

Central Michigan 211

Fourth Quarter 2023 Community Report October - December



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.

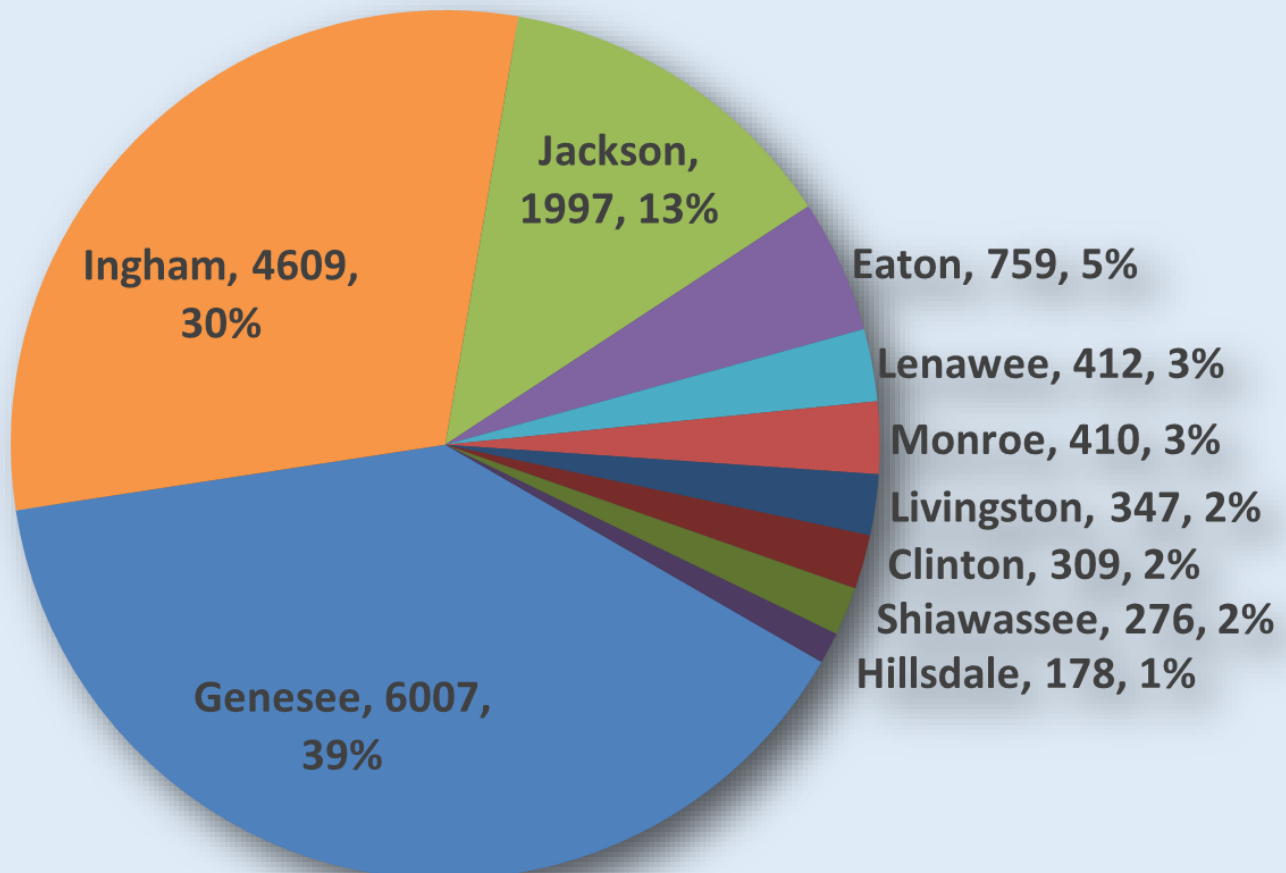


Fourth Quarter Highlights

- ◆ Central Michigan 2-1-1 received **17,550*** total calls during the Fourth Quarter of 2023.
- ◆ In the Fourth Quarter of 2023, Central Michigan 2-1-1 received **16,199** referral calls and **2,227** information calls.
- ◆ The top unmet need during the Fourth Quarter of 2023 was **Rent Payment Assistance**. The second most common unmet need was **Electric Service Payment Assistance**.
- ◆ The top need expressed during the Fourth Quarter of 2023 was **Electric Service Payment Assistance** with **3,222** referrals in our service area. The second most common referral was **Rent Payment Assistance** with **1,615** total referrals.

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

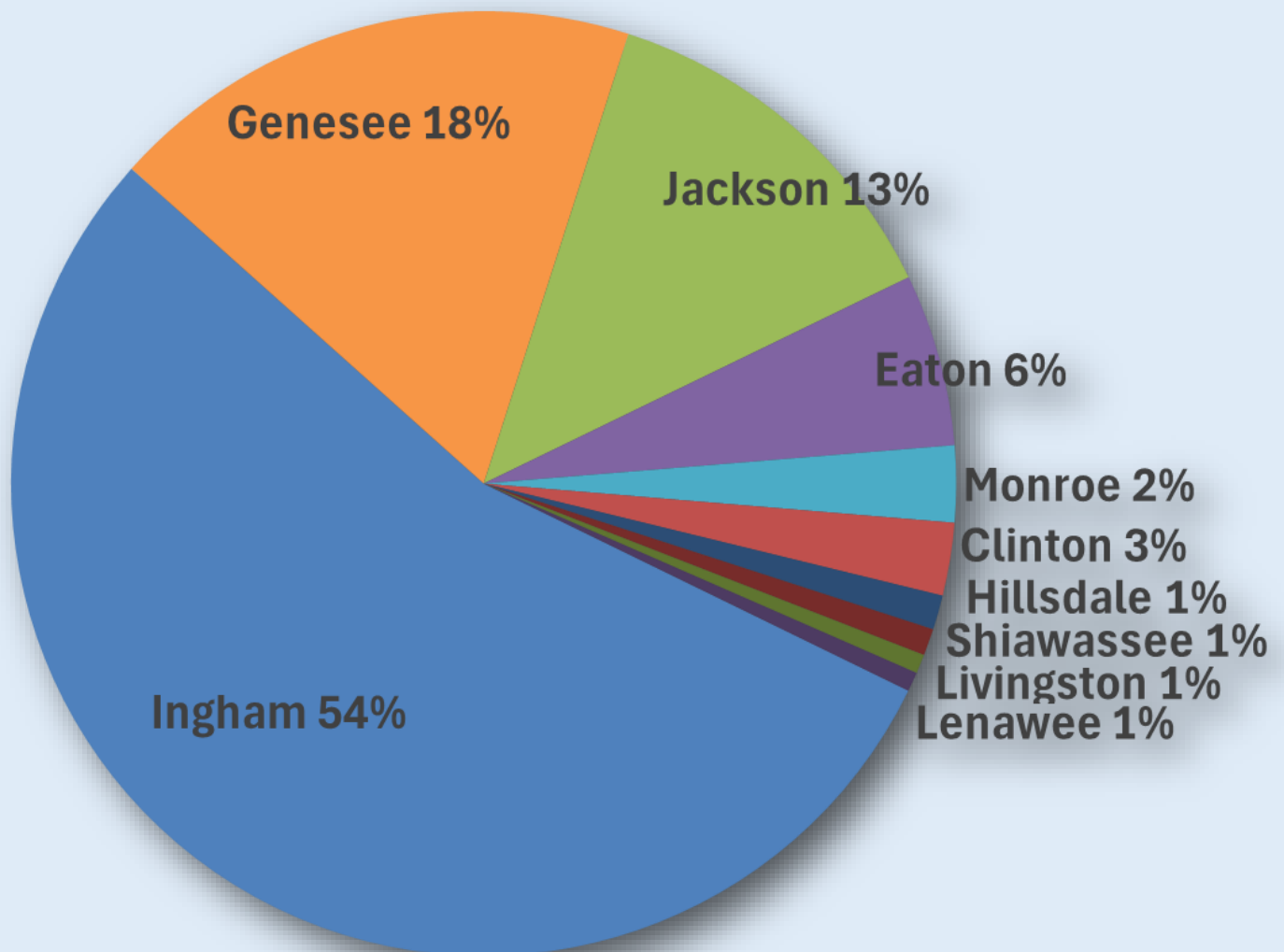
Fourth Quarter Call Volume by County



Special Interest: Holiday Assistance

Top Referrals		Top Unmet Needs	
Thanksgiving Baskets	271	Holiday Gifts/Toys	97
Holiday Gifts/Toys	260	Thanksgiving Baskets	80
Christmas Baskets	106	Christmas Baskets	50
Thanksgiving Meals	39	Thanksgiving Meals	21
Holiday Adoption Programs	37	Christmas Meals	15

Holiday Assistance Referrals



Clinton County Summary

Top Referrals

Electric Service Payment Assistance	62
Rent Payment Assistance	42
Food Pantries	28
At Risk/Homeless Housing Related Assistance Programs	12
Homeless Motel Vouchers	10

Top Unmet Needs

Rent Payment Assistance	7
General Furniture Provision	3
Food Pantries	2
Mortgage Payment Assistance	2
Rental Deposit Assistance	2

Eaton County Summary

Top Referrals

Electric Service Payment Assistance	162
Rent Payment Assistance	97
Food Pantries	50
At Risk/Homeless Housing Related Assistance Programs	45
Community Shelters	34

Top Unmet Needs

Rent Payment Assistance	28
Electric Service Payment Assistance	16
Holiday Gifts/Toys	13
Gas Money	7
General Furniture Provision	6

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	1468
Rent Payment Assistance	655
Food Pantries	433
Water Service Payment Assistance	383
At Risk/Homeless Housing Related Assistance Programs	346

Top Unmet Needs

Rent Payment Assistance	195
Electric Service Payment Assistance	103
Homeless Motel Vouchers	65
Thanksgiving Baskets	42
Rental Deposit Assistance	31

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	42
At Risk/Homeless Housing Related Assistance Programs	14
Food Pantries	8
Heating Fuel Payment Assistance	8
Community Shelters	7

Top Unmet Needs

Rent Payment Assistance	9
Homeless Motel Vouchers	5
At Risk/Homeless Housing Related Assistance Programs	4
Holiday Gifts/Toys	4
Community Shelters	3

Ingham County Summary

Top Referrals

Electric Service Payment Assistance	861
Rent Payment Assistance	583
Food Pantries	471
At Risk/Homeless Housing Related Assistance Programs	245
Thanksgiving Baskets	190

Top Unmet Needs

Rent Payment Assistance	118
Rental Deposit Assistance	55
Holiday Gifts/Toys	51
Electric Service Payment Assistance	32
VITA Program Sites	30

Jackson County Summary

Top Referrals

Electric Service Payment Assistance	302
Food Pantries	143
Rent Payment Assistance	127
At Risk/Homeless Housing Related Assistance Programs	121
General Legal Aid	74

Top Unmet Needs

Homeless Motel Vouchers	87
Rent Payment Assistance	65
Thanksgiving Baskets	24
Community Shelters	21
Electric Service Payment Assistance	21

Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	96
Food Pantries	25
Rent Payment Assistance	22
Gas Service Payment Assistance	19
Home Rehabilitation Grants	19

Top Unmet Needs

Rent Payment Assistance	14
Electric Service Payment Assistance	8
At Risk/Homeless Housing Related Assistance Programs	7
Homeless Motel Vouchers	6
Community Shelters	5

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	51
At Risk/Homeless Housing Related Assistance Programs	43
Homeless Motel Vouchers	39
Rent Payment Assistance	36
Food Pantries	20

Top Unmet Needs

Community Shelters	11
Holiday Gifts/Toys	4
Automotive Repair and Maintenance	3
Homeless Motel Vouchers	3
Rent Payment Assistance	3

Monroe County Summary

Top Referrals

Electric Service Payment Assistance	100
Food Pantries	27
At Risk/Homeless Housing Related Assistance Programs	26
Rent Payment Assistance	25
Community Shelters	17

Top Unmet Needs

Rent Payment Assistance	25
Homeless Motel Vouchers	16
At Risk/Homeless Housing Related Assistance Programs	10
Community Shelters	6
Electric Service Payment Assistance	5

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	78
Rent Payment Assistance	23
Food Pantries	22
At Risk/Homeless Housing Related Assistance Programs	20
General Legal Aid	13

Top Unmet Needs

Rent Payment Assistance	13
Homeless Motel Vouchers	10
Community Shelters	5
At Risk/Homeless Housing Related Assistance Programs	3
Electric Service Payment Assistance	3

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.*

