

# Central Michigan 211

## Second Quarter 2023 Community Report April - June

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.*

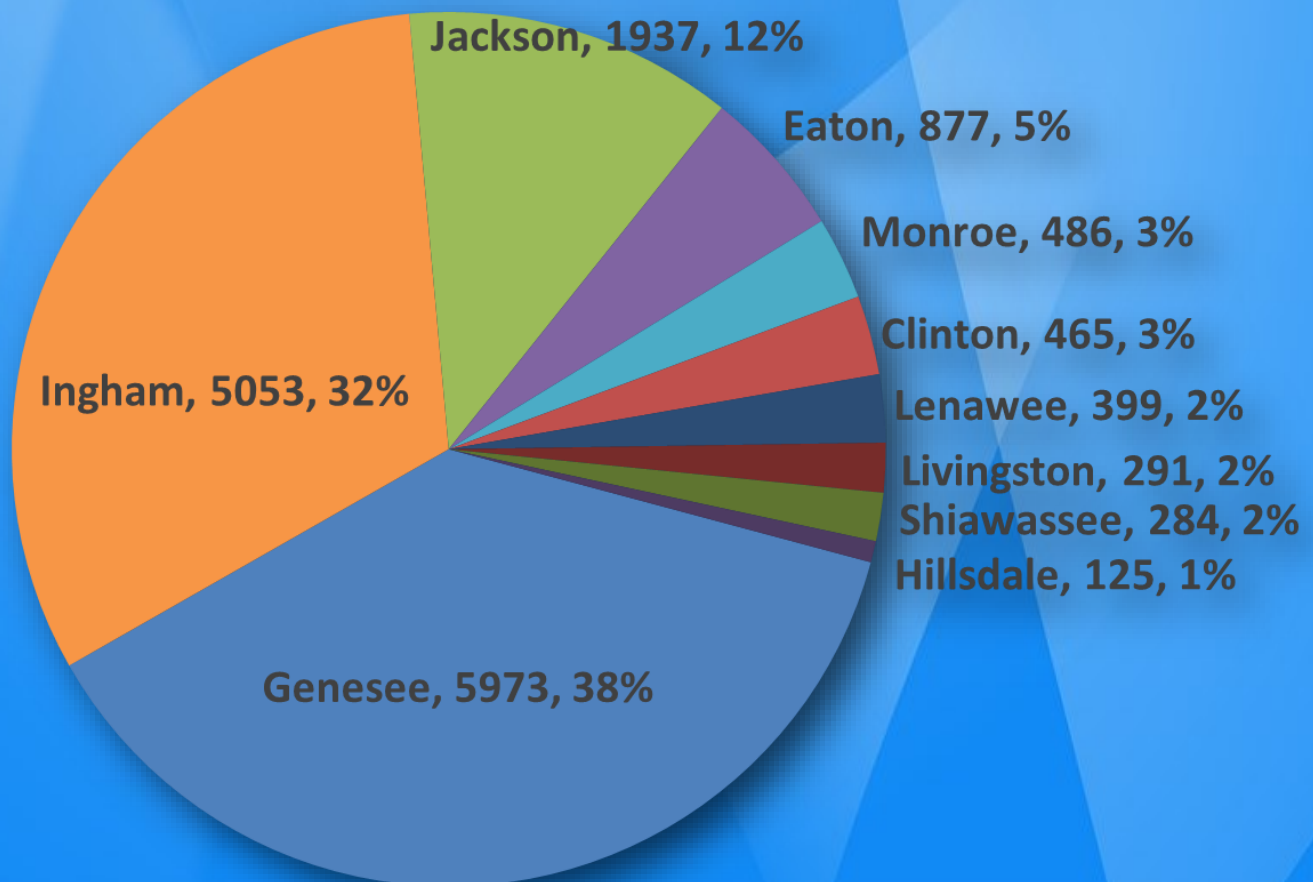


# Second Quarter Highlights

- ◆ Central Michigan 2-1-1 received **18,318\*** total calls during the Second Quarter of 2023.
- ◆ In the Second Quarter of 2023, Central Michigan 2-1-1 received **15,935** referral calls and **1,876** information calls.
- ◆ The top unmet need during the Second Quarter of 2023 was **VITA program Sites**. The second most common unmet need was **Rent Payment Assistance**.
- ◆ The top need expressed during the Second Quarter of 2023 was **Electric Service Payment Assistance** with **4,092** referrals in our service area. The Second most common referral was **Rent Payment Assistance** with **1,386** total referrals.

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

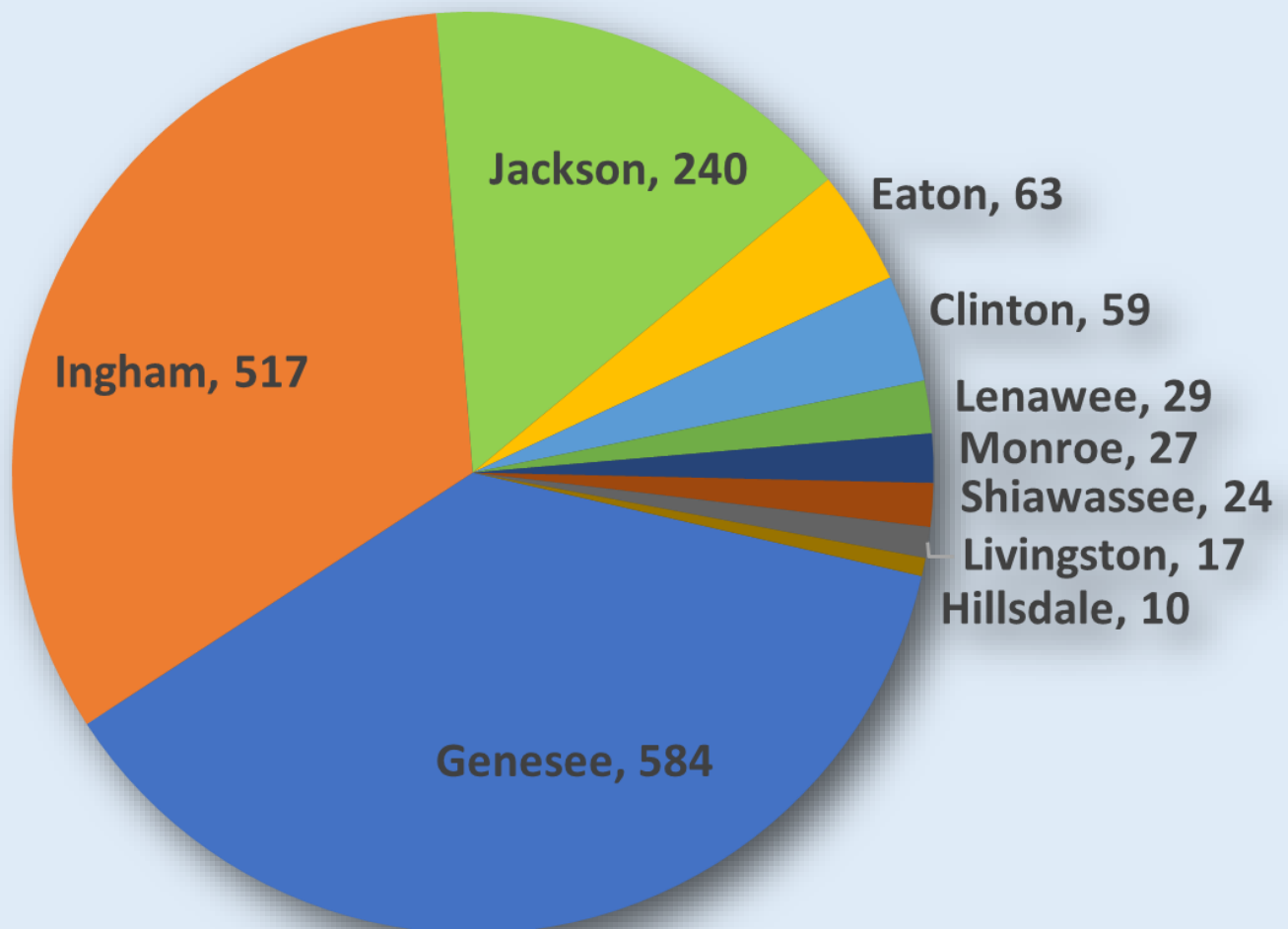
## Second Quarter Call Volume by County



# Special Interest: Food Assistance

Top Referrals		Top Unmet Needs	
Food Pantries	1131	Food Pantries	20
Food Stamps/SNAP	119	Grocery Ordering/Delivery	8
Food Lines	79	Easter Baskets	6
Grocery Ordering/Delivery	54	Soup Kitchens	3
Soup Kitchens	35	Easter Meals	2

## Food Assistance Referrals



# Clinton County Summary

## Top Referrals

Electric Service Payment Assistance	101
VITA Program Sites	42
Rent Payment Assistance	40
Food Pantries	37
Housing Search Assistance	16

## Top Unmet Needs

VITA Program Sites	23
Gas Money	7
Electric Service Payment Assistance	4
Rent Payment Assistance	4
Non-Emergency Medical Transportation	2

# Eaton County Summary

## Top Referrals

Electric Service Payment Assistance	193
Rent Payment Assistance	94
Food Pantries	53
VITA Program Sites	39
Housing Search Assistance	38

## Top Unmet Needs

VITA Program Sites	48
Electric Service Payment Assistance	20
Rent Payment Assistance	13
Gas Money	4
Homeless Motel Vouchers	2

# Genesee County Summary

## Top Referrals

Electric Service Payment Assistance	1982
Rent Payment Assistance	553
Food Pantries	433
Water Service Payment Assistance	405
Home Rehabilitation Grants	185

## Top Unmet Needs

Rent Payment Assistance	113
Electric Service Payment Assistance	97
Homeless Motel Vouchers	37
Rental Deposit Assistance	21
Community Shelters	16

# Hillsdale County Summary

## Top Referrals

Electric Service Payment Assistance	38
Food Pantries	7
At Risk/Homeless Housing Related Assistance Programs	6
Housing Search Assistance	6
Low Income/Subsidized Private Rental Housing	6

## Top Unmet Needs

Homeless Motel Vouchers	3
Automobile Payment Assistance	2
Gas Service Payment Assistance	2
Electric Service Payment Assistance	1
Rent Payment Assistance	1

# Ingham County Summary

## Top Referrals

Electric Service Payment Assistance	913
Rent Payment Assistance	434
Food Pantries	389
VITA Program Sites	299
Water Service Payment Assistance	296

## Top Unmet Needs

VITA Program Sites	295
Rent Payment Assistance	152
Rental Deposit Assistance	27
Gas Money	25
General Furniture Provision	25

# Jackson County Summary

## Top Referrals

Electric Service Payment Assistance	450
Food Pantries	141
Rent Payment Assistance	139
At Risk/Homeless Housing Related Assistance Programs	105
Housing Search Assistance	59

## Top Unmet Needs

Homeless Motel Vouchers	60
Rent Payment Assistance	43
Electric Service Payment Assistance	22
Community Shelters	21
Gas Money	15

# Lenawee County Summary

## Top Referrals

Electric Service Payment Assistance	101
Housing Search Assistance	23
Community Shelters	21
Food Pantries	20
Gas Service Payment Assistance	20

## Top Unmet Needs

Rent Payment Assistance	11
Electric Service Payment Assistance	10
Gas Service Payment Assistance	3
Community Shelters	2
Homeless Motel Vouchers	1

# Livingston County Summary

## Top Referrals

Electric Service Payment Assistance	80
Homeless Motel Vouchers	28
Rent Payment Assistance	19
Housing Search Assistance	17
Low Income/Subsidized Private Rental Housing	14

## Top Unmet Needs

Community Shelters	8
Homeless Motel Vouchers	4
Automotive Repair and Maintenance	2
Rent Payment Assistance	2
VITA Program Sites	1

# Monroe County Summary

## Top Referrals

<b>Electric Service Payment Assistance</b>	<b>143</b>
<b>Rent Payment Assistance</b>	<b>54</b>
<b>Gas Service Payment Assistance</b>	<b>28</b>
<b>Food Pantries</b>	<b>22</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>18</b>

## Top Unmet Needs

<b>Homeless Motel Vouchers</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>12</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Community Shelters</b>	<b>6</b>
<b>Automobile Payment Assistance</b>	<b>5</b>

# Shiawasse County Summary

## Top Referrals

<b>Electric Service Payment Assistance</b>	<b>91</b>
<b>Rent Payment Assistance</b>	<b>32</b>
<b>Food Pantries</b>	<b>19</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>13</b>
<b>Benefits Screening</b>	<b>12</b>

## Top Unmet Needs

<b>Rent Payment Assistance</b>	<b>5</b>
<b>Electric Service Payment Assistance</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Automotive Repair and Maintenance</b>	<b>2</b>
<b>Gas Money</b>	<b>2</b>



# 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](http://www.centralmichigan211.org)

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*\* Standard msg and data rates may apply.*

