

Central Michigan 211

Fourth Quarter 2024 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.

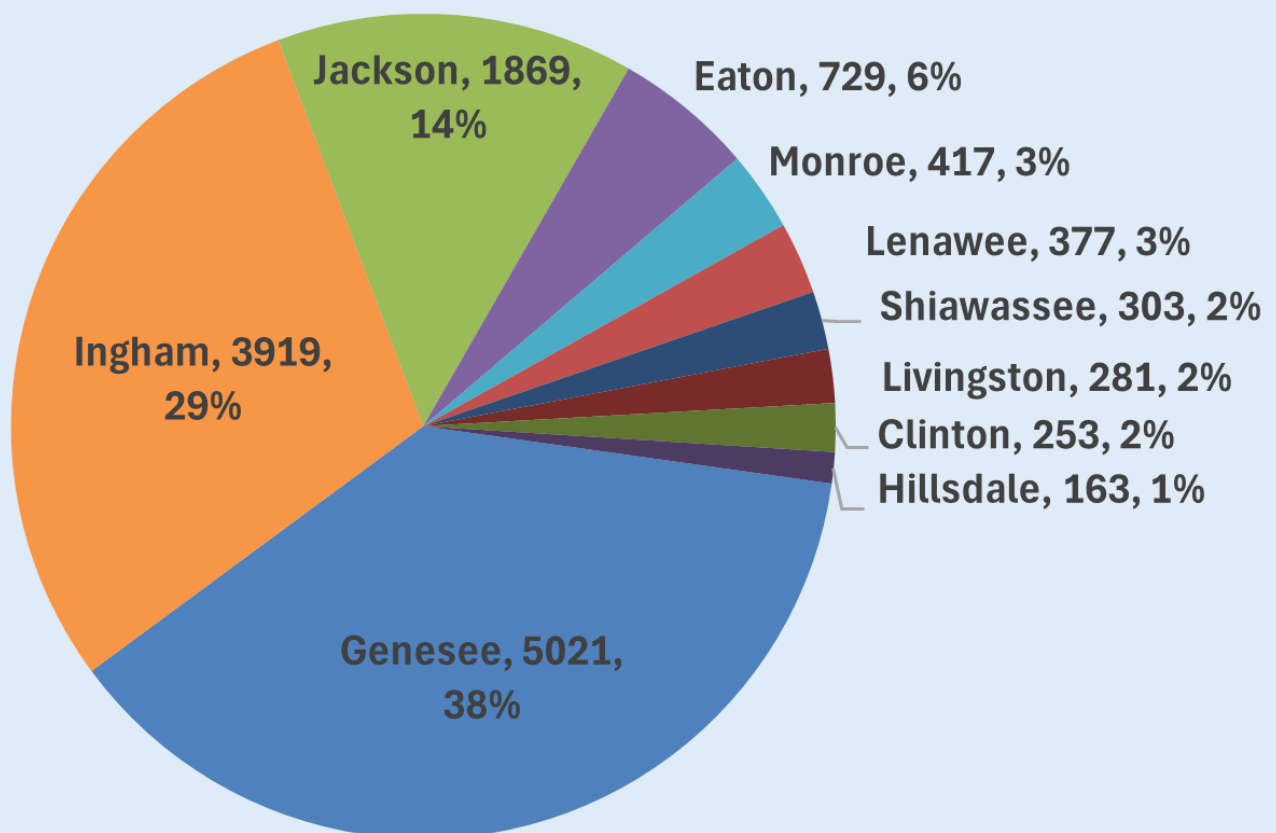


Fourth Quarter Highlights

- ◆ Central Michigan 2-1-1 received 14,961* total calls during the Fourth Quarter of 2024.
- ◆ In the Fourth Quarter of 2024, Central Michigan 2-1-1 gave 14,434 referrals and handled 1,755 information calls.
- ◆ The top unmet need during the Fourth Quarter of 2024 was **Rent Payment Assistance**. The second most common unmet need was **Electric Service Payment Assistance**.
- ◆ The top need expressed during the Fourth Quarter of 2024 was **Electric Service Payment Assistance** with 3,321 referrals in our service area. The second most common referral was **Rent Payment Assistance** with 1,030 total referrals.

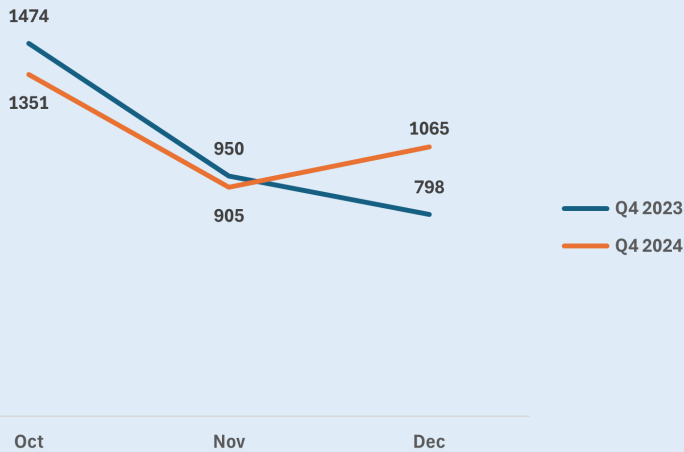
** Call volume includes calls taken outside of our ten county area.*

Fourth Quarter Call Volume by County

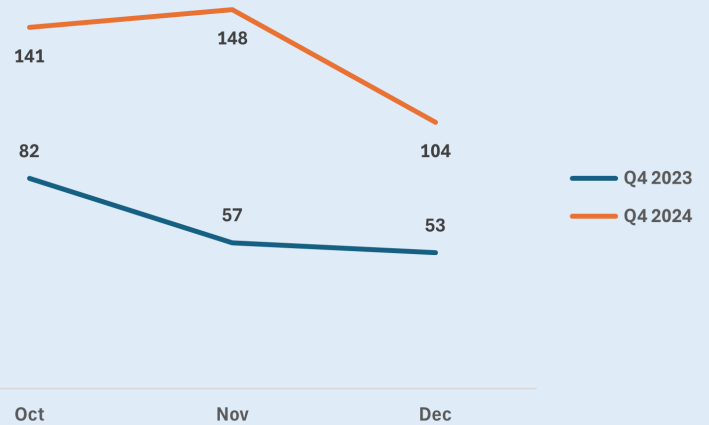


Special Interest: Electric Service Payment Assistance

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



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



Total Electric Service Payment Assistance Referrals Fourth Quarter 2024

Clinton	68
Eaton	175
Genesee	1459
Hillsdale	54
Ingham	832
Jackson	422
Lenawee	82
Livingston	49
Monroe	119
Shiawassee	61

Total Electric Service Payment Assistance Unmet Needs Fourth Quarter 2024

Clinton	2
Eaton	20
Genesee	199
Hillsdale	5
Ingham	91
Jackson	43
Lenawee	11
Livingston	3
Monroe	14
Shiawassee	5

Clinton County Summary

Top Referrals	
Electric Service Payment Assistance	68
Rent Payment Assistance	22
Food Pantries	19
At Risk/Homeless Housing Related Assistance Programs	13
Holiday Gifts/Toys	8

Top Unmet Needs	
Rent Payment Assistance	8
Mortgage Payment Assistance	3
Electric Service Payment Assistance	2
Home Rehabilitation Grants	2
Homeless Motel Vouchers	2

Eaton County Summary

Top Referrals	
Electric Service Payment Assistance	175
Rent Payment Assistance	64
Food Pantries	50
At Risk/Homeless Housing Related Assistance Programs	36
Community Shelters	26

Top Unmet Needs	
Rent Payment Assistance	22
Electric Service Payment Assistance	20
Holiday Gifts/Toys	14
Christmas Baskets	7
General Furniture Provision	7

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	1459
Rent Payment Assistance	450
Food Pantries	326
At Risk/Homeless Housing Related Assistance Programs	313
Water Service Payment Assistance	285

Top Unmet Needs

Electric Service Payment Assistance	199
Rent Payment Assistance	164
Rental Deposit Assistance	39
Homeless Motel Vouchers	31
Community Shelters	29

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	54
At Risk/Homeless Housing Related Assistance Programs	16
Gas Service Payment Assistance	10
Community Shelters	8
Rent Payment Assistance	8

Top Unmet Needs

Homeless Motel Vouchers	6
Electric Service Payment Assistance	5
Community Shelters	4
Rent Payment Assistance	4
Heating Fuel Payment Assistance	3

Ingham County Summary

Top Referrals

Electric Service Payment Assistance	832
Food Pantries	354
Rent Payment Assistance	270
At Risk/Homeless Housing Related Assistance Programs	264
Community Shelters	138

Top Unmet Needs

Rent Payment Assistance	267
Electric Service Payment Assistance	91
Holiday Gifts/Toys	49
Christmas Baskets	40
Thanksgiving Baskets	40

Jackson County Summary

Top Referrals

Electric Service Payment Assistance	422
Food Pantries	164
Rent Payment Assistance	108
At Risk/Homeless Housing Related Assistance Programs	104
General Furniture Provision	51

Top Unmet Needs

Rent Payment Assistance	68
Homeless Motel Vouchers	47
Electric Service Payment Assistance	43
Community Shelters	27
Thanksgiving Baskets	24

Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	82
At Risk/Homeless Housing Related Assistance Programs	23
Food Pantries	23
Community Shelters	17
Gas Service Payment Assistance	13

Top Unmet Needs

Rent Payment Assistance	14
Electric Service Payment Assistance	11
At Risk/Homeless Housing Related Assistance Programs	10
Homeless Motel Vouchers	5
Community Shelters	4

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	49
Rent Payment Assistance	33
At Risk/Homeless Housing Related Assistance Programs	32
Homeless Motel Vouchers	30
Food Pantries	13

Top Unmet Needs

Community Shelters	8
Rent Payment Assistance	6
Electric Service Payment Assistance	3
Automotive Repair and Maintenance	2
Food Pantries	2

Monroe County Summary

Top Referrals

Electric Service Payment Assistance	119
Rent Payment Assistance	38
At Risk/Homeless Housing Related Assistance Programs	32
Food Pantries	32
Community Shelters	30

Top Unmet Needs

Rent Payment Assistance	38
Electric Service Payment Assistance	14
Homeless Motel Vouchers	12
Automobile Payment Assistance	6
Mortgage Payment Assistance	6

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	61
Rent Payment Assistance	24
Food Pantries	23
At Risk/Homeless Housing Related Assistance Programs	22
Water Service Payment Assistance	12

Top Unmet Needs

Rent Payment Assistance	6
Electric Service Payment Assistance	5
Food Pantries	4
Homeless Motel Vouchers	4
Mortgage 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.*

