

Central Michigan 211

First Quarter 2026 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.

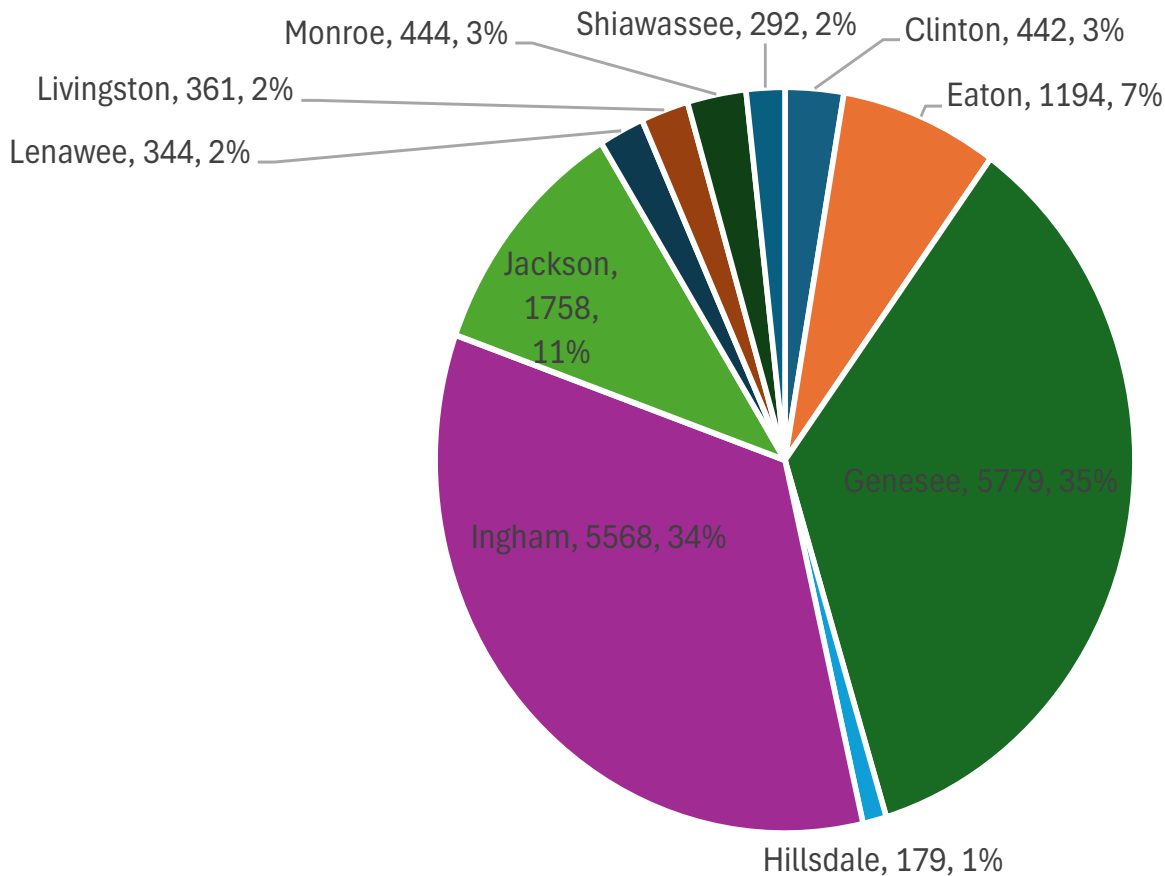


First Quarter Highlights

- Central Michigan 2-1-1 received 18,864* total calls during the First Quarter of 2026.
- In the First Quarter of 2026, Central Michigan 2-1-1 gave 16,825 referrals and handled 2,702 information calls.
- The top unmet need during the First Quarter of 2026 was VITA Program Sites. The second most common unmet need was Rent Payment Assistance.
- The top need expressed during the First Quarter of 2026 was Electric Service Payment Assistance with 4,942 referrals in our service area. The second most common referral was VITA Program Sites with 1,968 total referrals.

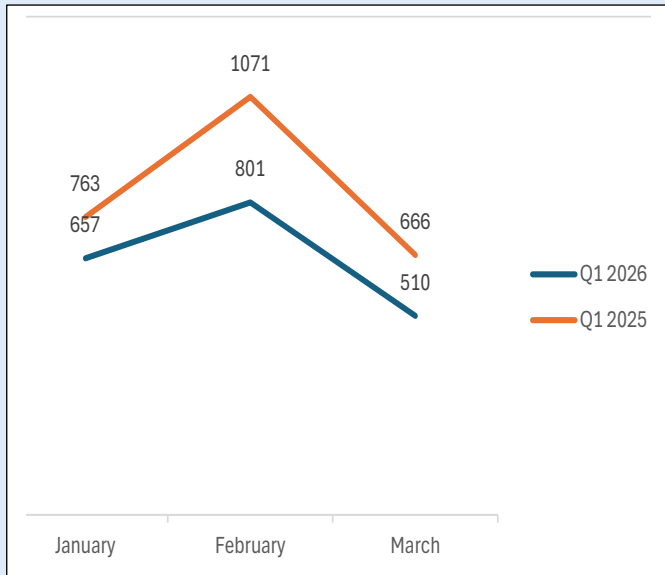
*Call volume includes calls taken outside of our ten-county area.

First Quarter Call Volume by County

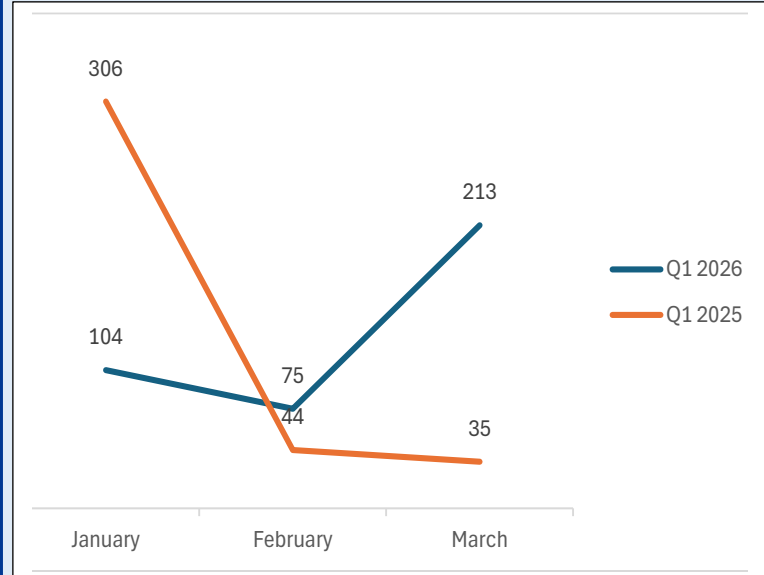


Special Interest: VITA Program Sites

Total VITA Program Sites Referral Calls First Quarter Comparison 2025 vs 2026.



Total VITA Program Sites Unmet Needs Calls First Quarter Comparison 2025 vs 2026.



Total VITA Program Sites Referrals First Quarter 2026

Clinton	76
Eaton	322
Genesee	156
Hillsdale	0
Ingham	1321
Jackson	66
Lenawee	9
Livingston	8
Monroe	0
Shiawassee	10

Total VITA Program Sites Unmet Needs First Quarter 2026

Clinton	24
Eaton	60
Genesee	6
Hillsdale	0
Ingham	287
Jackson	10
Lenawee	1
Livingston	2
Monroe	2
Shiawassee	0

Clinton County Summary

Top Referrals	
Electric Service Payment Assistance	118
VITA Program Sites	76
AARP Tax Aide Program Sites	24
Rent Payment Assistance	24
Food Pantries	12

Top Unmet Needs	
VITA Program Sites	24
Rent Payment Assistance	6
Gas Money	2
Electric Service Payment Assistance	2
Home Rehabilitation Grants	1

Eaton County Summary

Top Referrals	
VITA Program Sites	322
Electric Service Payment Assistance	198
AARP Tax Aide Program Sites	54
Rent Payment Assistance	47
Food Pantries	36

Top Unmet Needs	
VITA Program Sites	60
Rent Payment Assistance	14
General Furniture Provision	6
Automotive Repair and Maintenance	4
Electric Service Payment Assistance	3

Genesee County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	2579	Rent Payment Assistance	120
Water Service Payment Assistance	362	Electric Service Payment Assistance	44
Rent Payment Assistance	331	Homeless Motel Vouchers	41
At Risk/Homeless Housing Related Assistance Programs	283	Property Tax Payment Assistance	39
Food Pantries	253	Water Service Payment Assistance	38

Hillsdale County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	57	Rent Payment Assistance	2
Heating Fuel Payment Assistance	19	Food Pantries	2
At Risk/Homeless Housing Related Assistance Programs	12	Electric Service Payment Assistance	2
Gas Service Payment Assistance	9	Low Income/Subsidized Private Rental Housing	2
Rent Payment Assistance	8	Home Maintenance and Minor Repair Services	1

Ingham County Summary

Top Referrals		Top Unmet Needs	
VITA Program Sites	1321	VITA Program Sites	287
Electric Service Payment Assistance	966	Rent Payment Assistance	94
Rent Payment Assistance	276	General Furniture Provision	35
Food Pantries	207	Electric Service Payment Assistance	19
At Risk/Homeless Housing Related Assistance Programs	197	Rental Deposit Assistance	14

Jackson County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	572	Homeless Motel Vouchers	36
Rent Payment Assistance	121	Rent Payment Assistance	32
Food Pantries	86	Community Shelters	19
VITA Program Sites	66	VITA Program Sites	10
At Risk/Homeless Housing Related Assistance Programs	65	Electric Service Payment Assistance	8

Lenawee County Summary

Top Referrals	
Electric Service Payment Assistance	131
Rent Payment Assistance	22
Community Shelters	16
Gas Service Payment Assistance	15
Low Income/Subsidized Private Rental Housing	15

Top Unmet Needs	
Rental Deposit Assistance	4
Rent Payment Assistance	4
Low Income/Subsidized Private Rental Housing	4
Automotive Repair and Maintenance	2
Gas Money	2

Livingston County Summary

Top Referrals	
Electric Service Payment Assistance	89
At Risk/Homeless Housing Related Assistance Programs	27
Rent Payment Assistance	23
Food Pantries	20
Gas Service Payment Assistance	13

Top Unmet Needs	
Homeless Motel Vouchers	15
Community Shelters	13
Rent Payment Assistance	11
Low Income/Subsidized Private Rental Housing	5
Electric Service Payment Assistance	4

Monroe County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	126	Rent Payment Assistance	14
Rent Payment Assistance	45	Homeless Motel Vouchers	10
At Risk/Homeless Housing Related Assistance Programs	29	Community Shelters	10
Food Pantries	26	Mortgage Payment Assistance	6
Community Shelters	25	At Risk/Homeless Housing Related Assistance Programs	6

Shiawassee County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	106	Rent Payment Assistance	10
At Risk/Homeless Housing Related Assistance Programs	27	Homeless Motel Vouchers	6
Community Shelters	18	Low Income/Subsidized Private Rental Housing	4
General Legal Aid	13	Community Shelters	3
VITA Program Sites	10	At Risk/Homeless Housing Related Assistance Programs	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

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** Standard msg and data rates may apply.*

