



**First Quarter 2019**  
**Community Report**  
**January - March**

## First Quarter Highlights

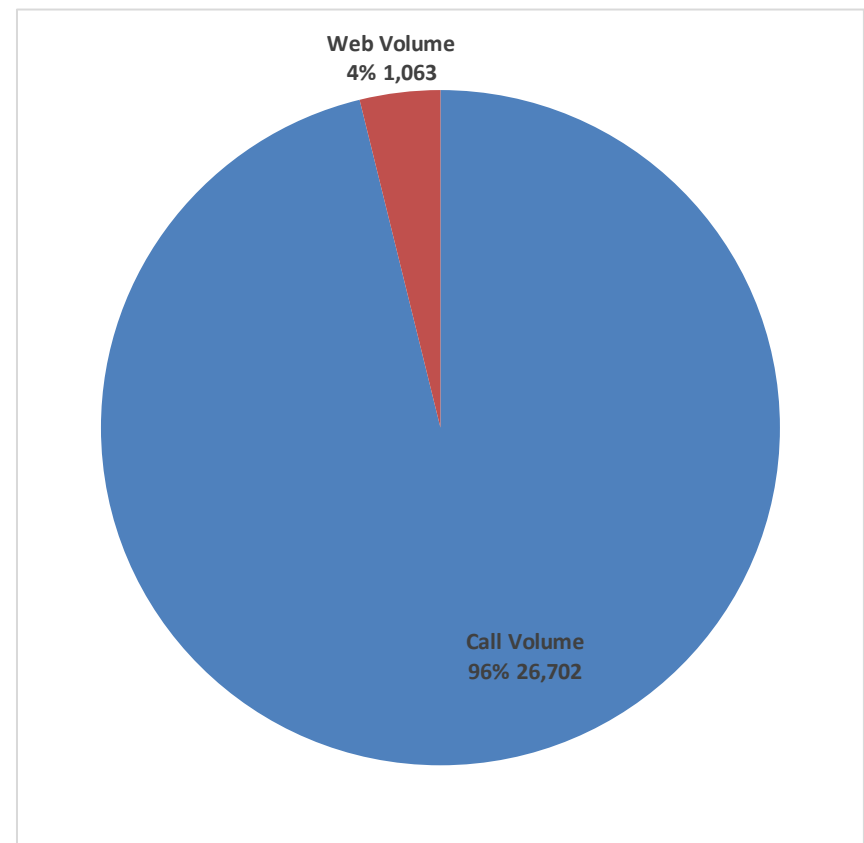
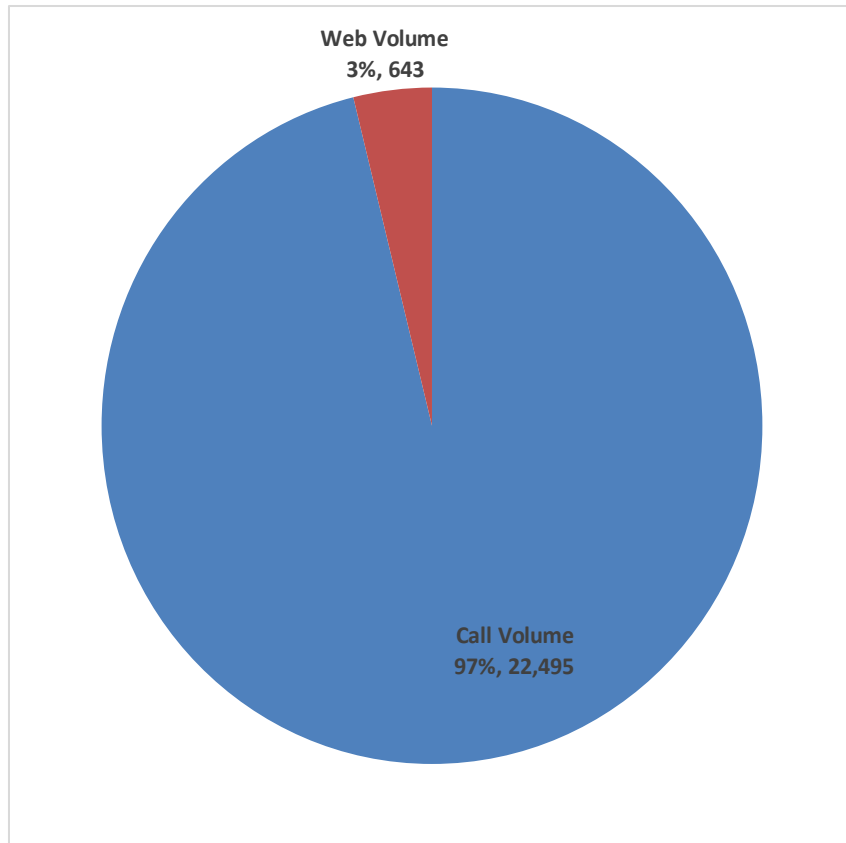
- Central Michigan 2-1-1 received 23,603 calls\* in first quarter of 2019.
- Central Michigan 2-1-1 received 19,723 referral calls and 2,156 information calls.
- The top need expressed during this quarter was Volunteer Income Tax Assistance (VITA) Program Sites with 4,561 inquiries. Second most common referral was Electric Payment Assistance with 3,539 total referrals.
- The top unmet need during the first quarter was VITA Programs Sites, primarily due to appointments being full when the caller requested. The second most common unmet need was Rent Payment Assistance.
- Quarter 1, 2-1-1 received an influx of first time callers. In the first quarter 2-1-1 received 1,505 calls from first time callers; which accounted for 6 percent of totals calls.

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

# Total Call Volume\* vs. Total Web Searches

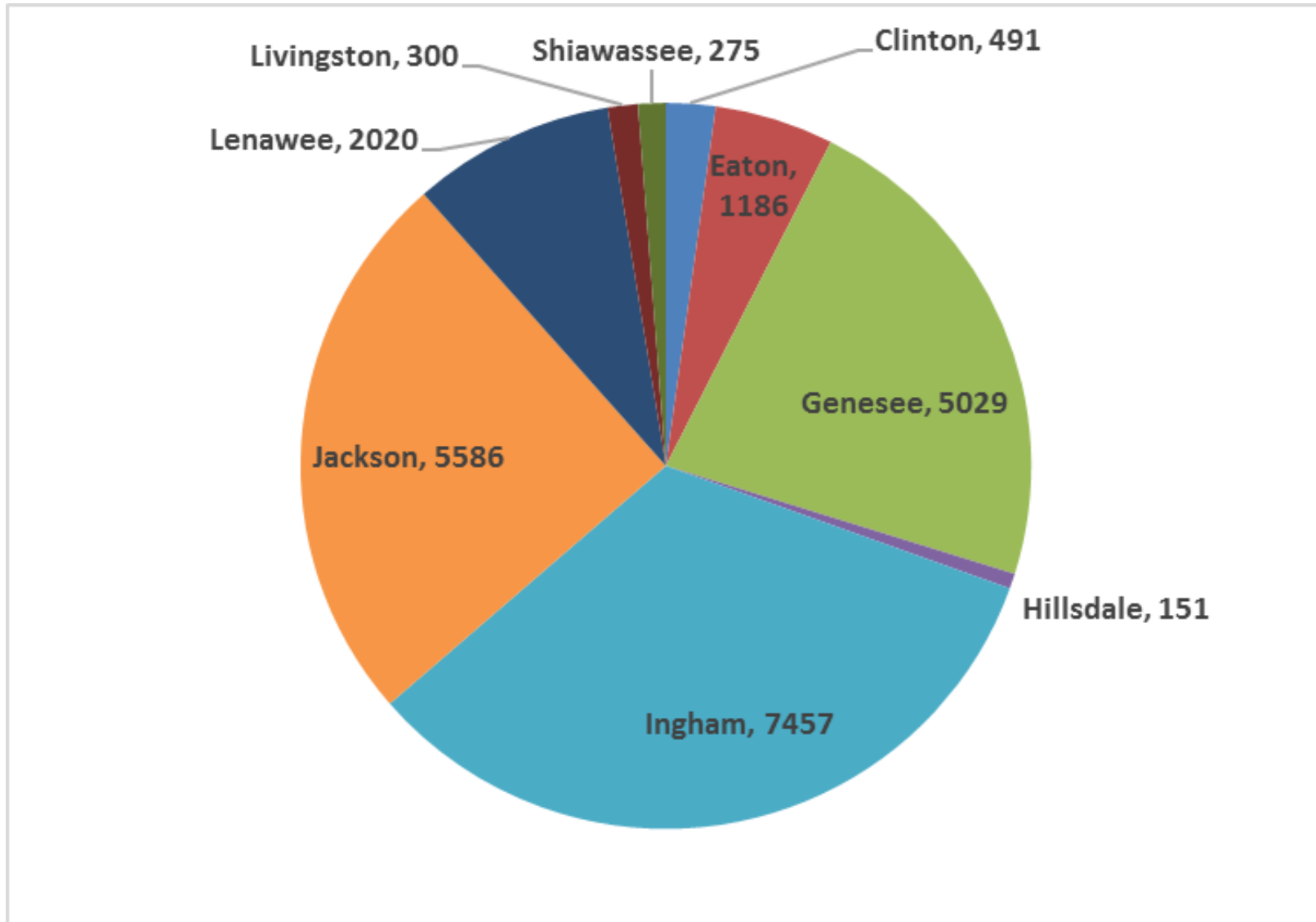
2019

2018



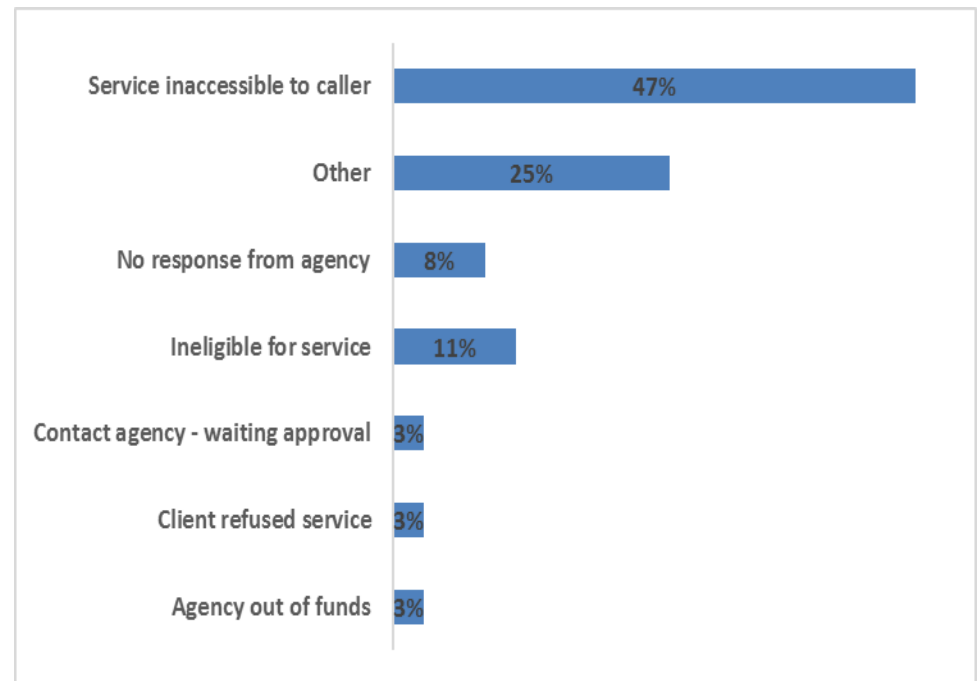
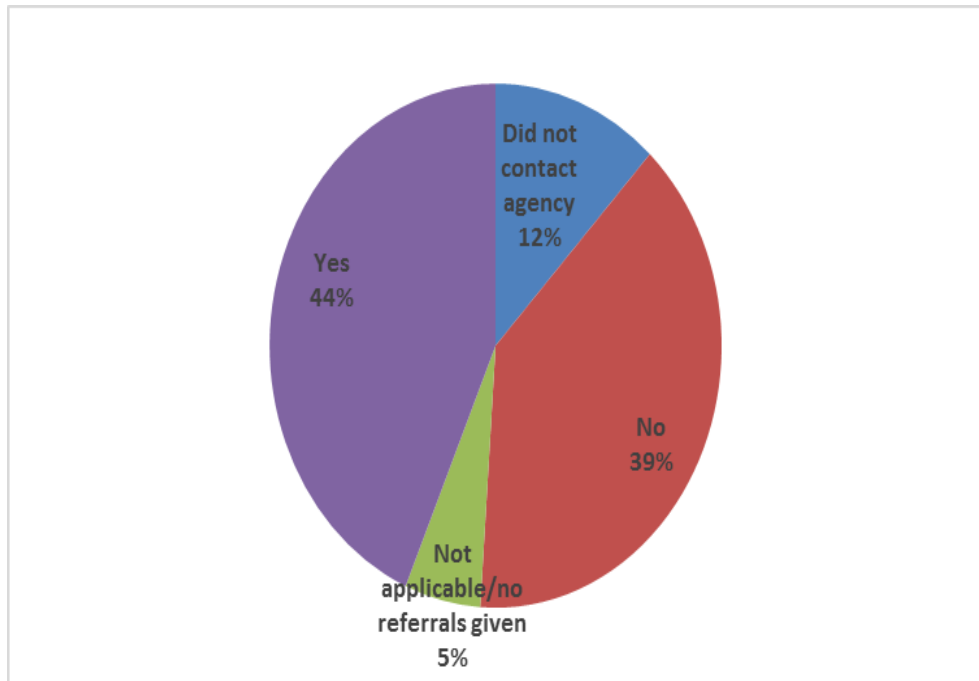
*\*Call Volume only for our nine county area.*

# Quarterly Call Volume by County

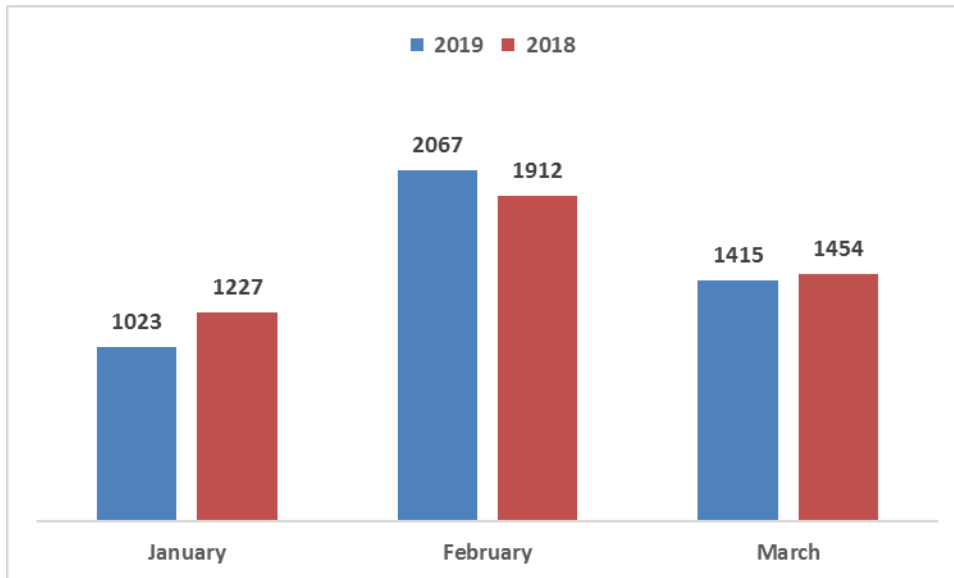


# Client Follow Up and Outcomes

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, and 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.



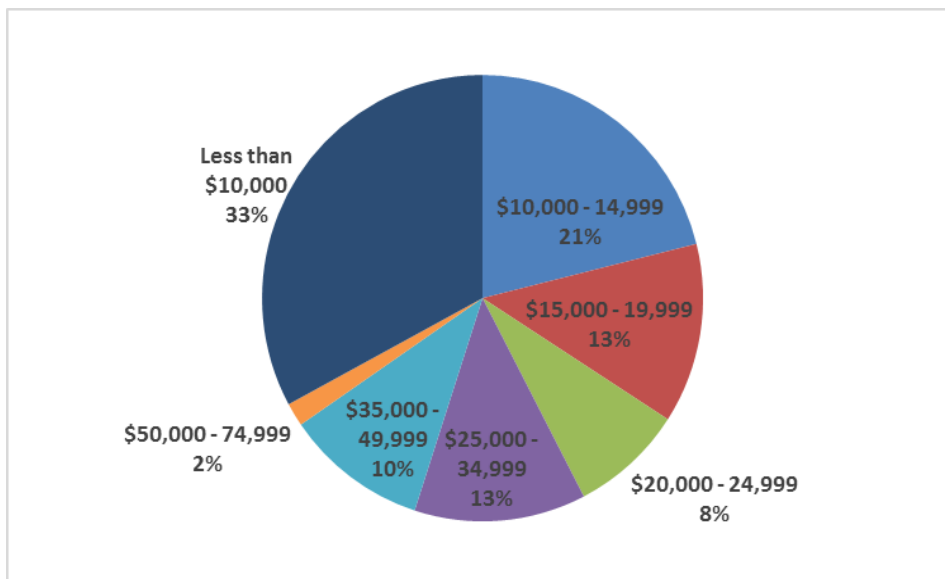
# Special Interest: Income Tax Assistance



Central Michigan 2-1-1 provides referrals and schedules appointments to Volunteer Income Tax Preparation Assistance (VITA) sites throughout our region.

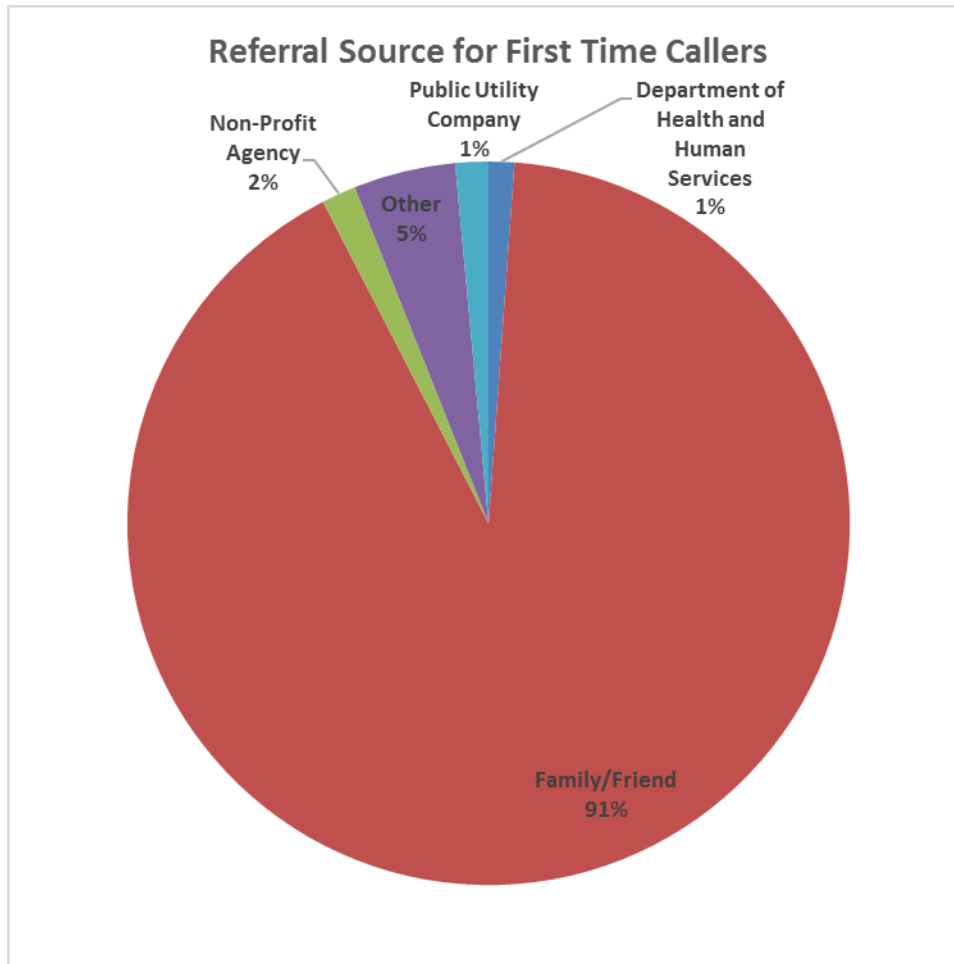
The bar graph to the left shows a monthly comparison of VITA referrals from 2018-2019, a 2% decrease in 2019.

The VITA program is available for households with income at or below \$54,000 per year. Over a quarter (33%) of our callers who scheduled an appointment had annual income less than \$10,000. This is seen in the pie chart on the bottom left.



## 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 used our service. In the First Quarter of 2019, 1,505 callers (6%) 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.



### Top Ten Referrals for First Time Callers

Electric Service Payment Assistance	529
VITA Program Sites	207
Food Pantries	90
Rent Payment Assistance	80
Water Service Payment Assistance	41
General Legal Aid	35
Low Income/Subsidized Private Rental Housing	29
Property Tax Payment Assistance	28
Online Tax Preparation/E-Filing Sites	27
Gas Service Payment Assistance	24

## Stories From the Frontlines

Shane received a letter from the IRS stating there were some issues in a couple of past tax returns and that he needed to correct those issues in addition to filing his current tax return. Shane felt very overwhelmed and stressed, while on social media, Shane saw that he can dial 2-1-1 to find out what his options for tax filling assistance are. Shane decided to dial 2-1-1!

The Information and Referral Specialist greeted Shane and asked how they can assist? Shane explained the letter that he received and shared his frustration. The Information and Referral Specialist listened carefully to Shane and asked some clarification and eligibility questions.

The Information and Referral Specialist found that Shane would be a good fit for a tax filling assistance program in his community. The Information and Referral Specialist explained to Shane what the program could offer him and what documentation he would need to take with him. The Information and Referral Specialist asked Shane if he would like the Information and Referral Specialist to schedule him an appointment. Shane stated yes. The Information and Referral Specialist scheduled that appointment for Shane and ensured he knew the date and time.

About a week after Shane's appointments the Information and Referral Specialist called Shane to see if his appointment was satisfactory. Shane stated yes! The program was able to adjust his past returns to meet the requirements stated by the IRS and they were able to complete his 2018 taxes as well. Shane thanked the Information and Referral Specialist and stated he will give us a call next year!





## Stories From the Frontlines

Gloria's husband has numerous physical and mental health diagnoses. Gloria lately has been feeling a bit overwhelmed and feeling that she could benefit from some support. One agency she contacted suggested that she dial 2-1-1 to find some additional supports. Gloria decided to make that call.

When Gloria called she explained to the Information and Referral Specialist how she is feeling and all that she has to handle for her family. The Information and Referral Specialist could feel the stress that Gloria was experiencing. The Information and Referral Specialist ensured Gloria that we are here for her and that we will try to find her some support and resources.

The Information and Referral Specialist started to search the database for some options for Gloria and they were able to find a Dual Diagnosis Support Group that could support Gloria and her husband. The Specialist was also able to find a Care Giver Support Group in her area and supplied Gloria with that information. The Information and Referral Specialist also felt that Gloria could benefit from some Respite Care as well, and the Specialist explained what Respite can offer and how to reach out to them.

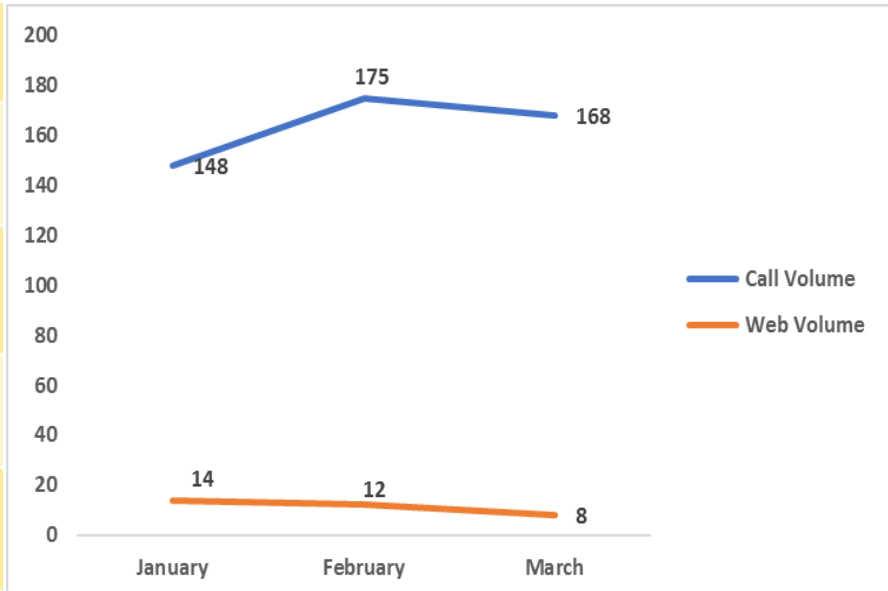
The Information and Referral Specialist knew that Gloria was feeling overwhelmed and a lot of information was shared. The Information and Referral Specialist asked Gloria if they could follow-up with her to ensure that resources were effective for her. Gloria stated yes.

When the Information and Referral Specialist followed-up with Gloria she stated that they went to the support group and that helped her feel not so alone! Gloria also stated that they have an appointment with Respite later that week! Gloria thanked the Information and Referral Specialist for the follow-up and the resources!



# Clinton County Summary

Top Referrals	
VITA Program Sites	94
Electric Service Payment Assistance	71
Food Pantries	29
Rent Payment Assistance	17
AARP Tax Aide Program Sites	16
Online Tax Preparation/E-Filing Sites	10
General Legal Aid	10
Gas Service Payment Assistance	9
General Federal Income Tax Information	9
Heating Fuel Payment Assistance	7

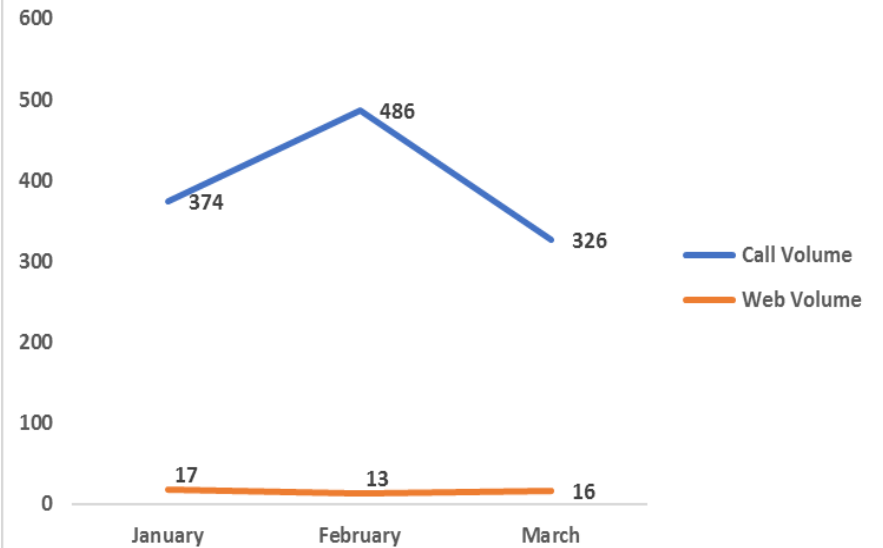


Top Unmet Needs	
VITA Program Sites	54
Rent Payment Assistance	3
Automotive Repair and Maintenance	2
Electric Service Payment Assistance	2
Online Tax Preparation/E-Filing Sites	2

# Eaton County Summary

## Top Referrals

VITA Program Sites	338
Electric Service Payment Assistance	140
Food Pantries	52
Rent Payment Assistance	41
Online Tax Preparation/E-Filing Sites	35
Gas Service Payment Assistance	28
General Federal Income Tax Information	24
General Legal Aid	19
Water Service Payment Assistance	18
Rental Deposit Assistance	14

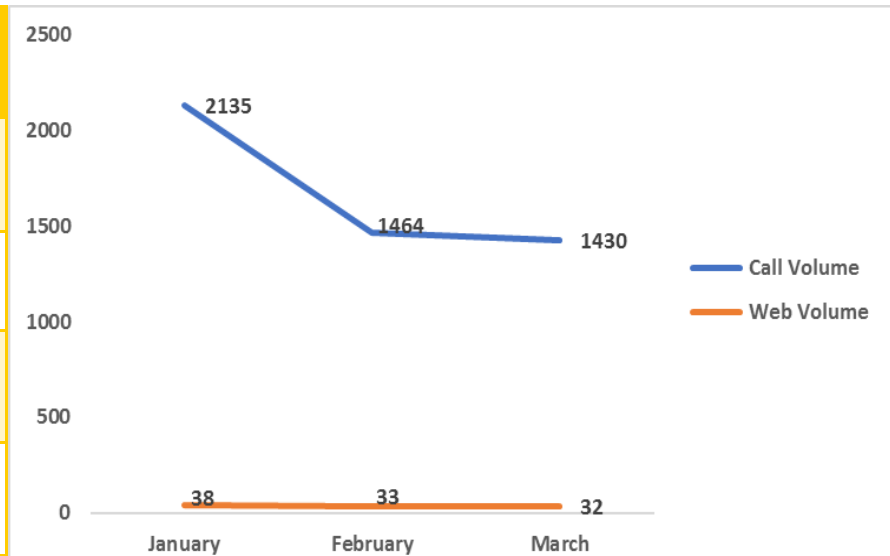


## Top Unmet Needs

VITA Program Sites	141
Electric Service Payment Assistance	8
Online Tax Preparation/E-Filing Sites	6
Rent Payment Assistance	5
Prescription Expense Assistance	2

# Genesee County Summary

Top Referrals	
Electric Service Payment Assistance	1,677
Disaster Related Drinking Water	317
Food Pantries	298
Water Service Payment Assistance	258
Water Filters	211
Rent Payment Assistance	171
VITA Program Sites	138
Gas Service Payment Assistance	125
Property Tax Payment Assistance	99
Housing Search Assistance	94

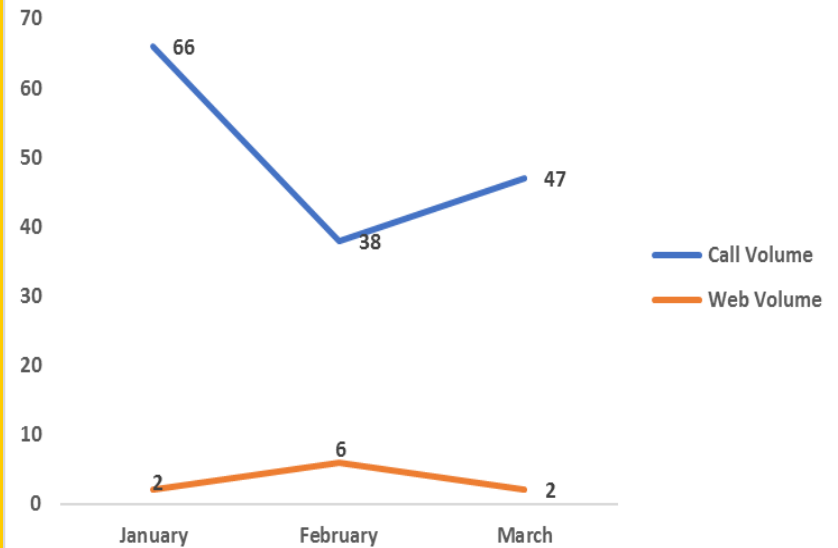


Top Unmet Needs	
Rent Payment Assistance	104
Disaster Related Drinking Water	88
Electric Service Payment Assistance	73
Water Service Payment Assistance	31
Rental Deposit Assistance	22

# Hillsdale County Summary

## Top Referrals

Electric Service Payment Assistance	35
VITA Program Sites	15
Heating Fuel Payment Assistance	12
Rent Payment Assistance	5
Automotive Repair and Maintenance	3
Gas Service Payment Assistance	3
General Legal Aid	3
Home Rehabilitation Grants	3
Housing Search Assistance	3
Property Tax Payment Assistance	3



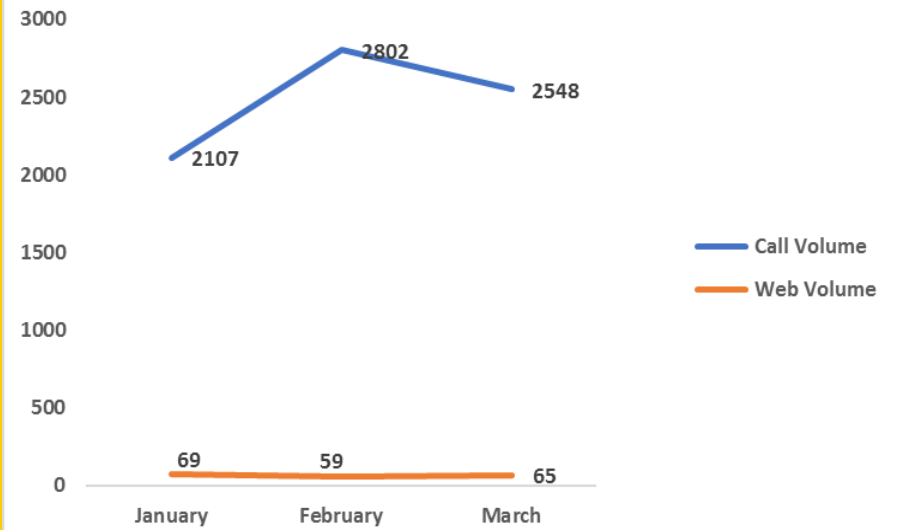
## Top Unmet Needs

VITA Program Sites	5
Electric Service Payment Assistance	3
Rent Payment Assistance	3
Community Shelters	2
Homeless Motel Vouchers	1

# Ingham County Summary

## Top Referrals

VITA Program Sites	1,582
Electric Service Payment Assistance	872
Food Pantries	597
Rent Payment Assistance	233
General Federal Income Tax Information	203
Online Tax Preparation/E-Filing Sites	175
Water Service Payment Assistance	145
Gas Service Payment Assistance	121
AARP Tax Aide Program Sites	111
Housing Search Assistance	108



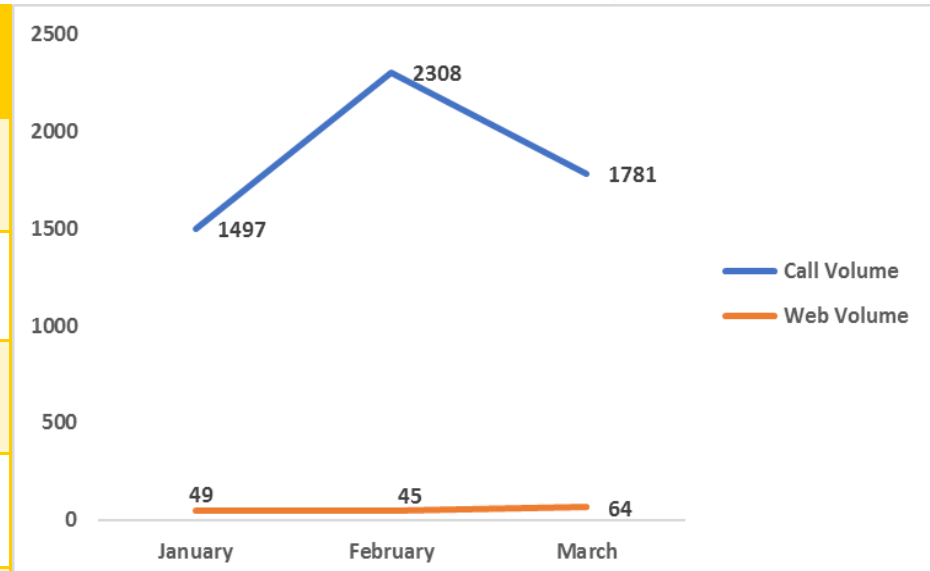
## Top Unmet Needs

VITA Program Sites*	1,178
Electric Service Payment Assistance	64
Online Tax Preparation/E-Filing Sites	50
Rent Payment Assistance	49
General Furniture Provision	17

\*Most common reason appointments were not available when caller needed

# Jackson County Summary

Top Referrals	
VITA Program Sites	1,585
Electric Service Payment Assistance	460
Food Pantries	155
Rent Payment Assistance	72
General Furniture Provision	58
General Legal Aid	49
Housing Search Assistance	48
Water Service Payment Assistance	41
Gas Service Payment Assistance	39
Rental Deposit Assistance	31



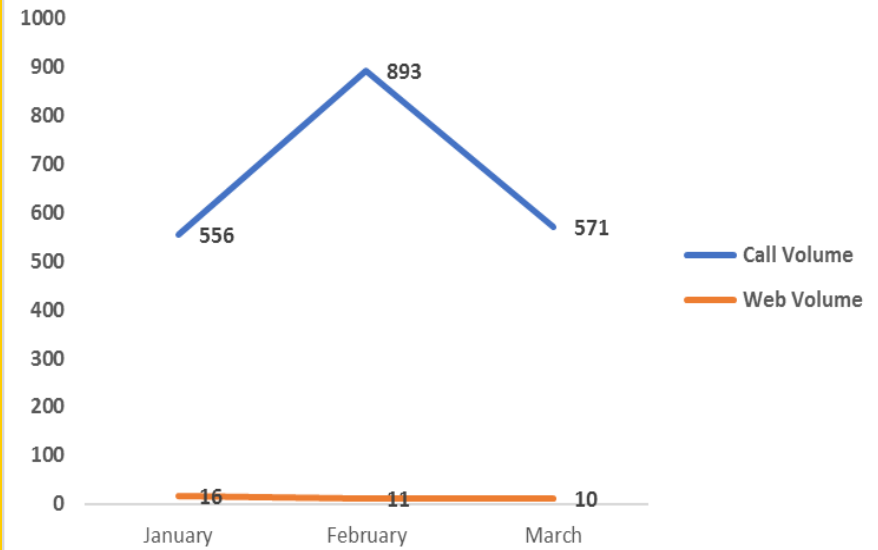
Top Unmet Needs	
VITA Program Sites*	1,841
Rent Payment Assistance	16
Electric Service Payment Assistance	15
Homeless Motel Vouchers	11
Community Shelters	10

\*Most common reason appointments were not available when caller needed

# Lenawee County Summary

## Top Referrals

VITA Program Sites	791
Electric Service Payment Assistance	126
Gas Service Payment Assistance	26
Heating Fuel Payment Assistance	17
Rent Payment Assistance	16
Housing Search Assistance	14
Online Tax Preparation/E-Filing Sites	14
Water Service Payment Assistance	10
Food Pantries	9
General Legal Aid	9



## Top Unmet Needs

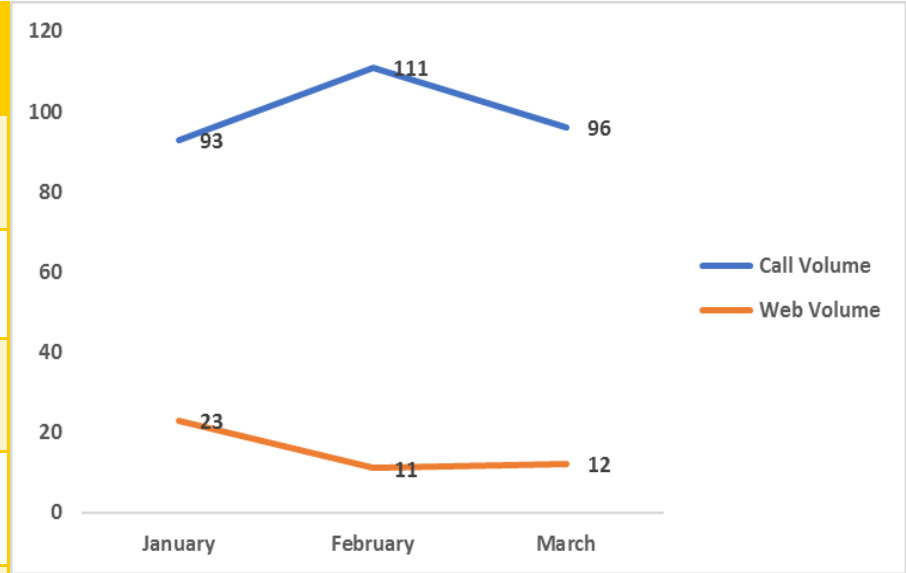
VITA Program Sites*	635
Electric Service Payment Assistance	7
Homeless Motel Vouchers	4
Gas Money	2
Rent Payment Assistance	2

\*Most common reason appointments were not available when caller needed



# Livingston County Summary

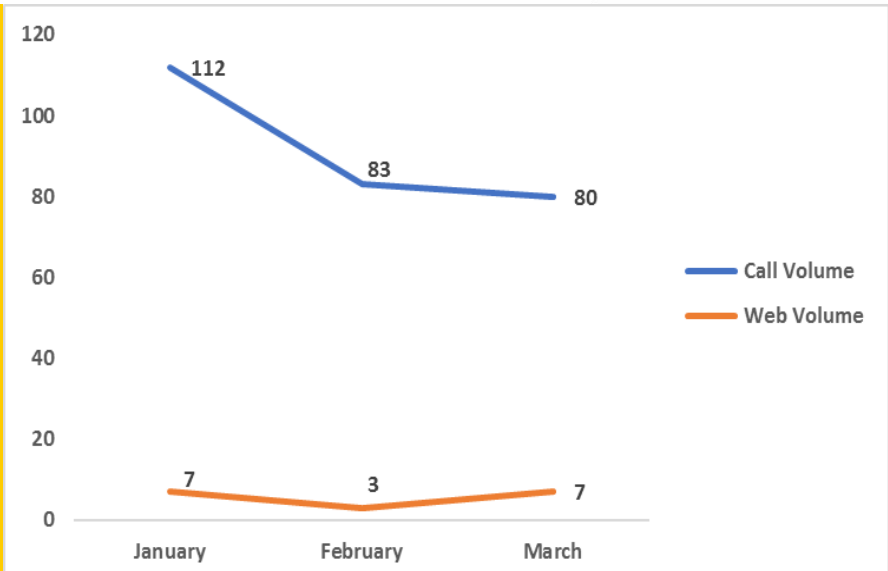
Top Referrals	
Electric Service Payment Assistance	50
Homeless Motel Vouchers	21
AARP Tax Aide Program Sites	19
VITA Program Sites	16
Rent Payment Assistance	15
Housing Search Assistance	14
Food Pantries	9
Home Rehabilitation Grants	9
Heating Fuel Payment Assistance	8
Gas Service Payment Assistance	7



Top Unmet Needs	
VITA Program Sites	6
Homeless Motel Vouchers	4
AARP Tax Aide Program Sites	2
Community Shelters	2
Rent Payment Assistance	2

# Shiawassee County Summary

Top Referrals	
Electric Service Payment Assistance	108
Food Pantries	15
Housing Search Assistance	14
Rent Payment Assistance	14
Heating Fuel Payment Assistance	10
Gas Service Payment Assistance	7
Rental Deposit Assistance	7
Low Income/Subsidized Private Rental Housing	6
AARP Tax Aide Program Sites	5
Automotive Repair and Maintenance	5



Top Unmet Needs	
Electric Service Payment Assistance	6
VITA Program Sites	3
Homeless Motel Vouchers	3
Community Shelters	2
Rent Payment Assistance	2

## Advocacy: Helping Our Community

Jack had just experienced a house fire. During that fire his family lost all of their belongs and their pets. His family was devastated and they didn't know where to turn. Jack received some assistance from a local emergency agency but they needed some additional resources and supports. The local agency suggested that Jack dial 2-1-1 to find some additional resources.

Jack made that call right away. He explained to the Information and Referral Specialist what had happened and what resources he received so far. The Information and Referral Specialist listened to Jack carefully and started to search for some beneficial resources for Jack. The Information and Referral Specialist was able to find some clothing, monetary, shelter, and food options for Jack, but the Information and Referral Specialist heard how upset Jack was for the lost of his beloved pets and wanted to find him some support to mourn his pets.

The Information and Referral Specialist wasn't finding anything readily available in Jack's area. The Information and Referral Specialist asked Jack if they could do some more research and follow back up with him? Jack stated that would be fine. After some research and reaching out to a few agencies the Information and Referral Specialist was able to find a support group for individuals that recently have lost a pet. The Information and Referral Specialist was also able to find individual counseling specializing in pet lost. The Specialist called Jack and shared the additional resources and Jack was very thankful!



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, United Way of Jackson County & United Way of Monroe/Lenawee Counties*

