

# Central Michigan 211

## Second Quarter 2025 Community Report April-June

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.*

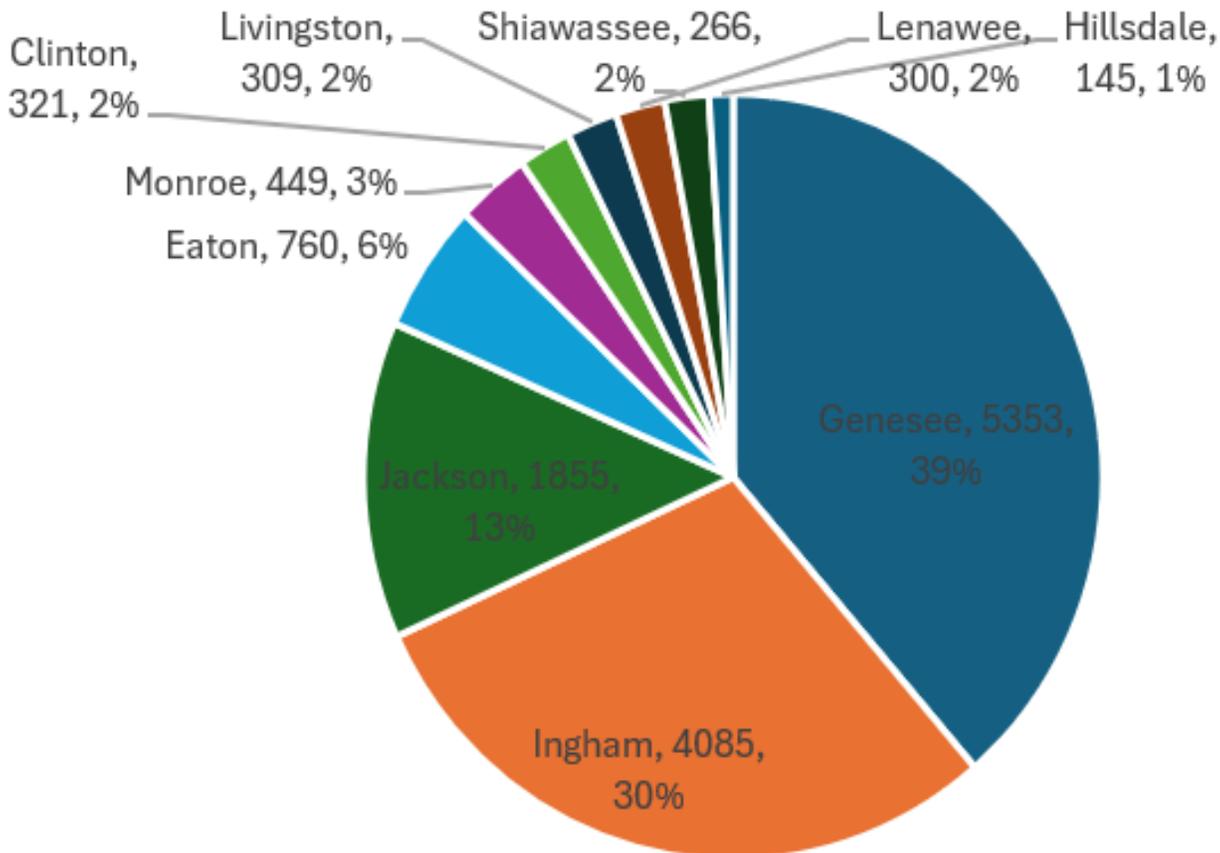


# Second Quarter Highlights

- ◆ Central Michigan 2-1-1 received 15,863\* total calls during the Second Quarter of 2025.
- ◆ In the Second Quarter of 2025, Central Michigan 2-1-1 gave 14,584 referrals and handled 1,664 information calls.
- ◆ The top unmet need during the Second Quarter of 2025 was **Electric Service Payment Assistance**. The second most common unmet need was **Rent Payment Assistance**.
- ◆ The top need expressed during the Second Quarter of 2025 was **Electric Service Payment Assistance** with 4,382 referrals in our service area. The second most common referral was **Rent Payment Assistance** with 960 total referrals.

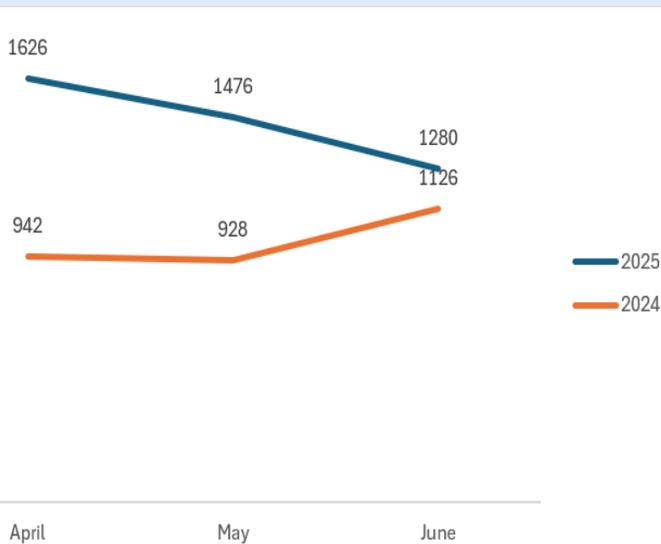
*\* Call volume includes calls taken outside of our ten county area.*

## Second Quarter Call Volume by County

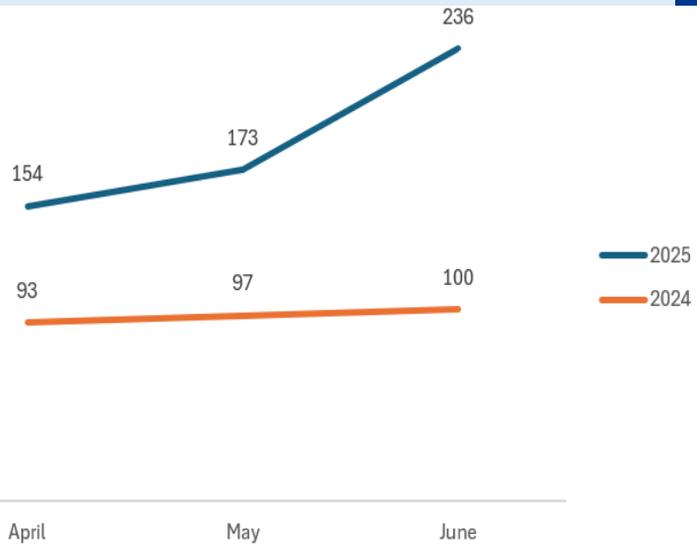


# Special Interest: Electric Service Payment Assistance

## Total Electric Service Payment Assistance Referral Calls Second Quarter Comparison 2024 vs 2025.



## Total Electric Service Payment Assistance Unmet Needs Calls Second Quarter Comparison 2024 vs 2025.



## Total Electric Service Payment Assistance Referrals Second Quarter 2025

Clinton	87
Eaton	188
Genesee	2294
Hillsdale	32
Ingham	891
Jackson	529
Lenawee	87
Livingston	71
Monroe	105
Shiawassee	98

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

Clinton	12
Eaton	23
Genesee	237
Hillsdale	25
Ingham	134
Jackson	78
Lenawee	18
Livingston	4
Monroe	24
Shiawassee	8

# Clinton County Summary

## Top Referrals

Electric Service Payment Assistance	87
Rent Payment Assistance	25
At Risk/Homeless Housing Related Assistance Programs	16
General Legal Aid	13
Food Pantries	13

## Top Unmet Needs

Electric Service Payment Assistance	12
Rent Payment Assistance	12
VITA Program Sites	8
Community Shelters	3
Undesignated Temporary Financial Assistance	2

# Eaton County Summary

## Top Referrals

Electric Service Payment Assistance	188
Rent Payment Assistance	72
At Risk/Homeless Housing Related Assistance Programs	44
Undesignated Temporary Financial Assistance	40
Food Pantries	36

## Top Unmet Needs

Rent Payment Assistance	26
Electric Service Payment Assistance	23
VITA Program Sites	14
Community Shelters	5
Automotive Repair and Maintenance	5

# Genesee County Summary

## Top Referrals

Electric Service Payment Assistance	2294
Rent Payment Assistance	345
Water Service Payment Assistance	321
At Risk/Homeless Housing Related Assistance Programs	245
Food Pantries	245

## Top Unmet Needs

Electric Service Payment Assistance	237
Rent Payment Assistance	122
Homeless Motel Vouchers	48
Community Shelters	29
Water Service Payment Assistance	28

# Hillsdale County Summary

## Top Referrals

Electric Service Payment Assistance	32
Undesignated Temporary Financial Assistance	12
At Risk/Homeless Housing Related Assistance Programs	8
Rent Payment Assistance	7
Community Shelters	6

## Top Unmet Needs

Electric Service Payment Assistance	25
Homeless Motel Vouchers	8
Community Shelters	3
Rent Payment Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2

# Ingham County Summary

## Top Referrals

Electric Service Payment Assistance	891
Rent Payment Assistance	325
Food Pantries	247
Undesignated Temporary Financial Assistance	209
VITA Program Sites	208

## Top Unmet Needs

Rent Payment Assistance	138
Electric Service Payment Assistance	134
VITA Program Sites	102
Rental Deposit Assistance	28
Community Shelters	18

# Jackson County Summary

## Top Referrals

Electric Service Payment Assistance	529
Rent Payment Assistance	110
Food Pantries	92
At Risk/Homeless Housing Related Assistance Programs	89
Directory/Resource List Publication	55

## Top Unmet Needs

Electric Service Payment Assistance	78
Rent Payment Assistance	38
Homeless Motel Vouchers	35
Undesignated Temporary Financial Assistance	17
Community Shelters	14

# Lenawee County Summary

## Top Referrals

<b>Electric Service Payment Assistance</b>	<b>87</b>
<b>Gas Service Payment Assistance</b>	<b>24</b>
<b>Food Pantries</b>	<b>16</b>
<b>General Legal Aid</b>	<b>12</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>12</b>

## Top Unmet Needs

<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Community Shelters</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Low Income/Subsidized Private Rental Housing</b>	<b>2</b>

# Livingston County Summary

## Top Referrals

<b>Electric Service Payment Assistance</b>	<b>71</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>40</b>
<b>Rent Payment Assistance</b>	<b>28</b>
<b>Low Income/Subsidized Private Rental Housing</b>	<b>16</b>
<b>General Legal Aid</b>	<b>12</b>

## Top Unmet Needs

<b>Community Shelters</b>	<b>16</b>
<b>Homeless Motel Vouchers</b>	<b>14</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Electric Service Payment Assistance</b>	<b>4</b>

# Monroe County Summary

## Top Referrals

Electric Service Payment Assistance	105
Gas Service Payment Assistance	41
At Risk/Homeless Housing Related Assistance Programs	31
Rent Payment Assistance	28
Community Shelters	24

## Top Unmet Needs

Rent Payment Assistance	44
Electric Service Payment Assistance	24
Homeless Motel Vouchers	11
Community Shelters	7
Gas Service Payment Assistance	7

# Shiawasse County Summary

## Top Referrals

Electric Service Payment Assistance	98
At Risk/Homeless Housing Related Assistance Programs	26
Food Pantries	16
Low Income/Subsidized Private Rental Housing	14
Directory/Resource List Publication	11

## Top Unmet Needs

Rent Payment Assistance	13
Electric Service Payment Assistance	8
Community Shelters	5
Homeless Motel Vouchers	5
Undesignated Temporary Financial 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)

*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.*

