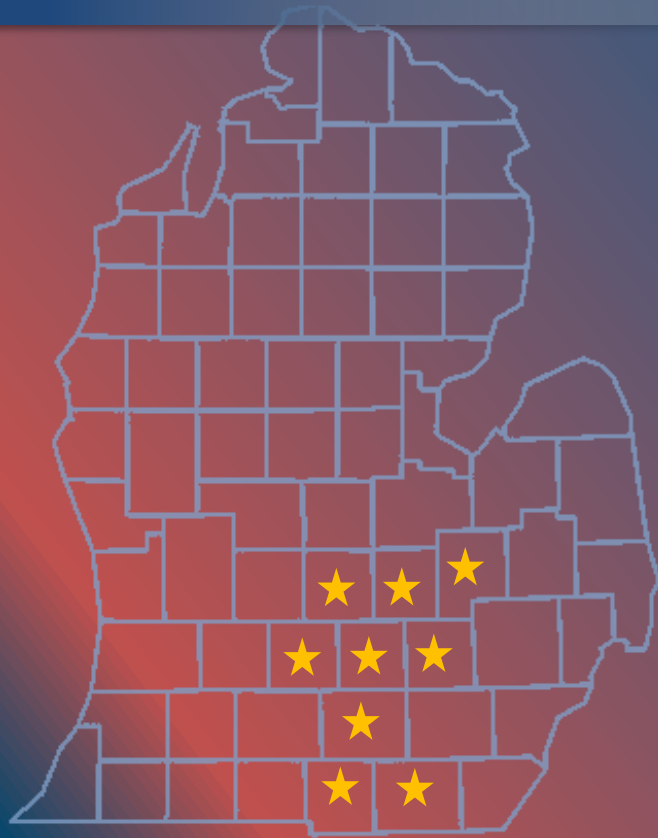
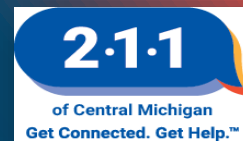


Central Michigan 211

2022 Annual Community Report



Get Connected. Get Help.



A partnership of Lifeways, United Way of South Central Michigan, United Way of Genesee County/ Shiawassee County, United Way of Livingston County and United Way of Monroe /Lenawee County.

Central Michigan 2-1-1 program is an Alliance of Information & Referral Systems accredited, A partnership of LifeWays, United Way of South Central Michigan, United Way of Genesee County/Shiawassee County, United Way of Livingston County, and United Way of Monroe /Lenawee County.



Our approach to a regional contact center is one of personal community attention that is cost-effective through utilization of a single contact center with partnerships and community advisory from each community we serve. Central Michigan 2-1-1 is an easy to remember, Information and Referral (I&R) program that links callers with the health and human services information they need, 24 hours per day, 7 days per week, 365 days per year.

This annual community report summarizes demographic data and reflects the problems or needs of those individuals who contacted Central Michigan 2-1-1 seeking information and referrals during 2022. The goal of this report is to summarize the issues facing residents of our community as expressed to our 2-1-1 Information and Referral Specialists and bring these issues to the attention of the health and human services network and community services.

Central Michigan 2-1-1 team would like to thank the community partners and agency contacts who make our work possible. We strive every day, in every call, to make our dedication and compassion shine as a beacon to those in need. Sincere thanks for allowing us to do what we love: Inspiring hope and empowering people to connect to the support they need.

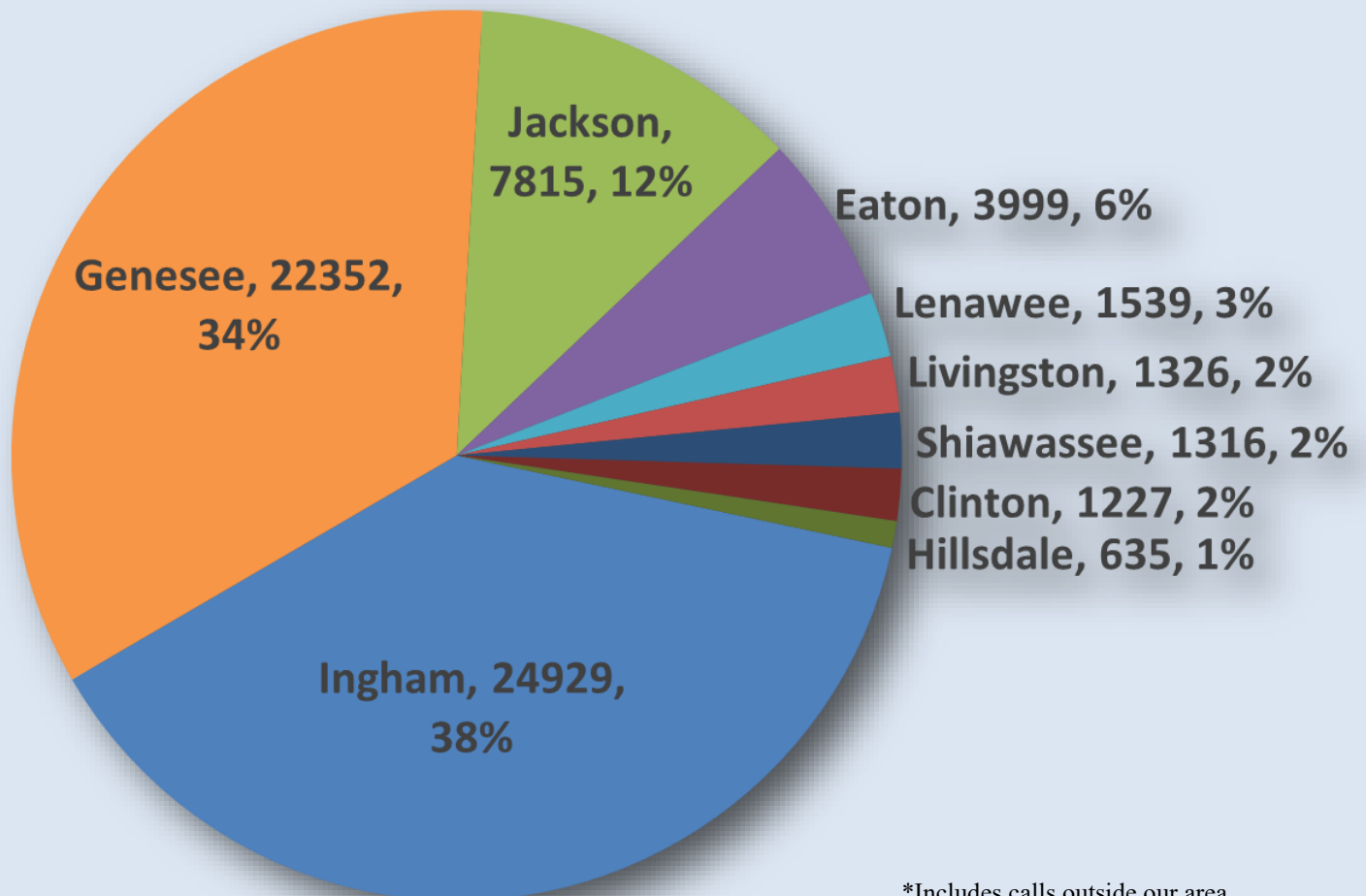
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2022 Call Volume Summary

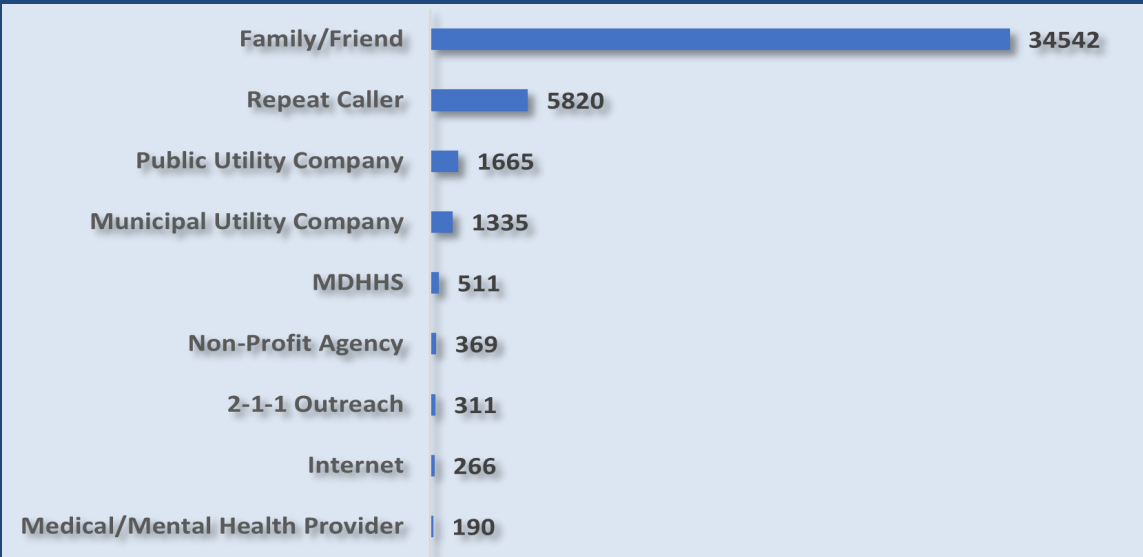
Central Michigan 2-1-1 received a total of 70,269* calls in 2022. Individual county total calls are below. Occasionally we receive calls from individuals outside of our service area that are referred to a partner 2-1-1 center. Those calls are not included below.

County	Total Calls 2022
Ingham	24929
Genesee	22352
Jackson	7815
Eaton	3999
Lenawee	1539
Livingston	1326
Shiawassee	1316
Clinton	1227
Hillsdale	635



*Includes calls outside our area.

The How, What and Who of a 2-1-1 Caller

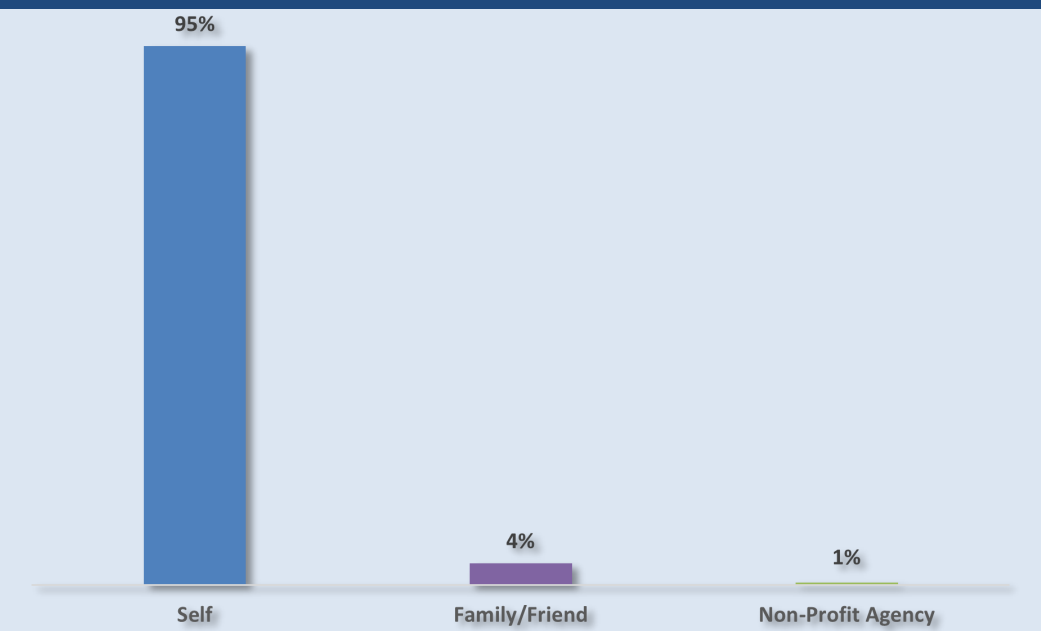
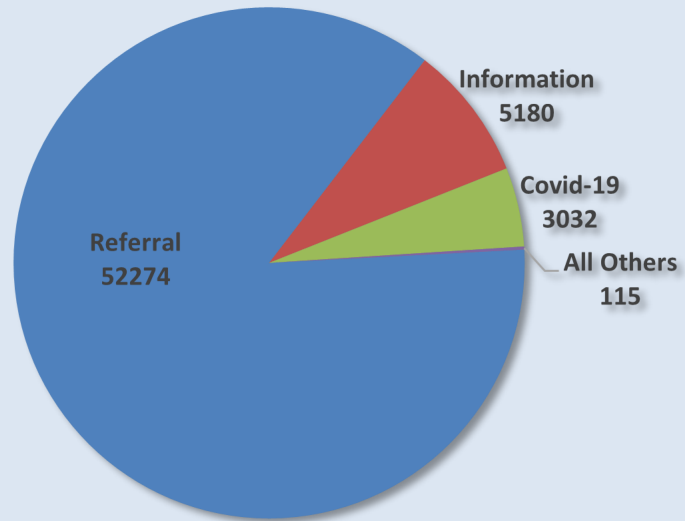


How Did You Hear About Central Michigan 2-1-1?

This chart depicts the top 10 referral sources to 2-1-1 in 2022. Nearly 60% of people contacted 2-1-1 at the suggestion of a family member or friend, while 10% had contacted 2-1-1 previously.

What Support is Provided by Central Michigan 2-1-1?

Most people contacting 2-1-1 in 2022 received referral information to connect with services and programs to support their need. Additionally, 9% needed information, guidance or had questions that our staff answered. With the ever changing nature of the pandemic, 2-1-1s through out the state helped answer COVID related calls. Central Michigan 2-1-1 assisted with 3,032 calls that came into the statewide COVID\Vaccine hotline. 2-1-1 also provides advocacy and crisis services



Who is Receiving Information from Central Michigan 2-1-1?

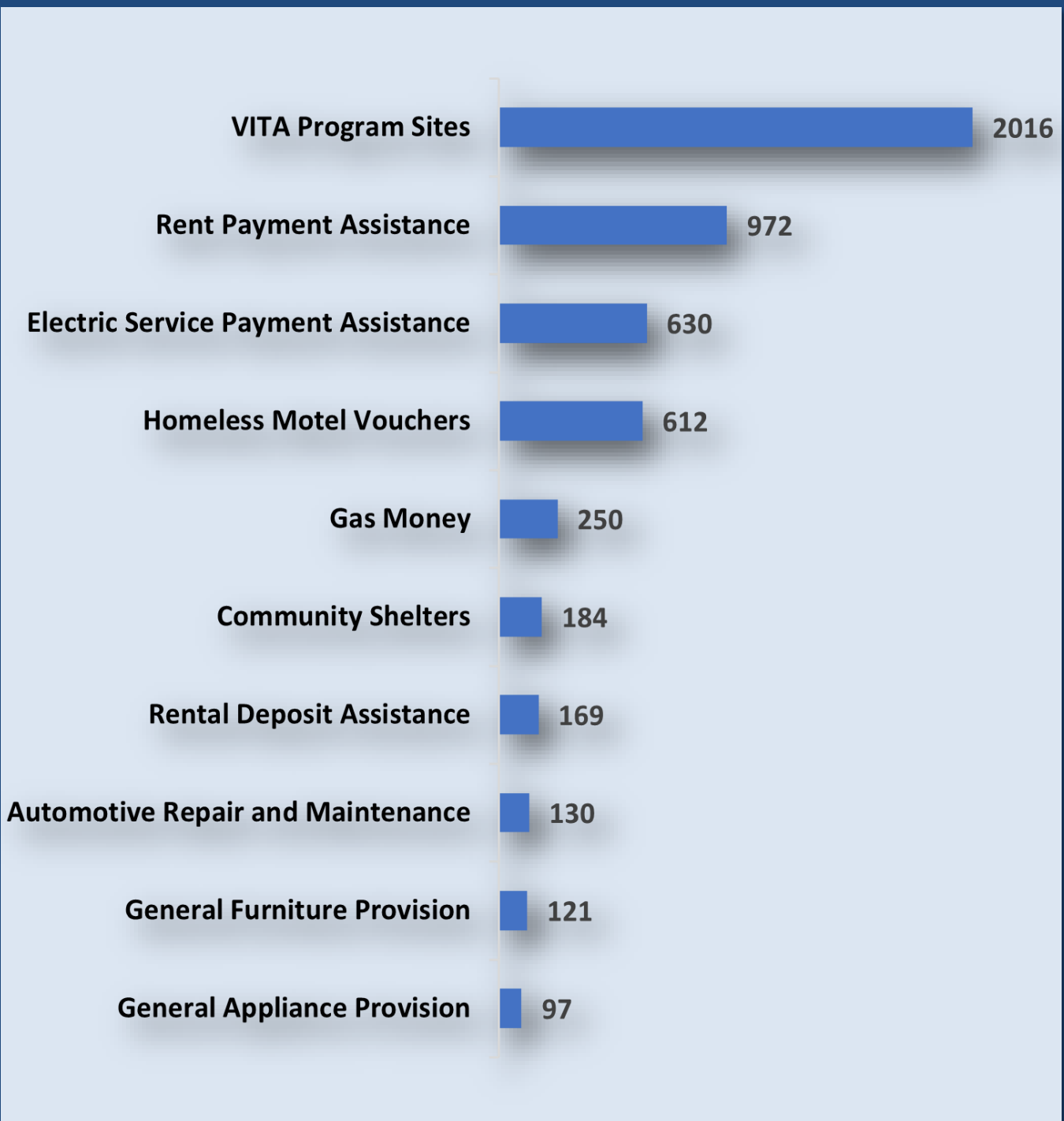
People can call 2-1-1 for themselves or someone else. In 2022, the majority of contacts (95%) were from people in need of services for themselves. However, friends and family members also contacted 2-1-1 to support a loved one (4%), and agencies utilized our services (1%) to help their clients as they seek resources and look for information in their communities.

Top 10 Unmet Needs

Central Michigan 2-1-1 helps keep a pulse on the community by tracking the referrals given as well as times when callers were not provided a referral to a community service. Central Michigan 2-1-1 reports both unmet needs and the reasons they were unmet to community partners in an attempt to identify gaps and opportunities for services.

Overall in 2022, 80% of 2-1-1 calls were provided a referral, however 12% of 2-1-1 calls had an unmet need reported. The top reason the need was recorded as unmet was because the service was not available at the time the person needed help. The individual county pages detail referrals made further in this report.

Listed below are the Top Ten most frequent unmet needs for our region throughout 2022.



Unmet Need Data and Reasons

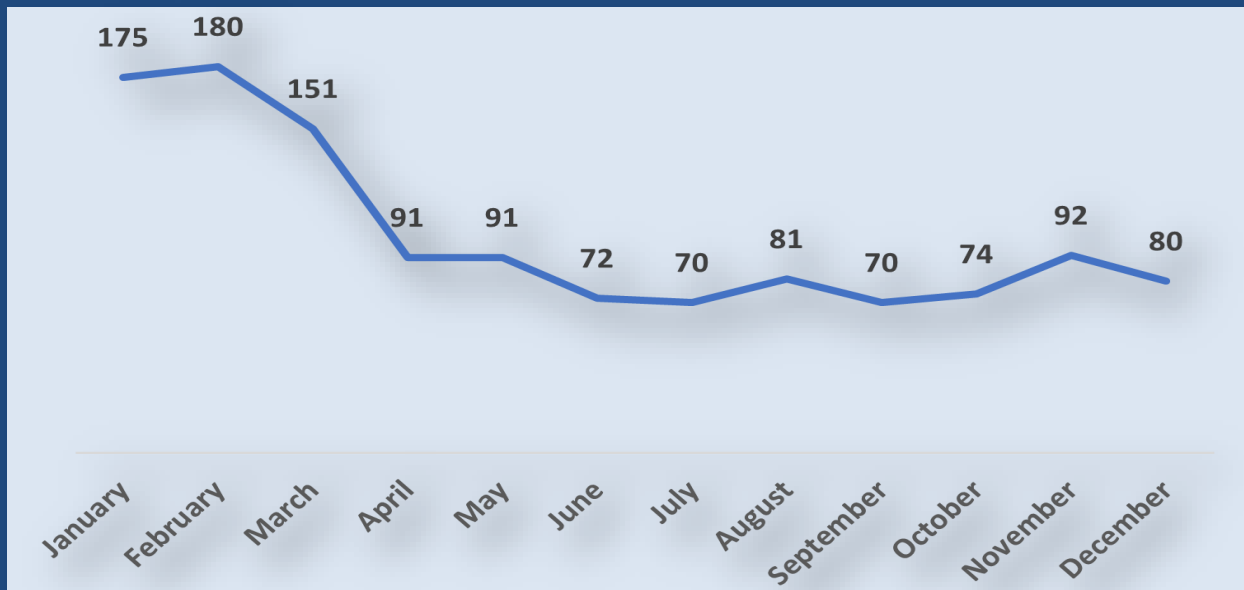
Along with recording the unmet needs of callers, Central Michigan 2-1-1 records reasons the need was unmet, which provides more insight into why a caller did not get the help they were looking for.

In cases of “Client Ineligible/No Documentation”, people generally called expressing need without the appropriate documentation needed to access services. In those situations, callers are advised of the process of applying for assistance. Another reason to note, is “Registration Full/Past Deadline”. Many holiday assistance program registrations close weeks prior to the holiday and a caller may miss the deadline to apply for help.

Top 10 Unmet Needs	Most Common Unmet Reason
VITA Program Sites	Registration full/past deadline
Rent Payment Assistance	Client ineligible/no documentation
Electric Service Payment Assistance	Client ineligible/no documentation
Homeless Motel Vouchers	Service not available
Gas Money	Client ineligible/target population requirement
Community Shelters	Client refused referral
Rental Deposit Assistance	Client ineligible/no documentation
Automotive Repair and Maintenance	Client ineligible/target population requirement
General Furniture Provision	Service not available
General Appliance Provision	Service not available

Clinton County

Central Michigan 2-1-1 received 1,227 calls from Clinton County residents in 2022. Monthly call volume is illustrated below.

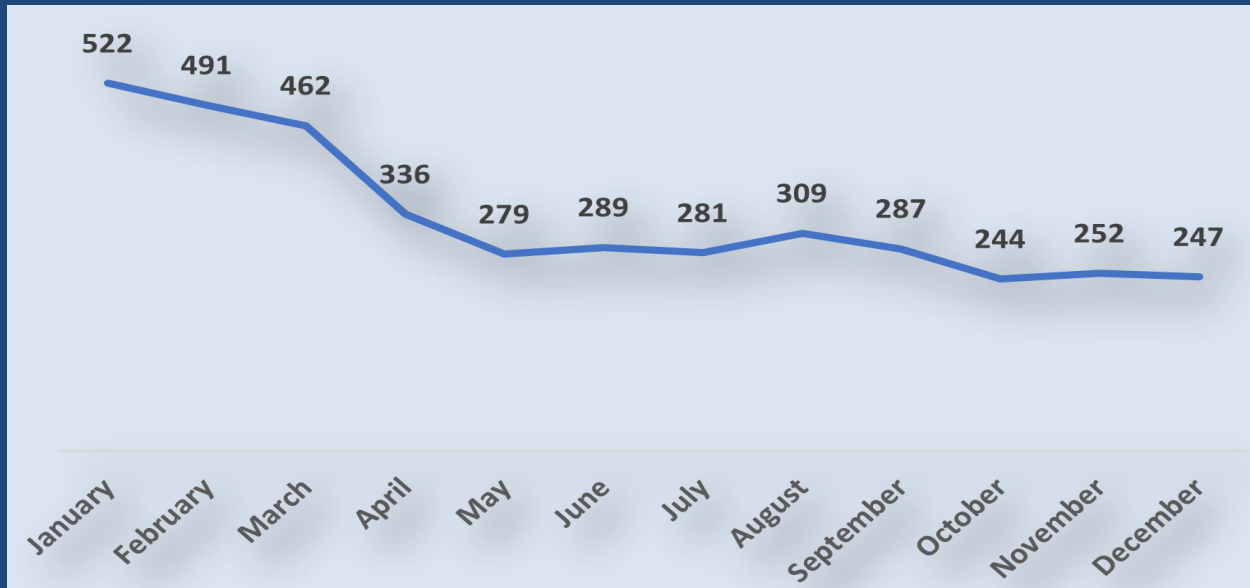


The following table shows both the top five requested and top five unmet needs for 2022. The 1,227 Clinton County residents who called for the year were referred to a total of 959 individual services. There were 143 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	304	VITA Program Sites	65
Rent Payment Assistance	122	Rent Payment Assistance	12
Food Pantries	61	Electric Service Payment Assistance	7
VITA Program Sites	58	Automotive Repair and Maintenance	6
Housing Search Assistance	53	Gas Money	4

Eaton County

Central Michigan 2-1-1 received 3,999 calls from Eaton County residents in 2022. Monthly call volume is illustrated below.

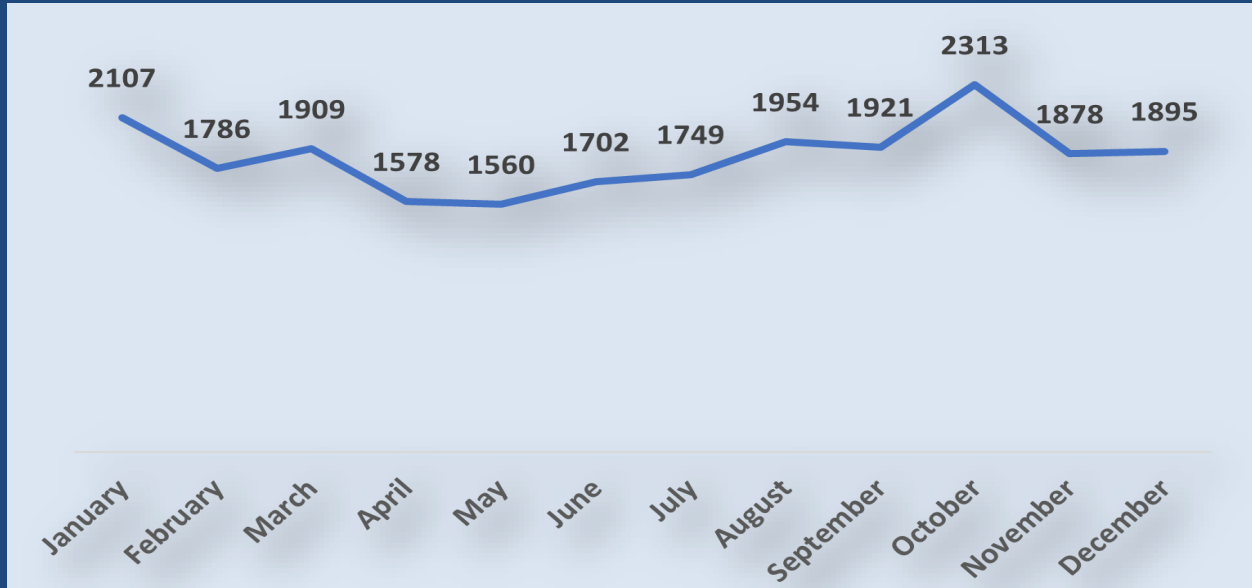


The following table shows both the top five requested and top five unmet needs for 2022. The 3,999 Eaton County residents who called for the year were referred to a total of 3,182 individual services. There were 531 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	925	VITA Program Sites	245
VITA Program Sites	434	Rent Payment Assistance	45
Rent Payment Assistance	366	Electric Service Payment Assistance	36
Food Pantries	180	Gas Money	15
Housing Search Assistance	135	Homeless Motel Vouchers	11

Genesee County

Central Michigan 2-1-1 received 22,352 calls from Genesee County residents in 2022. Monthly call volume are illustrated below.

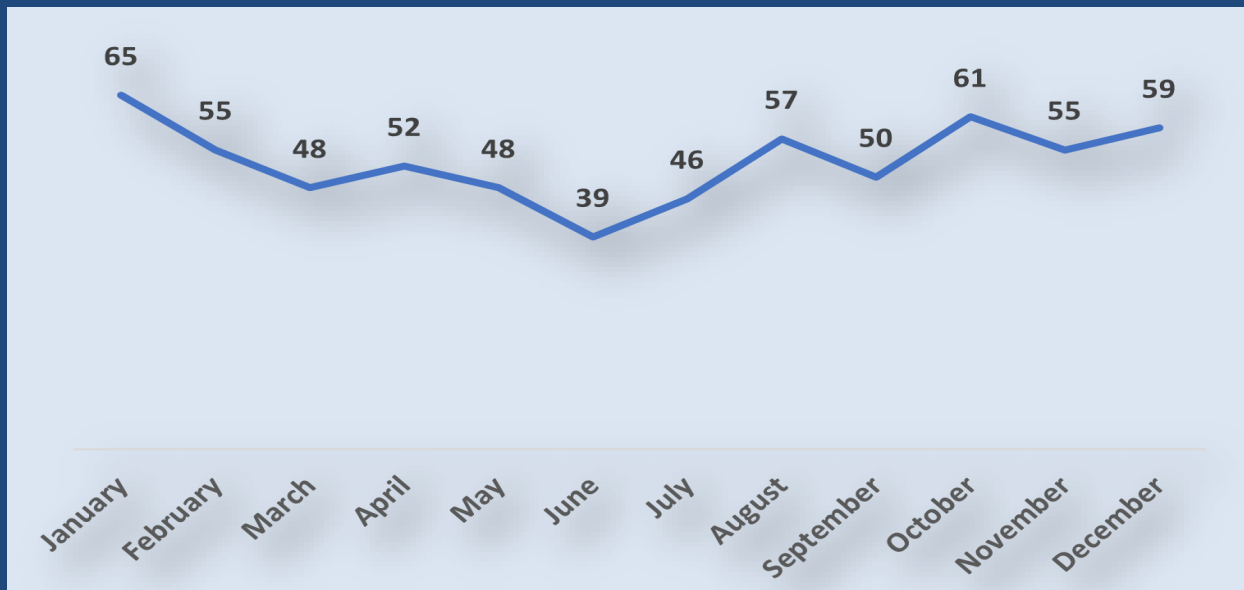


The following table shows both the top five requested and top five unmet needs for 2022. Of the 22,352 Genesee County residents who called for the year were referred to a total of 18,842 individual services. There were 2,180 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	7427	Rent Payment Assistance	408
Rent Payment Assistance	2061	Electric Service Payment Assistance	336
Water Service Payment Assistance	1208	Homeless Motel Vouchers	227
Food Pantries	1071	Rental Deposit Assistance	78
Housing Search Assistance	970	Gas Money	72

Hillsdale County

Central Michigan 2-1-1 received 635 calls from Hillsdale County residents in 2022. Monthly call volume is illustrated below.



The following table shows both the top five requested and top five unmet needs for 2022. The 635 Hillsdale County residents who called for the year were referred to a total of 545 individual services. There were 86 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	214	Homeless Motel Vouchers	23
Housing Search Assistance	42	Electric Service Payment Assistance	14
Heating Fuel Payment Assistance	35	Community Shelters	7
Rent Payment Assistance	33	At Risk/Homeless Housing Related Assistance Programs	6
Gas Service Payment Assistance	24	Gas Money	3

Ingham County

Central Michigan 2-1-1 received 24,929 calls from Ingham County residents in 2022. Monthly call volume is illustrated below.



The following table shows both the top five requested and top five unmet needs for 2022. The 24,929 Ingham County residents who called for the year were referred to a total of 18,760 individual services. There were 3,415 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	5653	VITA Program Sites	1636
VITA Program Sites	2088	Rent Payment Assistance	402
Rent Payment Assistance	1894	Electric Service Payment Assistance	152
Food Pantries	1294	Gas Money	101
Housing Search Assistance	961	General Furniture Provision	101

Jackson County

Central Michigan 2-1-1 received 7,815 calls from Jackson County residents in 2022. Monthly call volume is illustrated below.

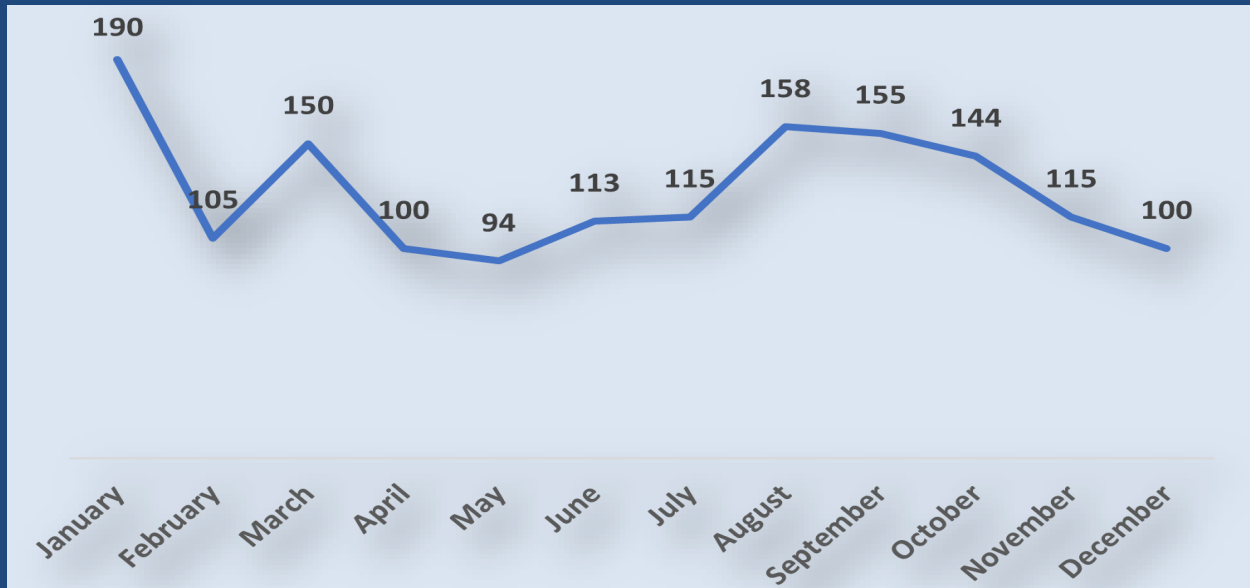


The following table shows both the top five requested and top five unmet needs for 2022. The 7,815 Jackson County residents who called for the year were referred to a total of 6,509 individual services. There were 825 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	1802	Homeless Motel Vouchers	216
Rent Payment Assistance	588	Rent Payment Assistance	69
Housing Search Assistance	467	Electric Service Payment Assistance	50
Food Pantries	419	Community Shelters	48
At Risk/Homeless Housing Related Assistance Programs	328	Automotive Repair and Maintenance	37

Lenawee County

Central Michigan 2-1-1 received 1,539 calls from Lenawee County residents in 2022. Monthly call volume is illustrated below.

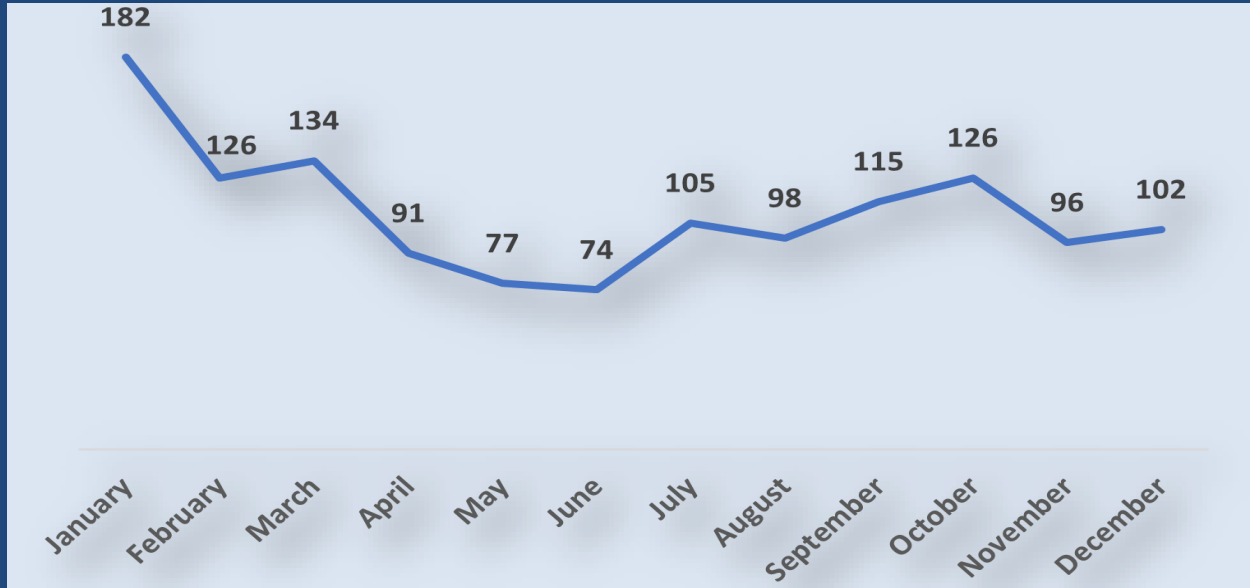


The following table shows both the top five requested and top five unmet needs for 2022. The 1,539 Lenawee County residents who called for the year were referred to a total of 1,309 individual services. There were 164 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	451	Electric Service Payment Assistance	18
Rent Payment Assistance	88	Rent Payment Assistance	16
Housing Search Assistance	75	Gas Money	13
Gas Service Payment Assistance	68	Homeless Motel Vouchers	12
Homeless Motel Vouchers	63	Automotive Repair and Maintenance	7

Livingston County

Central Michigan 2-1-1 received 1,326 calls from Livingston County residents in 2022. Monthly call volume is illustrated below.

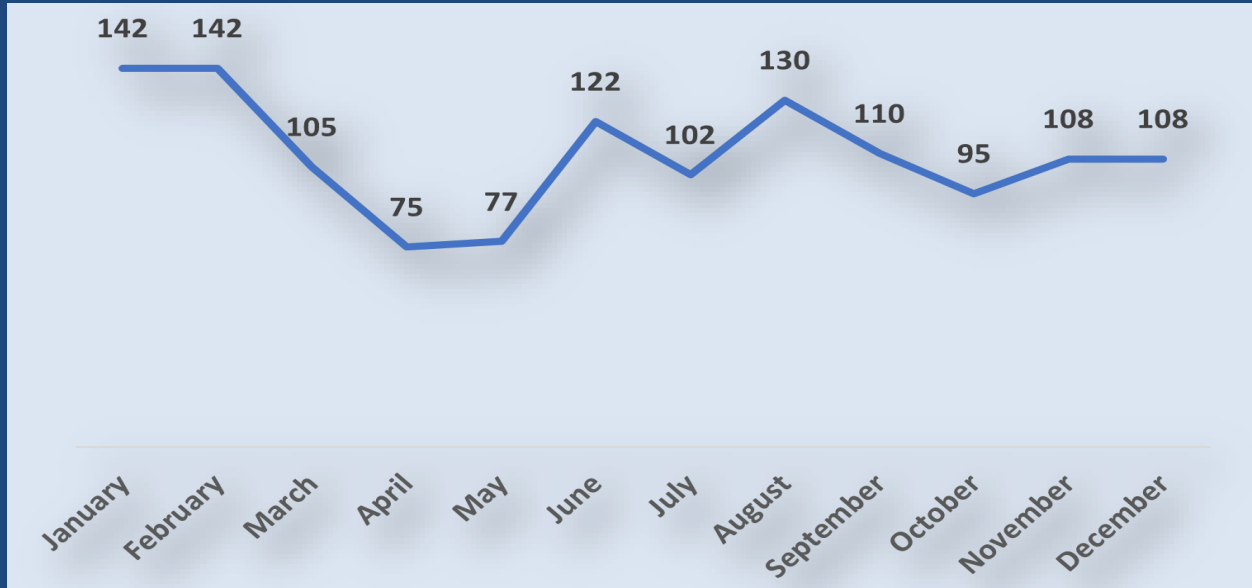


The following table shows both the top five requested and top five unmet needs for 2022. The 1,326 Livingston County residents who called for the year were referred to a total of 1,116 individual services. There were 119 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	269	Community Shelters	18
Homeless Motel Vouchers	154	Homeless Motel Vouchers	13
Housing Search Assistance	89	Electric Service Payment Assistance	6
Rent Payment Assistance	80	Automobile Payment Assistance	5
Gas Money	51	Rent Payment Assistance	5

Shiawassee County

Central Michigan 2-1-1 received 1,316 calls from Shiawassee County residents in 2022. Monthly call volume is illustrated below.



The following table shows both the top five requested and top five unmet needs for 2022. The 1,316 Shiawassee County residents who called for the year were referred to a total of 1,136 individual services. There were 160 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	441	Homeless Motel Vouchers	44
Rent Payment Assistance	142	Rent Payment Assistance	15
Housing Search Assistance	90	Community Shelters	14
Food Pantries	69	Electric Service Payment Assistance	11
General Legal Aid	49	Gas Money	11

Call From the Frontline

No Place to Stay

Carol is homeless with nowhere to go and felt like she had no one to turn to. She attempted to reach out to a few agencies but was unsuccessful in her attempts. Her situation is dire. She was living on the streets and using a dumpster when its cold at night. Carol heard about 211 and thought she would give it a try.

When she dialed 211, the Information and Referral Specialist greeted Carol warmly and listened to her intently while she described her situation and concerns. The Information and Referral Specialist validated Carol's feelings and showed her compassion for all that she was experiencing. With the information Carol provided, the Information and Referral Specialist started to search for the best fit for Carol's needs. After some searching the Information and Referral Specialist found an agency that provides homeless motel vouchers and explained the process to Carol. Carol expressed some concern around reaching out to the agency, so the Information and Referral Specialist told Carol they could do it together. Carol felt supported and empowered.

The Information and Referral Specialist called the agency and passionately explained the Carol's situation. The agency was happy that the Information and Referral and Carol had reached out, and they wanted to do some internal work and follow-up with Carol on the next steps. After they were done speaking with the agency, the Information and Referral Specialist ensured Carol had all of the information and understood the next steps. Carol was so grateful she started crying and thanking the Information and Referral Specialist for listening to her situation and giving her the space she needed to express all that she has endured.

Later that day the Information and Referral Specialist followed-up with Carol to ensure she was able to be connected with the motel vouchers. Carol stated that the agency called her back and they were able to grant Carol a voucher for a few nights. Carol was so relieved to have a warm and safe place to go. The Information and Referral Specialist was so happy to hear that Carol was able to receive that voucher but knew additional support would be needed for Carol's long term housing needs. So, the Information and Referral Specialist made a plan to follow-up with Carol the next day to explore further sustainable housing options. Carol is now in sustainable income based housing and is a strong advocate of the 211 system.

Central Michigan 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their services, 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.

Local organizations benefit from being included in the 2-1-1 database not only because they get more appropriate referrals but because those referrals are made with foresight and purpose.

Central Michigan 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**. You can also text us your zip to 898-211*. 2-1-1 is primarily supported through contributions from people like you! If you're interested in supporting the program, contact your local United Way!



A partnership of Lifeways, United Way of South Central Michigan, United Way of Genesee County/Shiawassee County, United Way of Livingston County and United Way of Monroe /Lenawee County.

** Standard msg and data rates may apply.*