

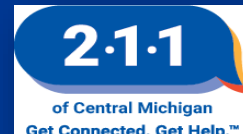
Central Michigan 211

Third Quarter 2023 Community Report July - September

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.

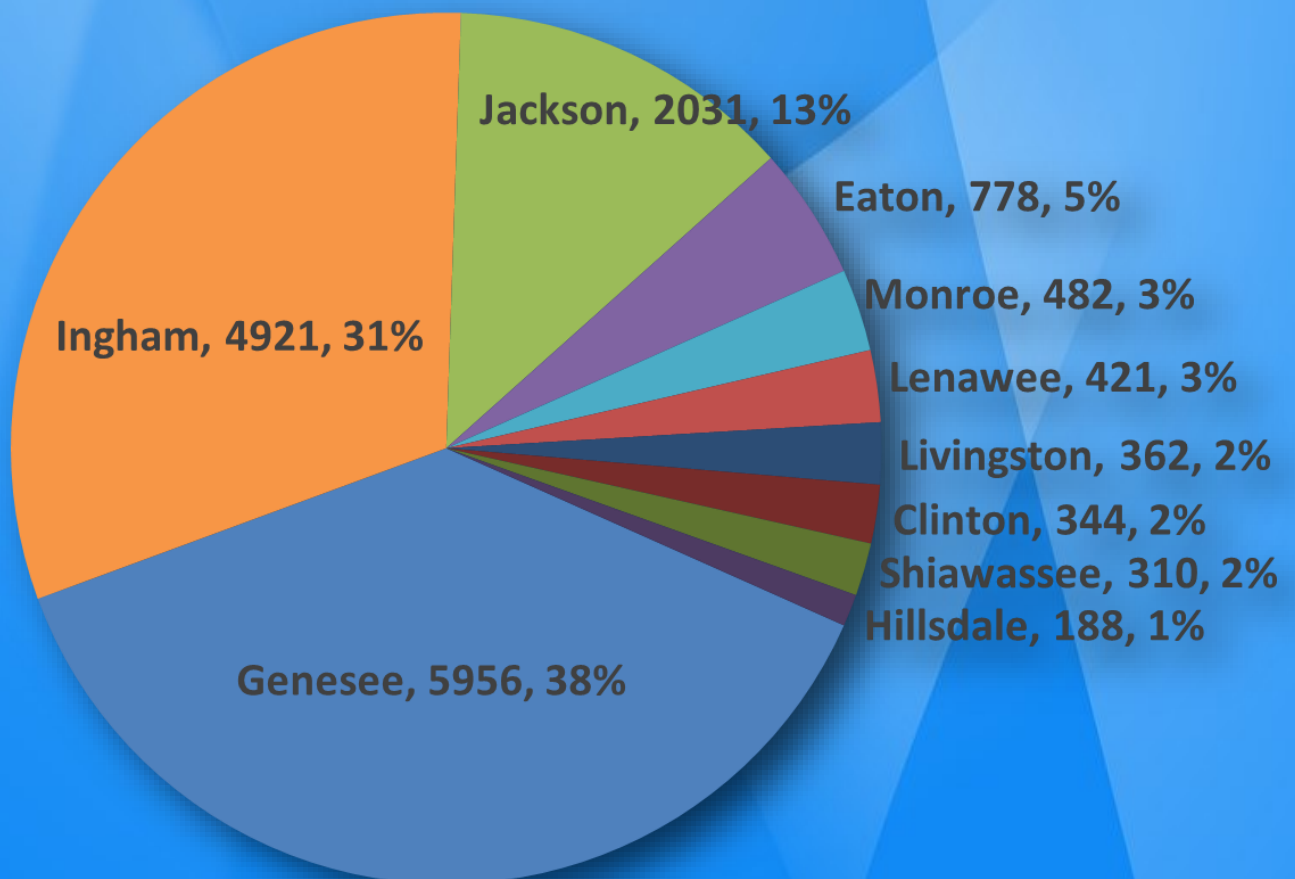


Third Quarter Highlights

- ◆ Central Michigan 2-1-1 received 18,280* total calls during the Third Quarter of 2023.
- ◆ In the Third Quarter of 2023, Central Michigan 2-1-1 received 16,109 referral calls and 2,320 information calls.
- ◆ The top unmet need during the Third Quarter of 2023 was **Rent Payment Assistance**. The second most common unmet need was **Electric Service Payment Assistance**.
- ◆ The top need expressed during the Third Quarter of 2023 was **Electric Service Payment Assistance** with 3,480 referrals in our service area. The second most common referral was **Rent Payment Assistance** with 1,393 total referrals.

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

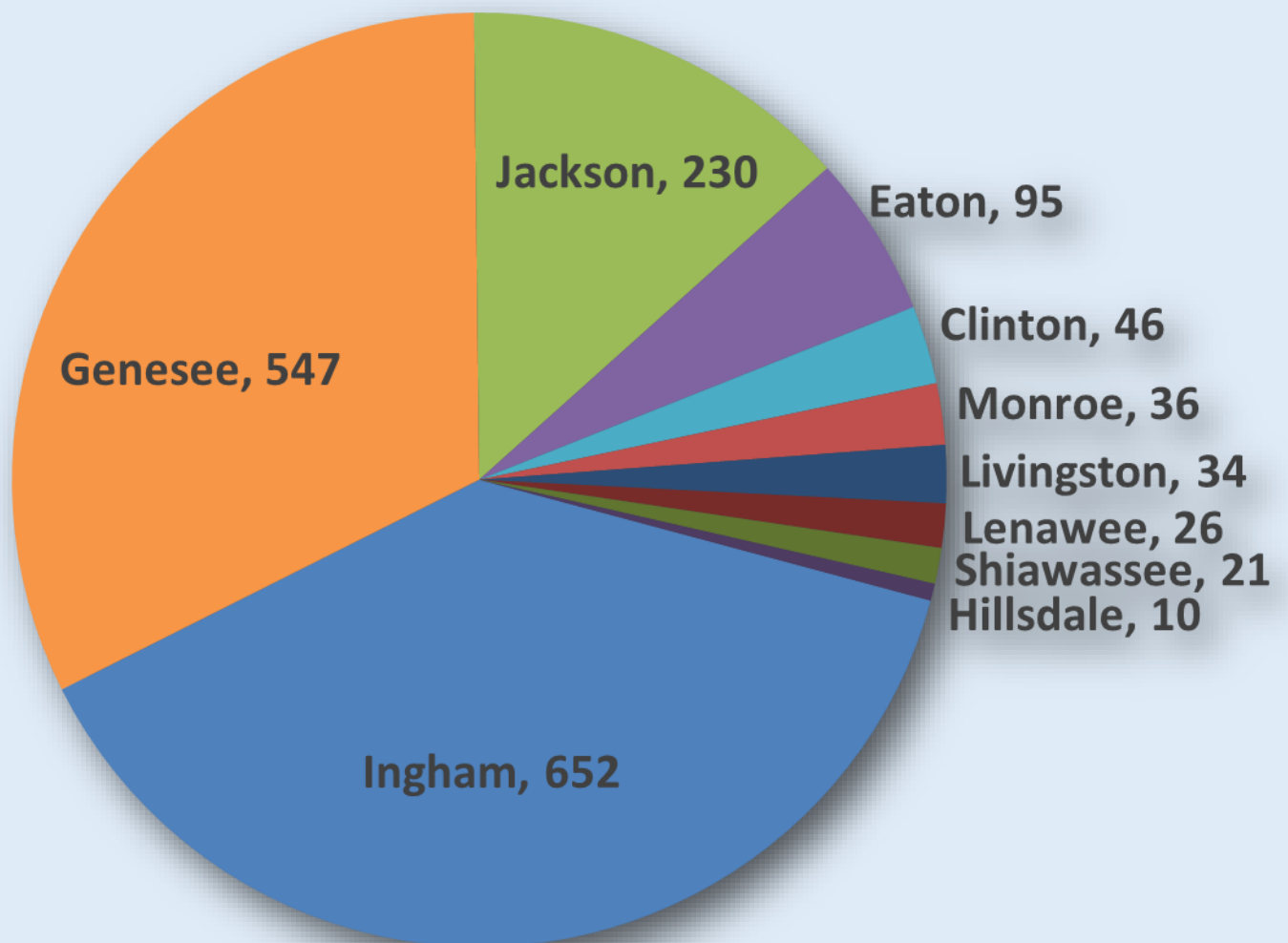
Third Quarter Call Volume by County



Special Interest: Food Assistance

Top Referrals		Top Unmet Needs	
Food Pantries	1180	Food Pantries	39
Food Stamps/SNAP	163	Grocery Ordering/Delivery	11
Food Lines	105	Mobile Food Pantry Programs	8
Grocery Ordering/Delivery	67	Soup Kitchens	4
Soup Kitchens	45	Food Stamps/SNAP	3

Food Assistance Referrals



Clinton County Summary

Top Referrals

Electric Service Payment Assistance	79
Rent Payment Assistance	39
Food Pantries	34
Homeless Motel Vouchers	16
General Legal Aid	13

Top Unmet Needs

Rent Payment Assistance	9
Community Shelters	4
General Furniture Provision	3
Automotive Repair and Maintenance	2
Electric Service Payment Assistance	2

Eaton County Summary

Top Referrals

Electric Service Payment Assistance	126
Rent Payment Assistance	89
Food Pantries	65
General Legal Aid	31
Homeless Motel Vouchers	27

Top Unmet Needs

Electric Service Payment Assistance	26
Rent Payment Assistance	24
VITA Program Sites	7
Food Pantries	5
Telephone Service Payment Assistance	5

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	1639
Rent Payment Assistance	496
Food Pantries	382
Water Service Payment Assistance	361
Home Rehabilitation Grants	320

Top Unmet Needs

Electric Service Payment Assistance	194
Rent Payment Assistance	192
Homeless Motel Vouchers	90
General Appliance Provision	22
Rental Deposit Assistance	22

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	50
Rent Payment Assistance	13
At Risk/Homeless Housing Related Assistance Programs	11
Community Shelters	7
Home Rehabilitation Grants	7

Top Unmet Needs

Electric Service Payment Assistance	15
Homeless Motel Vouchers	6
Heating Fuel Payment Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2
Food Pantries	2

Ingham County Summary

Top Referrals

Electric Service Payment Assistance	845
Food Pantries	471
Rent Payment Assistance	468
At Risk/Homeless Housing Related Assistance Programs	205
Water Service Payment Assistance	192

Top Unmet Needs

Rent Payment Assistance	145
Homeless Motel Vouchers	39
VITA Program Sites	37
Electric Service Payment Assistance	33
Rental Deposit Assistance	33

Jackson County Summary

Top Referrals

Electric Service Payment Assistance	381
Rent Payment Assistance	155
Food Pantries	145
At Risk/Homeless Housing Related Assistance Programs	112
General Legal Aid	63

Top Unmet Needs

Homeless Motel Vouchers	60
Rent Payment Assistance	51
Electric Service Payment Assistance	33
Gas Money	21
Rental Deposit Assistance	12

Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	101
Rent Payment Assistance	29
Home Rehabilitation Grants	16
Community Shelters	15
Food Pantries	14

Top Unmet Needs

Electric Service Payment Assistance	20
Rent Payment Assistance	10
Gas Service Payment Assistance	6
Homeless Motel Vouchers	6
General Yard Work	5

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	69
Homeless Motel Vouchers	39
At Risk/Homeless Housing Related Assistance Programs	34
Rent Payment Assistance	28
Food Pantries	24

Top Unmet Needs

Community Shelters	7
Homeless Motel Vouchers	6
Rent Payment Assistance	4
Electric Service Payment Assistance	3
Rental Deposit Assistance	2

Monroe County Summary

Top Referrals

Electric Service Payment Assistance	104
Rent Payment Assistance	43
At Risk/Homeless Housing Related Assistance Programs	29
Home Rehabilitation Grants	29
Community Shelters	23

Top Unmet Needs

Rent Payment Assistance	31
Homeless Motel Vouchers	28
Electric Service Payment Assistance	14
Community Shelters	13
At Risk/Homeless Housing Related Assistance Programs	6

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	86
At Risk/Homeless Housing Related Assistance Programs	33
Rent Payment Assistance	33
Community Shelters	17
Food Pantries	17

Top Unmet Needs

Rent Payment Assistance	10
Homeless Motel Vouchers	7
Housing Search Assistance	7
Electric Service Payment Assistance	3
Community Shelters	2

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.*

