

Central Michigan 211

Third Quarter 2024 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.

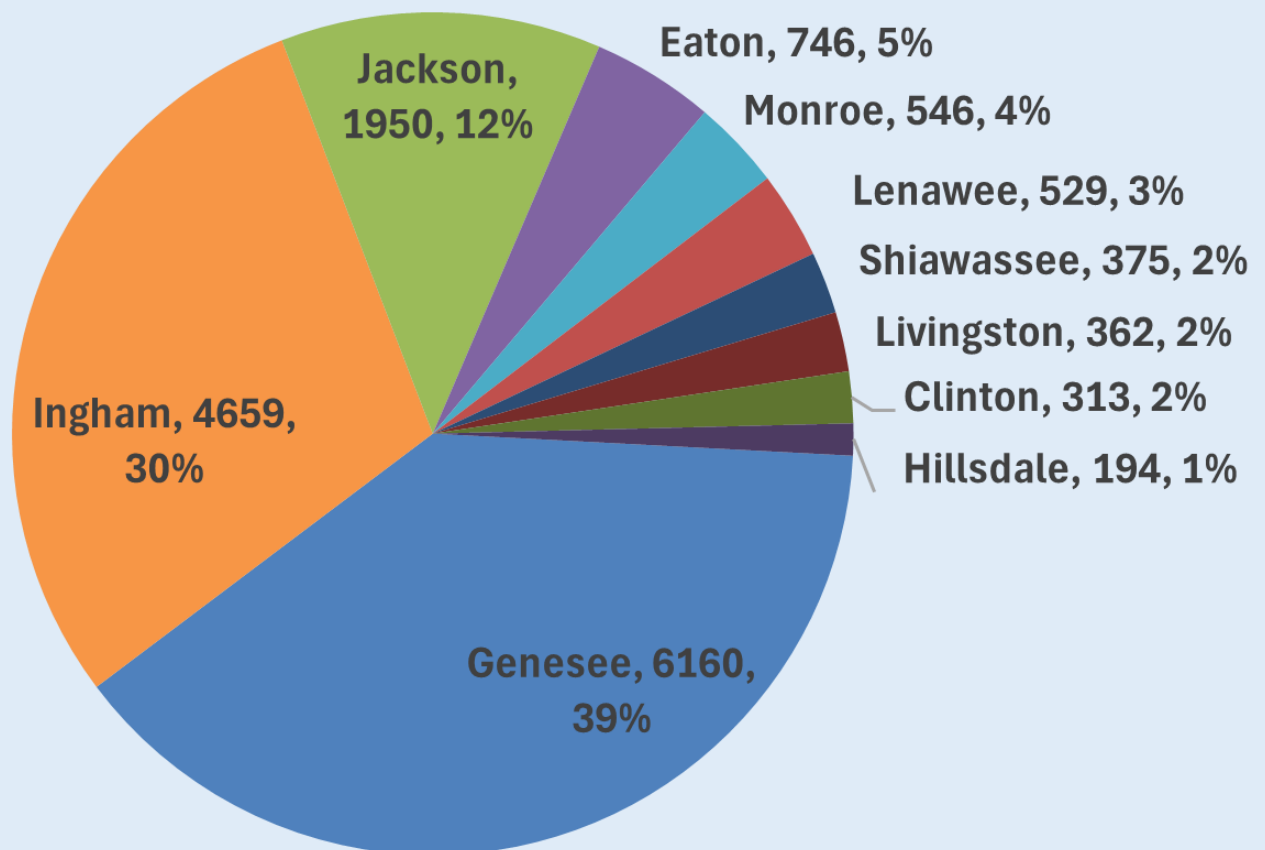


Third Quarter Highlights

- ◆ Central Michigan 2-1-1 received **17,578*** total calls during the Third Quarter of 2024.
- ◆ In the Third Quarter of 2024, Central Michigan 2-1-1 received **14,383** referral calls and **1,780** information calls.
- ◆ The top unmet need during the Third Quarter of 2024 was **Electric Service Payment Assistance** . The second most common unmet need was **Rent Payment Assistance**.
- ◆ The top need expressed during the Third Quarter of 2024 was **Electric Service Payment Assistance** with **3,552** referrals in our service area. The second most common referral was **Rent Payment Assistance** with **1220** total referrals.

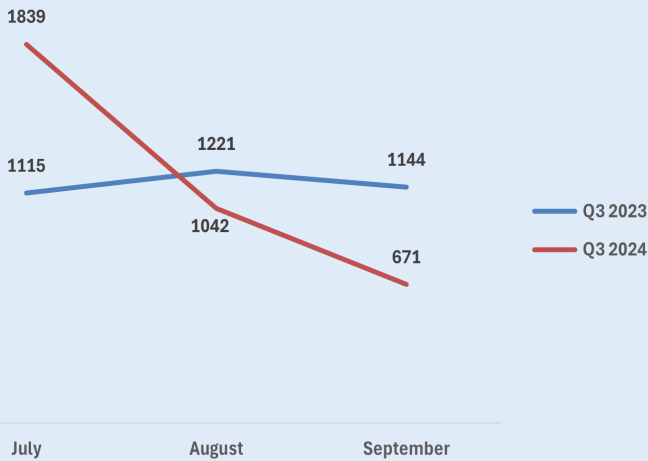
** Call volume includes calls taken outside of our ten county area.*

Third Quarter Call Volume by County

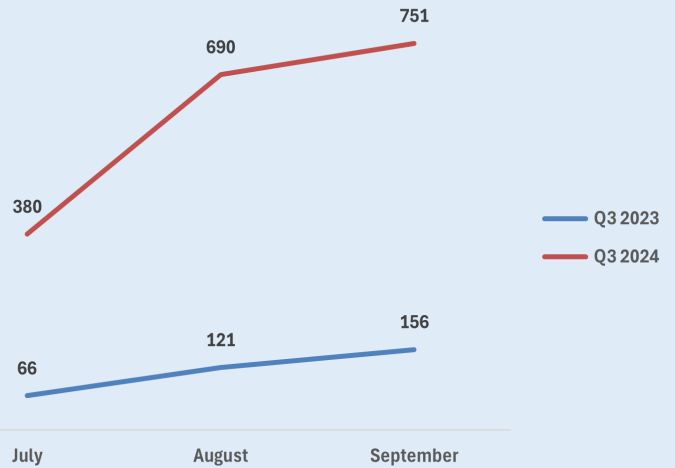


Special Interest: Electric Service Payment Assistance

Total Electric Service Payment Assistance Referral Calls Third Quarter Comparison 2023 vs 2024.



Total Electric Service Payment Assistance Unmet Needs Calls Third Quarter Comparison 2023 vs 2024.



Total Electric Service Payment Assistance Referrals Third Quarter 2024

Clinton	98
Eaton	191
Genesee	1489
Hillsdale	36
Ingham	906
Jackson	431
Lenawee	75
Livingston	75
Monroe	143
Shiawassee	108

Total Electric Service Payment Assistance Unmet Needs Third Quarter 2024

Clinton	8
Eaton	55
Genesee	902
Hillsdale	57
Ingham	500
Jackson	99
Lenawee	108
Livingston	12
Monroe	79
Shiawassee	9

Clinton County Summary

Top Referrals

Electric Service Payment Assistance	98
Rent Payment Assistance	30
At Risk/Homeless Housing Related Assistance Programs	21
General Legal Aid	15
Food Pantries	12

Top Unmet Needs

Electric Service Payment Assistance	8
Rent Payment Assistance	7
Homeless Motel Vouchers	5
Mortgage Payment Assistance	3
Automotive Repair and Maintenance	2

Eaton County Summary

Top Referrals

Electric Service Payment Assistance	191
Rent Payment Assistance	82
Food Pantries	55
At Risk/Homeless Housing Related Assistance Programs	41
Community Shelters	26

Top Unmet Needs

Electric Service Payment Assistance	55
Rent Payment Assistance	19
General Furniture Provision	7
Water Service Payment Assistance	6
Automobile Payment Assistance	4

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	1489
Rent Payment Assistance	555
Water Service Payment Assistance	400
At Risk/Homeless Housing Related Assistance Programs	358
Food Pantries	329

Top Unmet Needs

Electric Service Payment Assistance	902
Rent Payment Assistance	236
Homeless Motel Vouchers	58
Rental Deposit Assistance	49
Property Tax Payment Assistance	28

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	36
At Risk/Homeless Housing Related Assistance Programs	15
Rent Payment Assistance	9
Community Shelters	9
Undesignated Temporary Financial Assistance	5

Top Unmet Needs

Electric Service Payment Assistance	57
Homeless Motel Vouchers	5
At Risk/Homeless Housing Related Assistance Programs	4
Heating Fuel Payment Assistance	2
Rent Payment Assistance	2

Ingham County Summary

Top Referrals

Electric Service Payment Assistance	906
Food Pantries	326
Rent Payment Assistance	292
At Risk/Homeless Housing Related Assistance Programs	269
General Legal Aid	144

Top Unmet Needs

Electric Service Payment Assistance	500
Rent Payment Assistance	261
Rental Deposit Assistance	49
VITA Program Sites	38
Gas Service Payment Assistance	32

Jackson County Summary

Top Referrals

Electric Service Payment Assistance	431
Rent Payment Assistance	139
At Risk/Homeless Housing Related Assistance Programs	129
Food Pantries	120
General Legal Aid	50

Top Unmet Needs

Electric Service Payment Assistance	99
Rent Payment Assistance	76
Homeless Motel Vouchers	47
Community Shelters	13
Rental Deposit Assistance	12

Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	75
Rent Payment Assistance	34
Food Pantries	25
At Risk/Homeless Housing Related Assistance Programs	19
General Legal Aid	13

Top Unmet Needs

Electric Service Payment Assistance	108
Gas Service Payment Assistance	18
Rent Payment Assistance	15
At Risk/Homeless Housing Related Assistance Programs	5
Non-Emergency Medical Transportation	3

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	75
At Risk/Homeless Housing Related Assistance Programs	44
Homeless Motel Vouchers	38
Rent Payment Assistance	24
Food Stamps/SNAP	17

Top Unmet Needs

Rent Payment Assistance	12
Community Shelters	7
Homeless Motel Vouchers	4
Electric Service Payment Assistance	4
Automobile Insurance Payment Assistance	3

Monroe County Summary

Top Referrals

Electric Service Payment Assistance	143
At Risk/Homeless Housing Related Assistance Programs	45
Rent Payment Assistance	34
Community Shelters	29
Food Pantries	19

Top Unmet Needs

Electric Service Payment Assistance	79
Rent Payment Assistance	46
Homeless Motel Vouchers	13
Community Shelters	8
Gas Service Payment Assistance	8

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	108
At Risk/Homeless Housing Related Assistance Programs	31
Rent Payment Assistance	21
Food Pantries	18
General Legal Aid	12

Top Unmet Needs

Electric Service Payment Assistance	9
Rent Payment Assistance	7
Homeless Motel Vouchers	5
At Risk/Homeless Housing Related Assistance Programs	4
Gas Money	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

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.*

