

Central Michigan 211

First Quarter 2023 Community Report January - March

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.

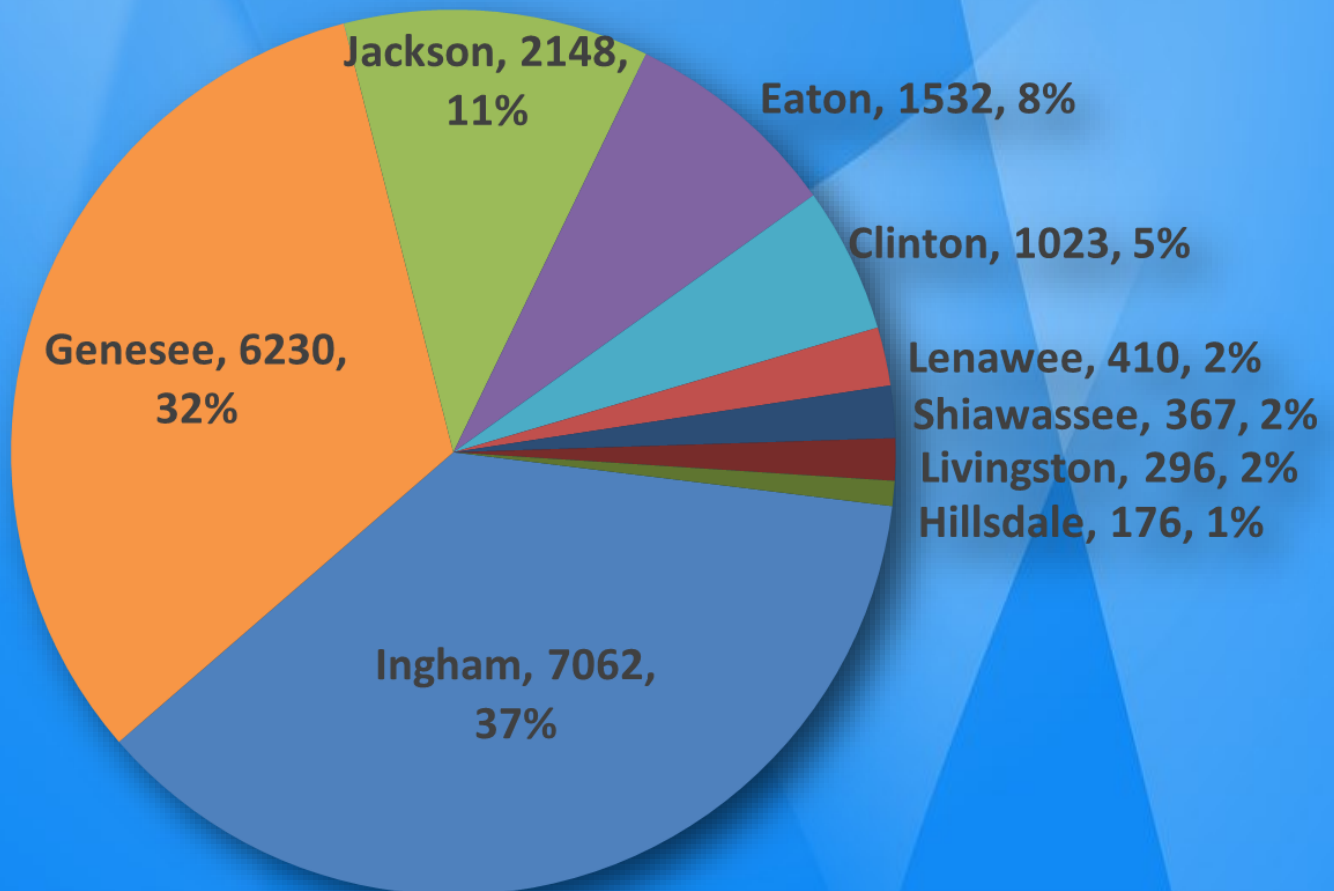


First Quarter Highlights

- ◆ Central Michigan 2-1-1 received **21,936*** total calls during the First Quarter of 2023.
- ◆ In the First Quarter of 2023, Central Michigan 2-1-1 received **18,185** referral calls and **2,253** information calls.
- ◆ The top unmet need during the First Quarter of 2023 was **VITA program Sites**. The second most common unmet need was **Rent Payment Assistance**.
- ◆ The top need expressed during the First Quarter of 2023 was **Electric Service Payment Assistance** with **4,486** referrals in our service area. The Second most common referral was **VITA Program Sites** with **2,135** total referrals.

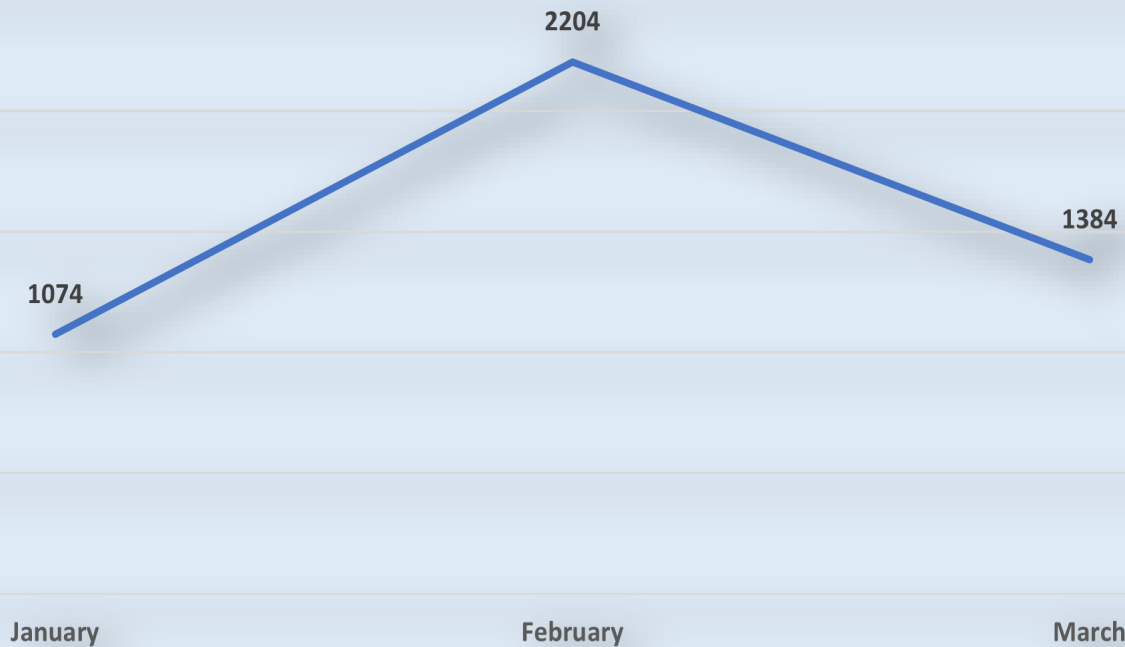
** Call volume includes calls taken outside of our nine county area.*

First Quarter Call Volume by County



Special Interest: Tax Preparation Calls

Tax Preparation Calls by Month



Tax Service Referrals

VITA Program Sties 2336

AARP Tax Aide Program Sites 147

Online Tax Preparation/
E-Filing Sites 24

Tax Service Unmet Needs

VITA Program Sties 1812

AARP Tax Aide Program Sites 6

Online Tax Preparation/
E-Filing Sites 3

Clinton County Summary

Top Referrals

VITA Program Sites	207
Electric Service Payment Assistance	153
Water Service Payment Assistance	61
Rent Payment Assistance	56
Food Pantries	55

Top Unmet Needs

VITA Program Sites	151
Gas Money	6
Electric Service Payment Assistance	4
Homeless Motel Vouchers	4
Rent Payment Assistance	4

Eaton County Summary

Top Referrals

VITA Program Sites	405
Electric Service Payment Assistance	200
Rent Payment Assistance	82
Food Pantries	48
Housing Search Assistance	40

Top Unmet Needs

VITA Program Sites	285
Rent Payment Assistance	18
Electric Service Payment Assistance	16
Homeless Motel Vouchers	5
Heating Fuel Payment Assistance	2

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	2423
Rent Payment Assistance	426
Water Service Payment Assistance	405
Food Pantries	277
Housing Search Assistance	202

Top Unmet Needs

Rent Payment Assistance	98
Electric Service Payment Assistance	74
Homeless Motel Vouchers	45
VITA Program Sites	28
General Appliance Provision	19

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	36
Housing Search Assistance	17
Heating Fuel Payment Assistance	12
Rent Payment Assistance	11
Extreme Weather Shelters	10

Top Unmet Needs

Electric Service Payment Assistance	5
Homeless Motel Vouchers	4
Rent Payment Assistance	2
Community Shelters	1
Heating Fuel Payment Assistance	1

Ingham County Summary

Top Referrals

VITA Program Sites	1399
Electric Service Payment Assistance	787
Rent Payment Assistance	466
Food Pantries	331
Water Service Payment Assistance	324

Top Unmet Needs

VITA Program Sites	1219
Rent Payment Assistance	137
Rental Deposit Assistance	24
General Furniture Provision	23
Electric Service Payment Assistance	19

Jackson County Summary

Top Referrals

Electric Service Payment Assistance	571
Rent Payment Assistance	152
Food Pantries	121
VITA Program Sites	96
At Risk/Homeless Housing Related Assistance Programs	94

Top Unmet Needs

Homeless Motel Vouchers	43
Rent Payment Assistance	34
VITA Program Sites	33
Electric Service Payment Assistance	20
Community Shelters	9

Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	110
Rent Payment Assistance	30
Food Pantries	27
Gas Service Payment Assistance	21
Housing Search Assistance	15

Top Unmet Needs

VITA Program Sites	5
Rent Payment Assistance	4
Automotive Repair and Maintenance	3
Electric Service Payment Assistance	3
Residential Snow Shoveling	3

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	72
Rent Payment Assistance	30
Homeless Motel Vouchers	28
Housing Search Assistance	23
Food Pantries	14

Top Unmet Needs

Homeless Motel Vouchers	4
Rent Payment Assistance	3
Electric Service Payment Assistance	2
Community Shelters	1
VITA Program Sites	1

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	134
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Rent Payment Assistance	40
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At Risk/Homeless Housing Related Assistance Programs	22
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Community Shelters	21
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Food Pantries	16
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Top Unmet Needs

Homeless Motel Vouchers	10
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Housing Search Assistance	8
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Rent Payment Assistance	7
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VITA Program Sites	5
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Gas Money	3
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Our Ongoing Commitment



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**. You can also texted us your zip code to 898-211*.

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

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** Standard msg and data rates may apply.*

