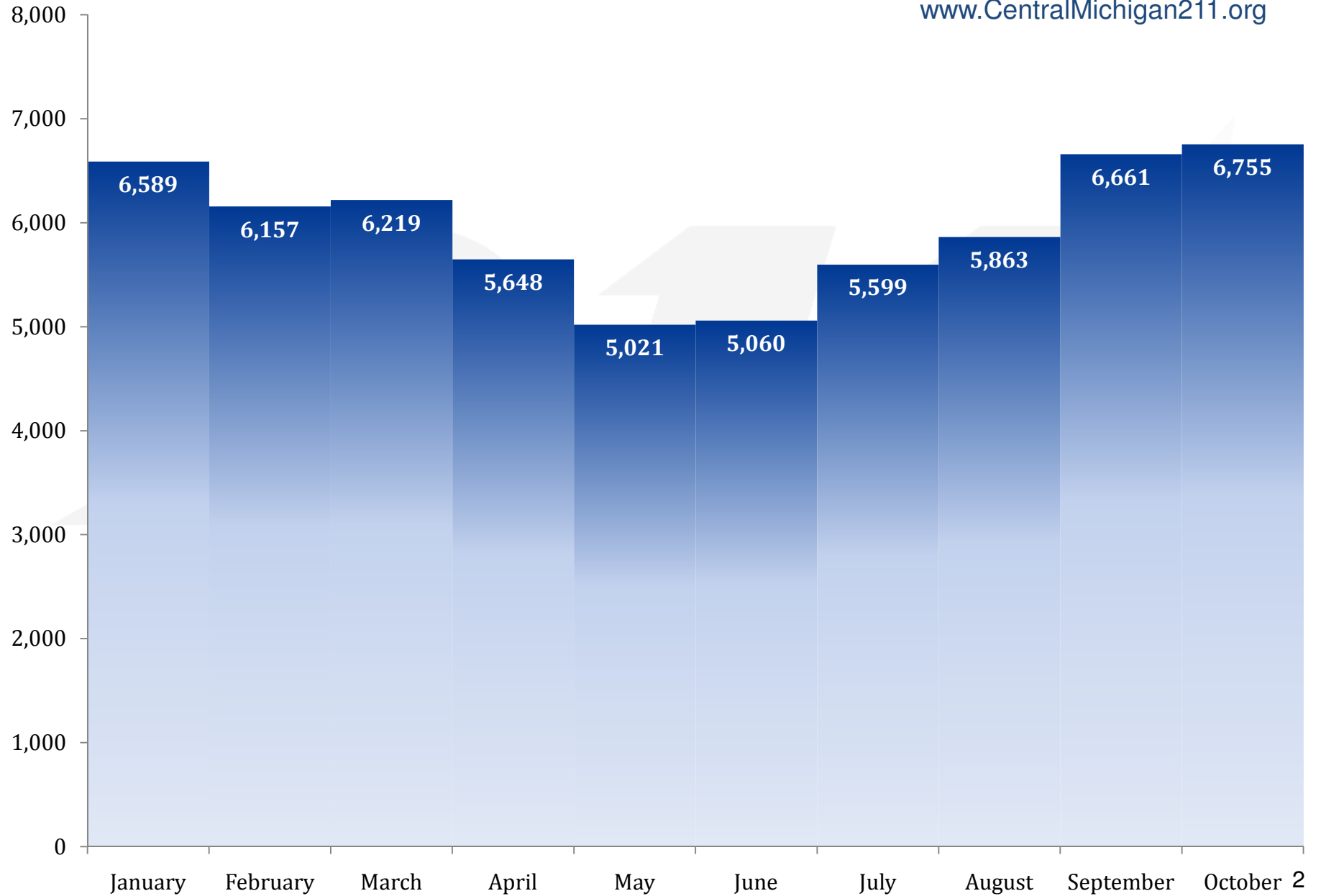




**October 2011  
Community Report**

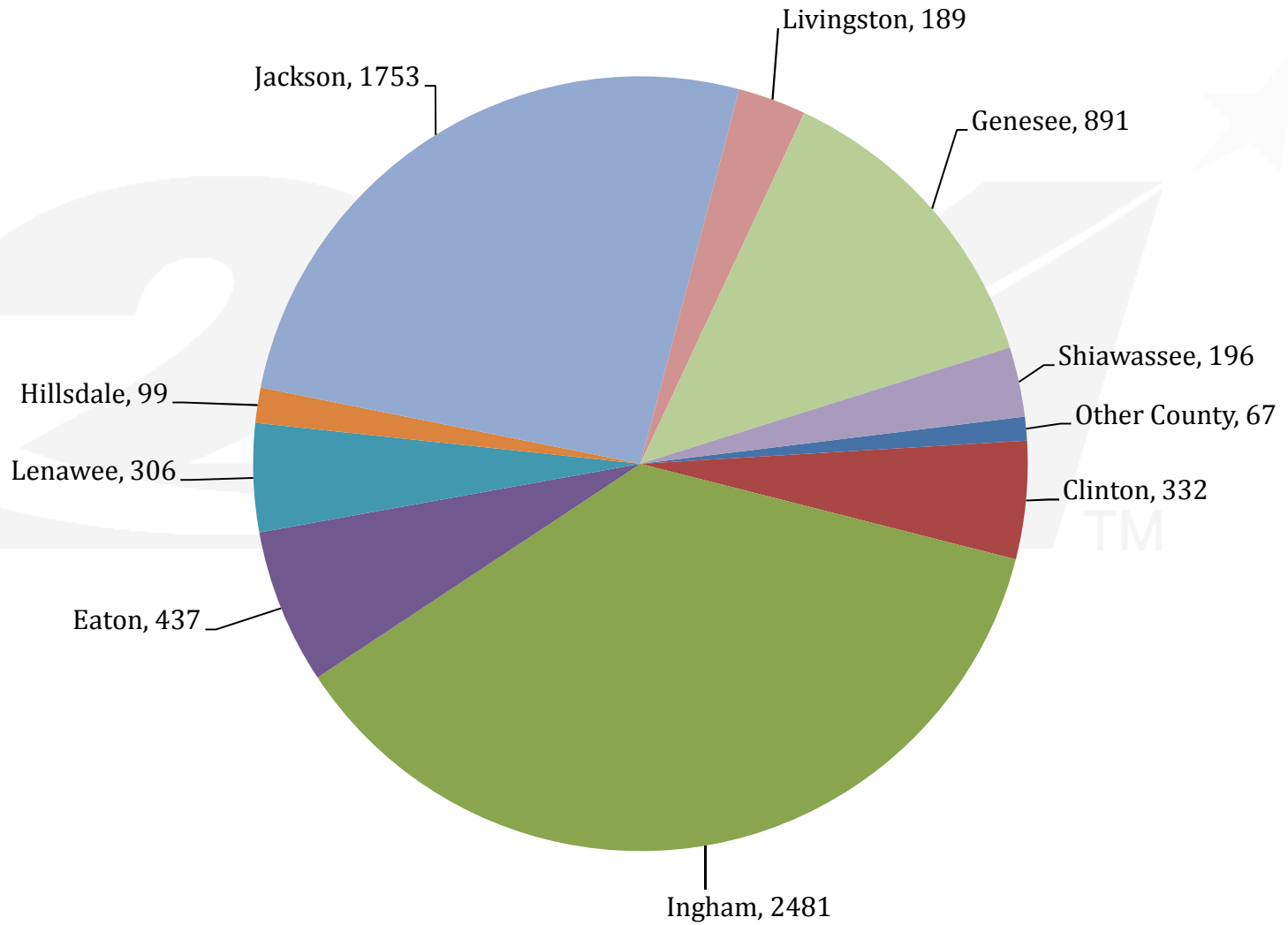
# Call Volume by Month - 2011

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



# Call Distribution by County

Total Call Volume, October 2011 - 6,755



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.

Heather called to ask about help for a utility bill. Knowing that problems with utilities, housing or food often indicate more deep rooted problems, her call specialist asked what had gotten her behind on the bill. Heather said that her 40 year old husband had recently died unexpectedly and she was struggling against eviction from their apartment. While Heather was making a living wage and had done well at avoiding debt, she was still unable to afford the rent on her own.

Heather's call specialist spent nearly an hour talking to her about various resources and allowing her to vent about the bizarre and horrific months leading up to the call. After she had calmed, the call specialist gently suggested that she consider finding a more sustainable living situation. The specialist knew that even if Heather could juggle her bills enough to stay in the home, she would never be at peace. Every month she would need to choose between food or utilities, rent or car payment. Heather agreed that her husband would not have wanted her to suffer and she and the specialist worked out the beginnings of a relocation plan.





David called because he had discovered a large leak in his bathroom. It was large enough that it had flooded the bathroom and out into the adjoining living room, severely damaging his floor. While both he and his wife were disabled, he managed to do most of the clean up himself. He called 2-1-1 because he needed someone to go up on his roof to patch the leak.

David's call specialist spent the better part of two weeks calling local agencies for David because the 2-1-1 database did not show any official programs to meet his need. After many phone calls and conversations, David's call specialist received a contact from someone in his area who was interested in doing volunteer work.

This new caller, Stephen, said he was a general contractor. The call specialist asked Stephen if, along with the other official volunteerism referrals, he might consider helping David patch his roof. Stephen agreed and confirmed a few days later that the problem had been fixed.

# Web Contacts

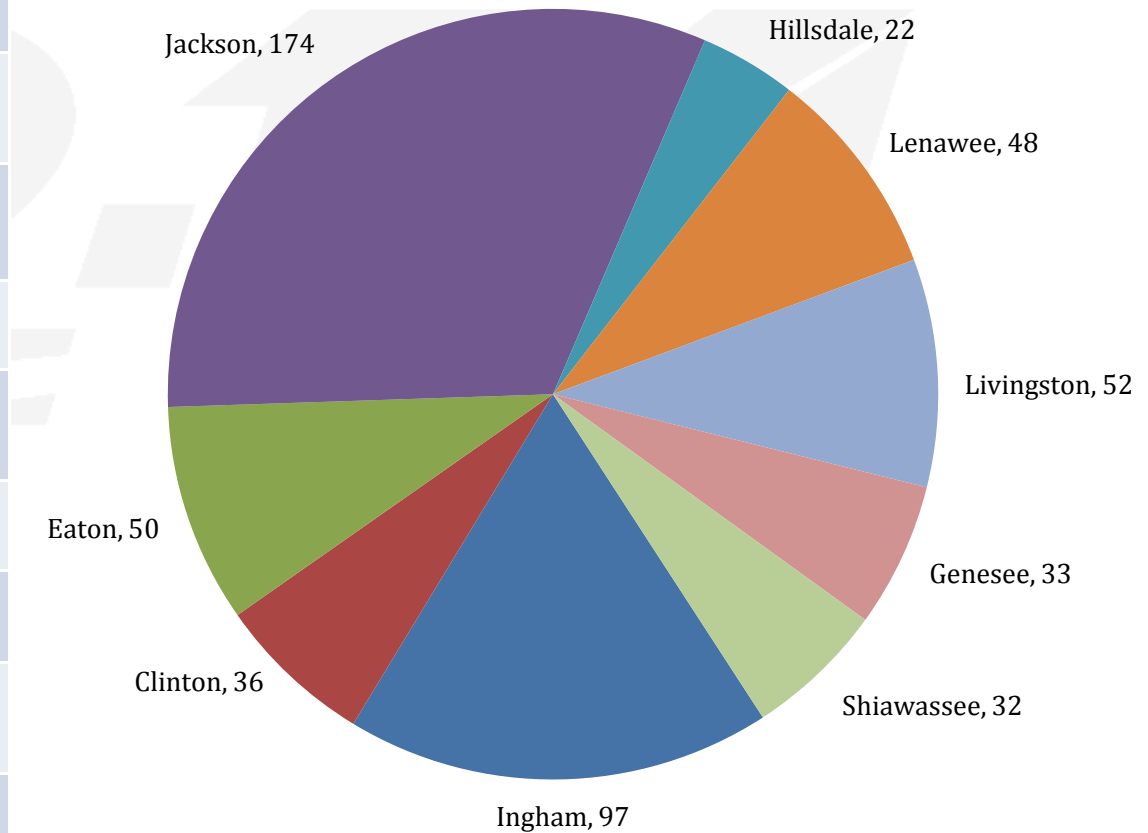
**Total website visitors: 3,640**

**Visitors seeking assistance: 544**

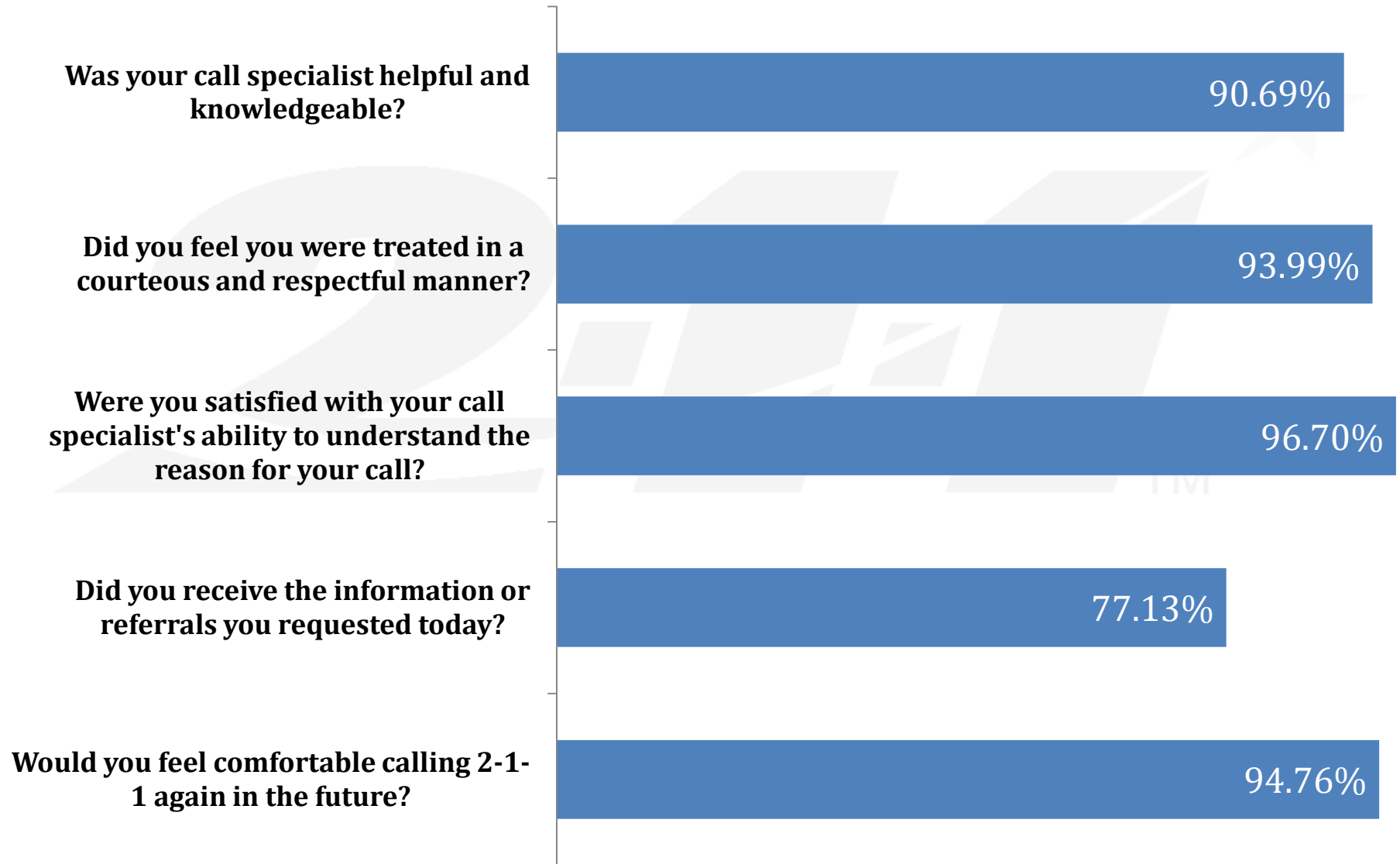
Central Michigan 2-1-1 recently began using a more efficient and detailed web reporting program. This program allows us to report on the number of individual visitors seeking assistance through the Central Michigan 2-1-1 website. Previously, we were only able to report on the total number of searches performed.

Top Ten Searches	
Food Pantries	143
Rent Payment Assistance	66
Electric Service Payment Assistance	62
Food Banks/Food Distribution Warehouses	59
Gas Service Payment Assistance	39
Adult High School Diploma Programs	38
Alcoholism Counseling	38
Discounted Utility Services	37
Adult Literacy Programs	33
Adult State/Local Health Insurance Programs	33

## Number of Visitors by County

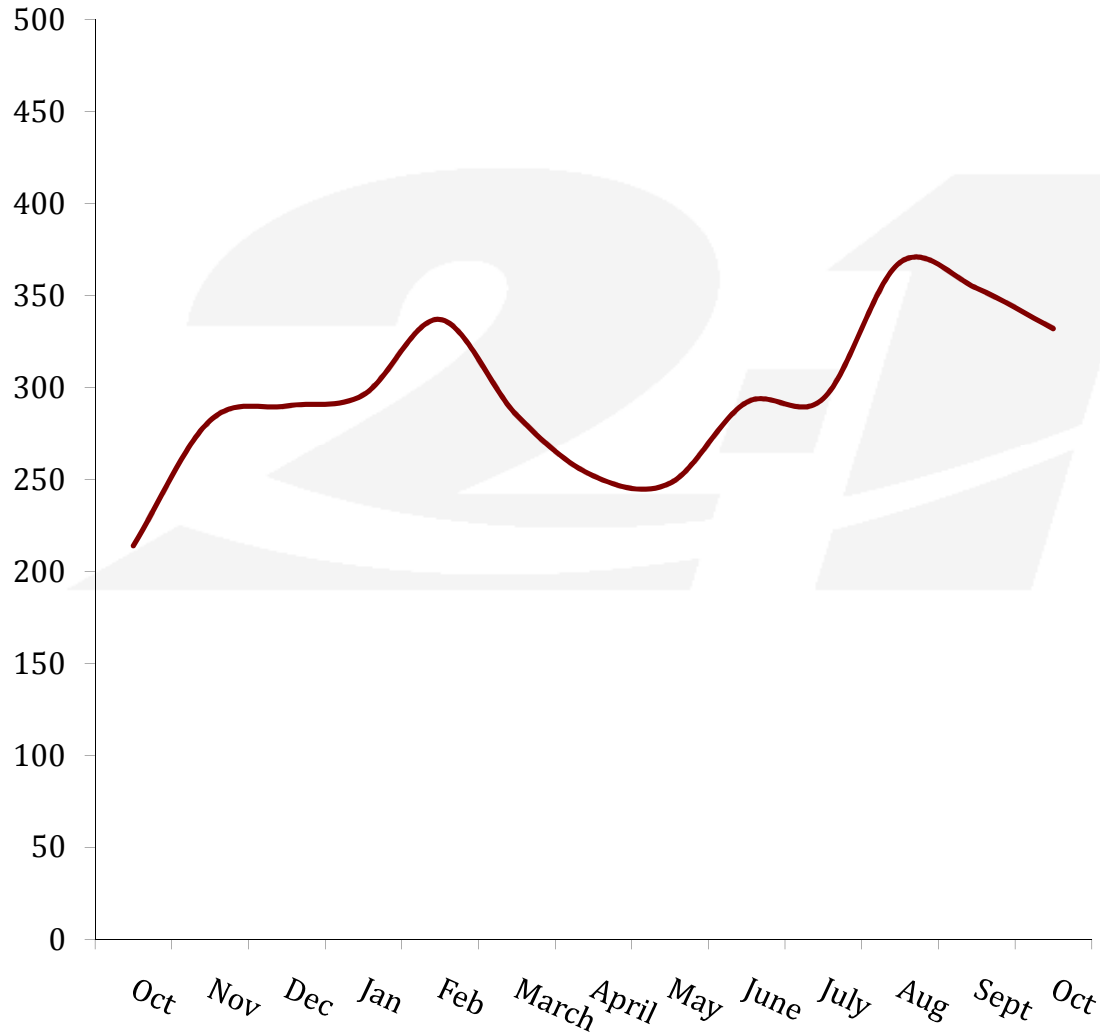


Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In October, 516 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 October: 332



October's Top Needs	
Electric Service Payment Assistance	48
Food Pantries	24
Rent Payment Assistance	16
Christmas Baskets	13
Thanksgiving Baskets	10
General Furniture Provision	9
General Dentistry	8
Low Income/Subsidized Private Rental Housing	7
Prescription Expense Assistance	7
Adult State/Local Health Insurance Programs	5

# Clinton County Detail

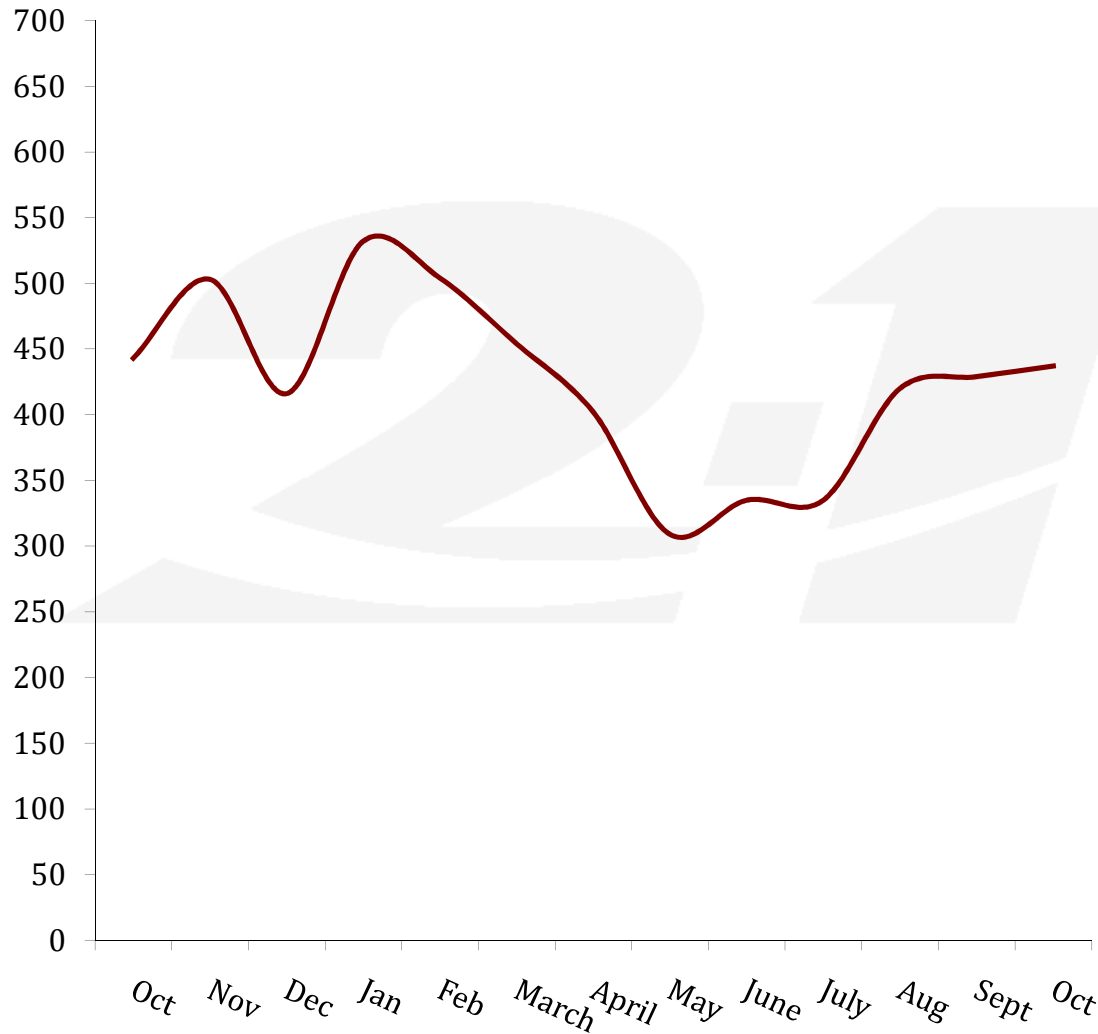
October 2011

In October, 10% 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
Prescription Expense Assistance	3	<b>“Target population requirement”</b> It is likely that these callers were covered by some kind of health insurance. The funding available for prescription assistance in Clinton County requires the client to be uninsured.
Thanksgiving Baskets	3	<b>“Service not available”</b> Thanksgiving baskets are generally available but detailed information on that availability has not yet been determined. These callers are encouraged to call back at a later date.
Electric Service Payment Assistance	2	<b>“Bill exceeds amount available”</b>
Gas Money	2	<b>“Service Inaccessible/Hours”</b> While the requested service is available, the caller cannot make it to the agency during normal business hours.
Medical Appointments Transportation	2	<b>“Service not available”</b>

# Eaton County Call Volume

Total Call Volume for October: 437



October's Top Needs	
Electric Service Payment Assistance	60
Rent Payment Assistance	38
Food Pantries	27
Thanksgiving Baskets	14
Christmas Baskets	10
Gas Money	10
General Dentistry	10
Community Clinics	9
Gas Service Payment Assistance	9
General Legal Aid	9

# Eaton County Detail

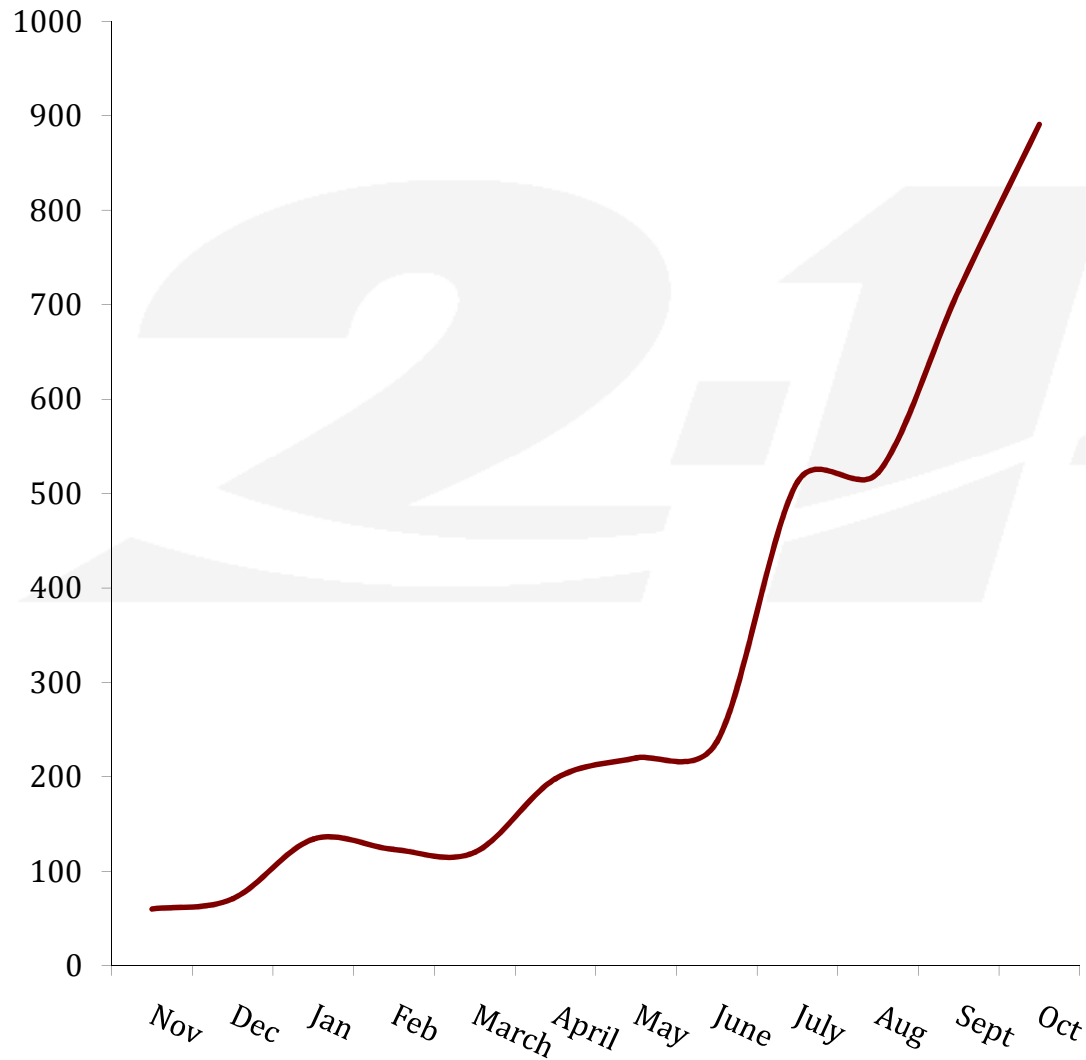
October 2011

In October, 15% 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	15	<b>"Bill exceeds amount available"</b>
Electric Service Payment Assistance	8	<b>"Bill exceeds amount available"</b>
Thanksgiving Baskets	4	<b>"Service not available"</b>
Rental Deposit Assistance	3	<b>"No documentation"</b> 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.
Gas Money	2	<b>"Service not available"</b>

# Genesee County Call Volume

Total Call Volume for October: 891



## October's Top Requests

Electric Service Payment Assistance	200
Rent Payment Assistance	90
Food Pantries	57
Gas Service Payment Assistance	48
Community Shelters	38
Water Service Payment Assistance	28
General Furniture Provision	27
Welfare Rights Assistance	26
General Appliance Provision	24
Home Maintenance and Minor Repair Services	24

# Genesee County Detail

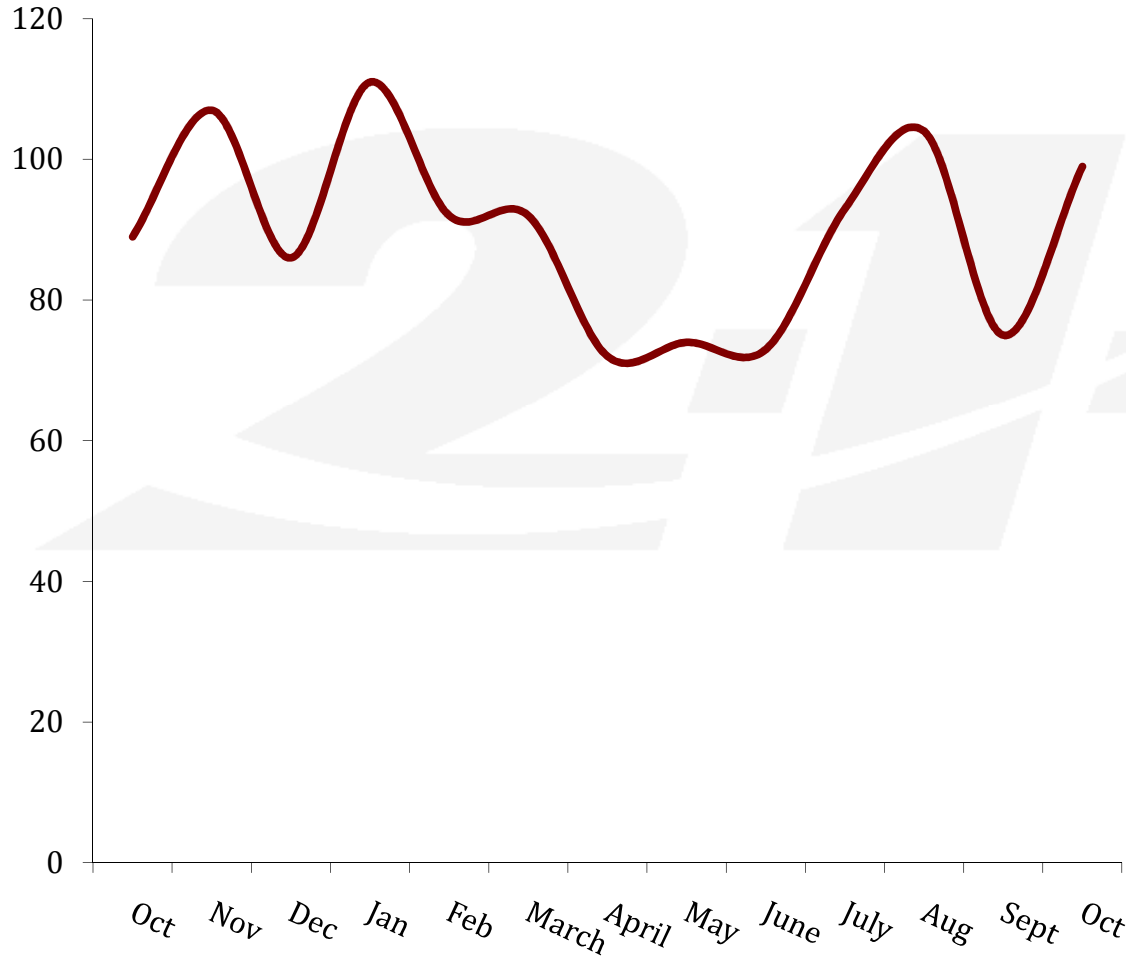
October 2011

In October, 28% 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	121	<b>"Bill exceeds amount available"</b>
Gas Service Payment Assistance	26	<b>"Bill exceeds amount available"</b>
Rent Payment Assistance	23	<b>"Bill exceeds amount available"</b>
Water Service Payment Assistance	17	<b>"Bill exceeds amount available"</b>
Bus Fare	12	<b>"Service not available"</b>

# Hillsdale County Call Volume

Total Call Volume for October: 99



October's Top Needs	
Electric Service Payment Assistance	9
Adult State/Local Health Insurance Programs	3
Community Shelters	3
Gas Money	3
Gas Service Payment Assistance	3
Community Clinics	2
Dental Hygiene	2
Food Pantries	2
Food Stamps	2
General Furniture Provision	2

# Hillsdale County Detail

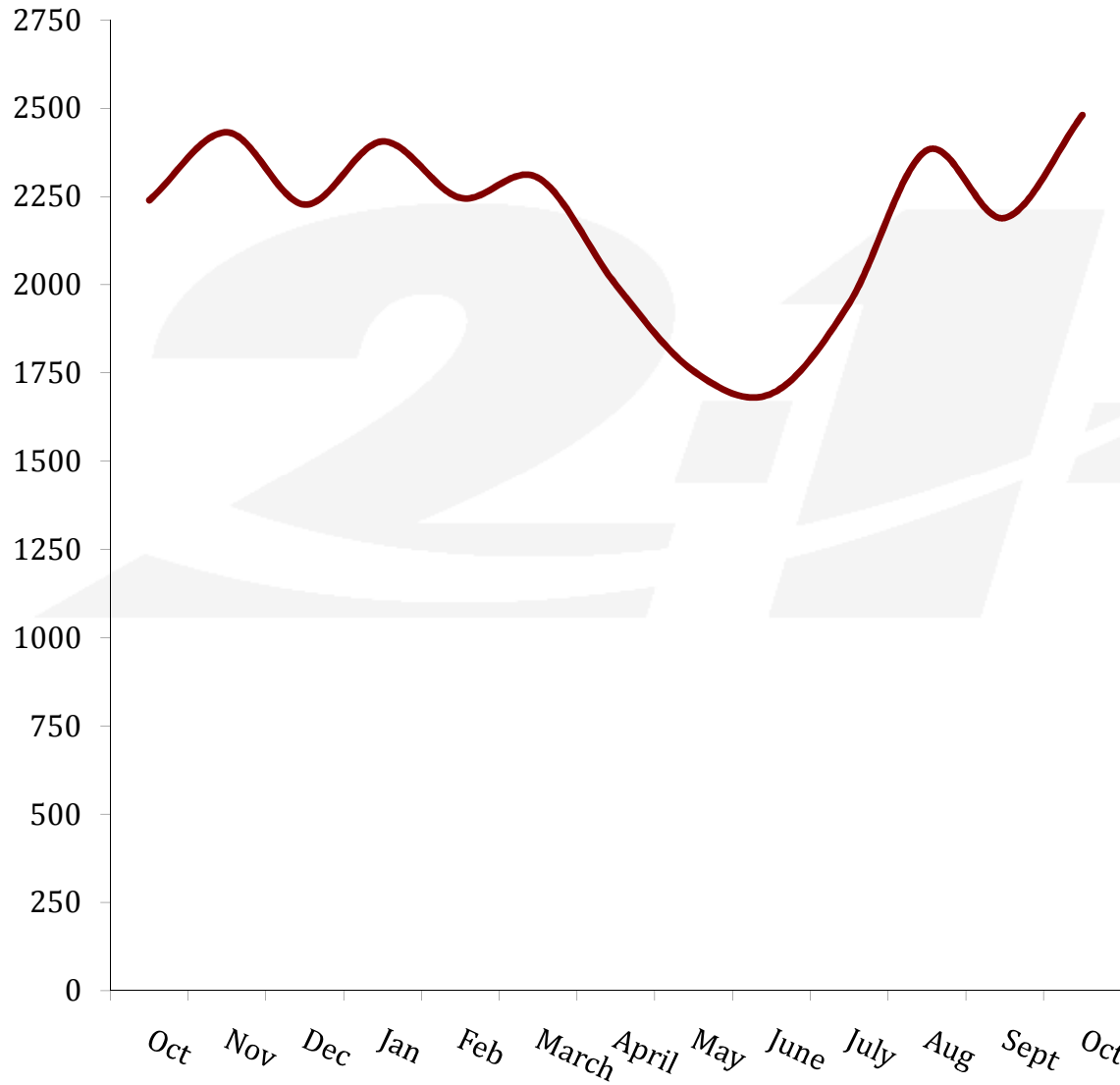
October 2011

In October, 19% 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	3	<b>"Bill exceeds amount available"</b>
Community Shelters	2	<b>"Service not available"</b>
Rental Deposit Assistance	2	<b>"Bill exceeds amount available"</b>
Undesignated Temporary Financial Assistance	2	<b>"Service not available"</b>
Work Clothing	2	<b>"Service not available"</b>

# Ingham County Call Volume

Total Call Volume for October: 2481



## October's Top Needs

Electric Service Payment Assistance	343
Rent Payment Assistance	172
Food Pantries	155
Thanksgiving Baskets	109
Community Shelters	98
Christmas Baskets	95
General Furniture Provision	59
General Clothing Provision	54
Rental Deposit Assistance	53
Gas Service Payment Assistance	40

# Ingham County Detail

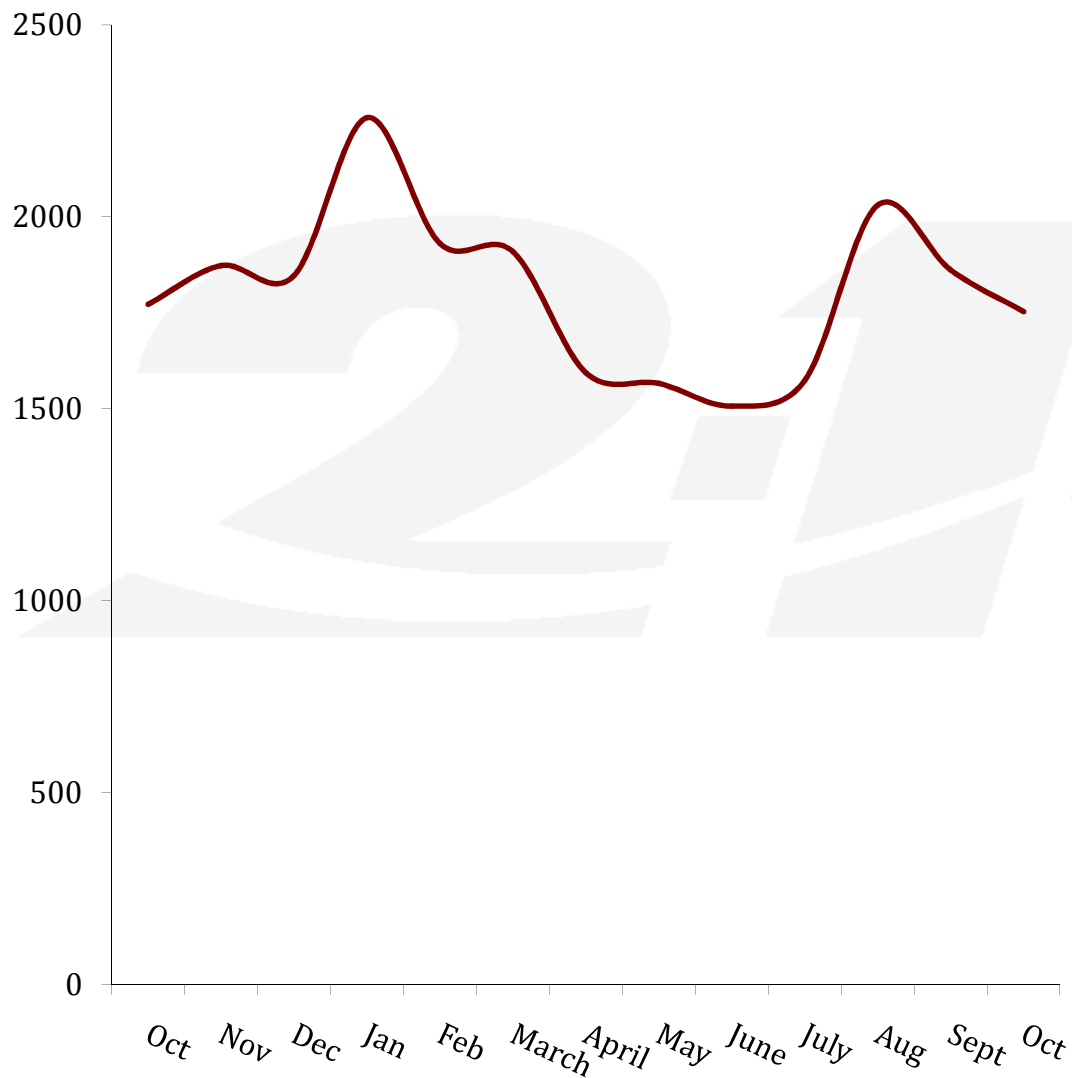
October 2011

In October, 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
Rent Payment Assistance	40	<b>"No documentation"</b> 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.
Electric Service Payment Assistance	30	<b>"Bill exceeds amount available"</b>
Thanksgiving Baskets	28	<b>"Service not available"</b>
Winter Clothing	15	<b>"Service not available"</b> While no official service is available, often times callers are redirected to check area thrift stores for requested items.
Rental Deposit Assistance	4	<b>"Bill exceeds amount available"</b>

# Jackson County Call Volume

Total Call Volume for October: 1753



October's Top Needs	
Electric Service Payment Assistance	181
Food Pantries	150
Rent Payment Assistance	107
General Furniture Provision	82
General Dentistry	30
Community Shelters	28
Work Clothing	26
Home Rental Listings	25
Prescription Expense Assistance	25
Rental Deposit Assistance	25

# Jackson County Detail

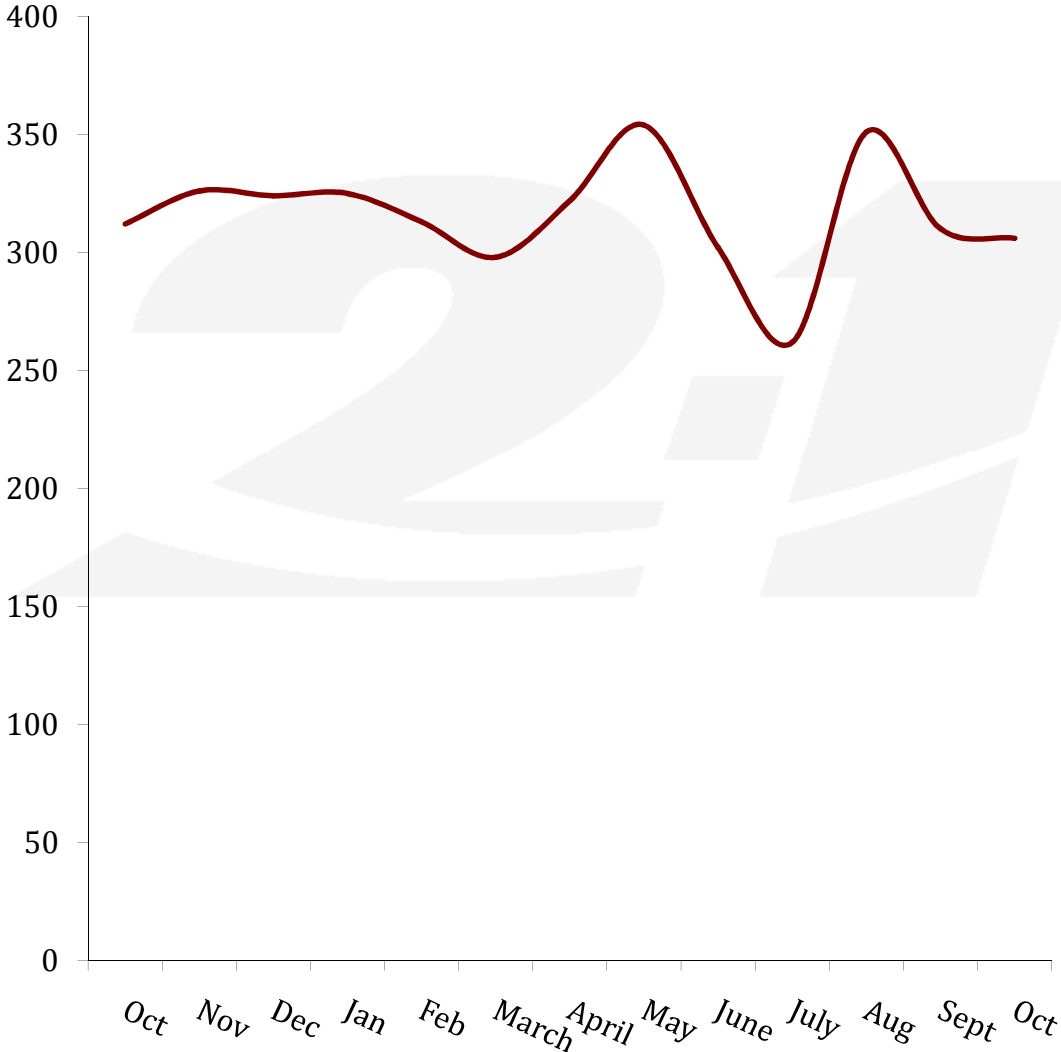
October 2011

In October, 13% 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
Electric Service Payment Assistance	24	<b>"Bill exceeds amount available"</b>
Rent Payment Assistance	16	<b>"No documentation"</b> 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.
Thanksgiving Baskets	11	<b>"Service not available"</b>
Bus Fare	15	<b>"Service not available"</b>
Christmas Baskets	15	<b>"Service not available"</b> While Christmas Baskets are generally available in Jackson County, no agency had yet to begin their registration.

# Lenawee County Call Volume

Total Call Volume for October: 306



October's Top Needs	
Electric Service Payment Assistance	32
Food Pantries	16
Rent Payment Assistance	12
General Dentistry	8
Community Clinics	7
Gas Money	7
General Legal Aid	7
Rental Deposit Assistance	7
Gas Service Payment Assistance	5
Automobiles	4

# Lenawee County Detail

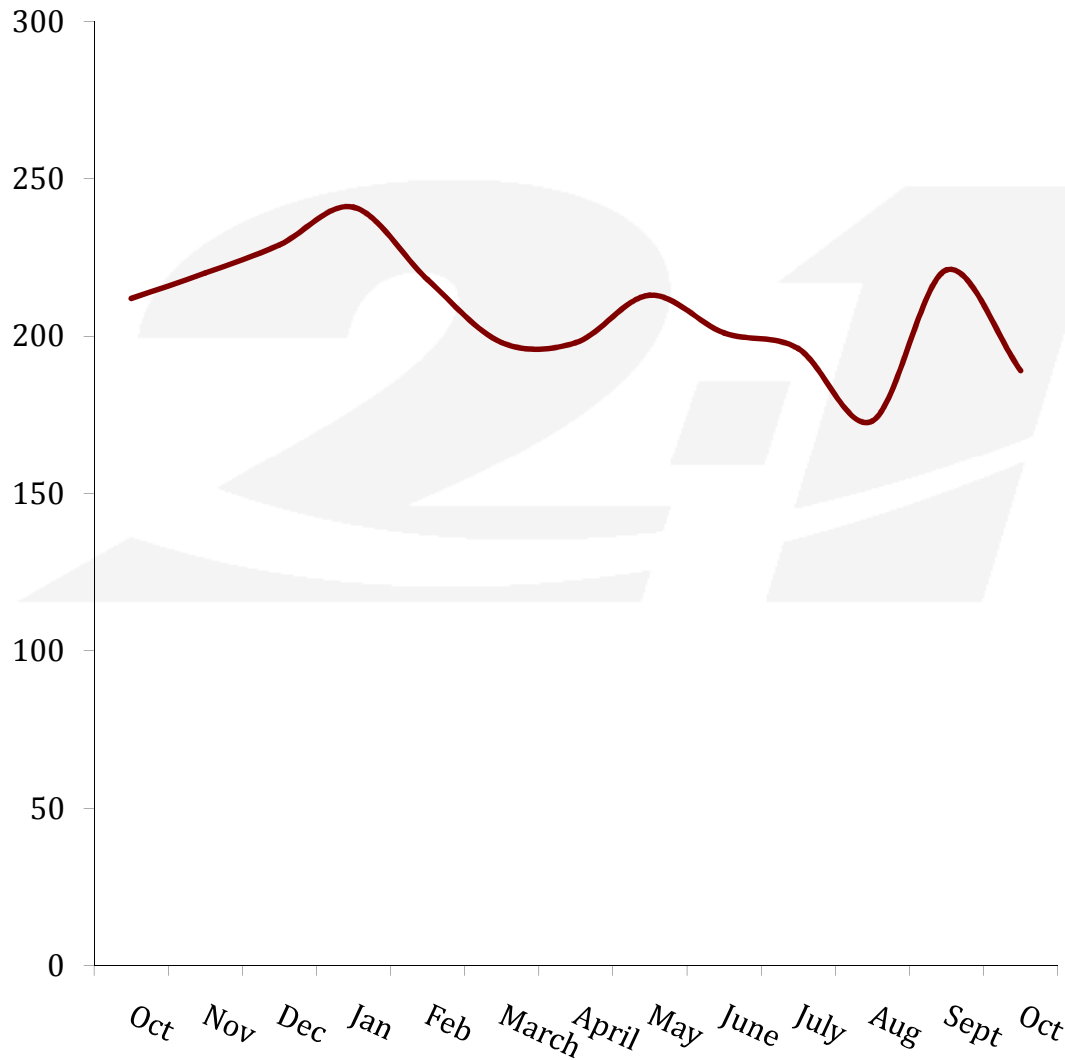
October 2011

In October, 27% 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
Electric Service Payment Assistance	8	<b>"Bill exceeds amount available"</b>
Gas Money	7	<b>"Service not available"</b>
Gas Service Payment Assistance	3	<b>"Bill exceeds amount available"</b>
General Appliance Provision	2	<b>"Service not available"</b>
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 Summons and Complaint from the local court. Notices to Quit or 7-day notices are not generally sufficient to qualify for rent payment.

# Livingston County Call Volume

Total Call Volume for October: 189



October's Top Requests	
Electric Service Payment Assistance	20
Rent Payment Assistance	14
Home Rental Listings	8
Rental Deposit Assistance	7
Food Pantries	5
Gas Money	5
General Dentistry	5
General Legal Aid	5
Low Income/Subsidized Private Rental Housing	5
Community Shelters	4

# Livingston County Detail

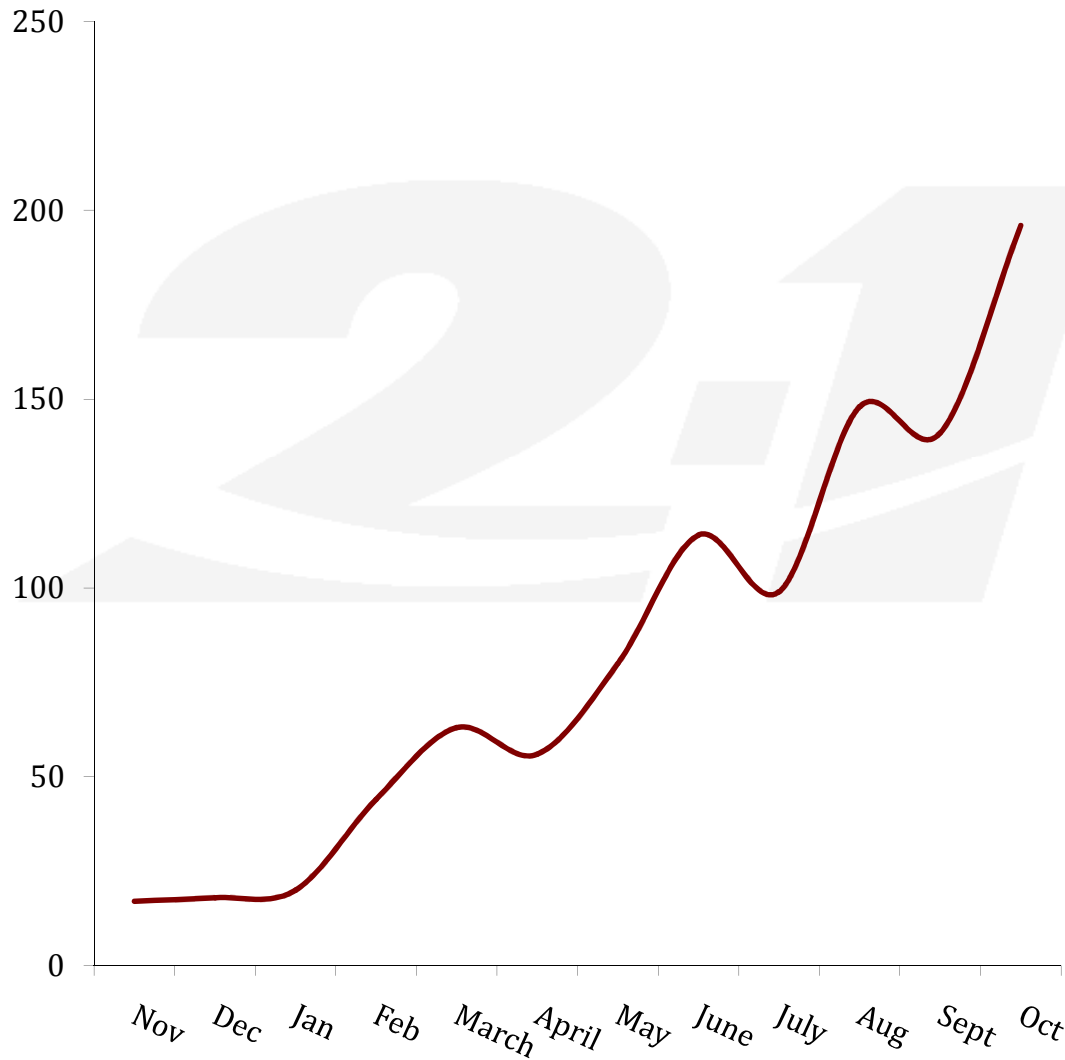
October 2011

In October, 22% 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	8	<b>"No documentation"</b> 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.
Community Shelters	4	<b>"Service not available"</b>
Homeless Motel Vouchers	2	<b>"Service not available"</b>
Electric Service Payment Assistance	2	<b>"Bill exceeds amount available"</b>
Transitional Housing/Shelter	2	<b>"Service not available"</b>

# Shiawassee County Call Volume

Total Call Volume for October: 196



## October's Top Requests

Electric Service Payment Assistance	21
Food Pantries	9
Rent Payment Assistance	9
Prescription Expense Assistance	7
Community Clinics	6
Rental Deposit Assistance	6
Gas Service Payment Assistance	4
Home Rental Listings	4
Medicare Information/Counseling	4
Adult State/Local Health Insurance Programs	3

# Shiawassee County Detail

October 2011

In October, 29% 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
Rent Payment Assistance	8	<b>"No documentation"</b> 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.
Electric Service Payment Assistance	4	<b>"Bill exceeds amount available"</b>
Undesignated Temporary Financial Assistance	4	<b>"Service not available"</b>
Gas Money	3	<b>"Service not available"</b>
General Appliance Provision	2	<b>"Service not available"</b>

## Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	28
Furniture/Home Furnishings Donation Programs	9
Clothing Donation Programs	4
Medical Supplies Donation Programs	5
Construction/Home Maintenance Volunteer Opportunities	3
Family Services Related Volunteer Opportunities	3
Food Donation Programs	3
Baby Furniture Donation Programs	2
Administration Volunteer Opportunities	1
Cell Phone Donation Programs	1
Daily Living Aid Donation Programs	1
Food Production/Preparation/Delivery Volunteer Opportunities	1
Material Goods Donation Information	1
Special Event Support 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	8
Jackson	6
Flint	2
Owosso	2
Adrian	1
Brighton	1
Charlotte	1
East Lansing	1
Fowlerville	1
Grass Lake	1
Mason	1
Onsted	1
Potterville	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](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*

