

Central Michigan 211

Fourth Quarter 2025
Community Report
October- December

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.

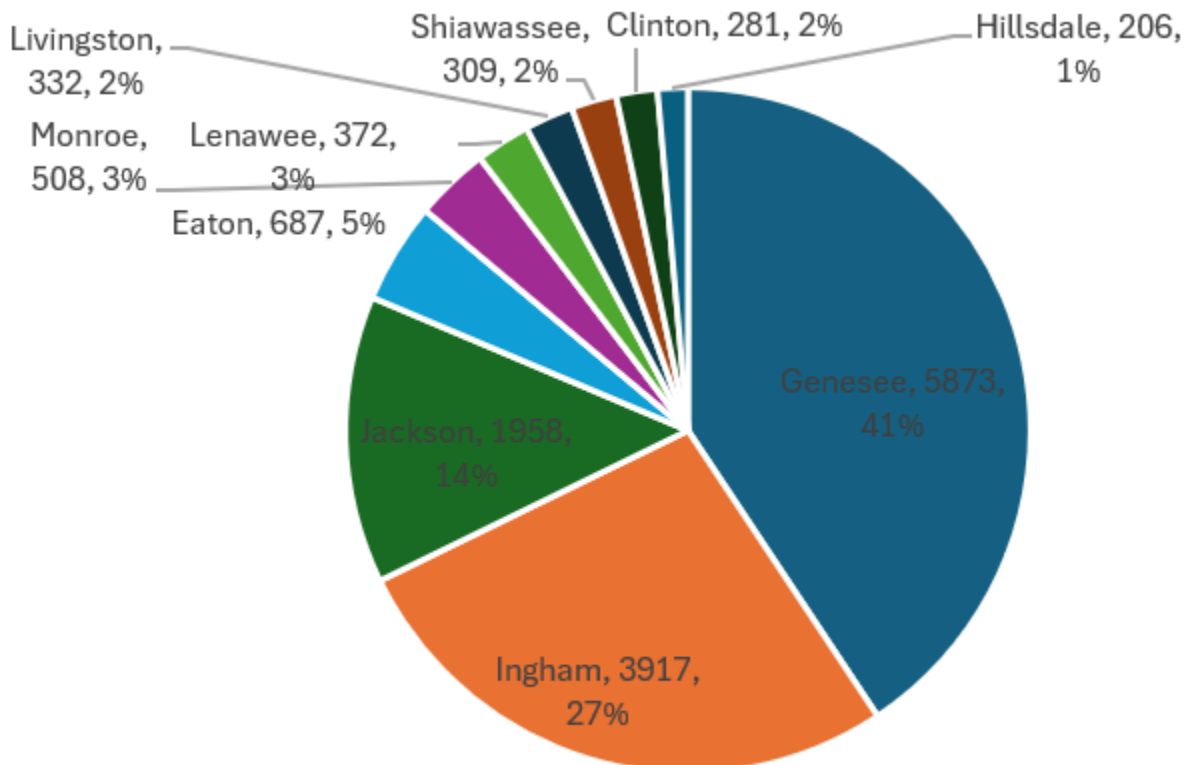


Fourth Quarter Highlights

- Central Michigan 2-1-1 received 16,823* total calls during the Fourth Quarter of 2025.
- In the Fourth Quarter of 2025, Central Michigan 2-1-1 gave 15,206 referrals and handled 1,812 information calls.
- The top unmet need during the Fourth Quarter of 2025 was Rent Payment Assistance. The second most common unmet need was Electric Service Payment Assistance.
- The top need expressed during the Fourth Quarter of 2025 was Electric Service Payment Assistance with 4,126 referrals in our service area. The second most common referral was Food Pantries with 1,278 total referrals.

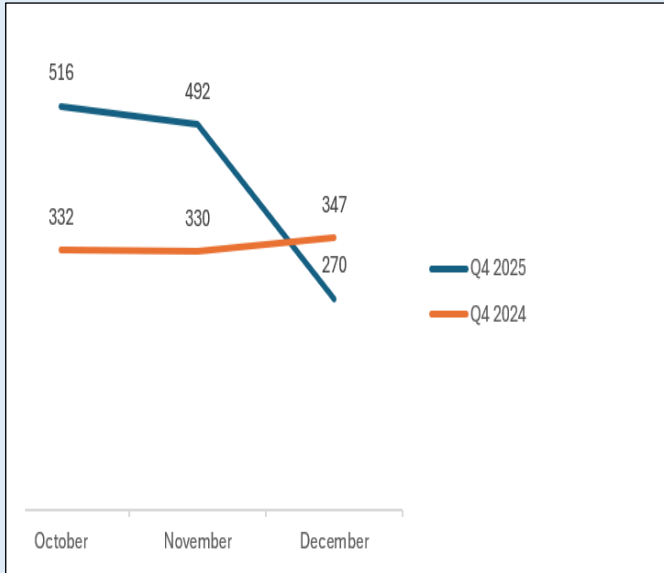
*Call volume includes calls taken outside of our ten-county area.

Fourth Quarter Call Volume by County

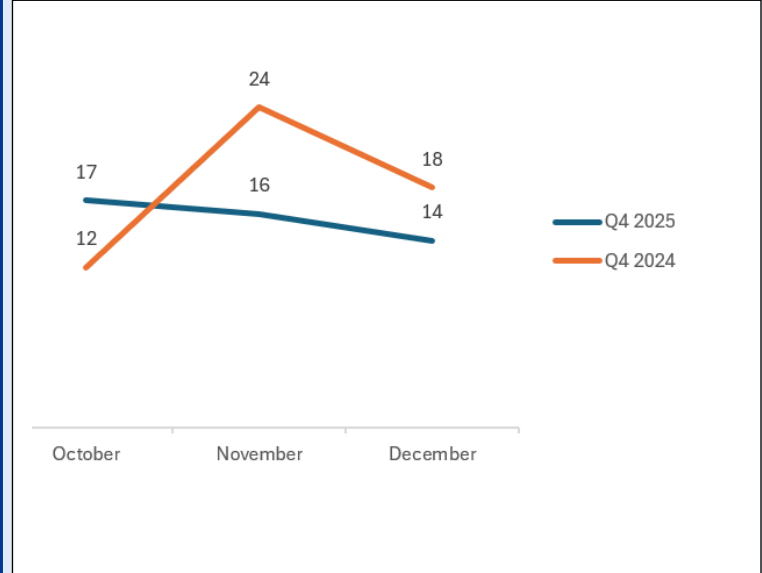


Special Interest: Government Shutdown: Food Pantries

Total Food Pantries Referral Calls Fourth Quarter Comparison 2024 vs 2025.



Total Food Pantries Unmet Needs Calls Fourth Quarter Comparison 2024 vs 2025.



Total Food Pantries Referrals Fourth Quarter 2025

Clinton	18
Eaton	47
Genesee	497
Hillsdale	9
Ingham	436
Jackson	171
Lenawee	23
Livingston	19
Monroe	37
Shiawassee	21

Total Food Pantries Unmet Needs Fourth Quarter 2025

Clinton	0
Eaton	2
Genesee	20
Hillsdale	0
Ingham	11
Jackson	8
Lenawee	0
Livingston	0
Monroe	3
Shiawassee	3

Clinton County Summary

Top Referrals	
Electric Service Payment Assistance	78
Rent Payment Assistance	37
Food Pantries	18
Directory/Resource List	12
General Legal Aid	11

Top Unmet Needs	
Rent Payment Assistance	3
General Furniture Provision	3
Community Mental Health Agencies	2
Electric Service Payment Assistance	2
General Paratransit/Community Ride Programs	2

Eaton County Summary

Top Referrals	
Electric Service Payment Assistance	157
Rent Payment Assistance	75
Food Pantries	47
At Risk/Homeless Housing Related Assistance Programs	23
Community Shelters	23

Top Unmet Needs	
Rent Payment Assistance	16
Electric Service Payment Assistance	11
Thanksgiving Baskets	6
Holiday Gifts/Toys	5
At Risk/Homeless Housing Related Assistance Programs	4

Genesee County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	2070	Rent Payment Assistance	239
Food Pantries	497	Electric Service Payment Assistance	92
Rent Payment Assistance	367	Homeless Motel Vouchers	54
At Risk/Homeless Housing Related Assistance Programs	339	Thanksgiving Baskets	48
Water Service Payment Assistance	300	Rental Deposit Assistance	45

Hillsdale County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	60	Electric Service Payment Assistance	7
Rent Payment Assistance	11	Automotive Repair and Maintenance	3
Low Income/Subsidized Private Rental Housing	11	Heating Fuel Payment Assistance	2
Heating Fuel Payment Assistance	9	Homeless Motel Vouchers	2
Food Pantries	9	Rent Payment Assistance	2

Ingham County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	884	Rent Payment Assistance	194
Food Pantries	436	Thanksgiving Baskets	78
Rent Payment Assistance	316	Rental Deposit Assistance	44
At Risk/Homeless Housing Related Assistance Programs	235	General Furniture Provision	36
Homeless Motel Vouchers	152	Holiday Gifts/Toys	34

Jackson County Summary

Top Referrals		Top Unmet Needs	
Electric Service Payment Assistance	508	Rent Payment Assistance	56
Food Pantries	171	Homeless Motel Vouchers	43
Rent Payment Assistance	166	Community Shelters	18
At Risk/Homeless Housing Related Assistance Programs	121	Undesignated Temporary Financial Assistance	18
Directory/Resource List Publication	66	Thanksgiving Baskets	18

Lenawee County Summary

Top Referrals	
Electric Service Payment Assistance	110
Food Pantries	23
Rent Payment Assistance	18
At Risk/Homeless Housing Related Assistance Programs	18
Community Shelters	18

Top Unmet Needs	
Community Shelters	10
Rent Payment Assistance	10
Homeless Motel Vouchers	6
At Risk/Homeless Housing Related Assistance Programs	5
Electric Service Payment Assistance	4

Livingston County Summary

Top Referrals	
Electric Service Payment Assistance	52
At Risk/Homeless Housing Related Assistance Programs	43
Rent Payment Assistance	26
Food Pantries	19
Undesignated Temporary Financial Assistance	14

Top Unmet Needs	
Community Shelters	26
Homeless Motel Vouchers	19
Low Income/Subsidized Private Rental Housing	8
Mortgage Payment Assistance	3
Rent Payment Assistance	3

Monroe County Summary

Top Referrals	
Electric Service Payment Assistance	126
Rent Payment Assistance	46
Food Pantries	37
Community Shelters	33
At Risk/Homeless Housing Related Assistance Programs	30

Top Unmet Needs	
Rent Payment Assistance	25
Homeless Motel Vouchers	20
Community Shelters	13
Automobile Payment Assistance	8
Property Tax Payment Assistance	8

Shiawasse County Summary

Top Referrals	
Electric Service Payment Assistance	81
At Risk/Homeless Housing Related Assistance Programs	32
Food Pantries	21
Community Shelters	17
Low Income/Subsidized Private Rental Housing	15

Top Unmet Needs	
Rent Payment Assistance	14
Homeless Motel Vouchers	8
Low Income/Subsidized Private Rental Housing	7
Community Shelters	6
Mortgage Payment Assistance	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.*

