



Fourth Quarter 2018

Community Report
October-December

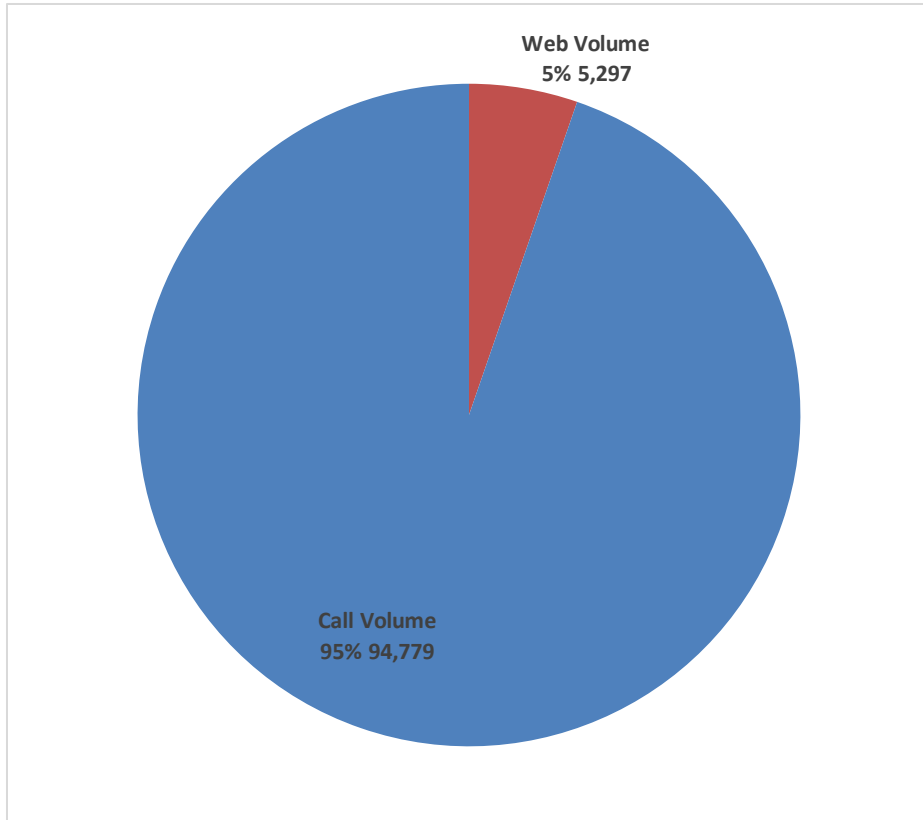
Fourth Quarter Highlights

- Central Michigan 2-1-1 received 14,797 total calls* during the fourth quarter of 2018.
- In Quarter 4, Central Michigan 2-1-1 received 12,235 referral calls, 1,057 information calls and performed additional advocacy on 36 calls.
- The top need expressed during this quarter was Electric Payment Assistance, 3,441 referrals in our service area. Second most common referral was Food Pantries with 1,736 total referrals.
- The top unmet need during the fourth quarter was Electric Payment Assistance, due to a lack of immediate resources with active funding throughout our service area.
- Central Michigan 2-1-1 maintains a text for help service along with accepting calls. In the fourth quarter 2-1-1 received 185 text messages requesting assistance.
- In Quarter 4, Central Michigan 2-1-1 was able to help with 797 Holiday assistance calls, which include Halloween, Thanksgiving, and Christmas Assistance.
- In Quarter 4, 2-1-1 received an influx of first time callers. In the fourth quarter 2-1-1 received 1,523 calls from first time callers; which accounted for 10 percent of totals calls.

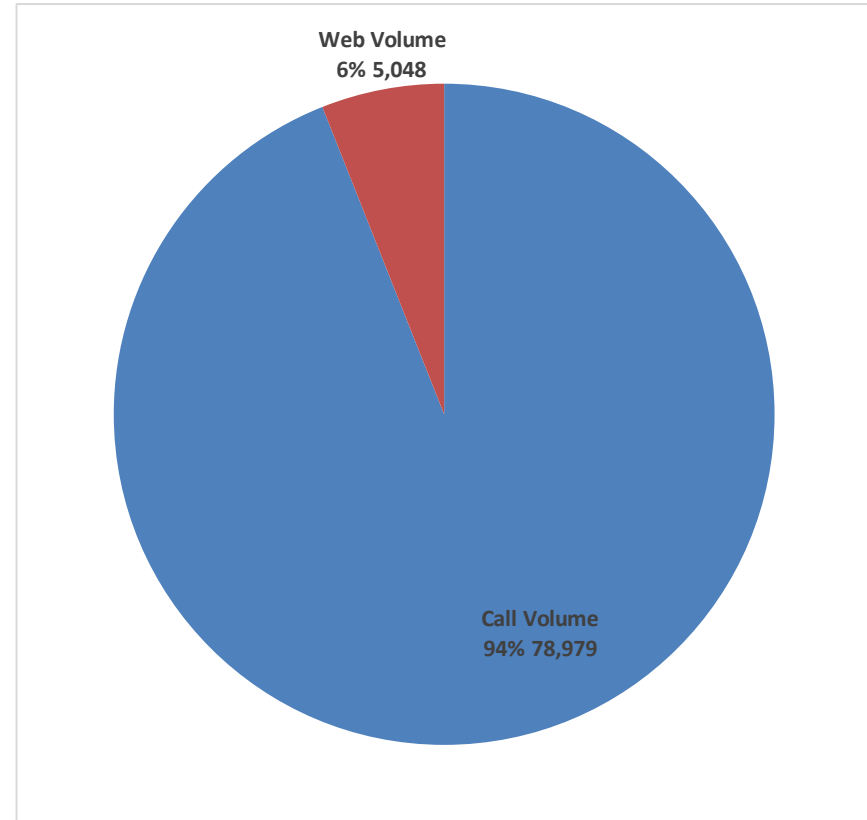
**Call volume includes calls taken outside of our nine county area.*

Call Volume* and Web Search Totals To Date

2018

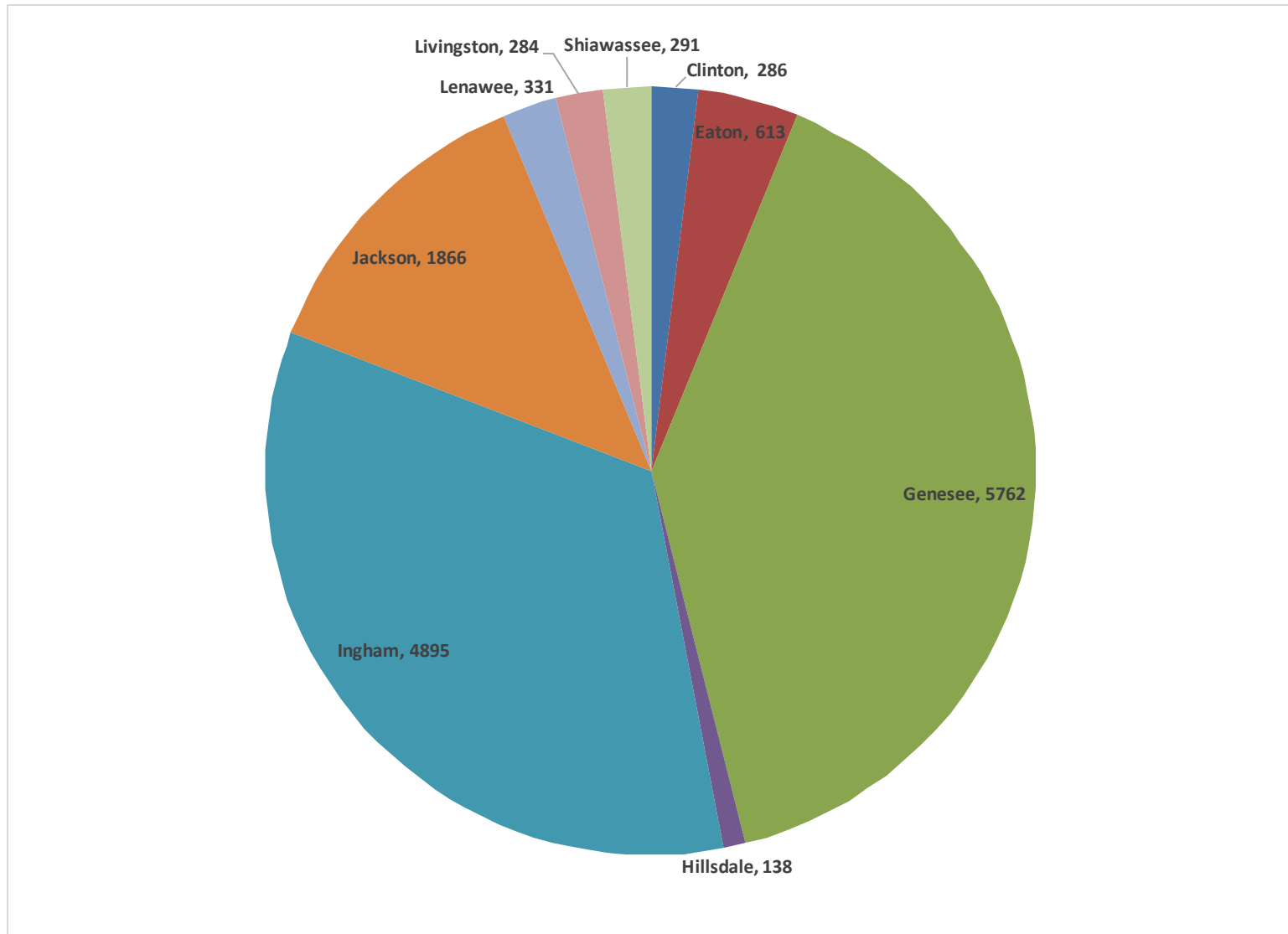


2017



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

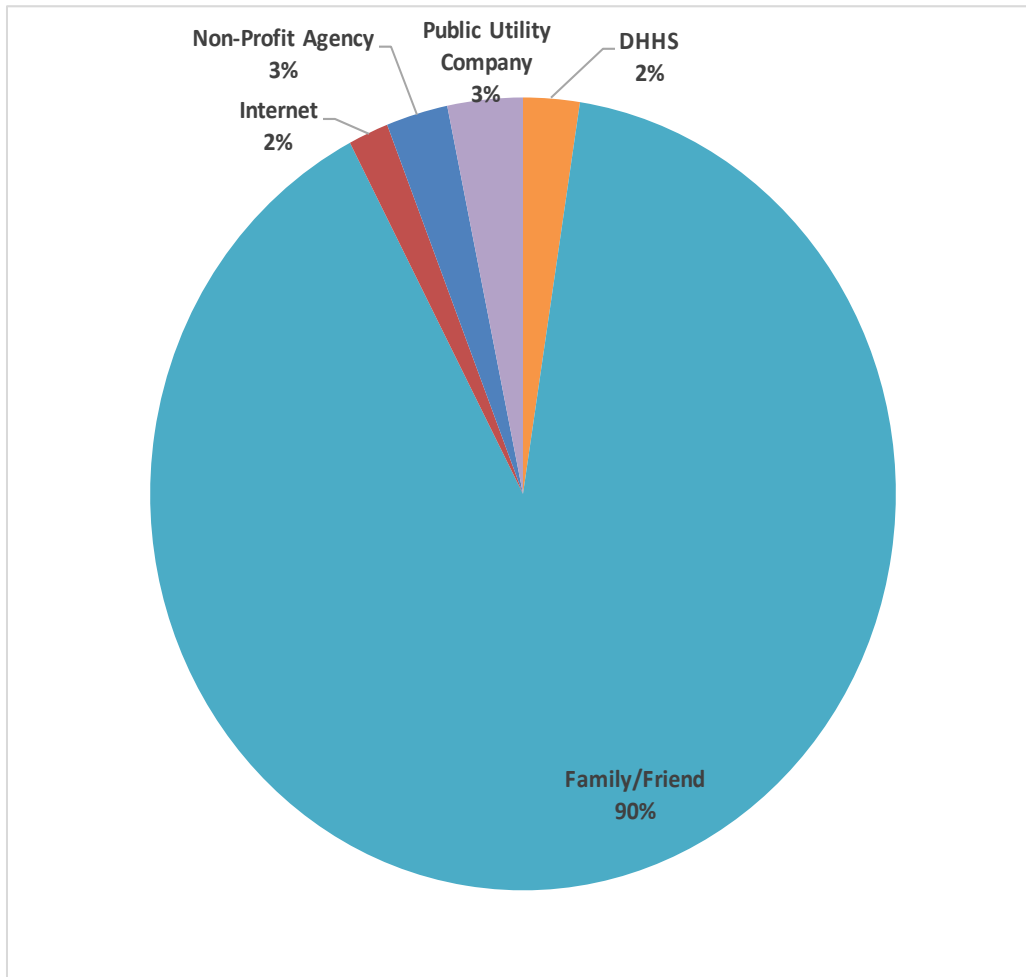
Quarterly Call Volume by County



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 4th Quarter of 2018, 1,452 callers (9%) called Central Michigan 2-1-1 for the first time. First time callers have a variety of needs. The chart below, illustrates the top ten most common referrals for these callers.

Referral Source for first time callers:

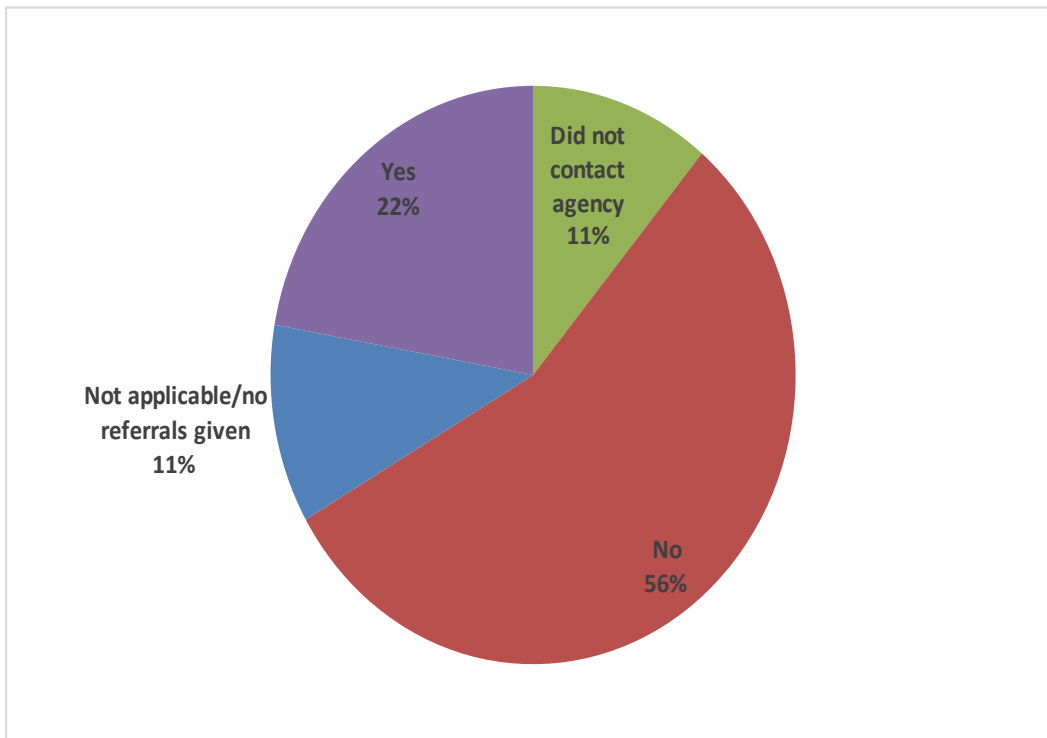


Top Ten Referrals for First Time Callers	
Electric Service Payment	497
Food Pantries	171
Rent Payment Assistance	109
Water Service Payment	46
Holiday Gifts/Toys	27
General Legal Aid	26
Housing Search Assistance	24
Household Goods Vouchers	23
Christmas Baskets	21
Thanksgiving Baskets	12

Client Follow Up and Outcomes

Central Michigan 2-1-1 follows up with callers to determine if the issue they were calling about was resolved with the referrals they were given. During this follow up, we're able to learn more about the outcome of the caller's situation, provide more assistance on other needs and also problem solve if the first issue was not met. Below is data gathered during follow up contacts.

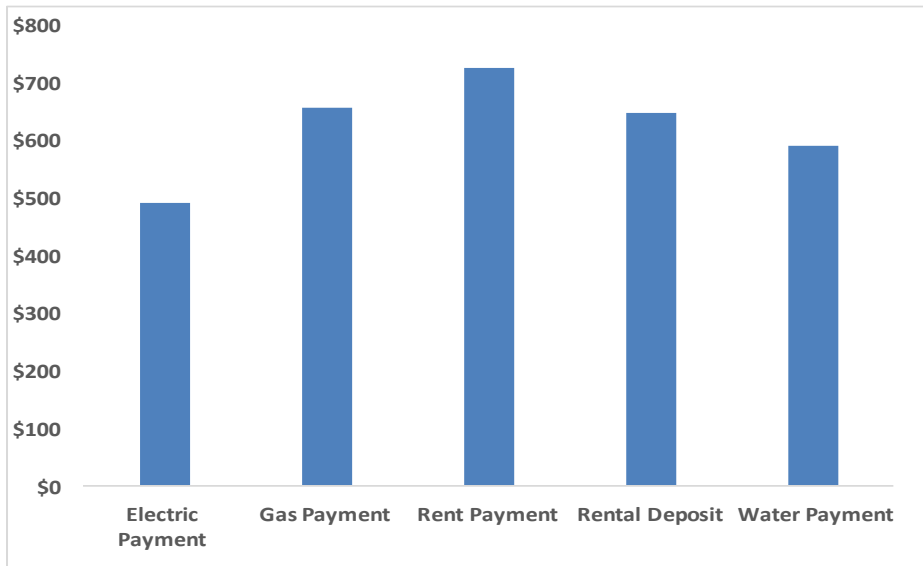
Did you receive the services you requested from the referral agencies?



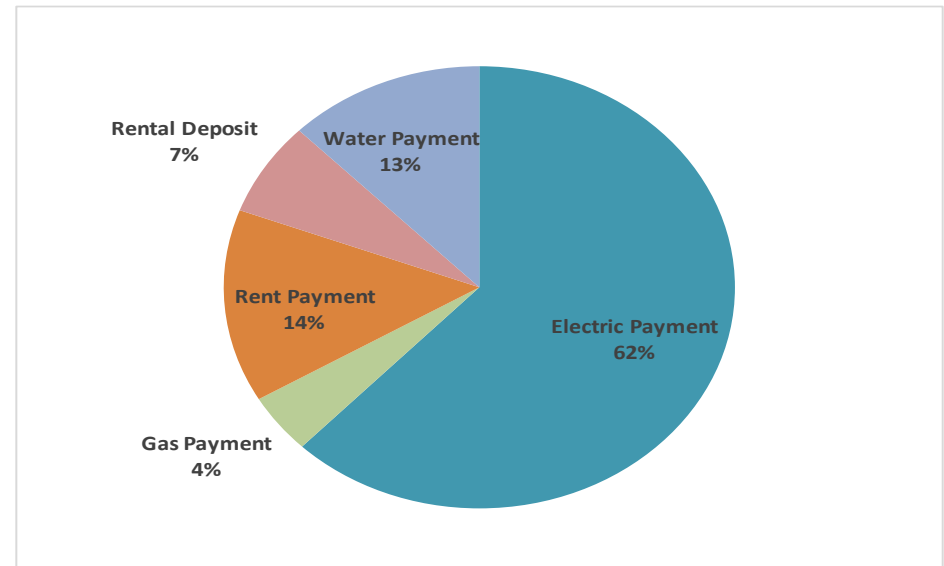
Top Reasons for not Receiving Services
Service Not Available
Ineligible For Service
Contact Agency - Waiting Approval
Agency Out of Funds

Special Interest: Utility/Rent

Average Bill Amount



Total Utility/Rent Referrals



Utility/Rent Unmet Needs and Reasons

Service	Reason	Total Unmet
Electric Service Payment	No Immediate Resource	189
Rent Payment	Client Ineligible/No Documentation	167
Rental Deposit	No Immediate Resource	62
Water Service Payment	No Immediate Resource	38
Gas Payment	Client Ineligible/No Documentation	21

Stories From the Frontlines

Sarah is a stay at home mother of three and her husband recently started a new job. Because of the gap in pay due to the previous unemployment of her husband, Sarah was unable to make her utility payment. Needing assistance, Sarah called 2-1-1.

When explaining her situation to the I&R Specialist, Sarah mentioned that not only was she seeking resources for utility assistance, but she would like resources for job placement and child care facilities as well. With her concerns in mind, the I&R specialist found organizations that matched Sarah's criteria and informed her about the process for contacting and applying for assistance with these organizations. The I&R Specialist also inquired about the possibility of receiving child care payment assistance while Sarah and her husband wait for their income to be more consistent. Sarah was appreciative and receptive to this suggestion and thanked the I&R addressing her concerns.

Upon follow-up Sarah had already received utility assistance, stating that the process the I&R Specialist explained was easy to follow; allowing her to apply and receive the assistance, as well as a hold on her account. Sarah stated she was in the process of seeking both job placement and child care assistance. She thanked the I&R Specialist and mentioned that if she or anyone she knows has any future concerns, 2-1-1 will be their first call.



Stories From the Frontlines

Rachel is a single mother who recently moved her elderly father in with her to help him out both financially and with daily household activities. Rachel was managing at first, but when she reached out to 2-1-1, she expressed that providing for both her children and her elderly father was becoming difficult. Rachel expressed to her I&R Specialist that she was seeking assistance in paying her mortgage.

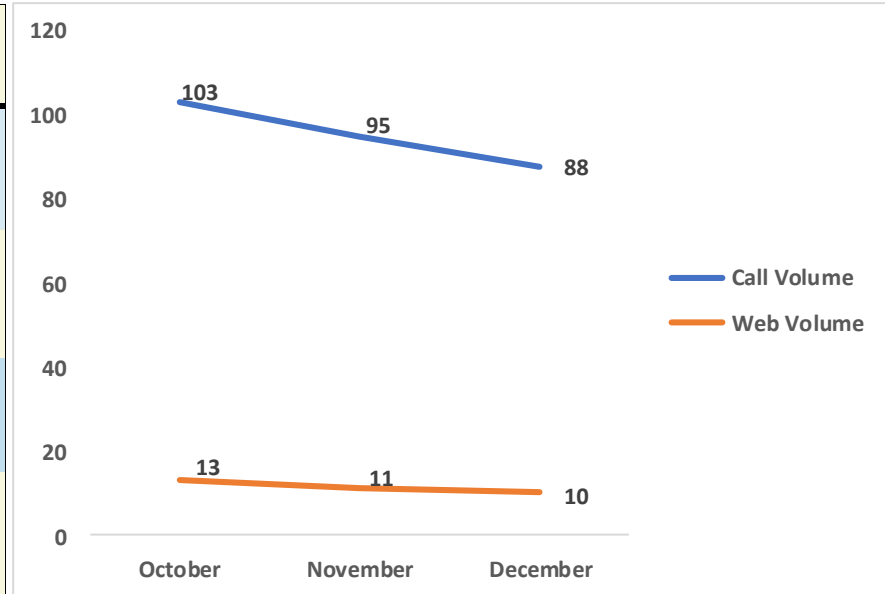
With the I&R Specialist now aware of Rachel's concerns, the I&R Specialist began providing Rachel with agencies that could help financially in the short-term as well as agencies that can provide financial counseling for long-term sustainability. The I&R Specialist also looked beyond the immediate needs and asked Rachel if she previously applied for any caretaker benefits to ease her financial burden; and if she had not, if she would be interested in resources that could assist her in applying for those benefits. Rachel expressed interest in those resources as well.

Upon follow-up Rachel confirmed that she reached out to organizations that can help with her financial needs as well organizations that offer caretaker support. Rachel was in the process of getting the help she needed, and said she was grateful for her specialist following up with her to ensure the resources she was given sufficiently addressed her needs.



Clinton County Summary

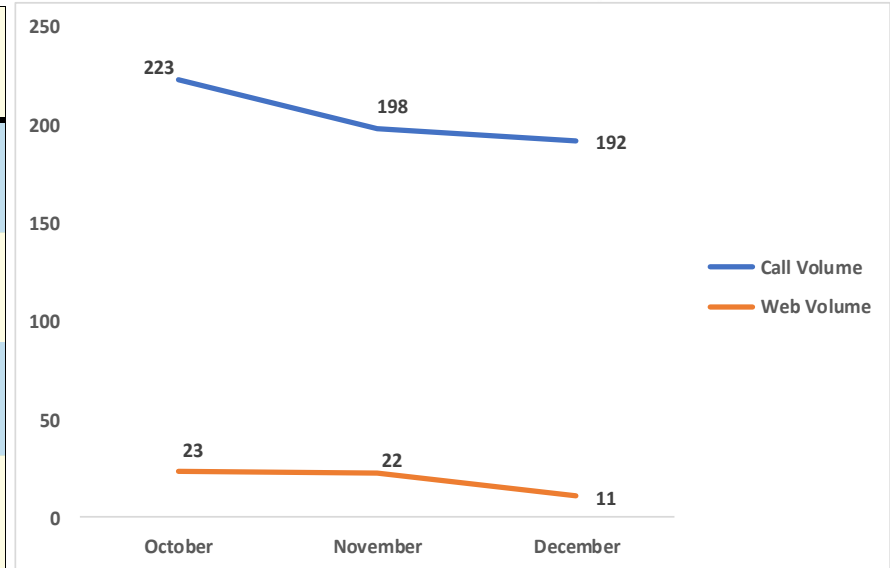
Top Referrals	
Electric Service Payment Assistance	61
Rent Payment Assistance	28
Food Pantries	24
Holiday Gifts/Toys	20
Housing Search Assistance	10
Heating Fuel Payment Assistance	10
Rental Deposit Assistance	8
General Legal Aid	8
Home Rehabilitation Grants	7
Thanksgiving Baskets	5



Top Unmet Needs	
Rent Payment Assistance	10
Christmas Baskets	10
Electric Service Payment Assistance	8
Thanksgiving Baskets	5
Holiday Gifts/Toys	3

Eaton County Summary

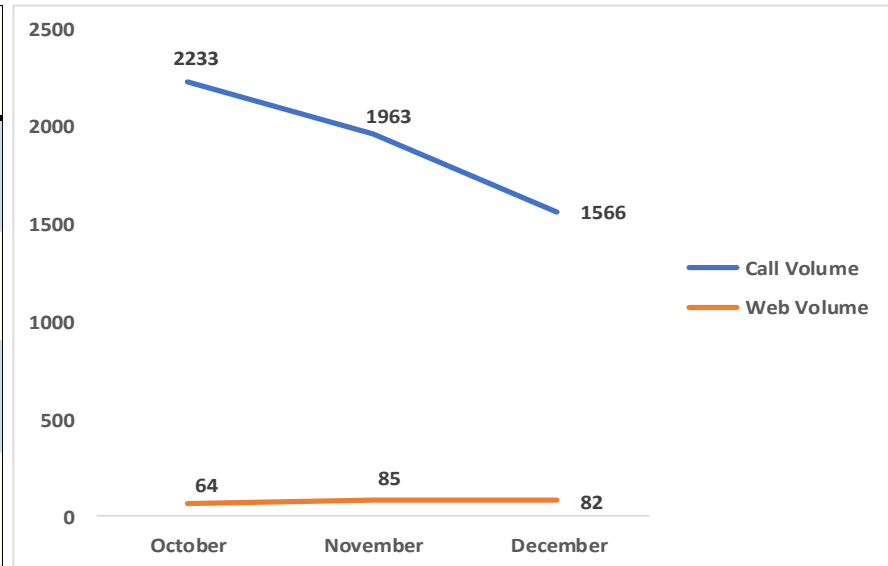
Top Referrals	
Electric Service Payment Assistance	152
Food Pantries	103
Rent Payment Assistance	67
Holiday Gifts/Toys	41
Housing Search Assistance	38
Community Shelters	29
Heating Fuel Payment Assistance	24
Gas Service Payment Assistance	18
Thanksgiving Baskets	15
General Legal Aid	11



Top Unmet Needs	
Rent Payment Assistance	18
Holiday Gifts/Toys	11
Christmas Baskets	10
Electric Service Payment Assistance	8
VITA Program Sites	7

Genesee County Summary

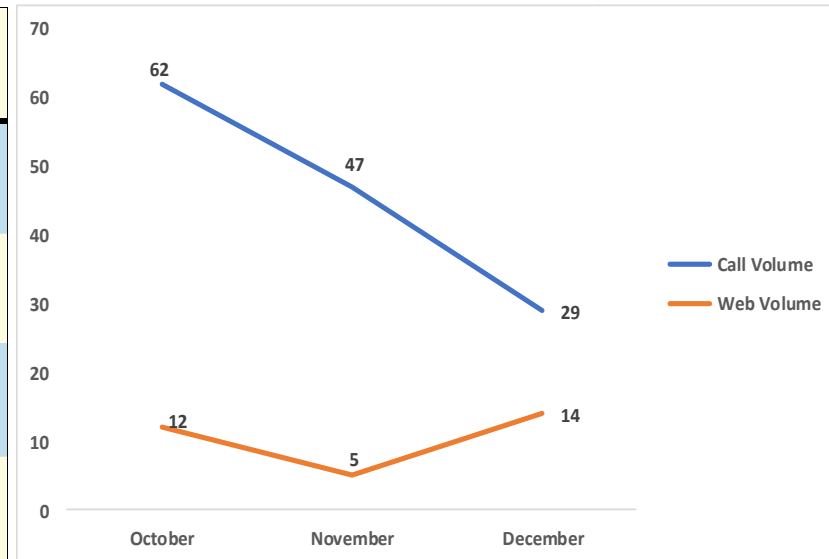
Top Referrals	
Electric Service Payment Assistance	1,539
Food Pantries	476
Disaster Related Drinking Water	434
Water Service Payment Assistance	424
Rent Payment Assistance	238
Home Rehabilitation Grants	120
Housing Search Assistance	118
Gas Service Payment Assistance	110
Holiday Gifts/Toys	95
Rental Deposit Assistance	92



Top Unmet Needs	
Electric Service Payment Assistance	128
Disaster Related Drinking Water	109
Rent Payment Assistance	98
Water Service Payment Assistance	64
Rental Deposit Assistance	58

Hillsdale County Summary

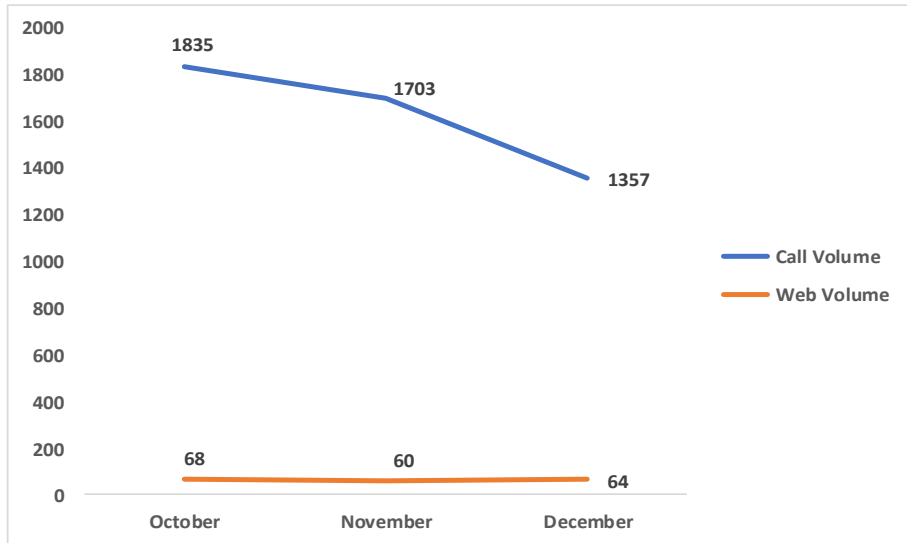
Top Referrals	
Electric Service Payment Assistance	38
Homeless Motel Voucher	9
Rent Payment Assistance	6
Home Rehabilitation Grants	6
Holiday Gifts/Toys	5
Food Pantries	4
General Legal Aid	3
Rental Deposit Assistance	3
Mortgage Payment Assistance	2
Christmas Baskets	2



Top Unmet Needs	
Electric Service Payment Assistance	5
Homeless Motel Vouchers	5
Housing Search Assistance	3
Holiday Gifts/Toys	2
Christmas Baskets	1

Ingham County Summary

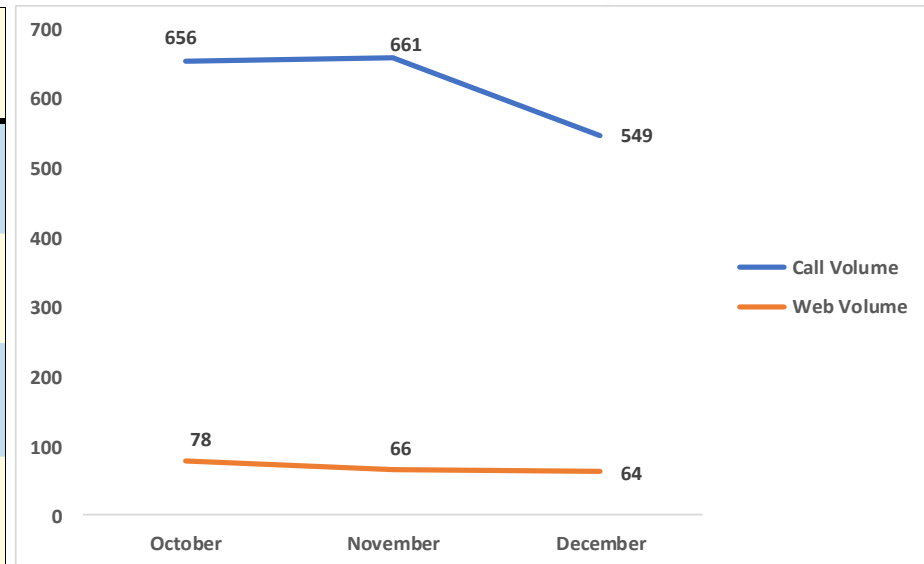
Top Referrals	
Electric Service Payment Assistance	989
Food Pantries	892
Rent Payment Assistance	256
Rental Deposit Assistance	181
Holiday Gifts/Toys	117
Water Service Payment Assistance	104
Rental Deposit Assistance	98
Housing Search Assistance	96
Thanksgiving Baskets	96
General Furniture Provision	82



Top Unmet Needs	
Electric Service Payment Assistance	81
Thanksgiving Baskets	48
Christmas Baskets	41
VITA Program Sites	38
Rent Payment Assistance	33

Jackson County Summary

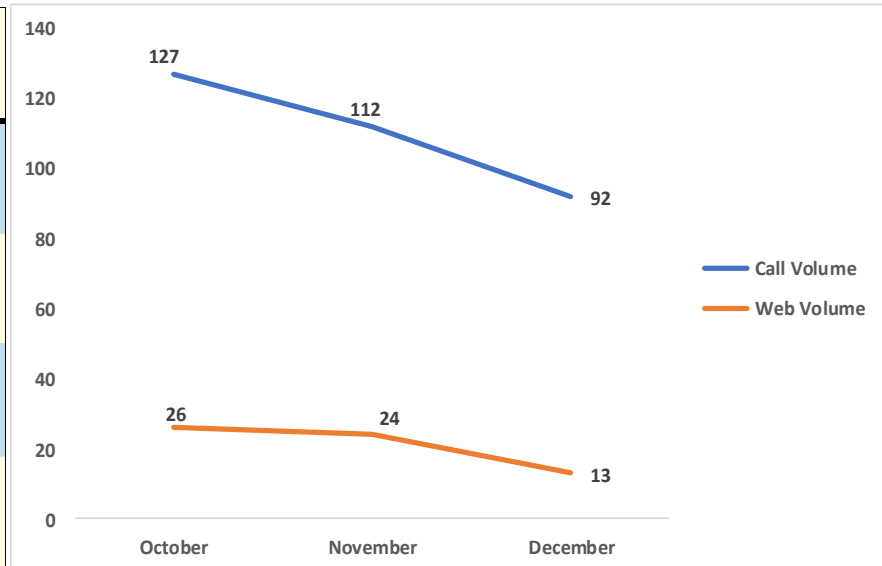
Top Referrals	
Electric Service Payment Assistance	432
Food Pantries	188
Rent Payment Assistance	104
General Furniture Provision	88
Holidays Gifts/Toys	57
Christmas Baskets	54
General Legal Aid	48
Thanksgiving Baskets	44
Rental Deposit Assistance	41
Housing Search Assistance	38



Top Unmet Needs	
Rent Payment Assistance	29
Electric Service Payment Assistance	26
VITA Program Sites	19
Homeless Motel Vouchers	10
Thanksgiving Baskets	10

Lenawee County Summary

Top Referrals	
Electric Service Payment Assistance	82
Rent Payment Assistance	23
Food Pantries	16
Housing Search Assistance	15
General Legal Aid	14
Heating Fuel Payment Assistance	11
Gas Service Payment Assistance	11
Section 8 Housing Choice Vouchers	8
Homeless Motel Vouchers	6
Christmas Baskets	6

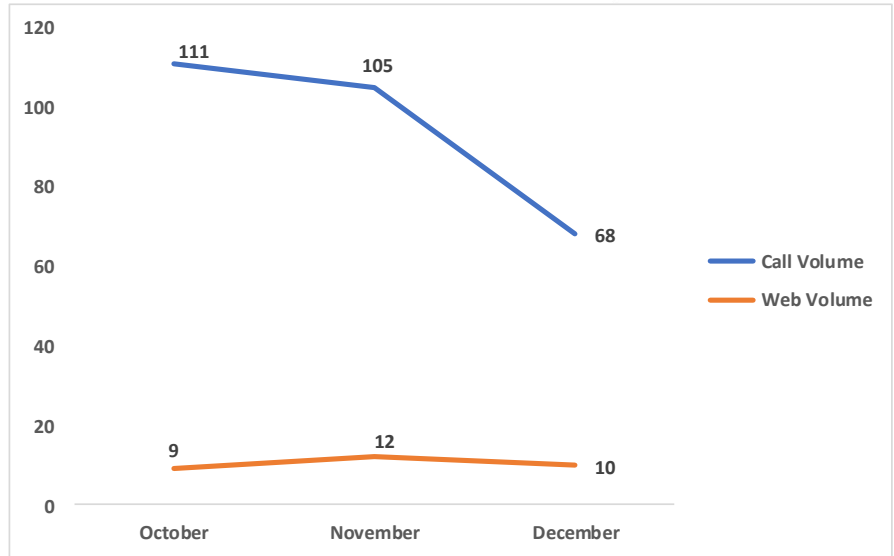


Top Unmet Needs	
VITA Program Sites	6
Rent Payment Assistance	6
Christmas Baskets	6
Gas Service Payment Assistance	4
Electric Service Payment Assistance	3

Livingston County Summary

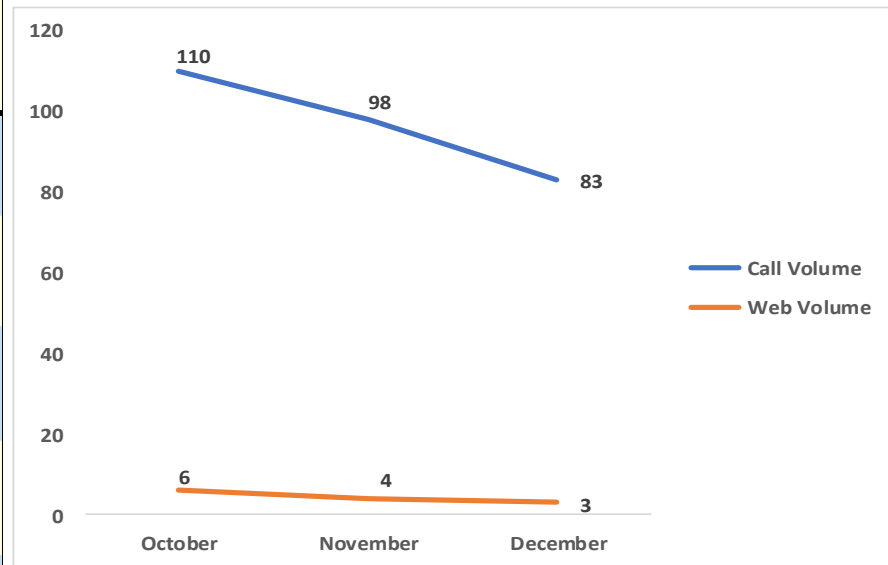
Top Referrals	
Electric Service Payment Assistance	44
Homeless Motel Vouchers	38
Food Pantries	24
Rent Payment Assistance	20
Housing Search Assistance	15
General Legal Aid	10
Home Rehabilitation Grants	10
General Clothing Provision	8
Section 8 Housing Choice Vouchers	8
Heating Fuel Payment Assistance	7

Top Unmet Needs	
Homeless Motel Vouchers	11
Rent Payment Assistance	10
Community Shelters	9
Electric Service Payment Assistance	4
Gas Service Payment Assistance	4



Shiawassee County Summary

Top Referrals	
Electric Service Payment Assistance	91
Food Pantries	22
Rent Payment Assistance	16
Community Shelters	14
Rental Deposit Assistance	12
Gas Service Payment Assistance	9
Furnaces	9
Housing Authorities	8
Home Rehabilitation Grants	7
Water Service Payment Assistance	7



Top Unmet Needs	
Rent Payment Assistance	17
Electric Service Payment Assistance	14
Community Shelters	8
Gas Money	5
Holiday Gifts/Toys	2

Advocacy

William is a disabled Veteran. William called Central Michigan 2-1-1 for assistance in finding a food pantry. William is unable to operate a vehicle to go to the locations available locally to pick up food. With William's concerns understood, the I&R Specialist immediately recognized that this was a call that required advocacy.

The I&R Specialist personally reached out to numerous food pantries, home delivered meal affiliates, along with state and local Veteran support organizations. The I&R Specialist, along with William explained his circumstances over the phone and the organizations were responsive to William's concerns. While the I&R specialist's advocacy was able to assist William with regularly scheduled food delivery, one organization prepared a special package for William specifically for Veteran's day. In the end, the compassion of both the I&R Specialist and community organizations were able to help William with all his needs.

Upon follow-up, William reported he was receiving his scheduled food deliveries. William expressed the gratitude he had for 2-1-1 and the organizations throughout the community, and the joy he got from receiving his Veteran's Day food package. William assured the I&R Specialist that if he had any future concerns he would not hesitate to call 2-1-1 again and thanked 2-1-1 for all they do.



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!

*A partnership of Capital Area United Way, LifeWays CMH, Livingston County United Way,
United Way of Genesee County, United Way of Jackson County & United Way of Monroe/Lenawee Counties*

