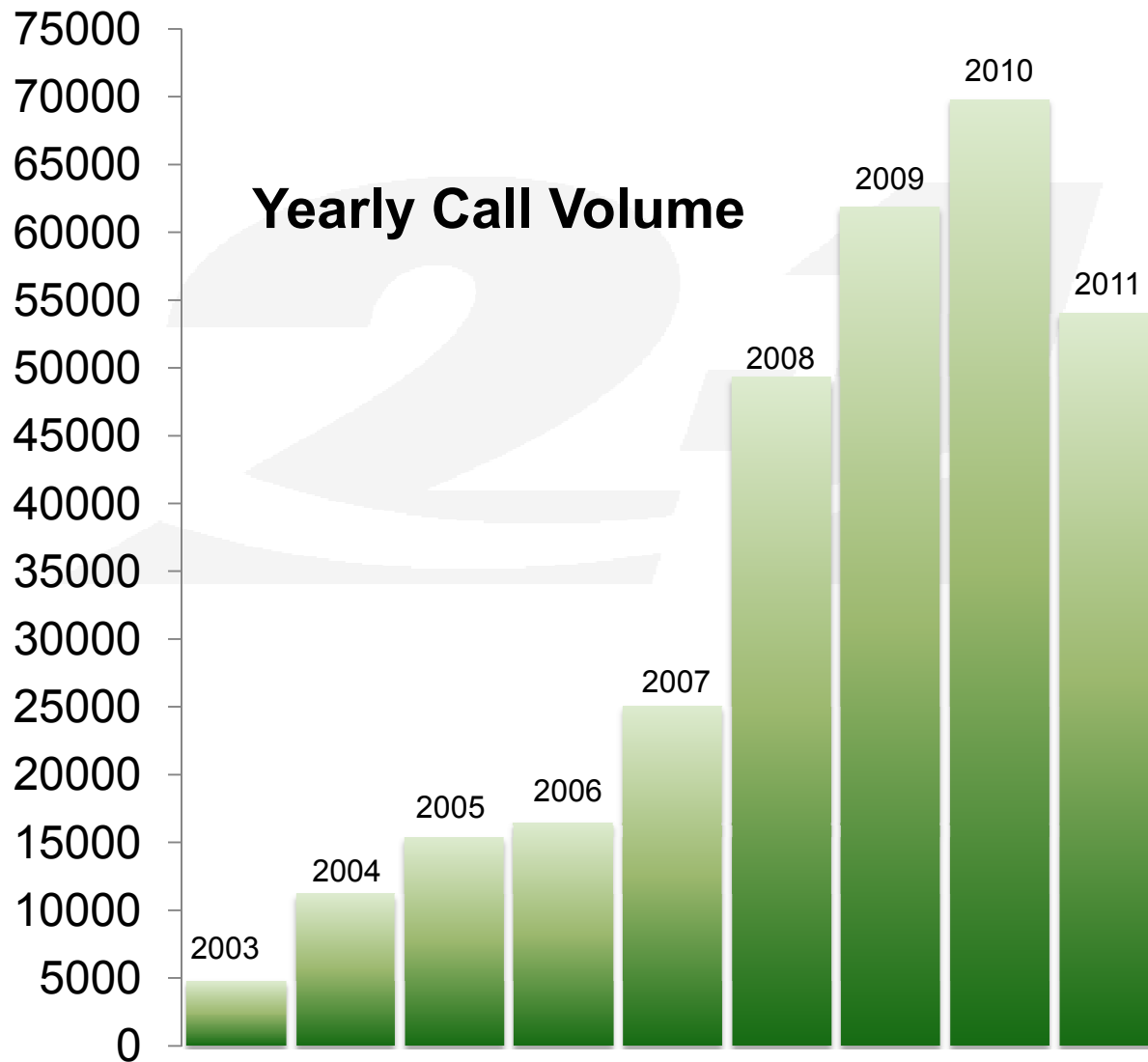




**September 2011  
Community Report**

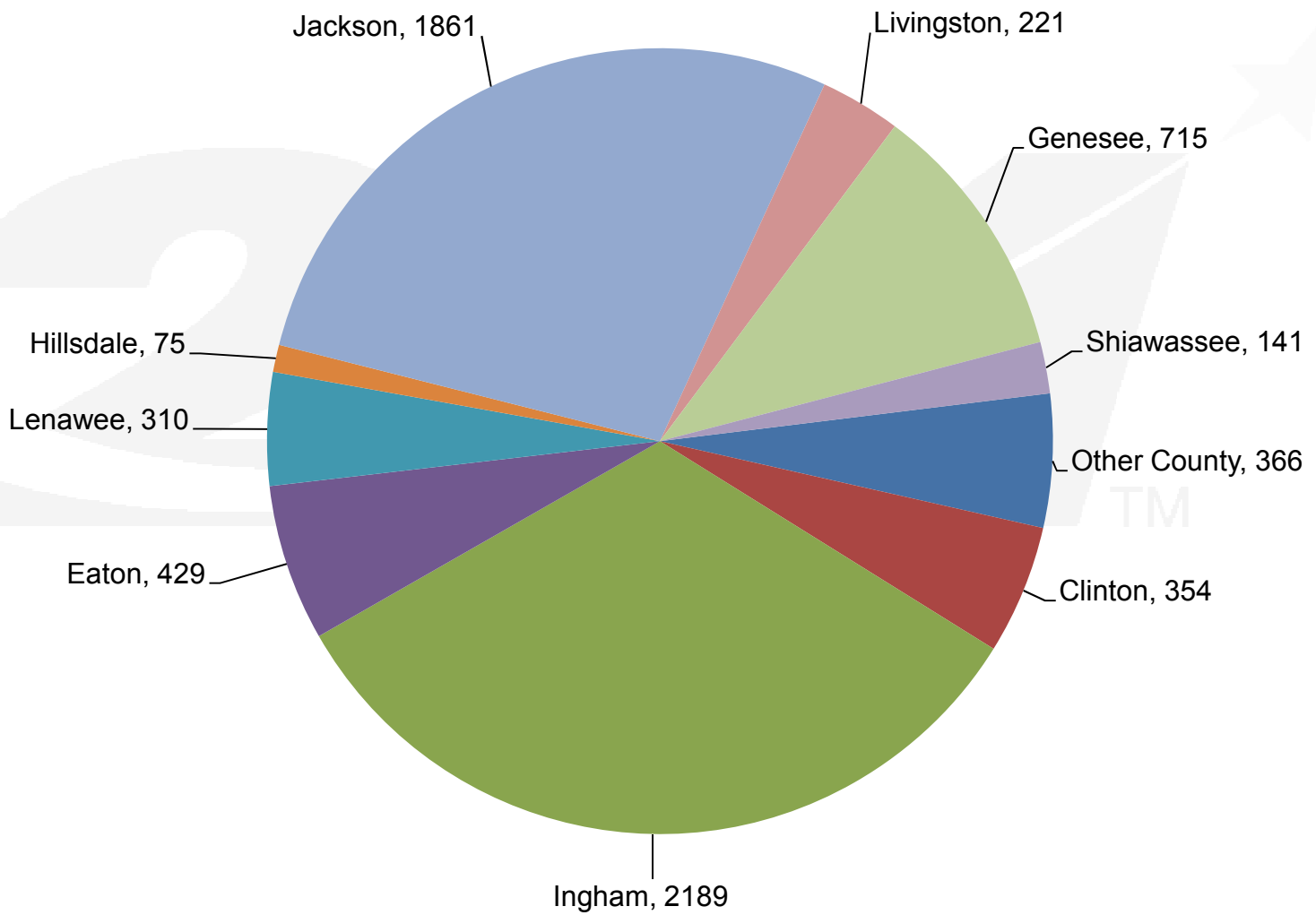
Toll Free: 866.561.2500  
[www.CentralMichigan211.org](http://www.CentralMichigan211.org)



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, September 2011 – 6,661



## Beyond the numbers: Advocacy at work

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.

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 quite 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.

# Web Contacts

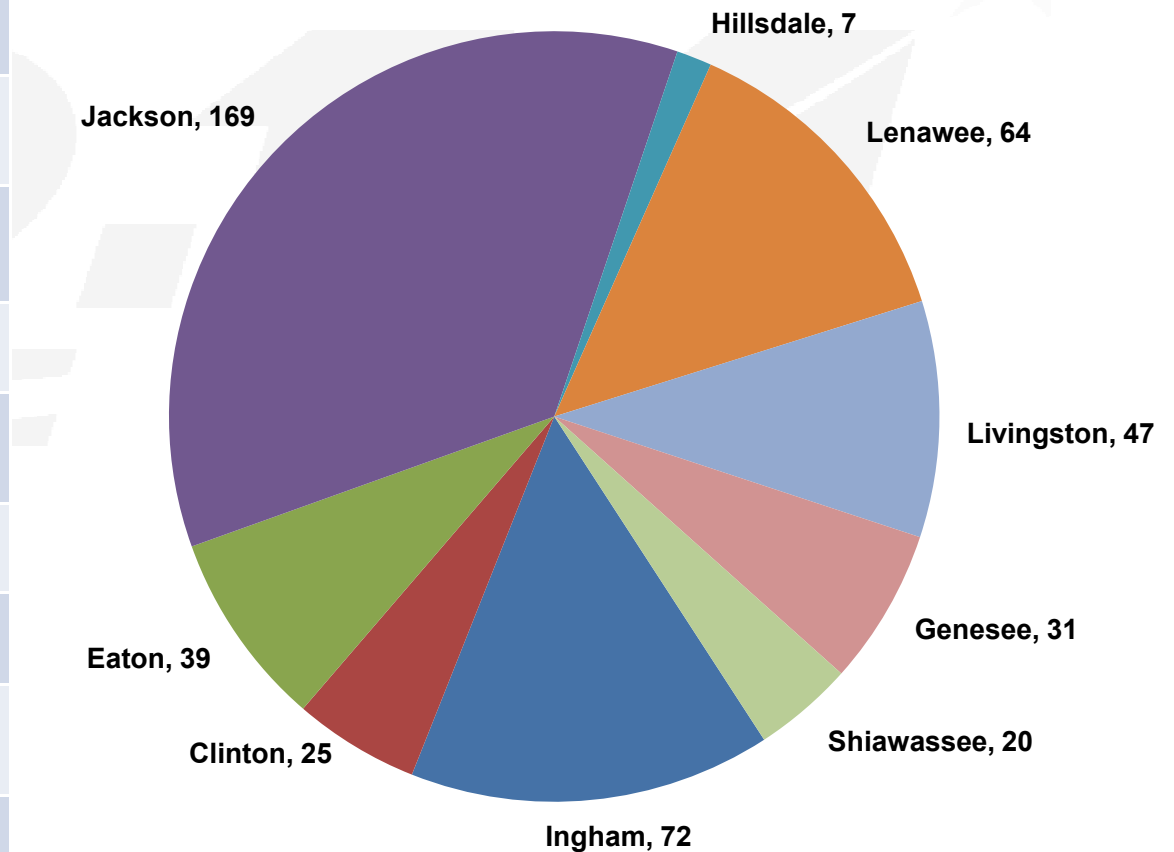
**Total Visitors for September: 3,767**

**Visitors Seeking Assistance: 474**

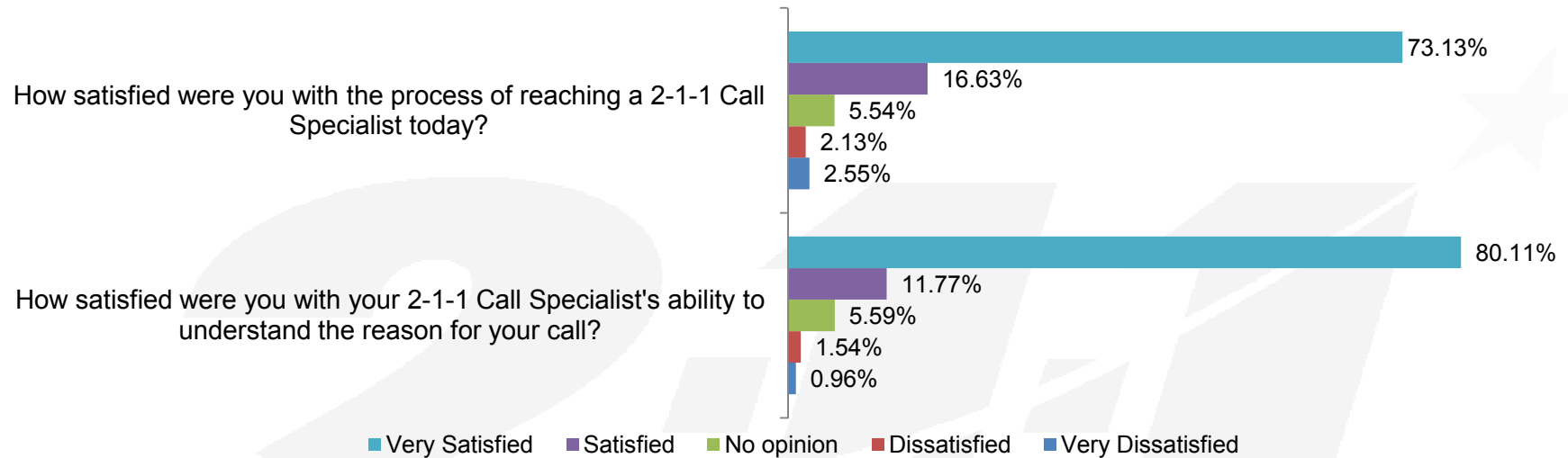
Central Michigan 2-1-1 recently began using a more efficient and detailed web reporting program. This program allows us to report on the number of individual visitors seeking assistance through the Central Michigan 2-1-1 website. Previously, we were only able to report on the total number of searches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

Top Ten Searches	
Food Pantries	146
Food Banks/Food Distribution Warehouses	76
Electric Service Payment Assistance	53
Adult High School Diploma Programs	41
Clothing Vouchers	31
Rent Payment Assistance	31
Diapers	30
Home Rental Listings	25
Adult Literacy Programs	24
Baby Clothing	24

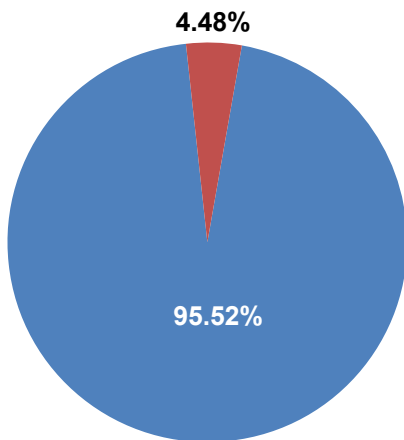
## Number of Visitors by County



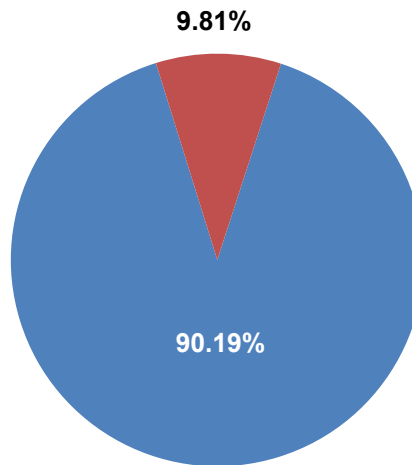
Central Michigan 2-1-1 recently adopted a new phone system. This system asks callers if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. The system is fully automated and calls the client approximately 2 minutes after their 2-1-1 call has ended. In September, 469 callers participated in the survey. Of those participants, 76.33% received referrals for services. Other results are listed below.



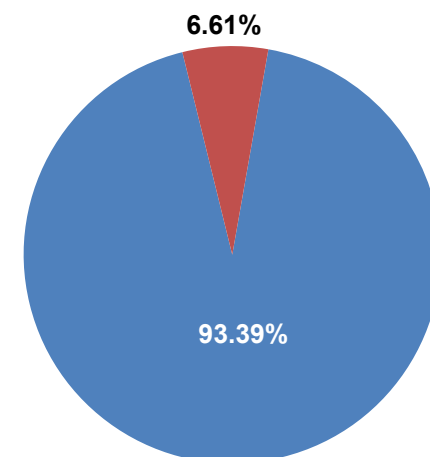
**Do you feel that you were treated in a courteous and respectful manner?**



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



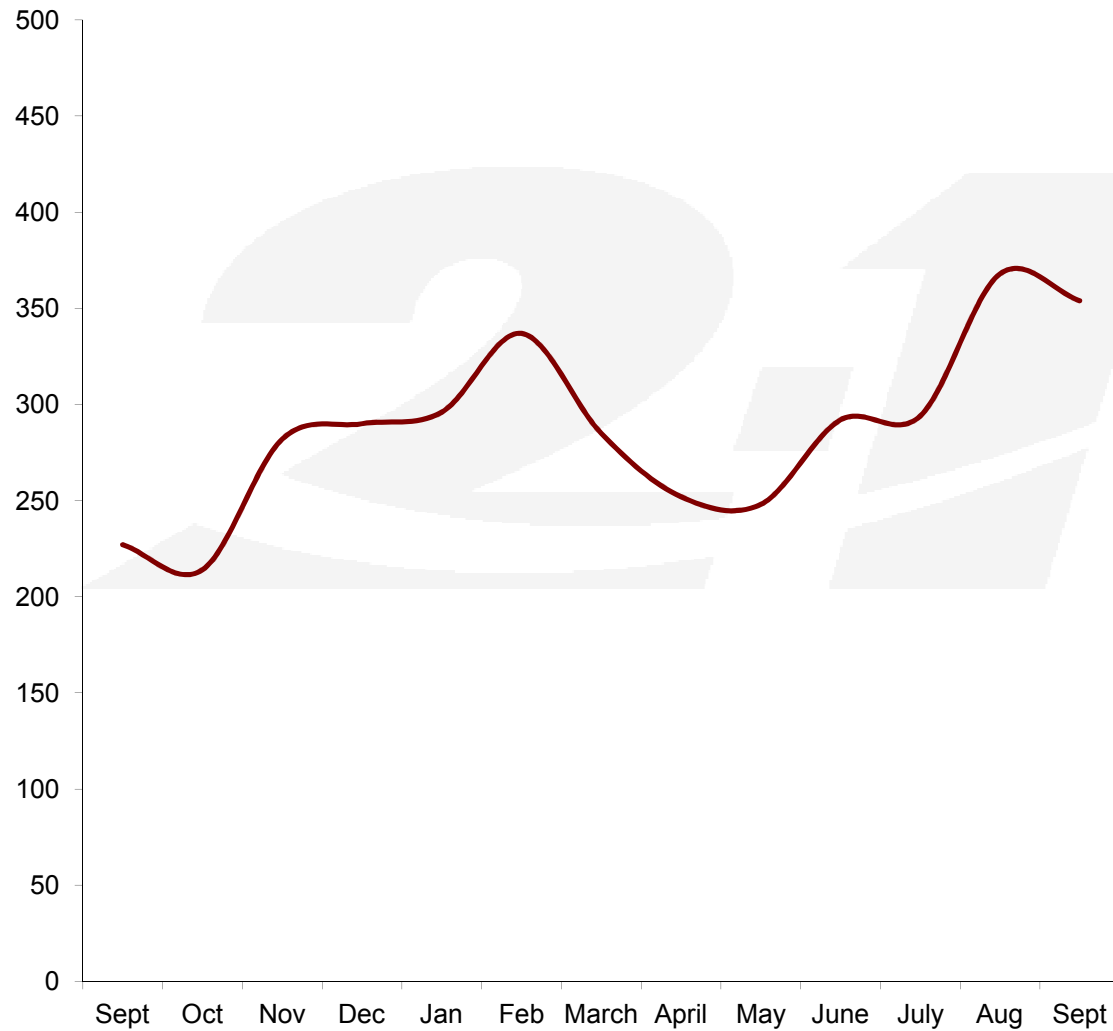
**Would you feel comfortable calling 2-1-1 in the future?**



■ Yes ■ No

# Clinton County Call Volume

Total Call Volume for September: 354



September's Top Needs	
Electric Service Payment Assistance	46
Food Pantries	37
General Furniture Provision	18
Rent Payment Assistance	18
Community Shelters	14
Directory Assistance	10
Low Income/Subsidized Private Rental Housing	8
Gas Service Payment Assistance	6
Home Rental Listings	6
Personal/Grooming Supplies	6

# Clinton County Detail

September 2011

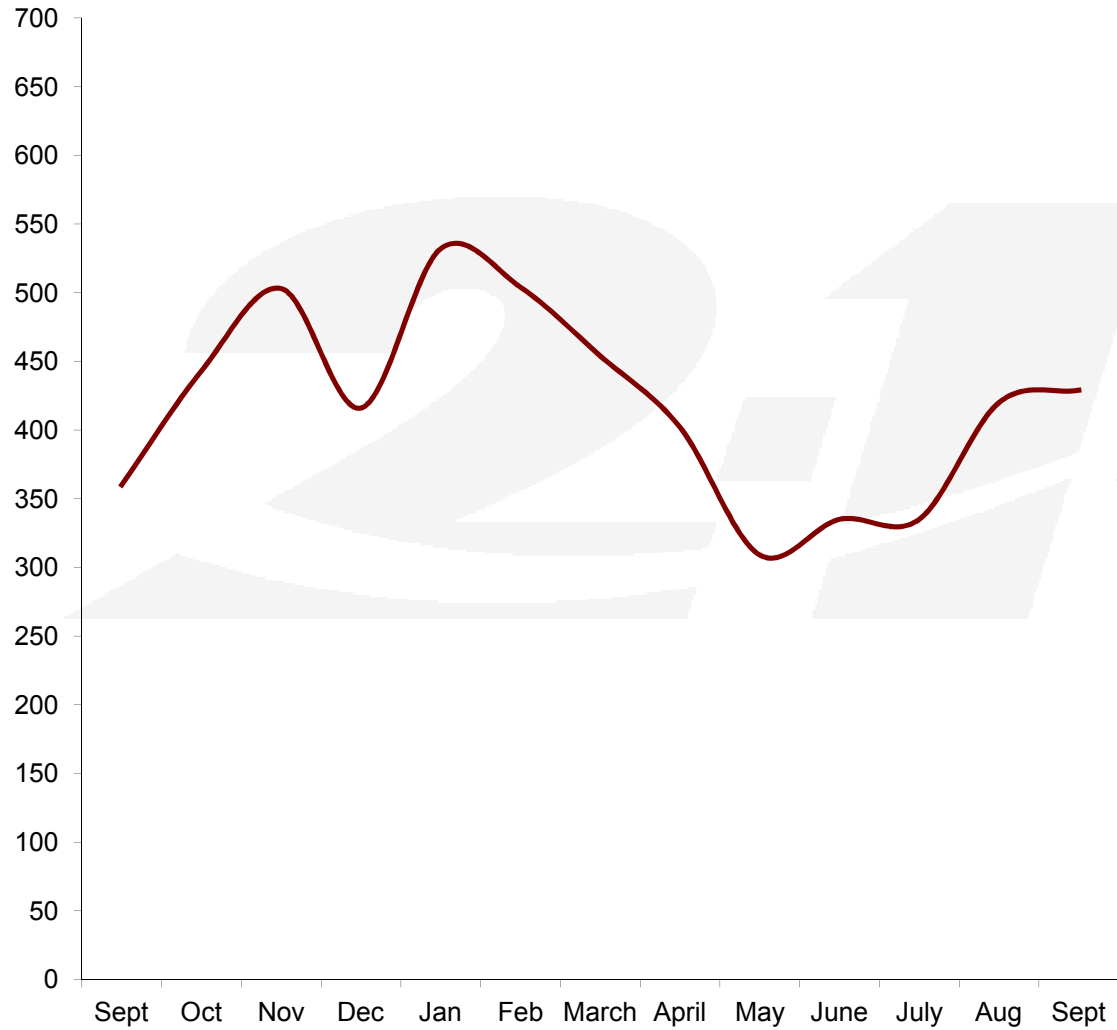
In September, 10% of needs in Clinton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Rent Payment Assistance	7	<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.
Thanksgiving Baskets	4	<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.
Christmas Baskets	3	<b>“Service not available”</b> Christmas 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>“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	2	<b>“Service not available”</b>

# Eaton County Call Volume

Total Call Volume for September: 429



September's Top Needs	
Electric Service Payment Assistance	53
Food Pantries	42
Rent Payment Assistance	30
Community Shelters	16
Community Clinics	12
General Furniture Provision	11
Outreach Programs	11
Gas Service Payment Assistance	10
General Dentistry	10
Directory Assistance	9

# Eaton County Detail

September 2011

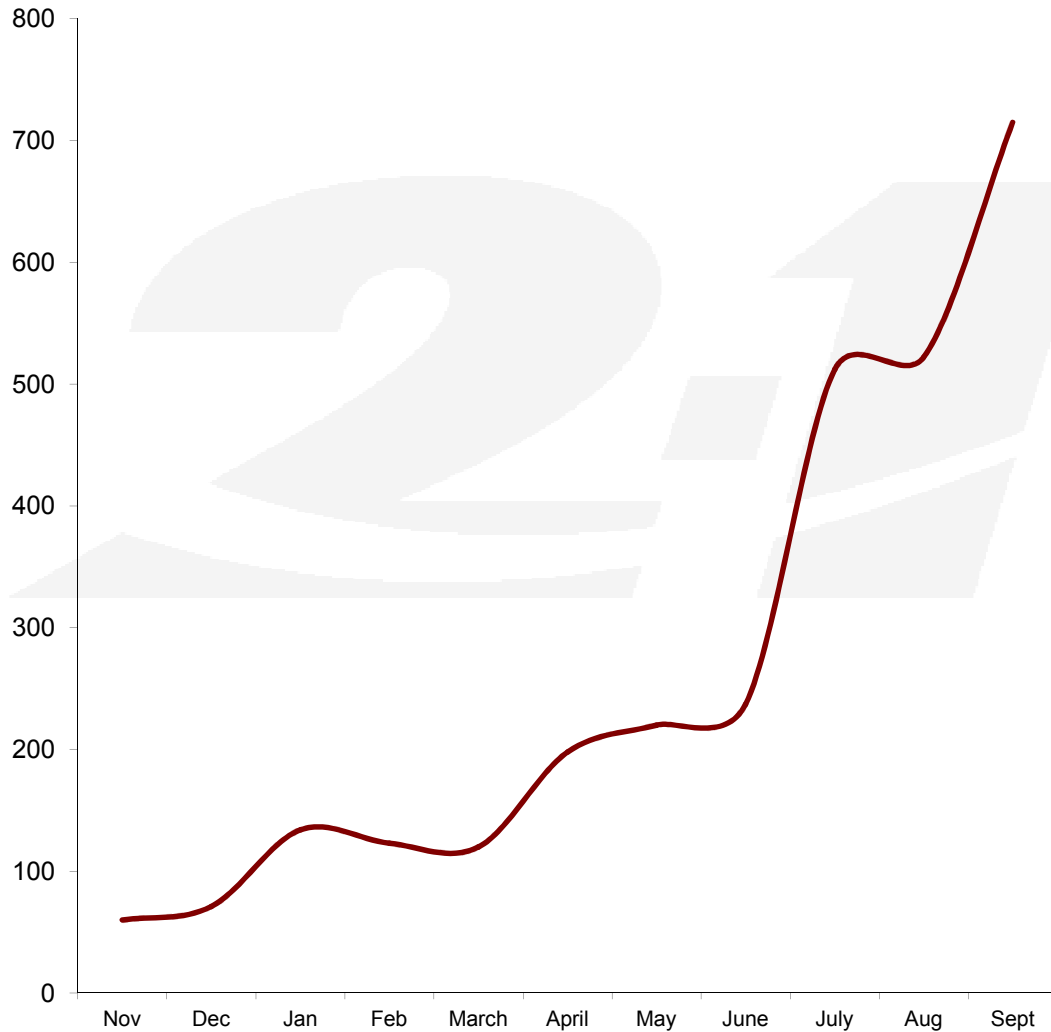
In September, 11% of needs in Eaton county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	14	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$799.
Rent Payment Assistance	5	<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.
Automotive Repair	3	<b>“Target population requirement”</b> Applicants for this service generally must be employed and also have minor children in the home. Therefore, elder callers or those with a disability are commonly ineligible.
Mortgage Payment Assistance	3	<b>“No documentation”</b> Generally, an applicant must have documented proof of being in foreclosure status. Callers who are not yet in foreclosure are directed to foreclosure prevention programs in their area.
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.

# Genesee County Call Volume

Total Call Volume for September: 715



September's Top Requests	
Electric Service Payment Assistance	141
Outreach Programs	38
Gas Bill Payment Assistance	34
Rent Payment Assistance	62
Food Pantries	41
Rental Deposit Assistance	22
Community Shelter	20
Prescription Expense Assistance	20
General Furniture Provision	18
General Legal Aid	18

# Genesee County Detail

September 2011

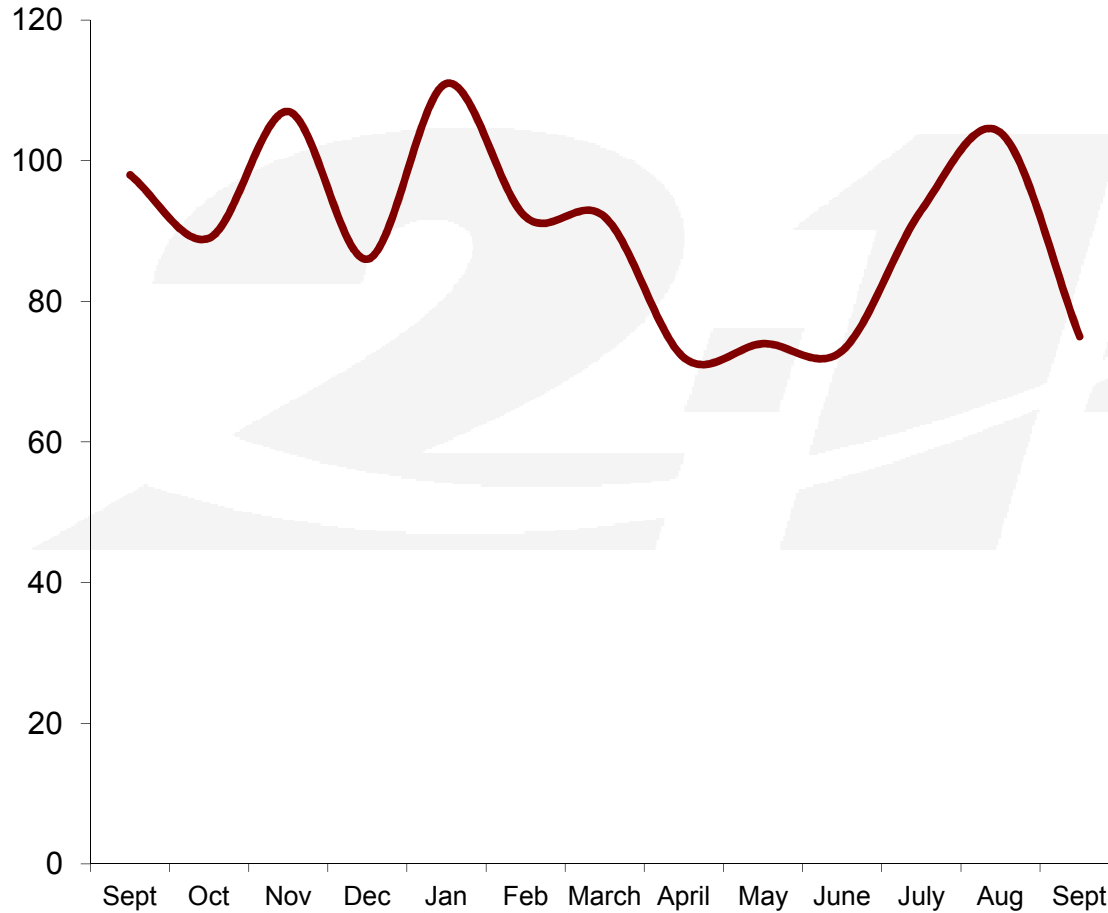
In September, 31% of needs in Genesee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	61	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,163.
Gas Service Payment Assistance	18	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$867.
Rent Payment Assistance	18	<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.
Bus Fare	13	<b>“Service not available”</b>
Undesignated Temporary Financial Assistance	10	<b>“Service not available”</b>

# Hillsdale County Call Volume

Total Call Volume for September: 75



## September'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

September 2011

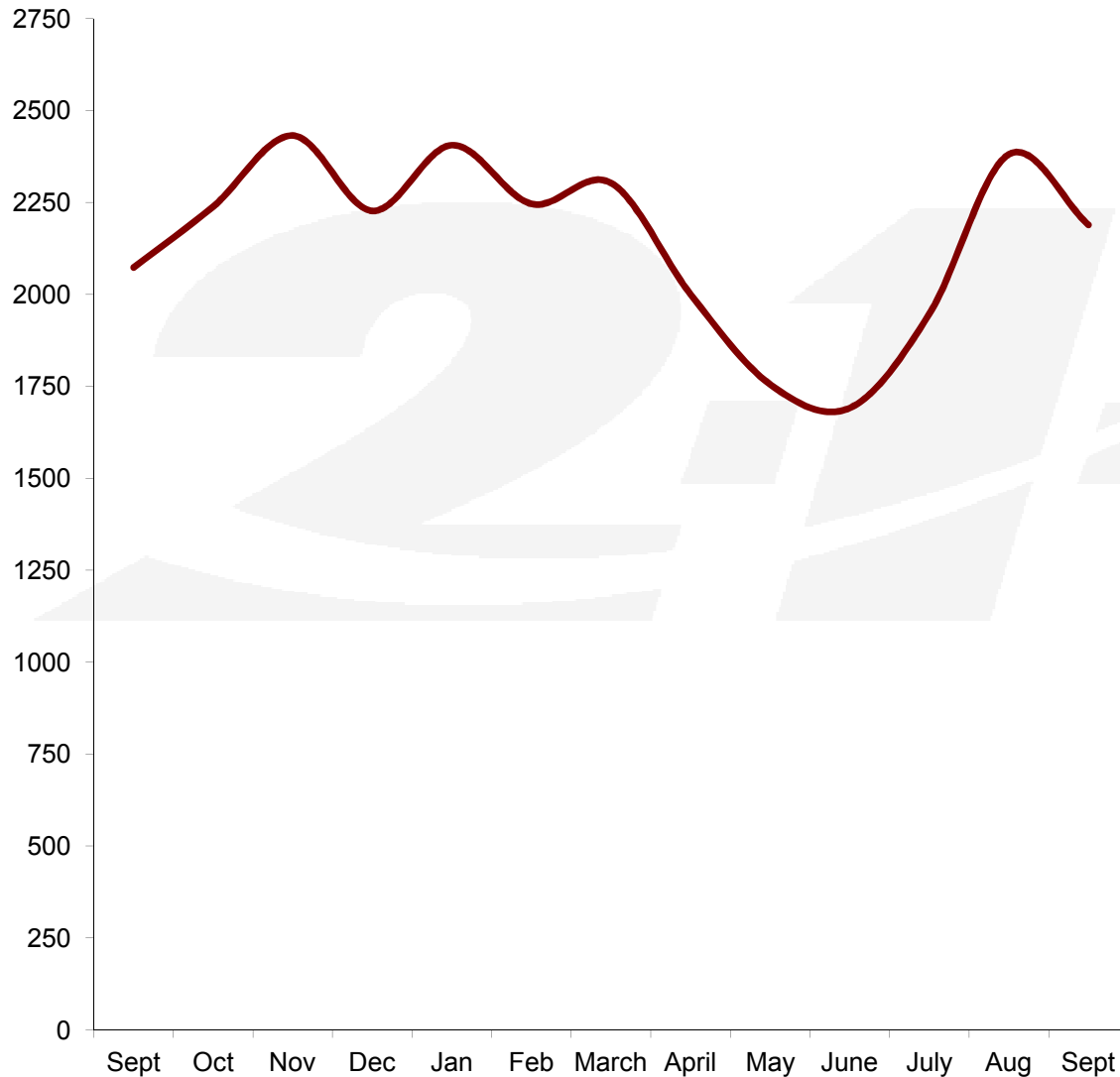
In September, 20% of needs in Hillsdale county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	6	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,059.
Community Shelters	2	<b>“Service not available”</b>
Gas Money	2	<b>“Service not available”</b>
Prescription Expense Assistance	2	<b>“Service not available”</b>
Automotive Repair	1	<b>“Target population requirement”</b> Applicants for this service generally must be employed and also have minor children in the home. Therefore, elder callers or those with a disability are commonly ineligible.

# Ingham County Call Volume

Total Call Volume for September: 2189



## September's Top Needs

Electric Service Payment Assistance	360
Food Pantries	143
Rent Payment Assistance	127
Community Shelters	77
General Furniture Provision	69
Directory Assistance	65
Rental Deposit Assistance	47
Personal/Grooming Supplies	40
Gas Service Payment Assistance	37
Home Rental Listings	35

# Ingham County Detail

September 2011

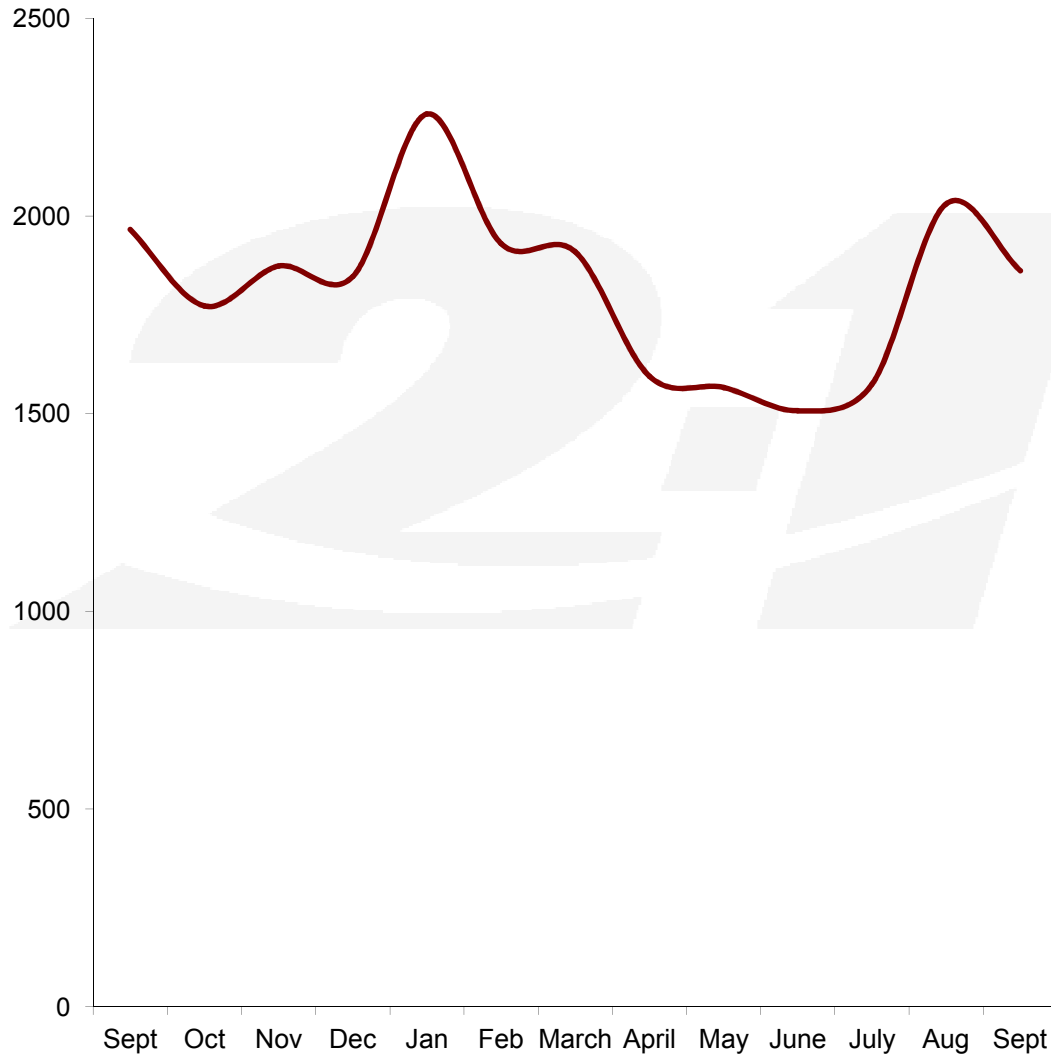
In September, 11% of needs in Ingham county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	75	<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>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,100.
School Supplies	13	<b>“Registration full/past deadline”</b>
Prescription Expense Assistance	5	<b>“Client ineligible/target population requirement”</b> In Ingham County, there are two agencies that assist with prescription costs. Cristo Rey requires that the applicant has no existing health coverage and the Open Door Ministry requires that the applicant be homeless and residing in the downtown area of Lansing.
Thanksgiving Baskets	5	<b>“Service not available”</b>

# Jackson County Call Volume

Total Call Volume for September: 1861



September's Top Needs	
Electric Service Payment Assistance	204
Food Pantries	134
Rent Payment Assistance	120
General Furniture Provision	80
Directory Assistance	53
General Legal Aid	45
Prescription Expense Assistance	45
Rental Deposit Assistance	33
Diapers	29
Work Clothing	29

# Jackson County Detail

September 2011

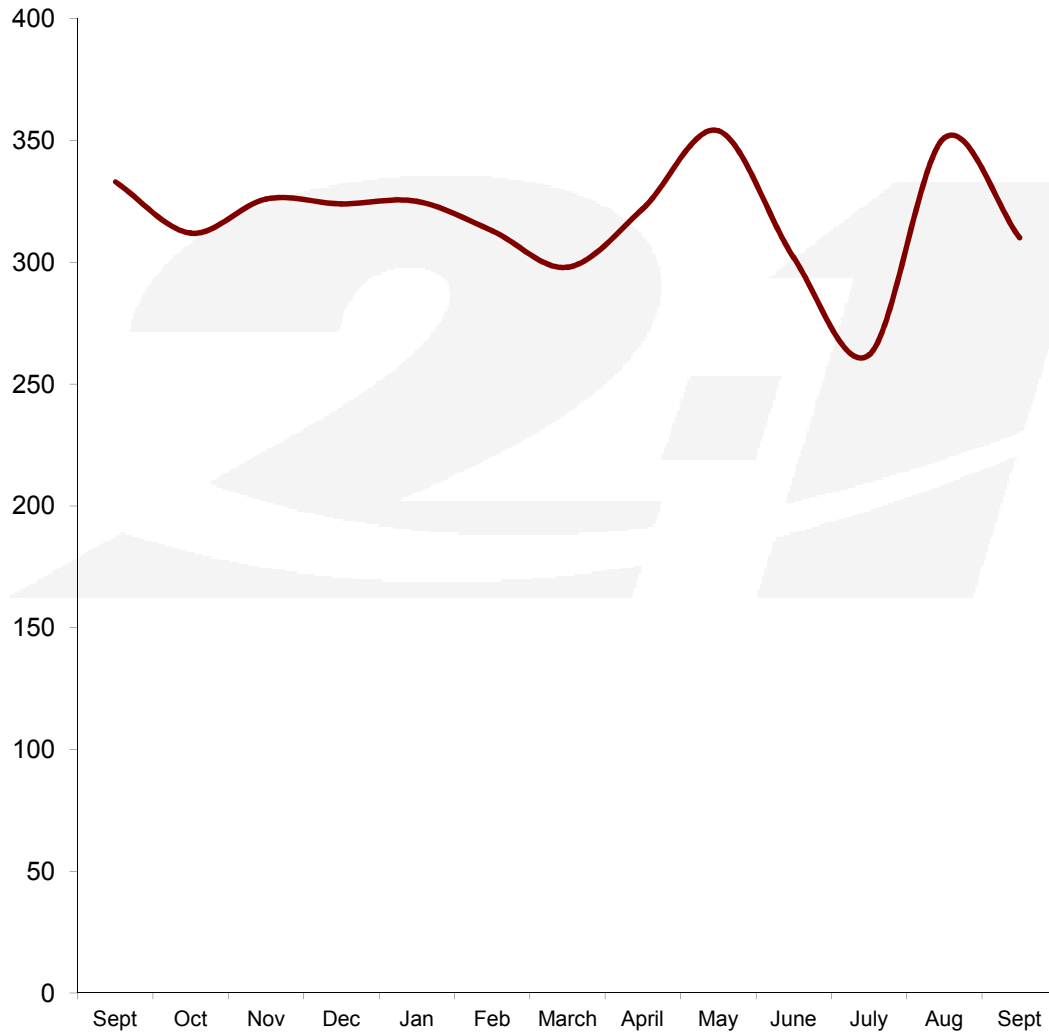
In September, 11% of needs in Jackson county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Rent Payment Assistance	38	<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	33	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,412.
Bus Fare	12	<b>“Service not available”</b>
Rental Deposit Assistance	9	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$562.
Gas Service Payment Assistance	8	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,055.

# Lenawee County Call Volume

Total Call Volume for September: 310



## September's Top Needs

Electric Service Payment Assistance	36
Food Pantries	18
Community Clinics	12
Directory Assistance	12
Rent Payment Assistance	12
General Dentistry	9
General Legal Aid	8
Prescription Expense Assistance	7
Automobiles	5
Gas Service Payment Assistance	5

# Lenawee County Detail

September 2011

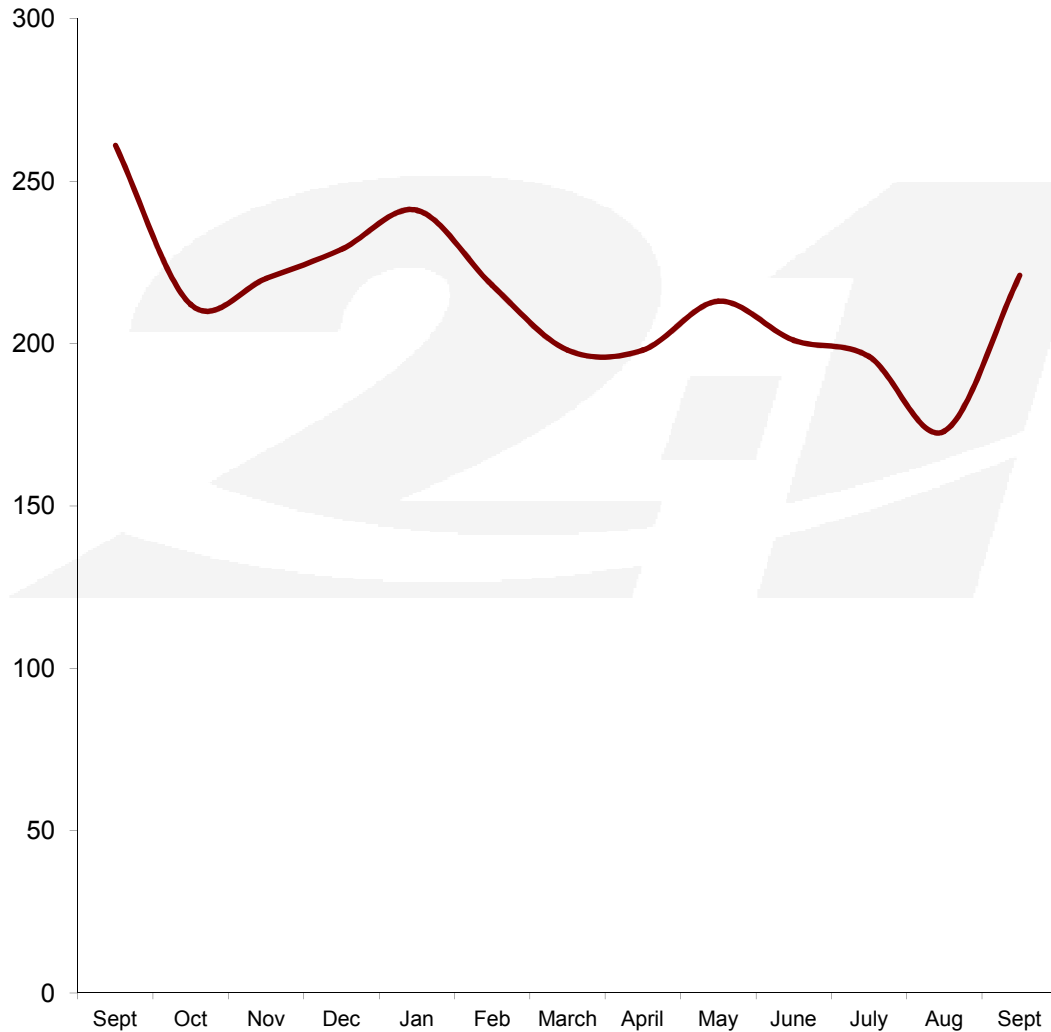
In September, 23% of needs in Lenawee county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Electric Service Payment Assistance	14	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$712.
Prescription Expense Assistance	7	<b>“Service not available”</b>
General Appliance Provision	5	<b>“Service not available”</b>
Undesignated Temporary Financial Assistance	5	<b>“Service not available”</b>
Bus Fare	3	<b>“Service not available”</b>

# Livingston County Call Volume

Total Call Volume for September: 221



September's Top Requests	
Electric Service Payment Assistance	17
Food Pantries	15
Rent Payment Assistance	11
General Legal Aid	7
Home Rental Listings	7
Adult State/Local Health Insurance Programs	6
Community Clinics	6
Food Stamps	6
Homeless Motel Vouchers	6
Automobiles	5

# Livingston County Detail

September 2011

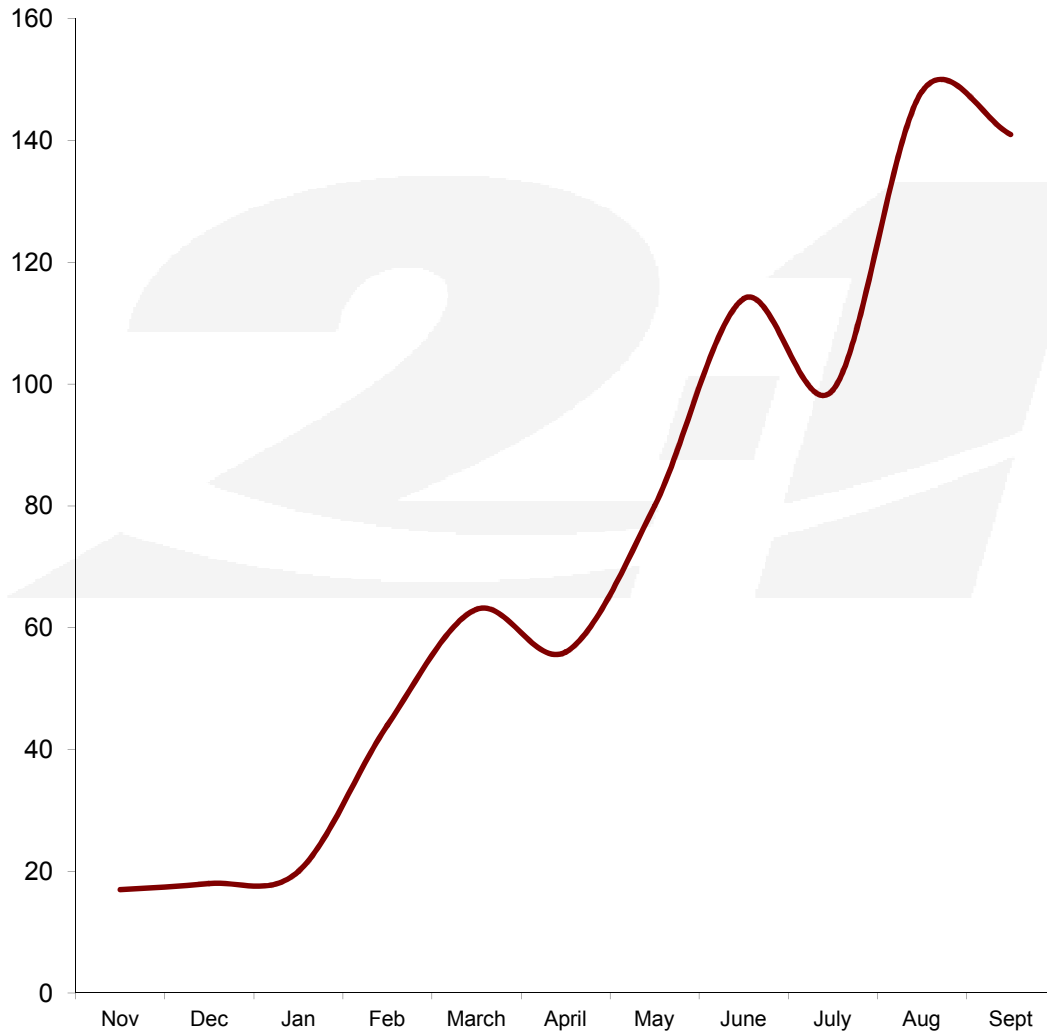
In September, 19% of needs in Livingston county were unmet. Below are the top five unmet needs with a brief explanation of their primary reason for being unmet.

## Top Five Unmet Needs

Rent Payment Assistance	5	<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.
Homeless Motel Vouchers	3	<b>“Service not available”</b>
Community Shelters	2	<b>“Service not available”</b>
General Dentistry	2	<b>“Service not available”</b>
Adult Incest Survivor Counseling	1	<b>“Service not available”</b>

# Shiawassee County Call Volume

Total Call Volume for September: 141



September'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

September 2011

In September, 25% 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	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.
Electric Service Payment Assistance	3	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$507.
Gas Service Payment Assistance	3	<b>“Bill exceeds amount available”</b> The average amount requested for these particular callers was \$1,060.
Home Maintenance and Minor Repair Services	2	<b>“Service not available”</b>
Homeless Motel Vouchers	2	<b>“Service not available”</b>

## Giving Help: Volunteerism and Donations

<i>"Give Help" Calls</i>	
Volunteer Recruitment/Placement	36
Appliance Donation Programs	8
Furniture/Home Furnishings Donation Programs	7
Holiday Adoption Programs	6
Clothing Donation Programs	5
Medical Supplies Donation Programs	5
Cell Phone Donation Programs	2
Material Goods Donation Matching Services	2
Special Event Support Volunteer Opportunities	2
Adult Mentoring Programs	1
Baby Furniture Donation Programs	1
Bedding/Linen Donation Programs	1
Electronics/Small Appliance Donation Programs	1
Food Donation Programs	1
Mattress Donation Programs	1
Personal Finances/Tax Assistance Volunteer Opportunities	1
Personal/Grooming Supplies Donation Programs	1
Transportation Volunteer Opportunities	1
Wheelchair Donation Programs	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>	
Flint	9
Jackson	6
Lansing	4
Adrian	3
Brooklyn	2
East Lansing	1
Eaton Rapids	1
Elsie	1
Genesee Twp	1
Grand Ledge	1
Holt	1
Howell	1
Okemos	1
Pinckney	1
Pleasant Lake	1
Tecumseh	1
Williamston	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*

