

Central Michigan 211

Third Quarter 2025 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.

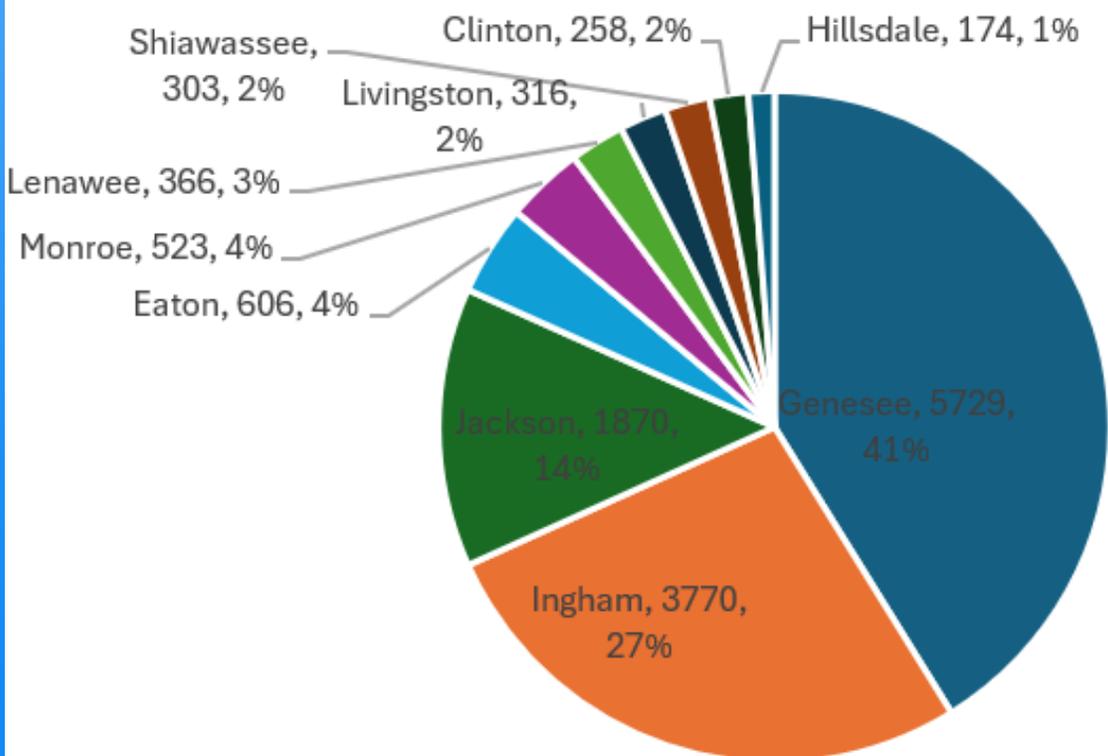


Third Quarter Highlights

- ◆ Central Michigan 2-1-1 received 15,890* total calls during the Third Quarter of 2025.
- ◆ In the Third Quarter of 2025, Central Michigan 2-1-1 gave 14,377 referrals and handled 1,537 information calls.
- ◆ The top unmet need during the Third Quarter of 2025 was **Electric Service Payment Assistance**. The second most common unmet need was **Rent Payment Assistance**.
- ◆ The top need expressed during the Third Quarter of 2025 was **Electric Service Payment Assistance** with 3,758 referrals in our service area. The second most common referral was **Rent Payment Assistance** with 1144 total referrals.

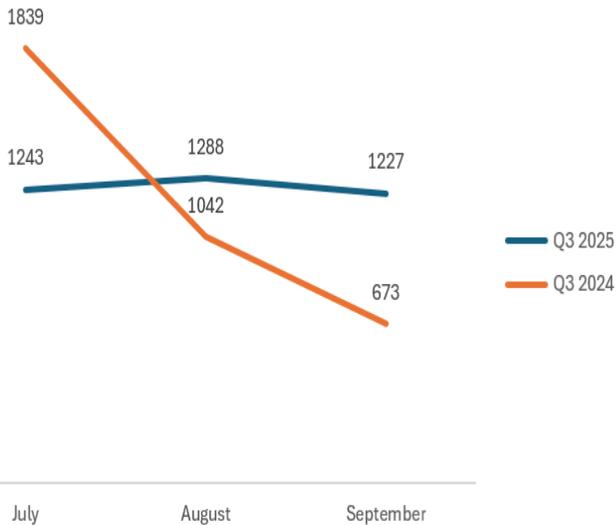
** Call volume includes calls taken outside of our ten county area.*

Third Quarter Call Volume by County

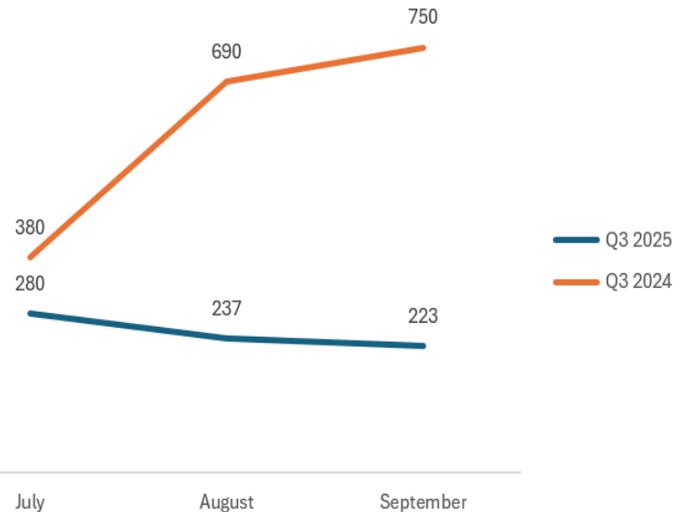


Special Interest: Electric Service Payment Assistance

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



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



Total Electric Service Payment Assistance Referrals Third Quarter 2025

Clinton	63
Eaton	119
Genesee	1846
Hillsdale	29
Ingham	876
Jackson	438
Lenawee	97
Livingston	64
Monroe	128
Shiawassee	98

Total Electric Service Payment Assistance Unmet Needs Third Quarter 2025

Clinton	5
Eaton	28
Genesee	380
Hillsdale	20
Ingham	145
Jackson	93
Lenawee	26
Livingston	8
Monroe	31
Shiawassee	4

Clinton County Summary

Top Referrals

Electric Service Payment Assistance	63
Rent Payment Assistance	31
Homeless Motel Vouchers	17
Community Shelters	16
At Risk/Homeless Housing Related Assistance Programs	14

Top Unmet Needs

Rent Payment Assistance	9
Electric Service Payment Assistance	5
Community Shelters	2
Mortgage Payment Assistance	2
Low Income/Subsidized Private Rental Housing	1

Eaton County Summary

Top Referrals

Electric Service Payment Assistance	119
Rent Payment Assistance	69
Food Pantries	40
Homeless Motel Vouchers	32
At Risk/Homeless Housing Related Assistance Programs	27

Top Unmet Needs

Electric Service Payment Assistance	28
Rent Payment Assistance	22
Gas Money	7
Community Shelters	5
General Furniture Provision	5

Genesee County Summary

Top Referrals

Electric Service Payment Assistance	1846
Rent Payment Assistance	489
Water Service Payment Assistance	456
Directory/Resource List Publication	295
At Risk/Homeless Housing Related Assistance Programs	289

Top Unmet Needs

Electric Service Payment Assistance	380
Rent Payment Assistance	215
Homeless Motel Vouchers	70
Community Shelters	46
Rental Deposit Assistance	39

Hillsdale County Summary

Top Referrals

Electric Service Payment Assistance	29
Undesignated Temporary Financial Assistance	19
At Risk/Homeless Housing Related Assistance Programs	12
General Legal Aid	12
Directory/Resource List Publication	11

Top Unmet Needs

Electric Service Payment Assistance	20
Homeless Motel Vouchers	5
Community Shelters	5
At Risk/Homeless Housing Related Assistance Programs	3
Rent Payment Assistance	2

Ingham County Summary

Top Referrals

Electric Service Payment Assistance	876
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Rent Payment Assistance	297
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Food Pantries	275
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At Risk/Homeless Housing Related Assistance Programs	194
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Homeless Motel Vouchers	160
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Top Unmet Needs

Rent Payment Assistance	230
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Electric Service Payment Assistance	145
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Rental Deposit Assistance	28
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General Furniture Provision	25
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Undesignated Temporary Financial Assistance	23
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Jackson County Summary

Top Referrals

Electric Service Payment Assistance	438
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Rent Payment Assistance	156
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Food Pantries	134
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At Risk/Homeless Housing Related Assistance Programs	95
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General Legal Aid	76
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Top Unmet Needs

Electric Service Payment Assistance	93
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Rent Payment Assistance	52
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Homeless Motel Vouchers	40
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Community Shelters	20
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Undesignated Temporary Financial Assistance	15
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Lenawee County Summary

Top Referrals

Electric Service Payment Assistance	97
Directory/Resource List Publication	24
Rent Payment Assistance	15
At Risk/Homeless Housing Related Assistance Programs	15
Community Shelters	14

Top Unmet Needs

Electric Service Payment Assistance	26
Rent Payment Assistance	11
Homeless Motel Vouchers	5
Automotive Repair and Maintenance	4
Community Shelters	4

Livingston County Summary

Top Referrals

Electric Service Payment Assistance	64
At Risk/Homeless Housing Related Assistance Programs	32
Rent Payment Assistance	30
Food Pantries	26
Low Income/Subsidized Private Rental Housing	18

Top Unmet Needs

Rent Payment Assistance	10
Homeless Motel Vouchers	9
Community Shelters	9
Low Income/Subsidized Private Rental Housing	8
Electric Service Payment Assistance	8

Monroe County Summary

Top Referrals

Electric Service Payment Assistance	128
Community Shelters	40
Rent Payment Assistance	36
At Risk/Homeless Housing Related Assistance Programs	32
Directory/Resource List Publication	29

Top Unmet Needs

Rent Payment Assistance	44
Electric Service Payment Assistance	31
Homeless Motel Vouchers	21
Community Shelters	17
Undesignated Temporary Financial Assistance	9

Shiawasse County Summary

Top Referrals

Electric Service Payment Assistance	98
At Risk/Homeless Housing Related Assistance Programs	19
Community Shelters	19
Low Income/Subsidized Private Rental Housing	15
Rent Payment Assistance	15

Top Unmet Needs

Rent Payment Assistance	17
Low Income/Subsidized Private Rental Housing	7
Homeless Motel Vouchers	7
At Risk/Homeless Housing Related Assistance Programs	5
Community Shelters	4

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.*

