

**2-1-1 Northeast Michigan
Statistical Report
Problem Category and Referred Services
1/1/2010 to 1/31/2010**

Total Calls in Date Range: 879

518	(58.931%)	BASIC NEEDS
	147	(28.378%) Food Pantries
	69	(13.320%) Rent Payment Assistance
	67	(12.934%) Electric Bill Payment Assistance
	43	(8.301%) Heating Fuel Bill Payment Assistance
	26	(5.019%) Undesignated Temporary Financial Assistance
	21	(4.054%) Automotive Repair
	20	(3.861%) Home Rental Listings
	19	(3.668%) Prescription Expense Assistance
	19	(3.668%) Water Bill Payment Assistance
	15	(2.896%) Rental Deposit Assistance
	13	(2.510%) Bus Fare
	13	(2.510%) Community Shelters
	12	(2.317%) Diapers
	9	(1.737%) Section 8 Housing Choice Vouchers
	7	(1.351%) Gas Bill Payment Assistance
	7	(1.351%) Personal/Grooming Supplies
	6	(1.158%) General Clothing Provision
	6	(1.158%) General Furniture Provision
	5	(0.965%) Dental Bill Payment Assistance
	5	(0.965%) Formula/Baby Food
	5	(0.965%) Occasional Emergency Food Assistance
	4	(0.772%) Appliances
	4	(0.772%) Home Rehabilitation Programs
	4	(0.772%) Mortgage Payment Assistance
	4	(0.772%) Property Tax Payment Assistance
	4	(0.772%) Telephone Bill Payment Assistance
	4	(0.772%) Weatherization Programs
	3	(0.579%) Burial/Cremation Expense Assistance
	3	(0.579%) Cleaning Products
	3	(0.579%) Medical Bill Payment Assistance
	2	(0.386%) Automobile Insurance Payment Assistance
	2	(0.386%) Bedding/Linen
	2	(0.386%) Emergency Shelter Clearinghouses
	2	(0.386%) Energy Conservation Rebates
	2	(0.386%) Low Income/Subsidized Private Rental Housing
	2	(0.386%) Soup Kitchens
	1	(0.193%) Baby Clothing
	1	(0.193%) Domestic Violence Shelters
	1	(0.193%) Food Cooperatives
	1	(0.193%) Government Surplus Food Distribution Sites
	1	(0.193%) Housing Down Payment Loans/Grants
	1	(0.193%) Medical Transportation
	1	(0.193%) Moving Expense Assistance
	1	(0.193%) Ramp Construction

- 1 (0.193%) Transitional Housing/Shelter
- 588 TOTAL Referred Services**
- 259 (29.465%) Not Recorded
 - 36 (13.900%) Phone number only
 - 26 (10.039%) Gas Money
 - 1 (0.386%) Donation
 - 1 (0.386%) General Information
- 64 TOTAL Referred Services**
- 72 (8.191%) Health Care
 - 21 (29.167%) Emergency Dental Care
 - 21 (29.167%) Glasses/Contact Lenses
 - 14 (19.444%) General Dentistry
 - 6 (8.333%) Prescription Drug Patient Assistance Programs
 - 4 (5.556%) Hearing Aids
 - 2 (2.778%) Community Clinics
 - 2 (2.778%) Occasional Medical Equipment/Supplies
 - 2 (2.778%) Pediatric Dentistry
 - 2 (2.778%) Physician Referrals
 - 1 (1.389%) Flu Shots
 - 1 (1.389%) Poison Control
 - 1 (1.389%) Smoking Cessation
 - 1 (1.389%) Urgent Care Centers
- 78 TOTAL Referred Services**
- 63 (7.167%) Organizational/Community/International Services
 - 50 (79.365%) Comprehensive Information and Referral
 - 4 (6.349%) Specialized Information and Referral
 - 3 (4.762%) Volunteer Recruitment/Placement
 - 1 (1.587%) Donation Drop Off Points
 - 1 (1.587%) Senior Centers
 - 1 (1.587%) Vehicle Donation Programs
- 60 TOTAL Referred Services**
- 37 (4.209%) Criminal Justice and Legal Services
 - 18 (48.649%) General Legal Aid
 - 5 (13.514%) AARP Tax Aide Program Sites
 - 4 (10.811%) Earned Income Credit Information
 - 3 (8.108%) Veteran Benefits Assistance
 - 3 (8.108%) VITA Program Sites
 - 2 (5.405%) Federal Child Tax Credit Information
 - 1 (2.703%) Adult Diversion
 - 1 (2.703%) Federal Child and Dependent Care Tax Credit Information
 - 1 (2.703%) LITC Programs
 - 1 (2.703%) State Income Tax Information
 - 1 (2.703%) Welfare Rights Assistance
- 40 TOTAL Referred Services**
- 13 (1.479%) Individual and Family Life
 - 5 (38.462%) Home Maintenance and Minor Repair Services
 - 2 (15.385%) Child Care Provider Referrals
 - 1 (7.692%) Alcohol Dependency Support Groups
 - 1 (7.692%) Caregiver/Care Receiver Support Groups
 - 1 (7.692%) Homemaker Assistance

- 1 (7.692%) Parenting Helplines
- 1 (7.692%) Parenting Skills Classes
- 1 (7.692%) Recreation Centers

13 TOTAL Referred Services

- 12 (1.365%) Consumer Services
 - 4 (33.333%) Personal Finances/Budget Counseling
 - 3 (25.000%) Mortgage Delinquency and Default Resolution Counseling
 - 2 (16.667%) Bankruptcy Assistance
 - 1 (8.333%) Debt Consolidation Services

10 TOTAL Referred Services

- 9 (1.024%) Income Support and Employment
 - 4 (44.444%) Job Banks
 - 3 (33.333%) Food Stamps
 - 1 (11.111%) Social Security Burial Benefits
 - 1 (11.111%) Social Security Disability Insurance
 - 1 (11.111%) TANF

10 TOTAL Referred Services

- 8 (0.910%) Mental Health Care and Counseling
 - 2 (25.000%) Individual Counseling
 - 1 (12.500%) Anger Management
 - 1 (12.500%) Bereavement Counseling
 - 1 (12.500%) Community Mental Health Agencies
 - 1 (12.500%) General Crisis Intervention Hotlines
 - 1 (12.500%) Postabortion Counseling
 - 1 (12.500%) Suicide Prevention Hotlines

8 TOTAL Referred Services

- 1 (0.114%) Environmental Quality
 - 1 (100%) Child Passenger Safety Seats

1 TOTAL Referred Services

992 TOTAL Problem Category