

# Central Michigan 211

## First Quarter 2025 Community Report January-March



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.*

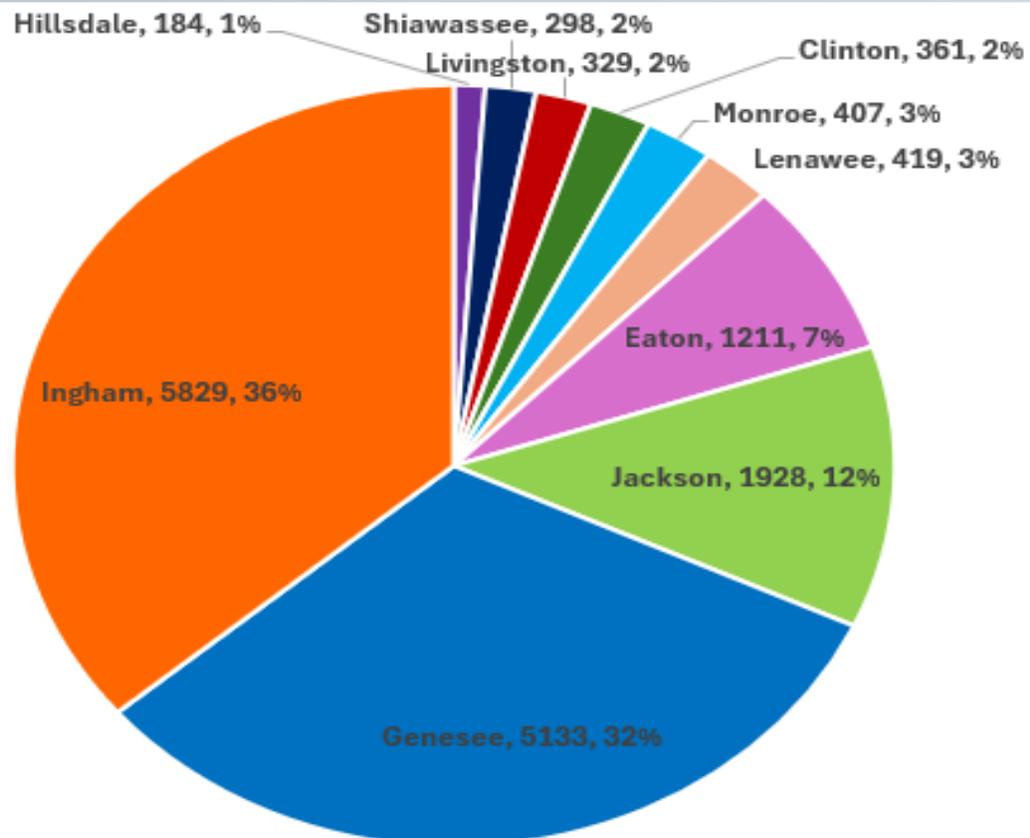


# First Quarter Highlights

- ◆ Central Michigan 2-1-1 received 18,296\* total calls during the First Quarter of 2025.
- ◆ In the First Quarter of 2025, Central Michigan 2-1-1 gave 14,434 referrals and handled 4,412 information calls.
- ◆ The top unmet need during the First Quarter of 2025 was Vita Program Sites. The second most common unmet need was Rent Payment Assistance.
- ◆ The top need expressed during the First Quarter of 2025 was Electric Service Payment Assistance with 2,071 referrals in our service area. The second most common referral was VITA Program Sites with 1,806 total referrals.

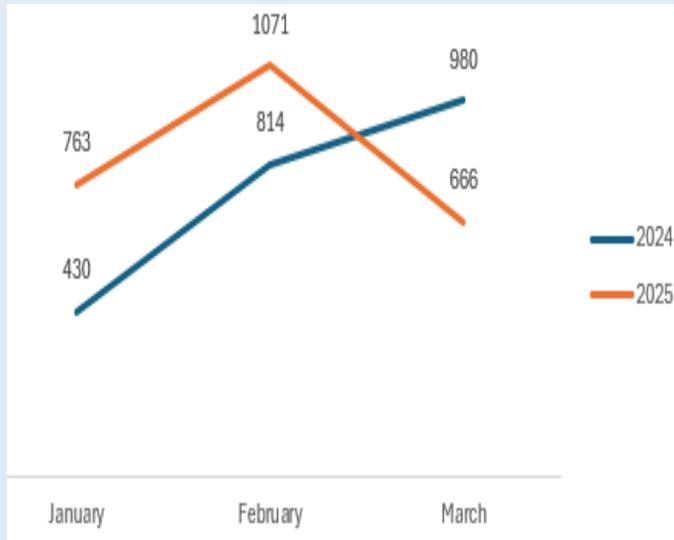
*\* Call volume includes calls taken outside of our ten county area.*

## First Quarter Call Volume by County

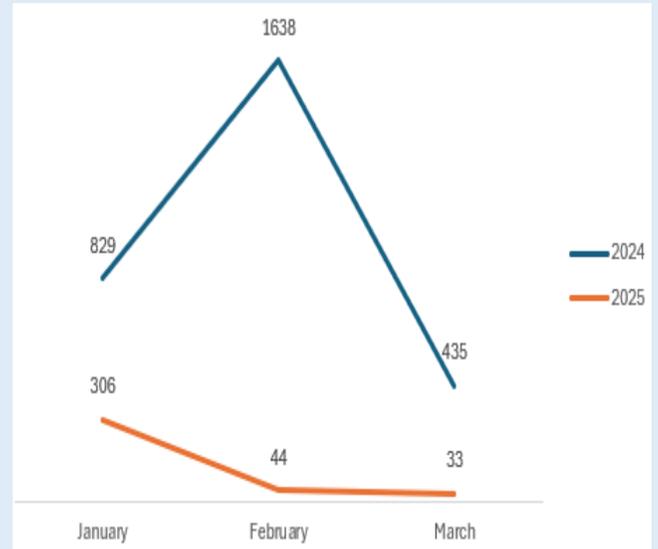


# Special Interest: Vita Program Site

## Total Vita Program Site Referral Calls First Quarter Comparison 2024 vs 2025.



## Total Vita Program Site Unmet Needs Calls First Quarter Comparison 2024 vs 2025.



## Total Vita Program Site First Quarter 2025

|            |      |
|------------|------|
| Clinton    | 63   |
| Eaton      | 418  |
| Genesee    | 112  |
| Hillsdale  | 3    |
| Ingham     | 1806 |
| Jackson    | 70   |
| Lenawee    | 7    |
| Livingston | 9    |
| Monroe     | 0    |
| Shiawassee | 12   |

## Total Electric Service Payment Assistance Unmet Needs First Quarter 2025

|            |     |
|------------|-----|
| Clinton    | 9   |
| Eaton      | 67  |
| Genesee    | 49  |
| Hillsdale  | 5   |
| Ingham     | 237 |
| Jackson    | 11  |
| Lenawee    | 2   |
| Livingston | 1   |
| Monroe     | 7   |
| Shiawassee | 2   |

# Clinton County Summary

## Top Referrals

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 83 |
| Vita Program Sites                                   | 63 |
| Rent Payment Assistance                              | 30 |
| At Risk/Homeless Housing Related Assistance Programs | 23 |
| Food Pantries  | 17 |

## Top Unmet Needs

|                                     |    |
|-------------------------------------|----|
| Rent Payment Assistance             | 10 |
| VITA Program Sites                  | 9  |
| Electric Service Payment Assistance | 5  |
| Community shelters                  | 3  |
| Automotive Repair and Maintenance   | 2  |

# Eaton County Summary

## Top Referrals

|  |     |
|--|-----|
| VITA Program Sites                                   | 418 |
| Electric Service Payment Assistance                  | 158 |
| Rent Payment Assistance                              | 71  |
| At Risk/Homeless Housing Related Assistance Programs | 40  |
| General Legal Aid                                    | 36  |

## Top Unmet Needs

|                                     |    |
|-------------------------------------|----|
| VITA Program Site                   | 67 |
| Rent Payment Assistance             | 28 |
| Electric Service Payment Assistance | 21 |
| General Furniture Provision         | 10 |
| VITA Program Coordination           | 8  |

# Genesee County Summary

## Top Referrals

|                                     |      |
|-------------------------------------|------|
| Electric Service Payment Assistance | 2071 |
| Water service Payment Assistance    | 338  |
| Rent Payment Assistance             | 317  |
| Gas Service Payment Assistance      | 283  |
| Food Pantries                       | 248  |

## Top Unmet Needs

|                                     |     |
|-------------------------------------|-----|
| Electric Service Payment Assistance | 158 |
| Rent Payment Assistance             | 93  |
| Homeless Motel Vouchers             | 55  |
| VITA Program Sites                  | 49  |
| Community Shelters                  | 38  |

# Hillsdale County Summary

## Top Referrals

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 59 |
| Heating Fuel Payment Assistance                      | 14 |
| At Risk/Homeless Housing Related Assistance Programs | 12 |
| Rent Payment Assistance                              | 5  |
| General Legal Aid                                    | 5  |

## Top Unmet Needs

|                                     |    |
|-------------------------------------|----|
| Electric Service Payment Assistance | 14 |
| Heating Fuel Payment Assistance     | 8  |
| Homeless Motel Vouchers             | 6  |
| Rent Payment Assistance             | 3  |
| Community Shelters                  | 3  |

# Ingham County Summary

## Top Referrals

|  |      |
|--|------|
| VITA Program Sites                                   | 1806 |
| Electric Service Payment Assistance                  | 815  |
| Rent Payment Assistance                              | 273  |
| Food Pantries  | 257  |
| At Risk/Homeless Housing Related Assistance Programs | 220  |

## Top Unmet Needs

|                                     |     |
|-------------------------------------|-----|
| VITA Program Sites                  | 237 |
| Rent Payment Assistance             | 163 |
| Electric Service Payment Assistance | 94  |
| General Furniture Provision         | 27  |
| Rental Deposit Assistance           | 27  |

# Jackson County Summary

## Top Referrals

|  |     |
|--|-----|
| Electric Service Payment Assistance                  | 489 |
| Food Pantries  | 108 |
| Rent Payment Assistance                              | 108 |
| At Risk/Homeless Housing Related Assistance Programs | 104 |
| VITA Program Sites                                   | 70  |

## Top Unmet Needs

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 56 |
| Homeless Motel Vouchers                              | 45 |
| Rent Payment assistance                              | 43 |
| Community Shelters                                   | 18 |
| At Risk/Homeless Housing Related Assistance Programs | 11 |

# Lenawee County Summary

## Top Referrals

|  |     |
|--|-----|
| Electric Service Payment Assistance                  | 120 |
| At Risk/Homeless Housing Related Assistance Programs | 26  |
| Food Pantries  | 25  |
| Gas Service Payment Assistance                       | 19  |
| Rent Payment Assistance                              | 14  |

## Top Unmet Needs

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 20 |
| Rent Payment Assistance                              | 8  |
| Mortgage Payment Assistance                          | 3  |
| Gas Service Payment Assistance                       | 3  |
| At Risk/Homeless Housing Related Assistance Programs | 3  |

# Livingston County Summary

## Top Referrals

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 91 |
| At Risk/Homeless Housing Related Assistance Programs | 32 |
| Gas Service Payment Assistance                       | 21 |
| Rent Payment Assistance                              | 21 |
| Food Pantries  | 16 |

## Top Unmet Needs

|                                     |    |
|-------------------------------------|----|
| Homeless Motel Vouchers             | 11 |
| Community Shelters                  | 10 |
| Rent Payment Assistance             | 6  |
| Home Rehabilitation Grants          | 4  |
| Electric Service Payment Assistance | 4  |

# Monroe County Summary

## Top Referrals

|  |     |
|--|-----|
| Electric Service Payment Assistance                  | 106 |
| At Risk/Homeless Housing Related Assistance Programs | 29  |
| Gas Service Payment Assistance                       | 23  |
| Rent Payment Assistance                              | 23  |
| Community Shelters                                   | 21  |

## Top Unmet Needs

|                                     |    |
|-------------------------------------|----|
| Rent Payment Assistance             | 34 |
| Electric Service Payment Assistance | 25 |
| Homeless Motel Vouchers             | 11 |
| Community Shelters                  | 11 |
| Water Service Payment Assistance    | 11 |

# Shiawasse County Summary

## Top Referrals

|  |    |
|--|----|
| Electric Service Payment Assistance                  | 97 |
| At Risk/Homeless Housing Related Assistance Programs | 26 |
| Food Pantries  | 17 |
| Rent Payment Assistance                              | 15 |
| Low Income/Subsidized Private Rental Housing         | 14 |

## Top Unmet Needs

|                                     |   |
|-------------------------------------|---|
| Homeless Motel Voucher              | 8 |
| Rent Payment Assistance             | 6 |
| Electric Service Payment Assistance | 6 |
| Section 8 Housing Choice Vouchers   | 3 |
| Property Tax Payment Assistance     | 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](http://www.centralmichigan211.org)

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

