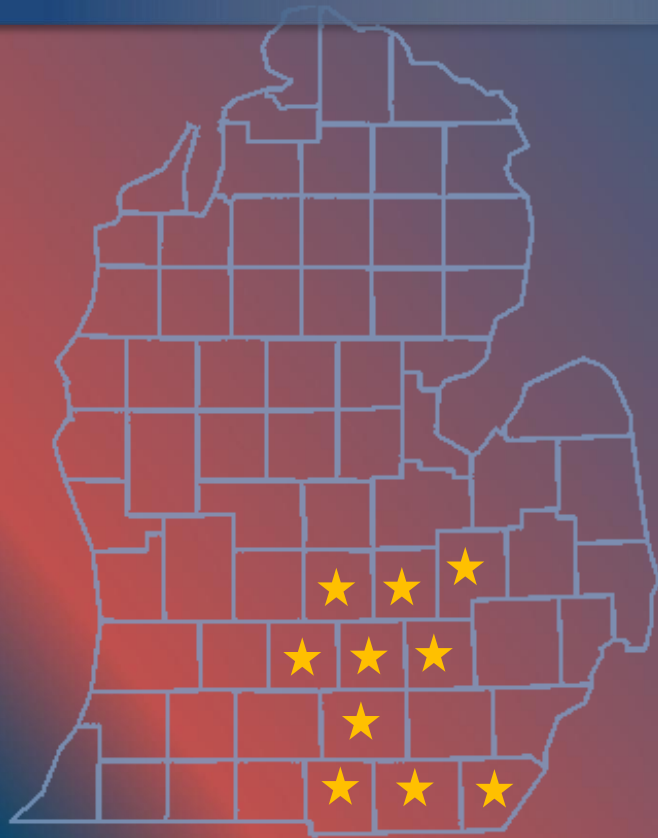


Central Michigan 211

2025 Annual Community Report



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.

Central Michigan 2-1-1 is an Inform USA accredited program and 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.

Our approach to a regional contact center is one of personal community attention that is cost-effective through utilization of a single contact center with partnerships and community advisory from each community we serve. Central Michigan 2-1-1 is an easy to remember, Information and Referral program that links callers with the health and human services information they need, 24 hours per day, 7 days per week, 365 days per year.

This annual community report summarizes demographic data and reflects the problems or needs of those individuals who contacted Central Michigan 2-1-1 seeking information and referrals during 2025. The goal of this report is to summarize the issues facing residents of our community as expressed to our 2-1-1 Community Resource Specialists and bring these issues to the attention of the health and human services network and community services.

Central Michigan 2-1-1 team would like to thank the community partners and agency contacts who make our work possible. We strive every day, in every call, to make our dedication and compassion shine as a beacon to those in need. Sincere thanks for allowing us to do what we love: Inspiring hope and empowering people to connect to the support they need.



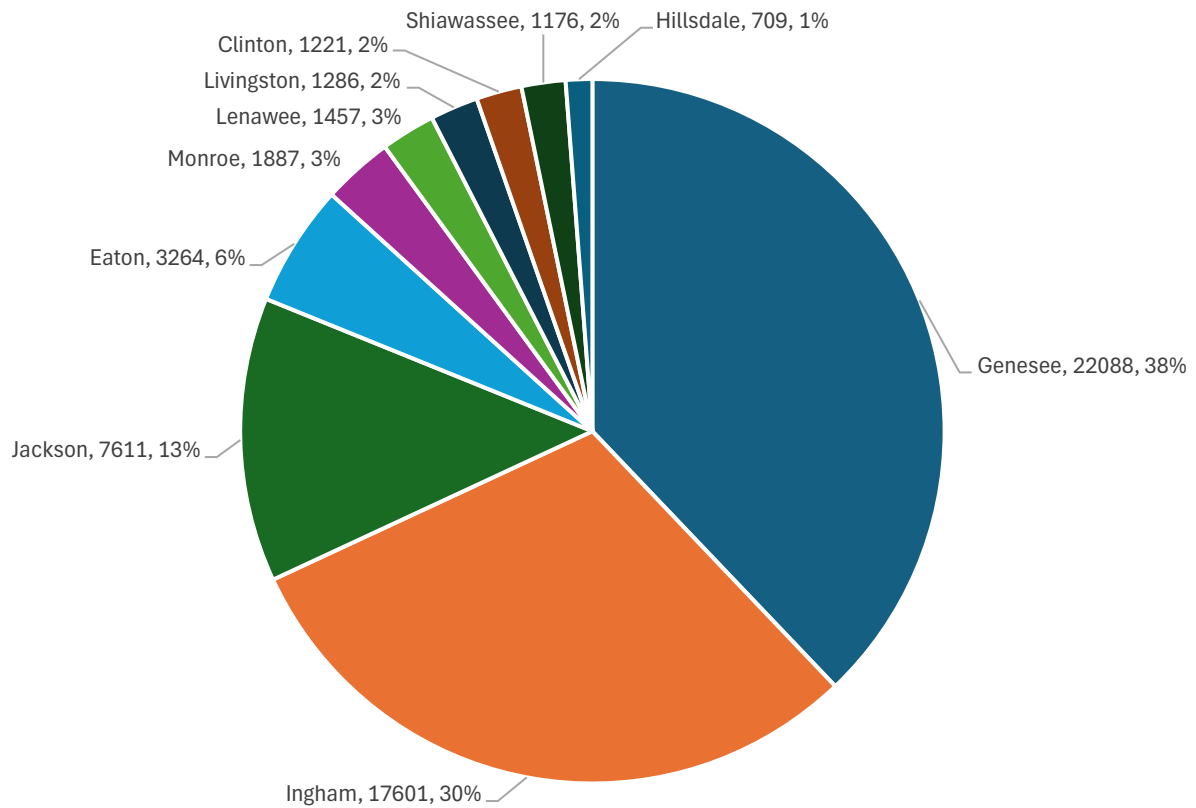
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2025 Call Volume Summary

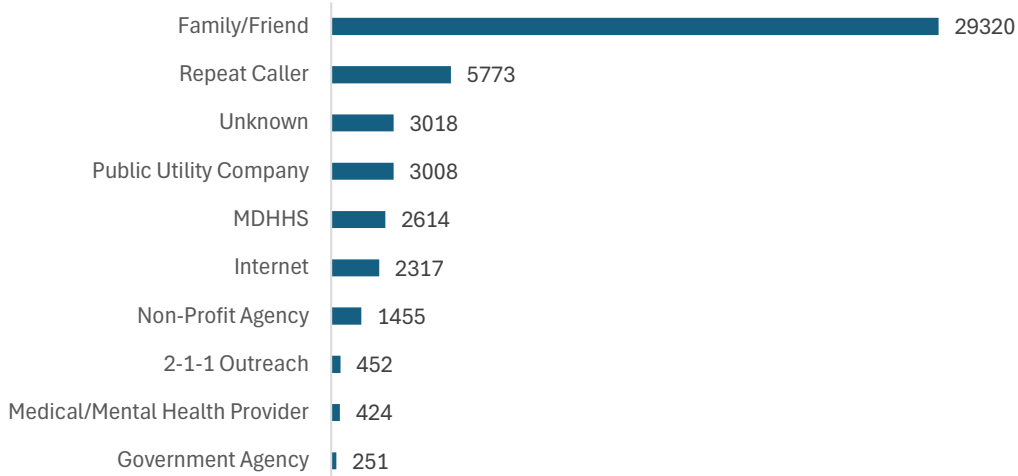
Central Michigan 2-1-1 received a total of 66,872* calls in 2025. Individual county total calls are below. Occasionally we receive calls from individuals outside of our service area that are referred to a partner 2-1-1 centers. Those calls are not included below.

County	Total Calls 2025
Ingham	17601
Genesee	22088
Jackson	7611
Eaton	3264
Monroe	1887
Lenawee	1457
Clinton	1221
Livingston	1286
Shiawassee	1176
Hillsdale	709



*Includes calls outside our area.

The How, What and Who of a 2-1-1 Caller

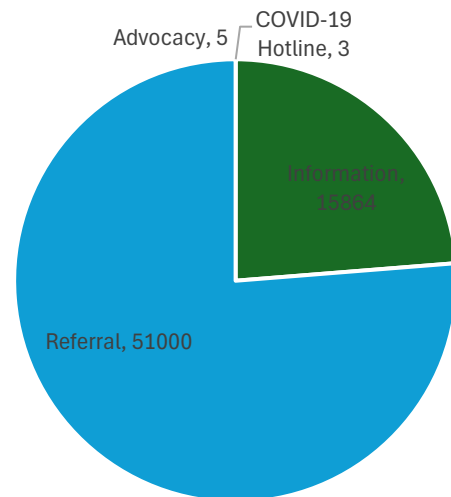


How Did You Hear About Central Michigan 2-1-1?

This chart depicts the top 10 referral sources to 2-1-1 in 2025.

What Support is Provided by Central Michigan 2-1-1?

Most people contacting 2-1-1 in 2025 received referral information (76%) to connect with services and programs to support their need. Additionally, 24% needed information, guidance or had questions that our staff answered. 2-1-1 also provides advocacy and crisis services.



55117



Self

1983



Family/Friend

118

Non-Profit Agency

Who is Receiving Information from Central Michigan 2-1-1?

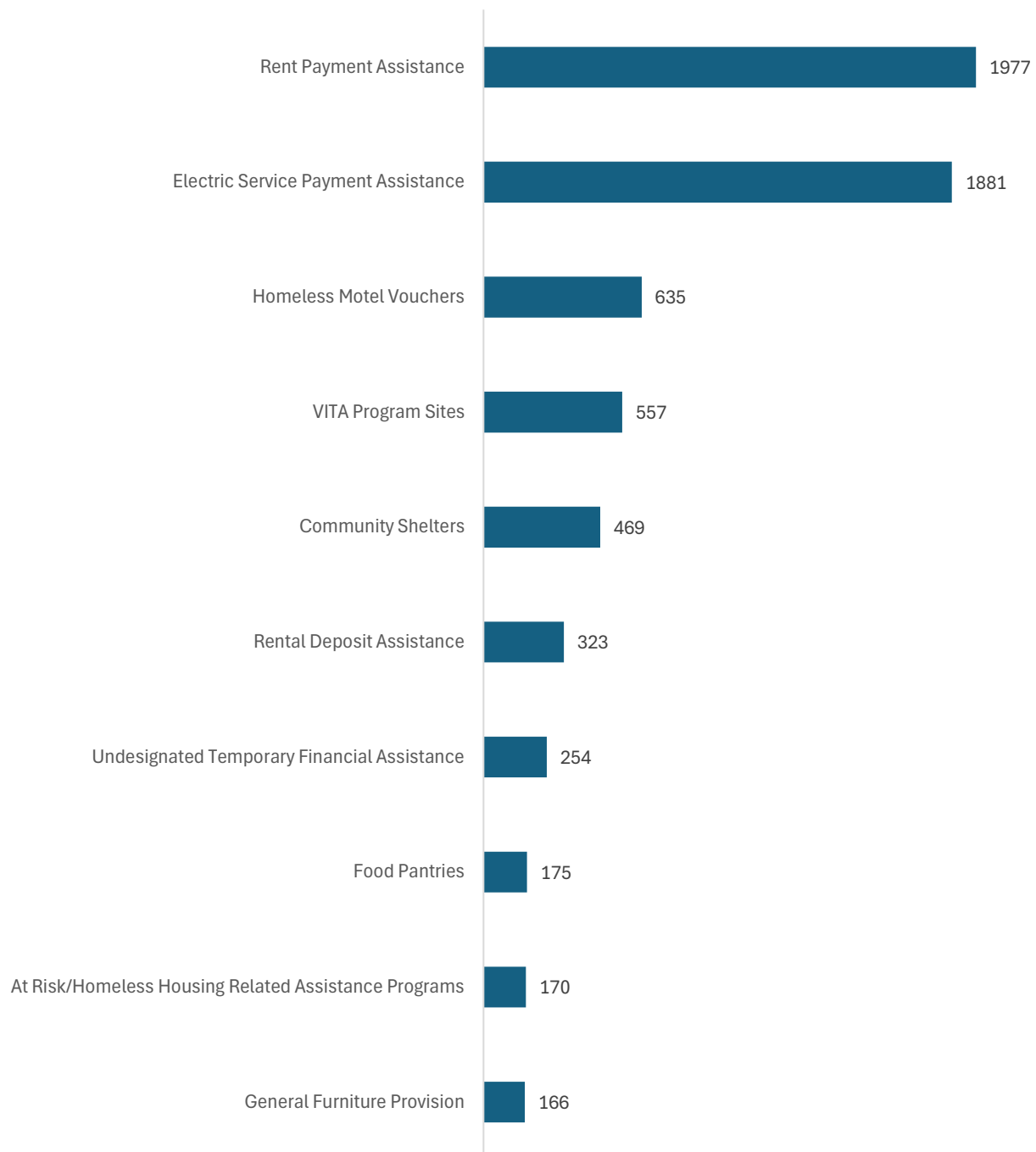
People can call 2-1-1 for themselves or someone else. In 2025, the majority of contacts were from people in need of services for themselves. However, friends and family members also contacted 2-1-1 to support a loved one, and agencies utilized our services to help their clients as they seek resources and look for information in their communities.

Top 10 Unmet Needs

Central Michigan 2-1-1 helps keep a pulse on the community by tracking the referrals given as well as times when callers were not provided a referral to a community service. Central Michigan 2-1-1 reports both unmet needs and the reasons they were unmet to community partners in an attempt to identify gaps and opportunities for services.

Overall, in 2025, the top reason the need was recorded as unmet was Registration full/past deadline at the time the person needed help. The individual county pages detail referrals made further in this report.

Listed below are the Top Ten most frequent unmet needs for our region throughout 2025 .



Unmet Need Data and Reasons

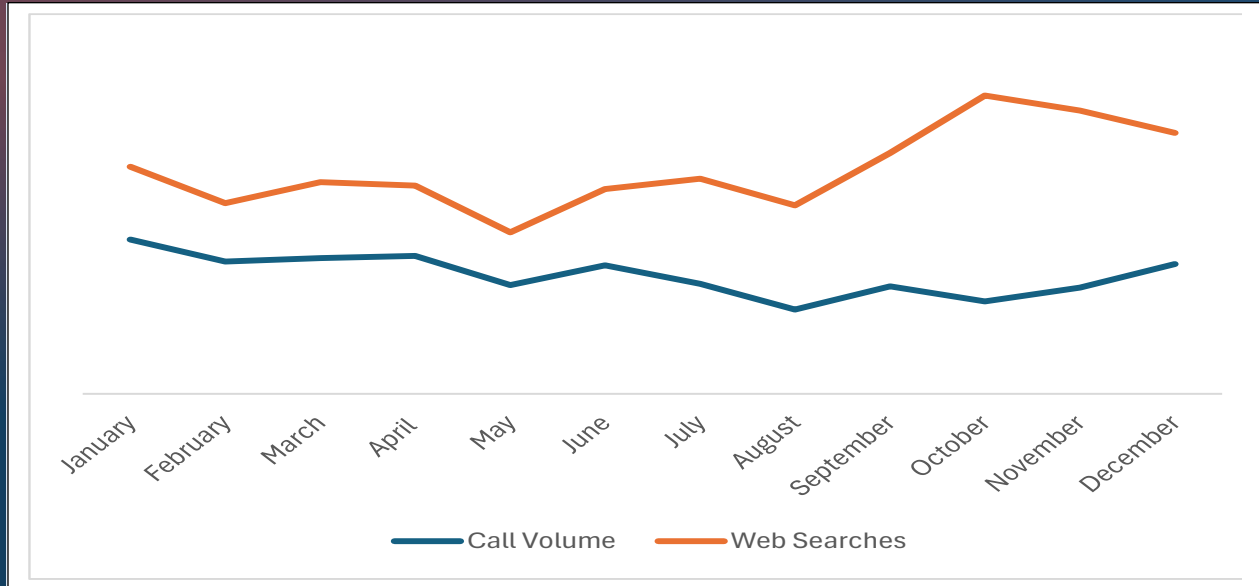
Along with recording the unmet needs of callers, Central Michigan 2-1-1 records reasons the need was unmet, which provides more insight into why a caller did not get the help they were looking for.

In cases of “Client Ineligible/No Documentation”, people generally called expressing need without the appropriate documentation needed to access services. In those situations, callers are advised of the process of applying for assistance. Another reason to note, is “Registration Full/Past Deadline”. Many holiday assistance program registrations close weeks prior to the holiday and a caller may miss the deadline to apply for help.

Top 10 Unmet Needs	Most Common Unmet Reason
VITA Program Sites	Registration full/past deadline
Electric Service Payment Assistance	Client ineligible/target population requirement
Rent Payment Assistance	Client ineligible/no documentation
Homeless Motel Vouchers	Service not available
Rental Deposit Assistance	No immediate resource available
Community Shelters	Client refused referral
Food Pantries	Client ineligible/target population requirement
At Risk/Homeless Housing Related Assistance Programs	Client refused referral
General Furniture Provision	Client ineligible/no documentation
Gas Money	Client ineligible/target population requirement

Clinton County

Central Michigan 2-1-1 received 1,221 calls and 2,300 web searches from Clinton County residents in 2025. Monthly call volume and web searches is illustrated below.

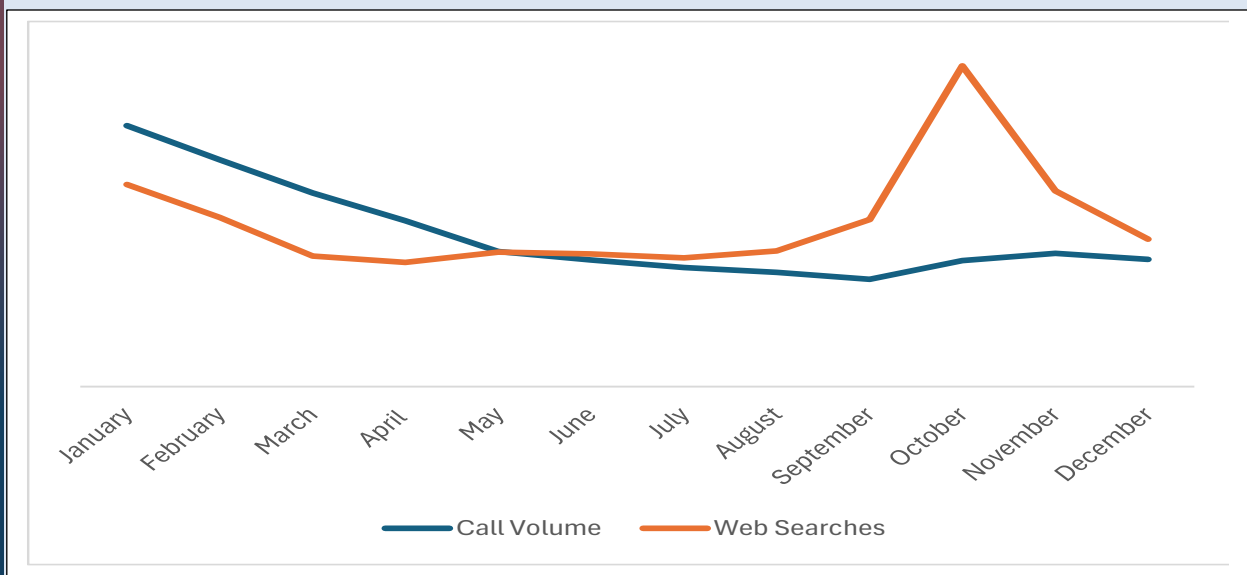


The following table shows both the top five requested and top five unmet needs for 2025. The 1,221 Clinton County residents who called for the year were referred to a total of 1339 individual services. There were 207 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	311	Rent Payment Assistance	34
Rent Payment Assistance	123	Electric Service Payment Assistance	24
VITA Program Sites	75	VITA Program Sites	18
Food Pantries	60	Community Shelters	9
At Risk/Homeless Housing Related Assistance Programs	60	General Furniture Provision	6

Eaton County

Central Michigan 2-1-1 received 3,264 calls and 3,535 web searches from Eaton County residents in 2025. Monthly call volume and web searches is illustrated below.

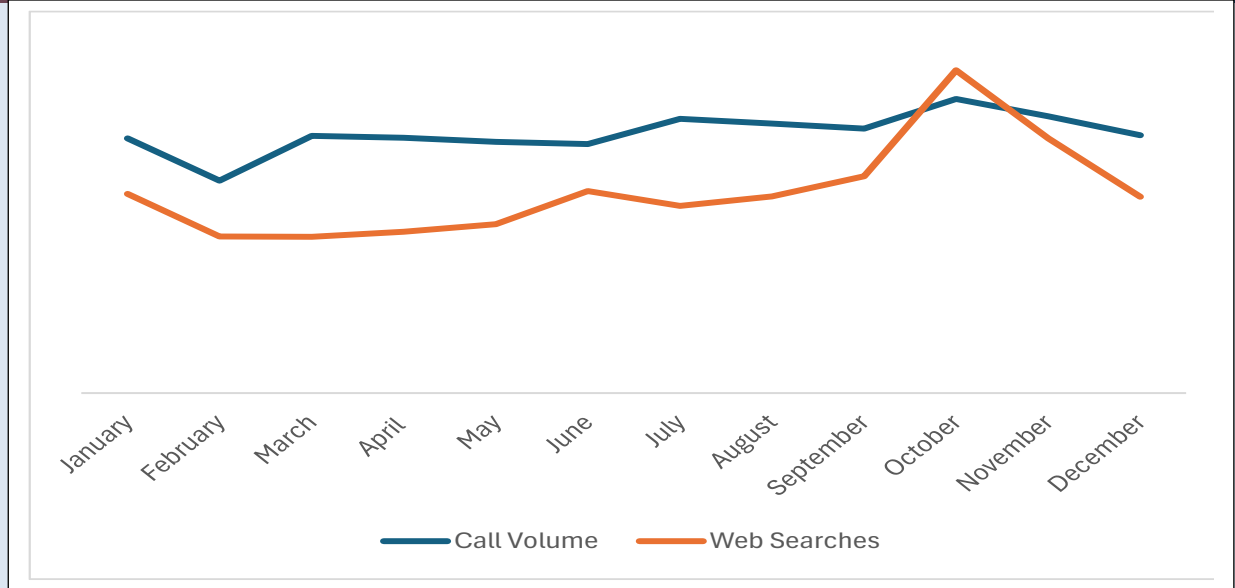


The following table shows both the top five requested and top five unmet needs for 2025. The 3,264 Eaton County residents who called for the year were referred to a total of 3,331 individual services. There were 626 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	622	Rent Payment Assistance	92
VITA Program Sites	465	VITA Program Sites	84
Rent Payment Assistance	287	Electric Service Payment Assistance	83
Food Pantries	159	General Furniture Provision	22
At Risk/Homeless Housing Related Assistance Programs	134	Community Shelters	14

Genesee County

Central Michigan 2-1-1 received 22,088 calls and 17,144 web searches from Genesee County residents in 2025. Monthly call volume and web searches is illustrated below.

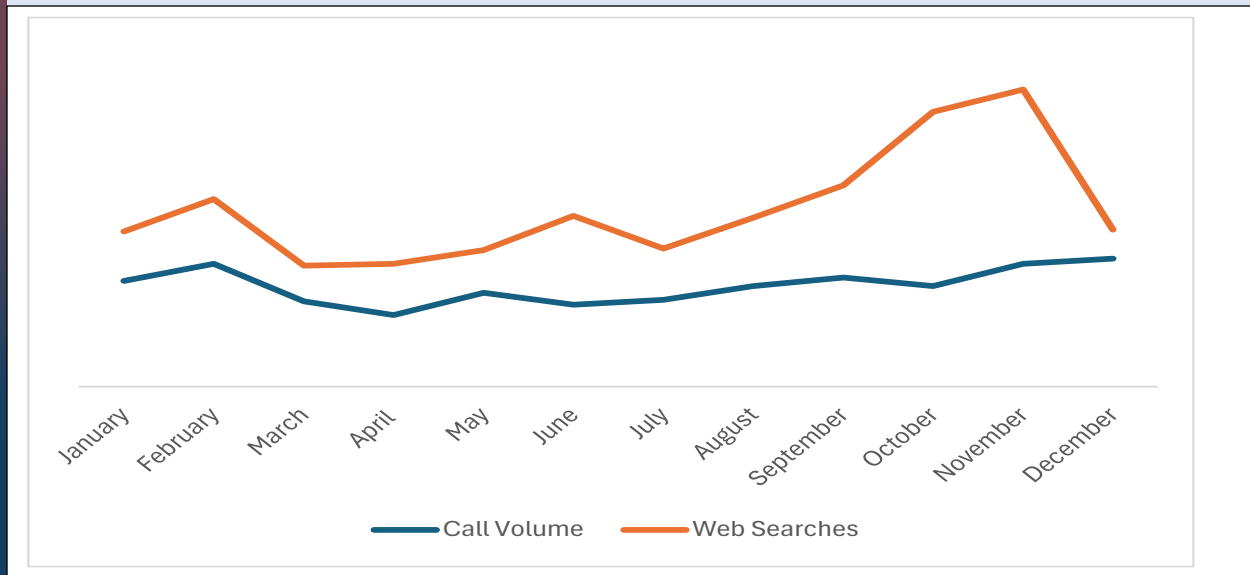


The following table shows both the top five requested and top five unmet needs for 2025. Of the 22,088 Genesee County residents who called for the year were referred to a total of 23,848 individual services. There were 4,334 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	8281	Electric Service Payment Assistance	867
Rent Payment Assistance	1518	Rent Payment Assistance	669
Water Service Payment Assistance	1415	Homeless Motel Vouchers	227
Food Pantries	1274	Community Shelters	144
At Risk/Homeless Housing Related Assistance Programs	1115	Rental Deposit Assistance	140

Hillsdale County

Central Michigan 2-1-1 received 709 calls and 1,249 web searches from Hillsdale County residents in 2025. Monthly call volume and web searches is illustrated below.

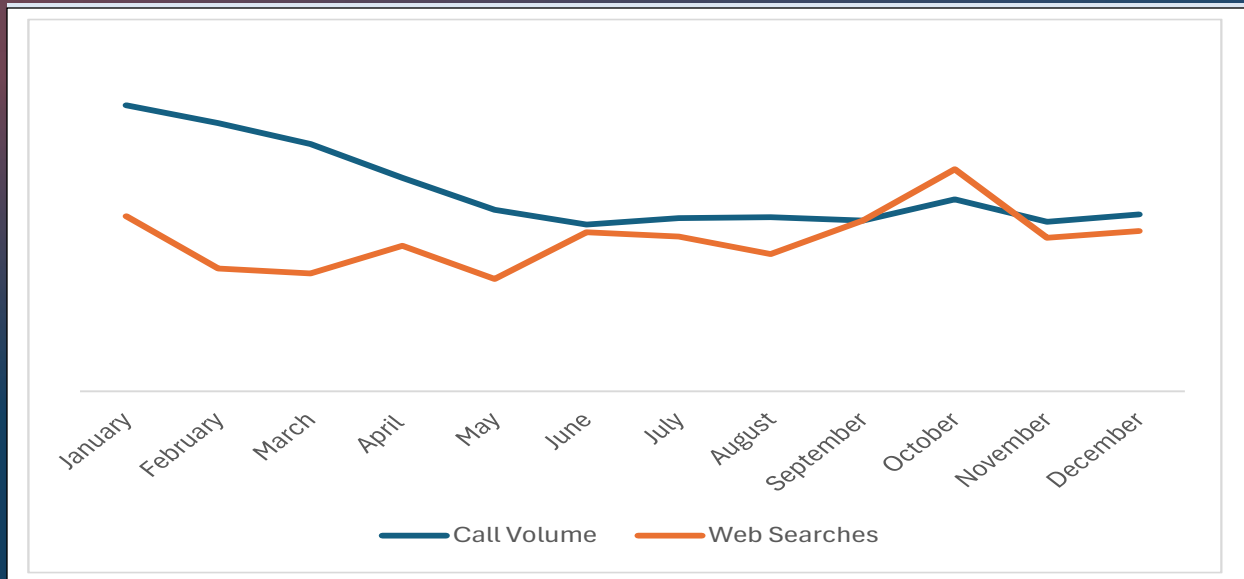


The following table shows both the top five requested and top five unmet needs for 2025. The 709 Hillsdale County residents who called for the year were referred to a total of 728 individual services. There were 211 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	180	Electric Service Payment Assistance	66
At Risk/Homeless Housing Related Assistance Programs	40	Homeless Motel Vouchers	21
Rent Payment Assistance	29	Community Shelters	13
Heating Fuel Payment Assistance	26	Heating Fuel Payment Assistance	12
General Legal Aid	26	Rent Payment Assistance	10

Ingham County

Central Michigan 2-1-1 received 17,601 calls and 13,323 web searches from Ingham County residents in 2025. Monthly call volume and web searches is illustrated below.

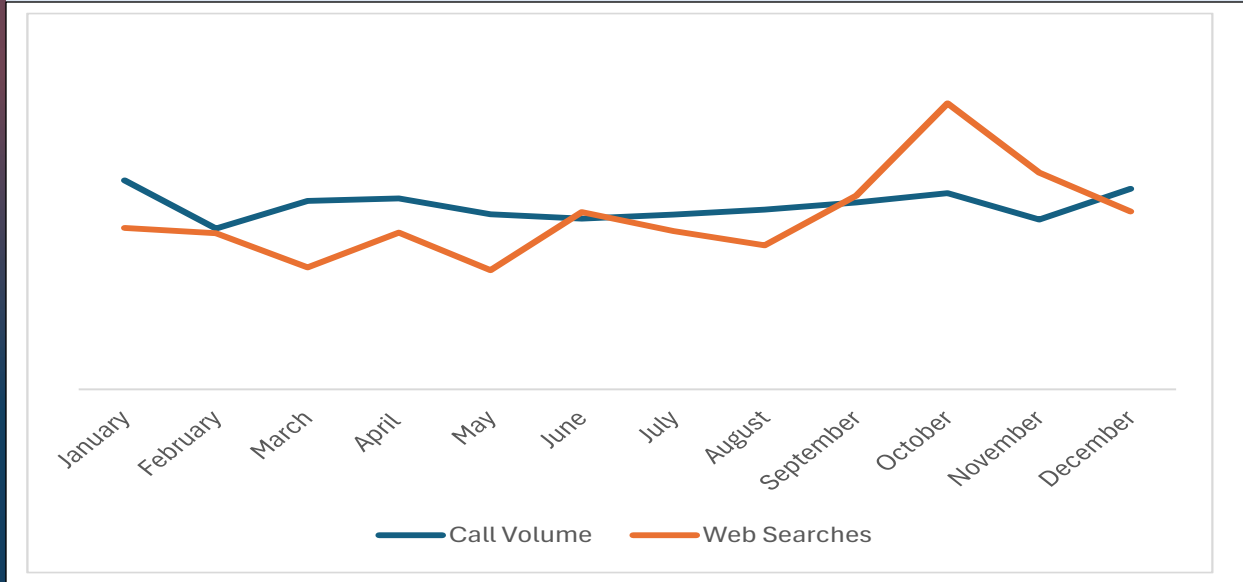


The following table shows both the top five requested and top five unmet needs for 2025. The 17,601 Ingham County residents who called for the year were referred to a total of 18,119 individual services. There were 3,270 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	3466	Rent Payment Assistance	725
VITA Program Sites	2081	Electric Service Payment Assistance	407
Food Pantries	1215	VITA Program Sites	357
Rent Payment Assistance	1211	Rental Deposit Assistance	127
At Risk/Homeless Housing Related Assistance Programs	855	General Furniture Provision	105

Jackson County

Central Michigan 2-1-1 received 7,611 calls and 7,147 web searches from Jackson County residents in 2025. Monthly call volume and web searches is illustrated below.

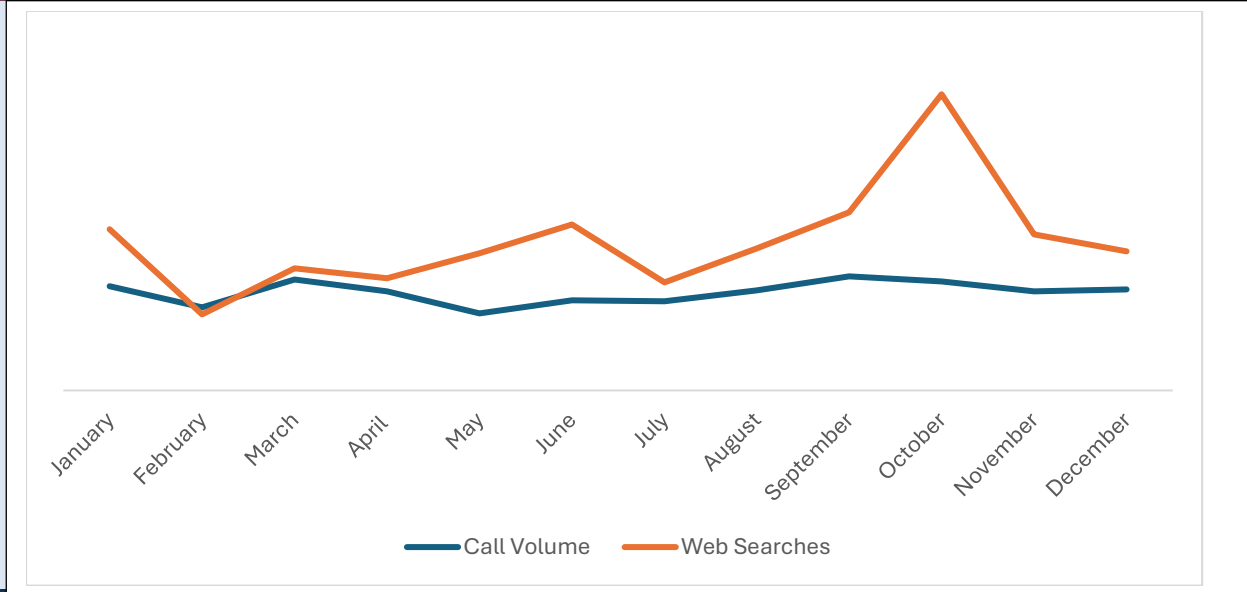


The following table shows both the top five requested and top five unmet needs for 2025. The 7,611 Jackson County residents who called for the year were referred to a total of 7,586 individual services. There were 1,532 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	1964	Electric Service Payment Assistance	244
Rent Payment Assistance	540	Rent Payment Assistance	189
Food Pantries	505	Homeless Motel Vouchers	163
At Risk/Homeless Housing Related Assistance Programs	409	Community Shelters	70
General Legal Aid	211	At Risk/Homeless Housing Related Assistance Programs	31

Lenawee County

Central Michigan 2-1-1 received 1,457 calls and 2,399 web searches from Lenawee County residents in 2025. Monthly call volume and web searches is illustrated below.

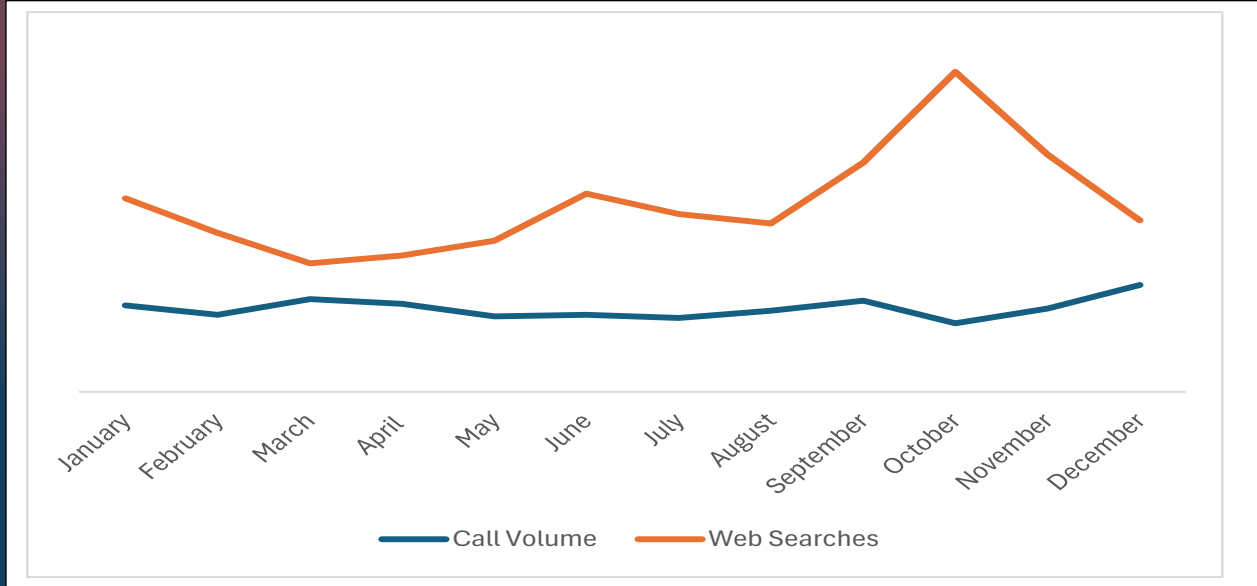


The following table shows both the top five requested and top five unmet needs for 2025. The 1,457 Lenawee County residents who called for the year were referred to a total of 1,445 individual services. There were 355 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	414	Electric Service Payment Assistance	68
Food Pantries	73	Rent Payment Assistance	34
At Risk/Homeless Housing Related Assistance Programs	71	Community Shelters	18
Rent Payment Assistance	58	At Risk/Homeless Housing Related Assistance Programs	13
Gas Service Payment Assistance	56	Homeless Motel Vouchers	13

Livingston County

Central Michigan 2-1-1 received 1,286 calls and 2,912 web searches from Livingston County residents in 2025. Monthly call volume and web searches is illustrated below.

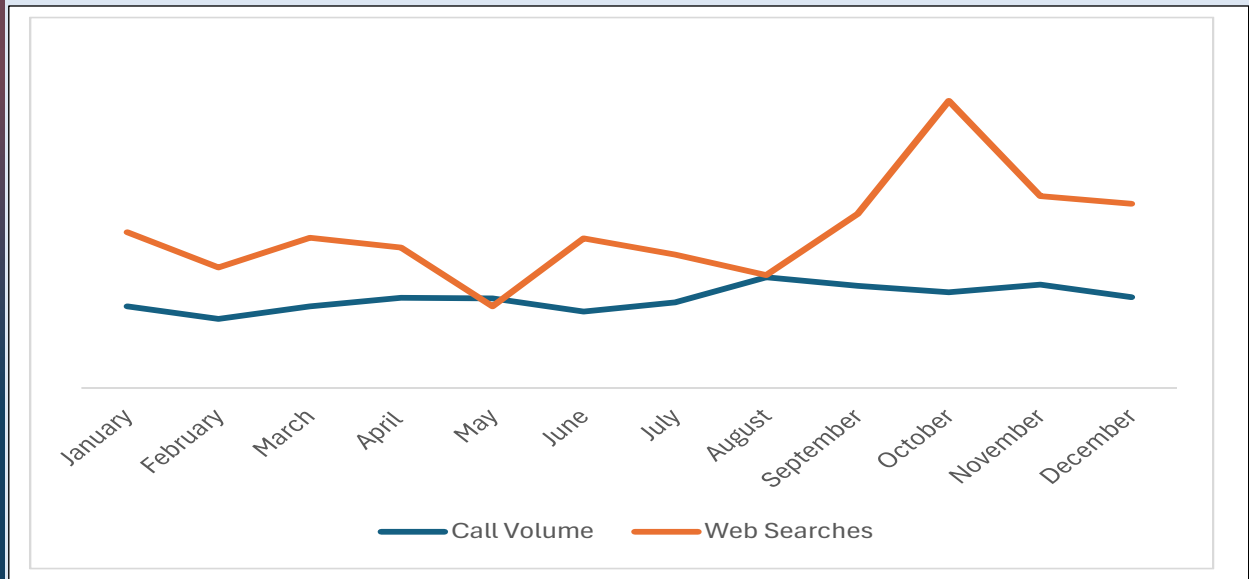


The following table shows both the top five requested and top five unmet needs for 2025. The 1,286 Livingston County residents who called for the year were referred to a total of 1,466 individual services. There were 350 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	278	Community Shelters	61
At Risk/Homeless Housing Related Assistance Programs	147	Homeless Motel Vouchers	53
Rent Payment Assistance	105	Rent Payment Assistance	27
Food Pantries	71	Low Income/Subsidized Private Rental Housing	17
Low Income/Subsidized Private Rental Housing	52	Electric Service Payment Assistance	16

Monroe County

Central Michigan 2-1-1 received 1,887 calls and 3,297 web searches from Monroe county residents in 2025. Monthly call volume and web searches is illustrated below. Monroe County joined Central Michigan 211 April 1, 2024.

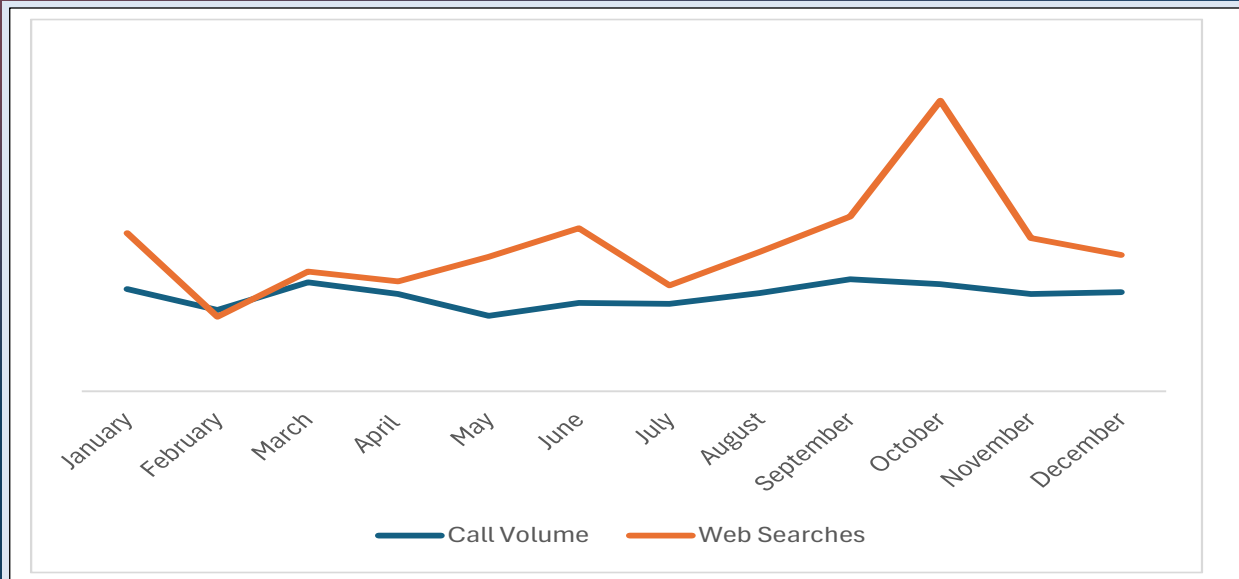


The following table shows both the top five requested and top five unmet needs for 2025. The 1,887 Monroe County residents who called for the year were referred to a total of 1,813 individual services. There were 724 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	465	Rent Payment Assistance	147
Rent Payment Assistance	133	Electric Service Payment Assistance	87
At Risk/Homeless Housing Related Assistance Programs	122	Homeless Motel Vouchers	63
Community Shelters	118	Community Shelters	48
Gas Service Payment Assistance	97	Water Service Payment Assistance	24

Shiawassee County

Central Michigan 2-1-1 received 1,176 calls and 1,793 web searches from Shiawassee County residents in 2025. Monthly call volume and web searches is illustrated below.



The following table shows both the top five requested and top five unmet needs for 2025. The 1,176 Shiawassee County residents who called for the year were referred to a total of 1,280 individual services. There were 284 unmet needs.

Top Needs		Top Unmet Needs	
Electric Service Payment Assistance	374	Rent Payment Assistance	50
At Risk/Homeless Housing Related Assistance Programs	103	Homeless Motel Vouchers	28
Food Pantries	68	Electric Service Payment Assistance	19
Low Income/Subsidized Private Rental Housing	58	Community Shelters	17
Community Shelters	55	Low Income/Subsidized Private Rental Housing	16

Calls From the Frontline: Community Navigation Stories of Success

In August 2025 we were working with a caller who was a self-identified victim of domestic violence. She had fled her marriage and come to Michigan, working full time until she sustained an injury while working, preventing her ability to continue working. During her conversation with Central Michigan 2-1-1 the caller indicated that she wished to file for divorce, but she was unaware of how to navigate the process and had significant barriers in affording the filing fees and any other legal fees, including a divorce lawyer. The caller was receiving food stamps and is a Medicaid recipient. Our Navigator was able to provide her with the information to file a waiver, meaning that she could file for divorce without charge. Staff were able to make a face-to-face appointment with the caller, so she could have support while filling out the required paperwork. She was able to take the paperwork to the courthouse the same day, and to have her court date set before the end of the year.

Call From the Frontline:

A caller had indicated that she was disabled but had not been able to have a ramp or grab bars installed in her home. She was also unable to afford a walker, transport chair, cane, or bedside table to assist her in her home. The caller did not know where to get these assistive devices and again was unable to afford these. Navigator staff were able to connect her to community resources that were able to get her the items she needed to live independently and safely in her home.

Call From the Frontline:

Front line call staff were working with a family, where the daughter was working to ensure that her father had all the supports and transportation that he needed. Navigator staff were able to help the family download an app for a Medicaid-covered ride service, where transportation could be arranged for appointments and community needs. The caller's daughter also indicated that he was not receiving SNAP benefits, despite being a Medicaid recipient. Staff were able to help with the application process, directing the family where to apply and what information was needed. The caller was able to arrange appointment transportation and receive supplemental food assistance dollars to help with his overall budget and food access.

Central Michigan 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their services, 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.

Local organizations benefit from being included in the 2-1-1 database not only because they get more appropriate referrals but because those referrals are made with foresight and purpose.

Central Michigan 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 text us your zip to 898-211*. 2-1-1 is primarily supported through contributions from people like you! If you're interested in supporting the program, contact your local United Way!



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.*