



211 Northeast Michigan  
2007 Austin St. Suite U  
Midland, MI 48642

Otsego County  
211 Activity Report for 2020  
629 Connections (Calls, texts, emails, chats)  
367 Web Searches

20% Receiving SNAP    8% Over 60    10% Receiving Disability    5% Veteran  
35% COVID-19 Related    8% Flood Related

**Referrals:**

- 31.32%      Health Care
- 18.283%    Utility Assistance
- 17.488%    Housing
- 6.041%     Food/Meals
- 3.498%     Legal, Consumer and Public Safety Services
- 2.703%     Individual, Family and Community Support
- 2.226%     Information Services
- 1.908%     Income Support/Assistance
- 1.749%     Clothing/Personal/Household Needs
- 1.749%     Transportation
- 1.59%       Other Government/Economic Services
- 1.272%     Mental Health/Addictions
- 0.318%     Disaster Services
- 0.318%     Employment
- 0.318%     Volunteers/Donations

**Unmet Needs:**

- 1.59%      Income Support/Assistance
- 1.59%      Utility Assistance
- 1.431%     Housing
- 0.636%     Transportation
- 0.477%     Clothing/Personal/Household Needs
- 0.318%     Food/Meals
- 0.318%     Health Care
- 0.318%     Individual, Family and Community Support
- 0.159%     Disaster Services
- 0.159%     Legal, Consumer and Public Safety Services

**DON'T STRUGGLE ALONE! DIAL 211!**

211 Marketing materials [HERE](#)  
211 Awareness Project Commercials to [share](#)

No matter what. No matter when. 211 is there!

