



**Third Quarter 2018**  
**Community Report**  
**July-September**

## Third Quarter Highlights

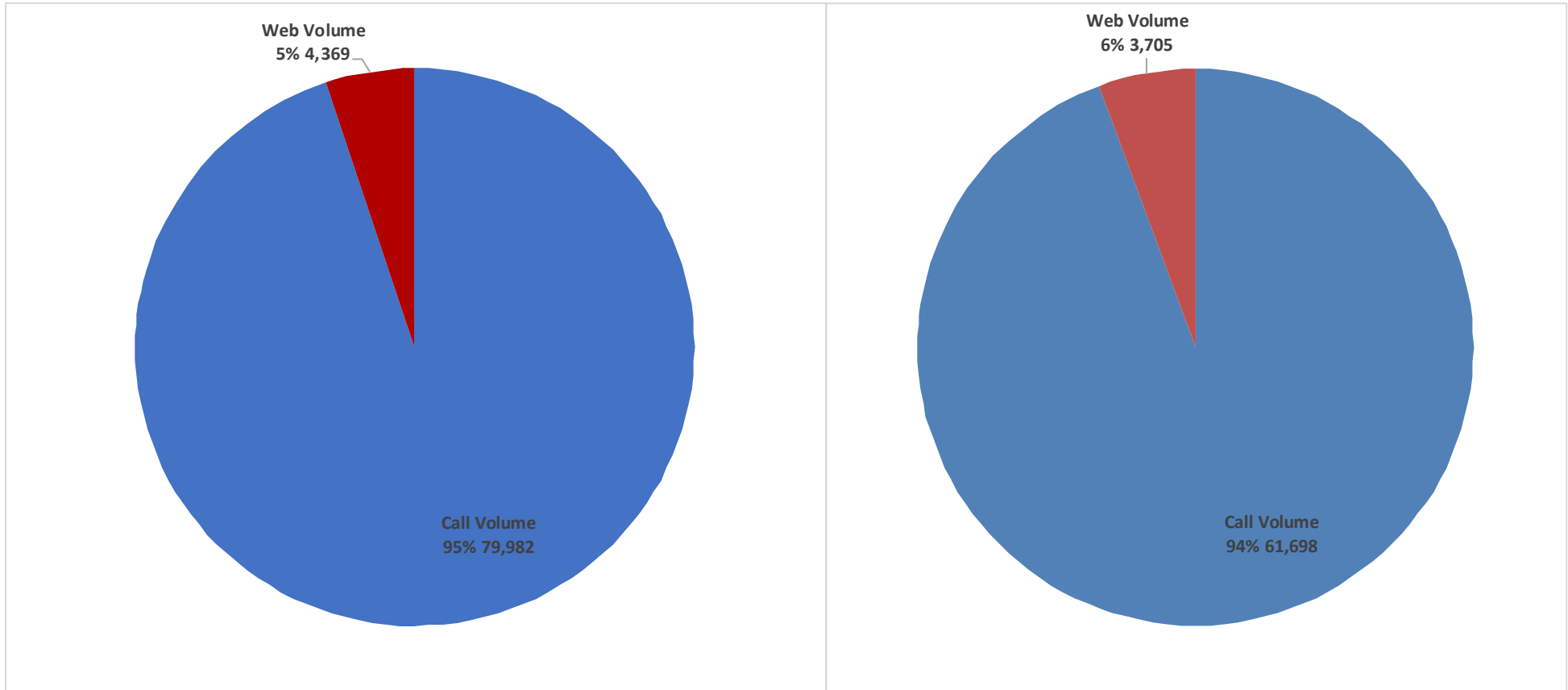
- Central Michigan 2-1-1 received 15,185 total calls\* during the third quarter of 2018.
- In Quarter 3, Central Michigan 2-1-1 received 12,229 referral calls and 1,107 informational calls.
- The top need expressed during this quarter was Electric Service Payment Assistance, 9,021 referrals in our service area. Second most common referral was Food Pantries with 3,139 total referrals.
- The top unmet need during the third quarter was Rent Payment Assistance, due to callers having trouble connecting with the referral agency. The second most common unmet need was Electric Service Payment Assistance; due to people calling when agencies were out of funding.
- Central Michigan 2-1-1 maintains an up-to-date database through both comprehensive, formal survey requests and interim updates throughout the year. In this quarter, 264 agencies updated their entire program information (formal update).

\*Call volume includes calls taken outside of our nine county area.

# Total Call Volume\* vs. Total Web Searches

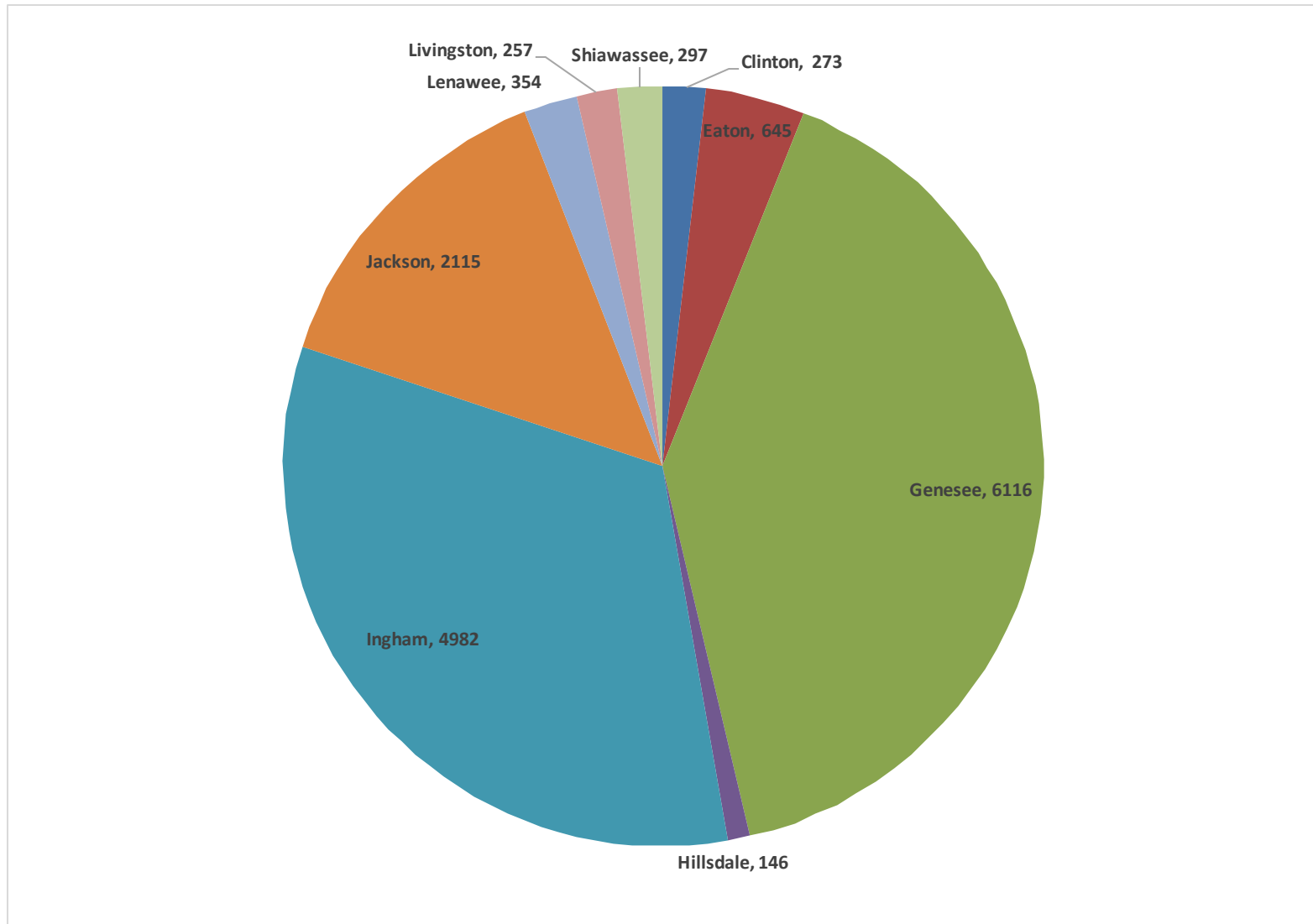
2018

2017



*\*Call Volume only for our nine county area.*

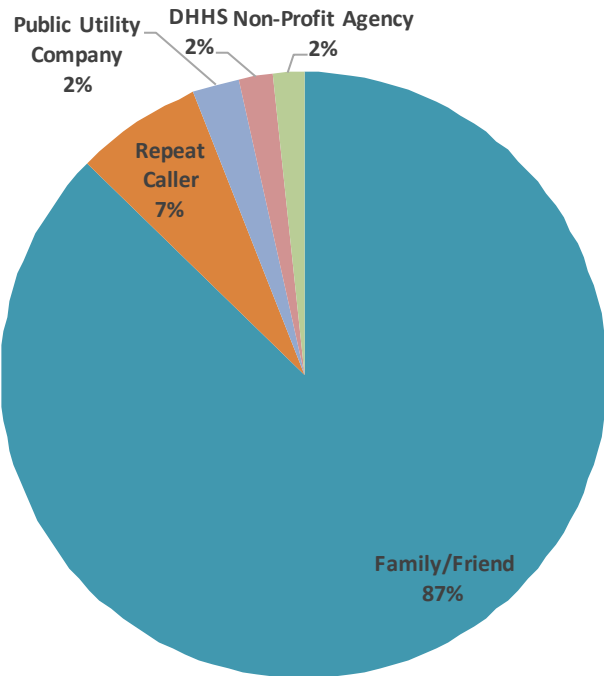
# Quarterly Call Volume by County



# Inside View: First Time Callers to 2-1-1

Central Michigan 2-1-1 has existed for several years, yet we encounter new people who have never used our service. In the 3rd Quarter of 2018, 495 callers (4%) called Central Michigan 2-1-1 for the first time. First time callers have a variety of needs. The chart to the right below; illustrates the top ten most common referrals for these callers.

Referral Source for First Time Callers



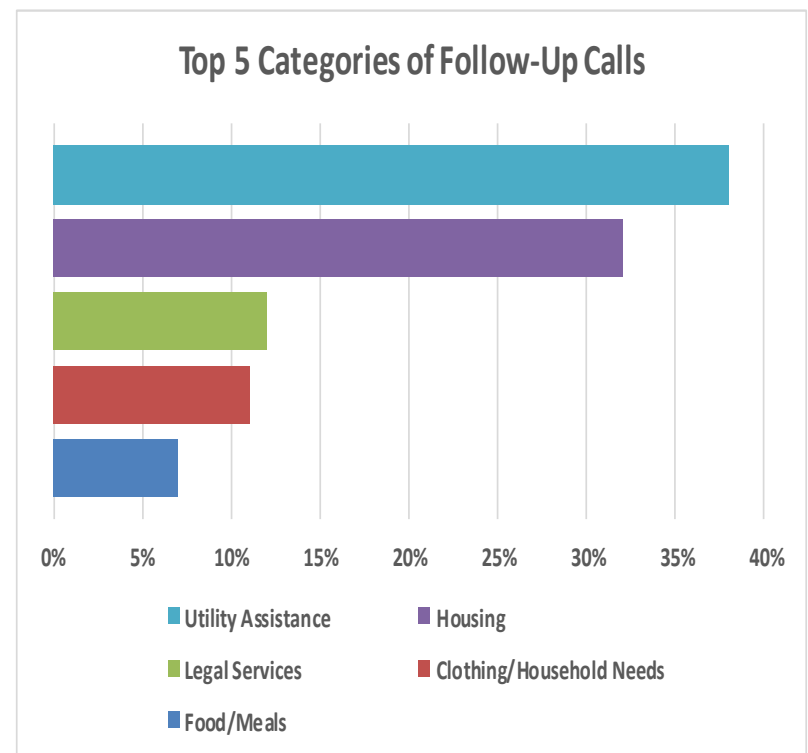
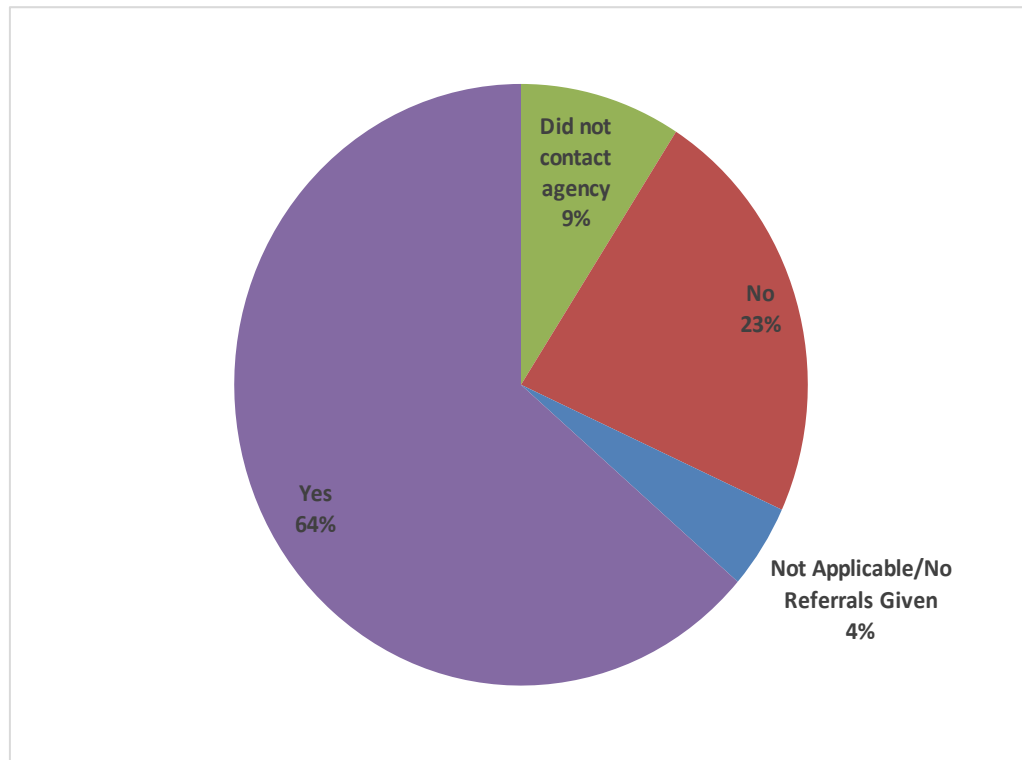
Top Ten Referrals for First Time Callers

Electric Service Assistance	431
Food Pantries	111
Rent Payment Assistance	56
Disaster Related Drinking Water	49
Water Service Payment Assistance	35
Gas Service Payment Assistance	32
Diapers	22
Low Income/Subsidized Private Rental Housing	21
Community Shelters	18
General Furniture Provision	17

# Client Follow Up and Outcomes

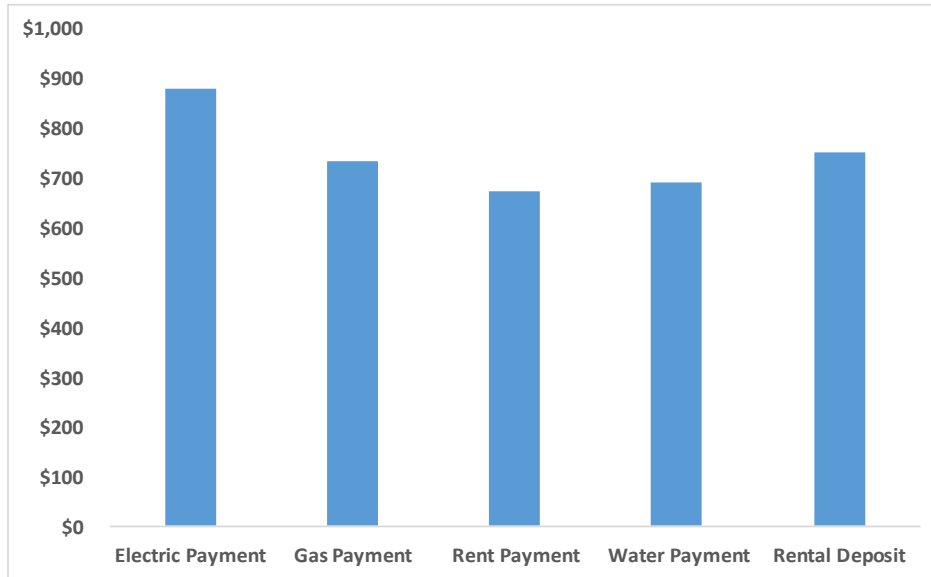
Central Michigan 2-1-1 follows up with callers between 2-3 days up to 1 week, depending on the need, to learn whether callers received services based on our referrals given. Often times during a follow up call, our Specialists learn more about a person's situation and are able to offer additional referrals for new concerns as well. Below is a graph showing the results of follow up calls in Quarter 3 of 2018.

**Did you receive the services you requested from the referral agencies?**

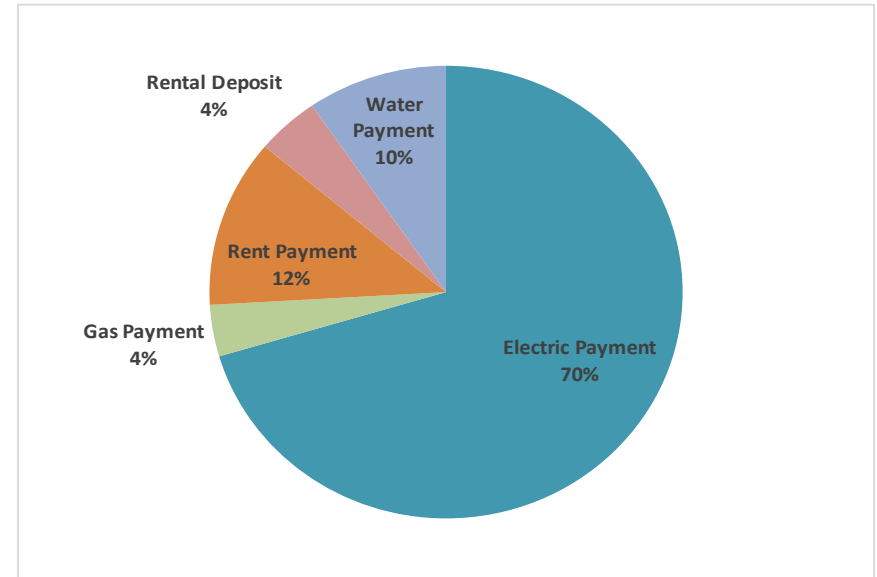


# Special Interest: Utility/Rent

## Average Bill Amount



## Total Utility/Rent Referrals



## Utility/Rent Unmet Needs and Reasons

Service	Reason	Total Unmet
Rent Payment	Client Ineligible/No Documentation	184
Electric Payment	Client Ineligible/No Documentation	81
Water Service Payment	Bill Exceeds Amount Available	27
Rental Deposit	Client Ineligible/No Documentation	24
Gas Service Payment	Client Ineligible/No Documentation	10

## Stories From the Frontlines

Rodney was experiencing hard times. Struggling with substance abuse, Rodney left his job and lost his home. In his decision to make a change and improve his life; Rodney decided to call Central Michigan 2-1-1 for help. While reaching out to 2-1-1, Rodney expressed that he felt like he was not in control, and subsequently, lost. The Information & Referral Specialist understood Rodney's concerns, and throughout their conversation gathered crucial information from Rodney so that he could take the necessary steps for self-improvement.

The Information & Referral Specialist found agencies that could help Rodney with his substance abuse problems ranging from inpatient substance abuse treatment facilities to Community Mental Health facilities, to outpatient support groups. Rodney ended the call expressing his gratitude for the Information & Referral Specialist as well as 2-1-1.

Upon follow-up, Rodney was very satisfied with the referrals he received and said he was in the process of taking the necessary steps to live a sober lifestyle. Rodney stated that with the help of 2-1-1 that he felt empowered to take initiative and that making the call to 2-1-1 was just the first step he planned on taking to get on the road to recovery.





## Stories From the Frontlines

Janelle called Central Michigan 2-1-1 with an expressed housing need. Janelle is currently experiencing domestic violence; Janelle needed assistance with finding permanent housing for herself and her two children. Having called 2-1-1 for assistance with other needs before, Janelle knew that her first call would be 2-1-1 for help.

When speaking with the Information & Referral Specialist, Janelle expressed that she needed a domestic violence shelter to stay at temporarily, help finding new housing, along with help obtaining the funds for first months rent and deposit. The Information & Referral Specialist was able to assist Janelle in finding available options for help for all of her expressed needs. The Information & Referral Specialist also noted that Janelle may have had some underlying needs along with her housing situation, and gently asked Janelle if she would like to discuss options for solving those issues as well. Both Janelle and the Information & Referral Specialist worked together, discussing options about how 2-1-1 would be able to assist in solving the underlying needs as well.

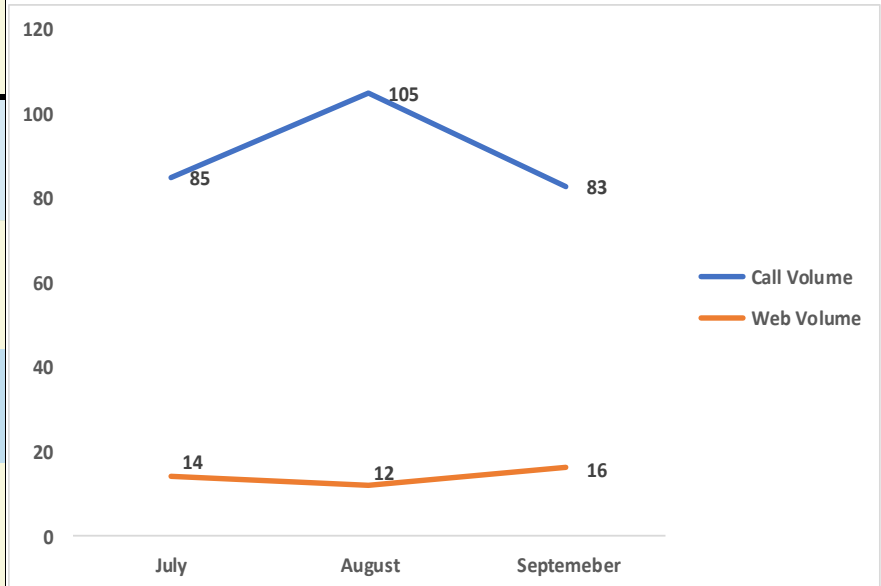
The Information & Referral Specialist wanted to ensure that Janelle and her family had all the access to assistance that they could at this time, and recommended several agencies that help with food, clothing, and medical insurance.

Janelle ended the call pleased with how 2-1-1 handled her needs, and thanked 2-1-1 for all they do for the community. Janelle assured the Information & Referral Specialist that if she needed anything else in the future that 2-1-1 would once again be the first call she makes.



# Clinton County Summary

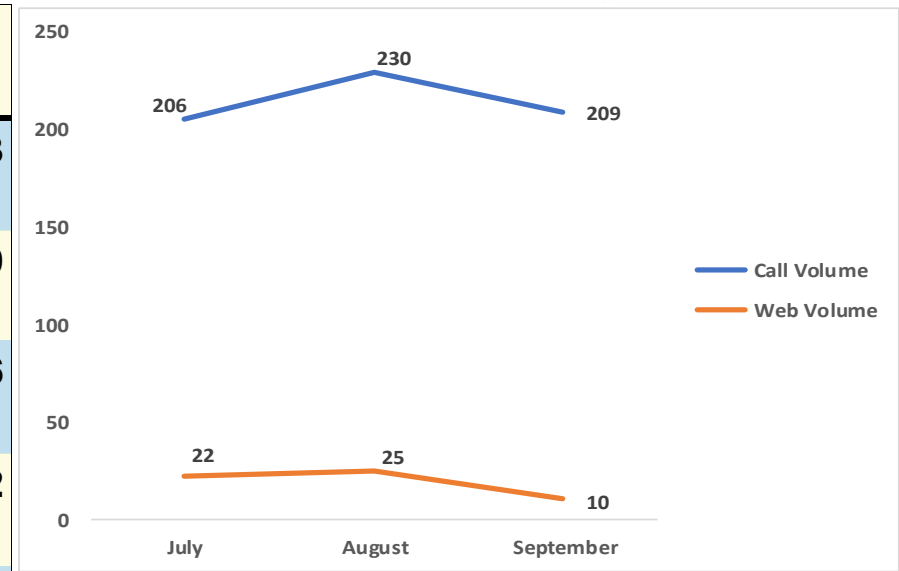
Top Referrals	
Electric Service Payment Assistance	203
Food Pantries	55
Rent Payment Assistance	49
Gas Service Payment Assistance	20
Community Shelters	17
Housing Search Assistance	13
Rental Deposit Assistance	12
Home Rehabilitation Grants	12
Water Service Payment Assistance	10
General Legal Aid	7



Top Unmet Needs	
Rent Payment Assistance	7
Electric Service Payment Assistance	5
Homeless Motel Vouchers	3
Automotive Repair and Maintenance	3
Rental Deposit Assistance	1

# Eaton County Summary

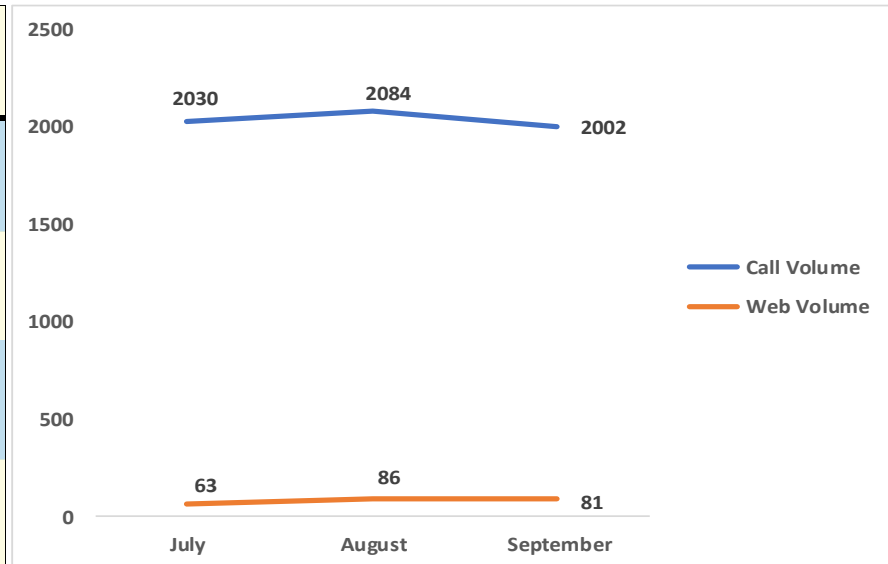
Top Referrals	
Electric Service Payment Assistance	453
Food Pantries	109
Rent Payment Assistance	76
Community Shelters	52
Rental Deposit Assistance	47
Housing Search Assistance	23
Homeless Motel Vouchers	20
Gas Service Payment Assistance	19
Water Service Payment Assistance	18
General Furniture Provision	18



Top Unmet Needs	
Electric Service Payment Assistance	18
Rent Payment Assistance	13
VITA Program Sites	9
General Furniture Provision	4
Mortgage Payment Assistance	3

# Genesee County Summary

Top Referrals	
Electric Service Payment Assistance	4,329
Water Service Payment Assistance	919
Food Pantries	906
Rent Payment Assistance	651
Disaster Related Drinking Water	392
Housing Search Assistance	216
Home Rehabilitation Grants	211
Diapers	209
Water Filters	202
Gas Service Payment Assistance	167

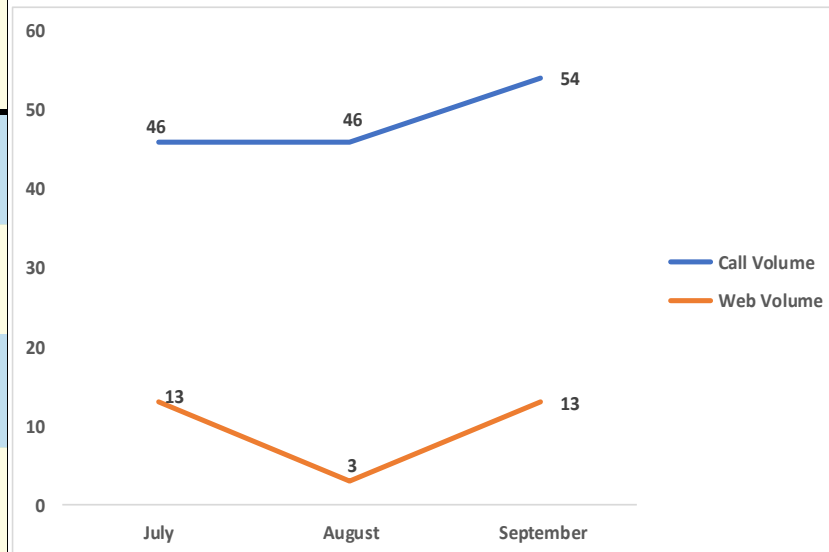


Top Unmet Needs	
Disaster Related Drinking Water*	172
Rent Payment Assistance	143
Electric Service Payment Assistance	99
Water Service Payment Assistance	64
Rental Deposit Assistance	37

\* Homebound delivery concluded.

# Hillsdale County Summary

Top Referrals	
Electric Service Payment Assistance	80
Rent Payment Assistance	14
Food Pantries	13
Rental Deposit Assistance	10
Non-Emergency Medical Transportation	9
Home Rehabilitation Grants	9
Housing Search Assistance	8
Prescription Expense Assistance	5
Homeless Motel Vouchers	5
Diapers	4

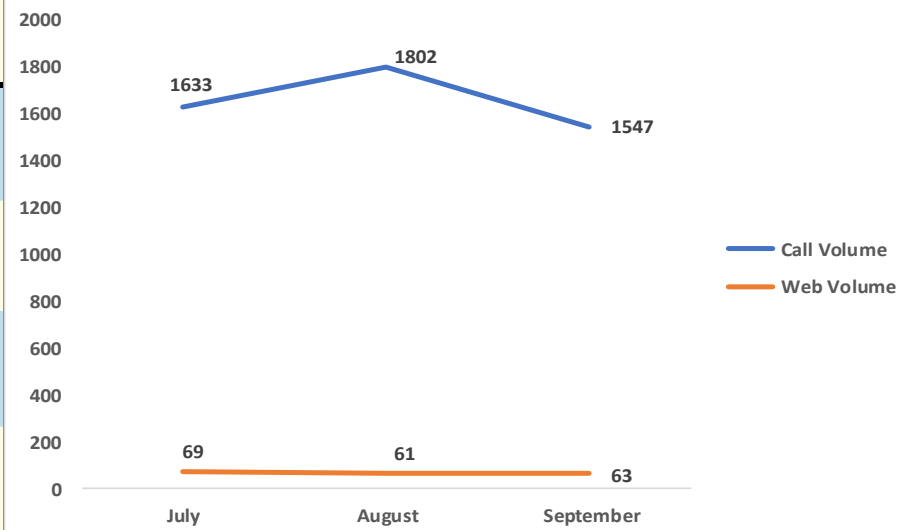


Top Unmet Needs	
Electric Service Payment Assistance	3
Rent Payment Assistance	3
Gas Money	3
Rental Deposit Assistance	2
School Clothing	2

# Ingham County Summary

## Top Referrals

<b>Electric Service Payment Assistance</b>	<b>1,125</b>
<b>Food Pantries</b>	<b>867</b>
<b>Rent Payment Assistance</b>	<b>293</b>
<b>Rental Deposit Assistance</b>	<b>188</b>
<b>Housing Search Assistance</b>	<b>157</b>
<b>Personal/Grooming Supplies</b>	<b>156</b>
<b>General Furniture Provision</b>	<b>134</b>
<b>Household Goods Vouchers</b>	<b>132</b>
<b>General Legal Aid</b>	<b>127</b>
<b>Low Income/ Subsidized Private Rental Housing</b>	<b>113</b>



## Top Unmet Needs

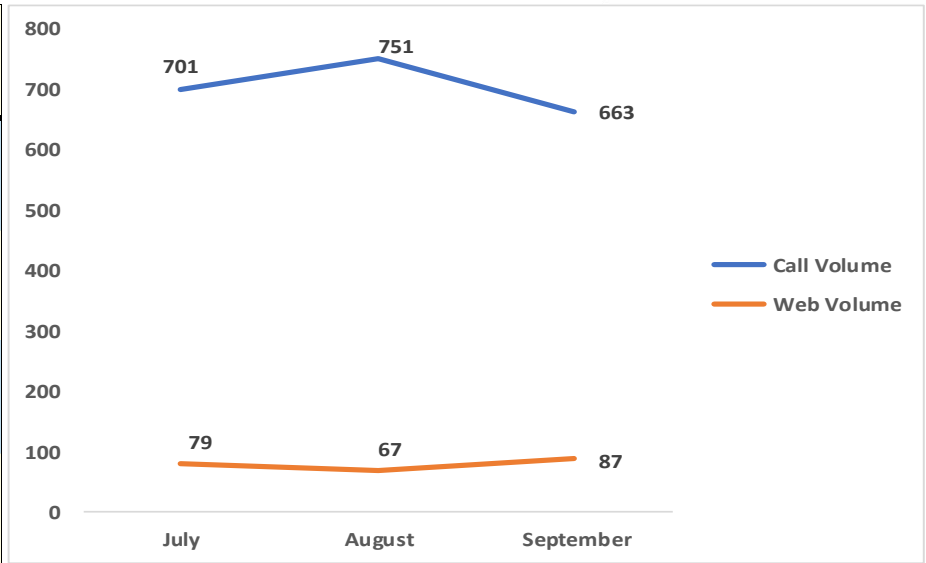
<b>Rent Payment Assistance</b>	<b>73</b>
<b>Electric Service Payment Assistance</b>	<b>59</b>
<b>VITA Program Sites</b>	<b>51</b>
<b>General Furniture Provision</b>	<b>34</b>
<b>Rental Deposit Assistance</b>	<b>25</b>

# Jackson County Summary

Top Referrals	
Electric Service Payment Assistance	1,065
Food Pantries	343
Rent Payment Assistance	175
General Furniture Provision	92
Water Service Payment Assistance	90
Rental Deposit Assistance	89
Home Rehabilitation Grants	84
Housing Search Assistance	79
General Clothing Provision	73
Diapers	56

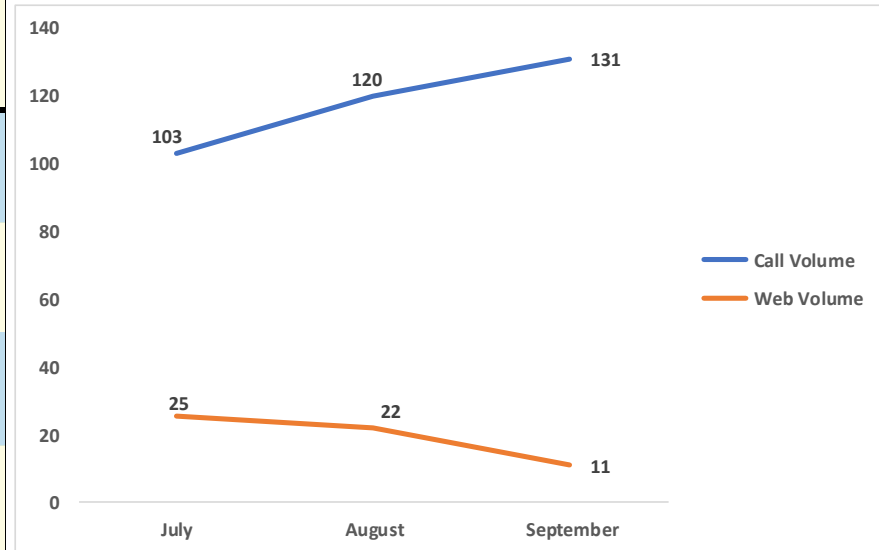
  

Top Unmet Needs	
VITA Program Sites	68
Rent Payment Assistance	50
Electric Service Payment Assistance	44
Gas Money	20
Water Service Payment Assistance	13



# Lenawee County Summary

Top Referrals	
Electric Service Payment Assistance	231
Food Pantries	54
Rent Payment Assistance	52
Gas Service Payment Assistance	34
Water Service Payment Assistance	24
Housing Search Assistance	20
Ramp Construction Services	12
Section 8 Housing Choice Vouchers	12
Homeless Motel Vouchers	10
Community Shelters	8



Top Unmet Needs	
Rent Payment Assistance	6
Electric Service Payment Assistance	6
Water Service Payment Assistance	4
Gas Money	4
VITA Program Sites	4

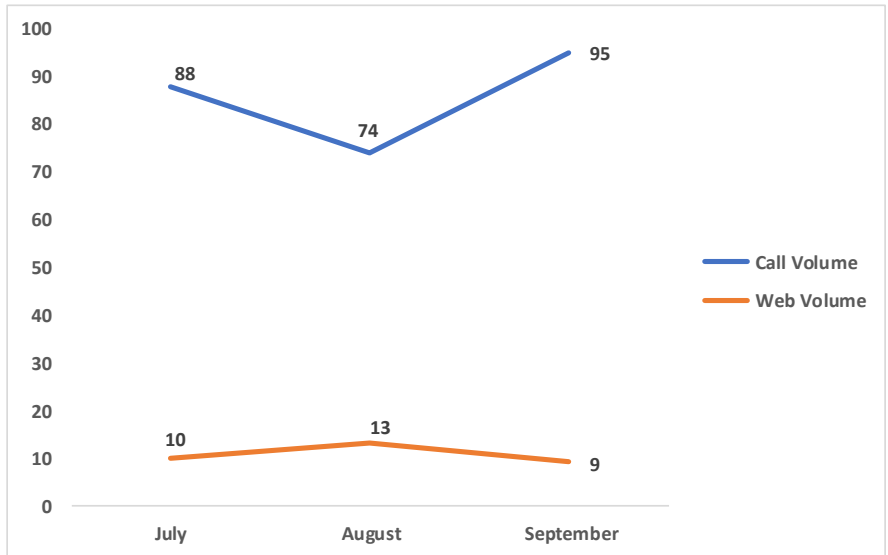


# Livingston County Summary

Top Referrals	
Electric Service Payment Assistance	105
Rent Payment Assistance	49
Homeless Motel Vouchers	47
Food Pantries	20
Housing Search Assistance	18
Rental Deposit Assistance	16
General Dentistry	15
Low Income/Subsidized Private Rental Housing	15
Gas Money	14
Gas Service Payment Assistance	13

Top Unmet Needs	
Homeless Motel Vouchers	19
Rent Payment Assistance	13
Gas Money	6
Community Shelters	2
Automotive Repair and Maintenance	2

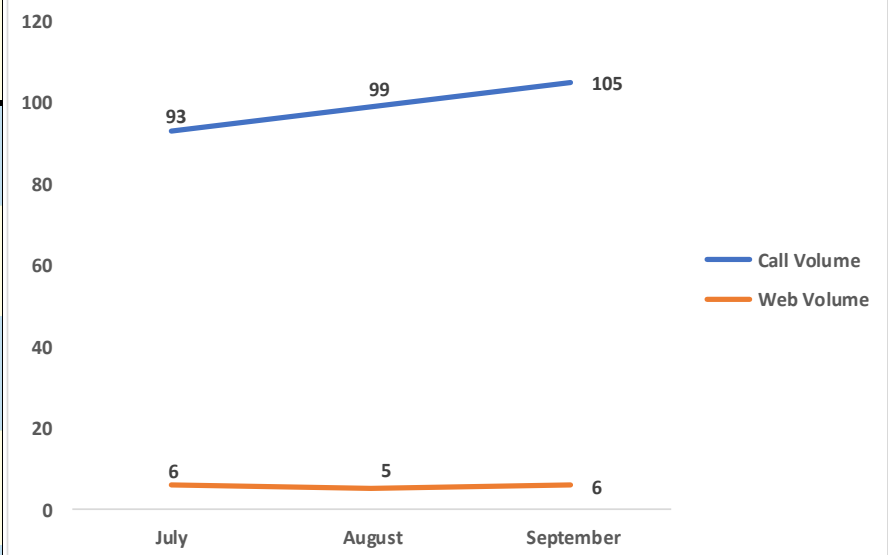


# Shiawassee County Summary

Top Referrals	
Electric Service Payment Assistance	217
Food Pantries	85
Rent Payment Assistance	51
Housing Search Assistance	16
Rental Deposit Assistance	16
Community Shelters	13
Heating Fuel Payment Assistance	12
Section 8 Housing Choice Vouchers	9
Water Service Payment Assistance	9
Gas Service Payment Assistance	8

Top Unmet Needs	
Rent Payment Assistance	22
Automotive Repair and Maintenance	6
Rental Deposit Assistance	4
Electric Service Payment Assistance	4
Moving Expense Assistance	1



## Advocacy: Going the Extra Mile

Bruce was facing an extremely difficult situation and called Central Michigan 2-1-1 for assistance. Bruce recently moved from New Mexico to Michigan with his children after the passing of his wife. Having no idea where to begin, Bruce called 2-1-1 upon the recommendation of a friend. Bruce needed assistance applying for Medicaid, SNAP Benefits, Low-Income housing, as well as help finding a job.

Understanding his situation and realizing that this was a large amount for someone in Bruce's situation to handle all on their own, the Information & Referral Specialist decided to engage in an advocacy call. Not only did the Information & Referral Specialist give Bruce the relevant information to reach out to agencies in the future, the Information & Referral Specialist reached out with the agencies over the phone with Bruce to ensure that Bruce was connected with every agency he needed and the Information & Referral Specialist ensured that Bruce understood the requirements and necessary documents to receive assistance from every agency. The Information & Referral Specialist even helped Bruce schedule appointments over the phone, working together with the agencies. When the advocacy call was concluding, Bruce expressed his gratitude for the Information & Referral Specialist in taking the time to ensure clarity for everything he needed along with taking an active role in ensuring that he correctly set up appointments with each agency.

When following-up, the Information & Referral Specialist learned that Bruce had success in the appointments scheduled with the organizations, and was in the process of receiving the assistance he needed from the agencies. He thanked the Information & Referral Specialist once again and exclaimed that he could not have navigated this process without the active help from the Specialist.



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 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, LifeWays, Livingston County United Way,  
United Way of Genesee County/Shiawassee County, United Way of Jackson County & United Way of Monroe/Lenawee Counties*

