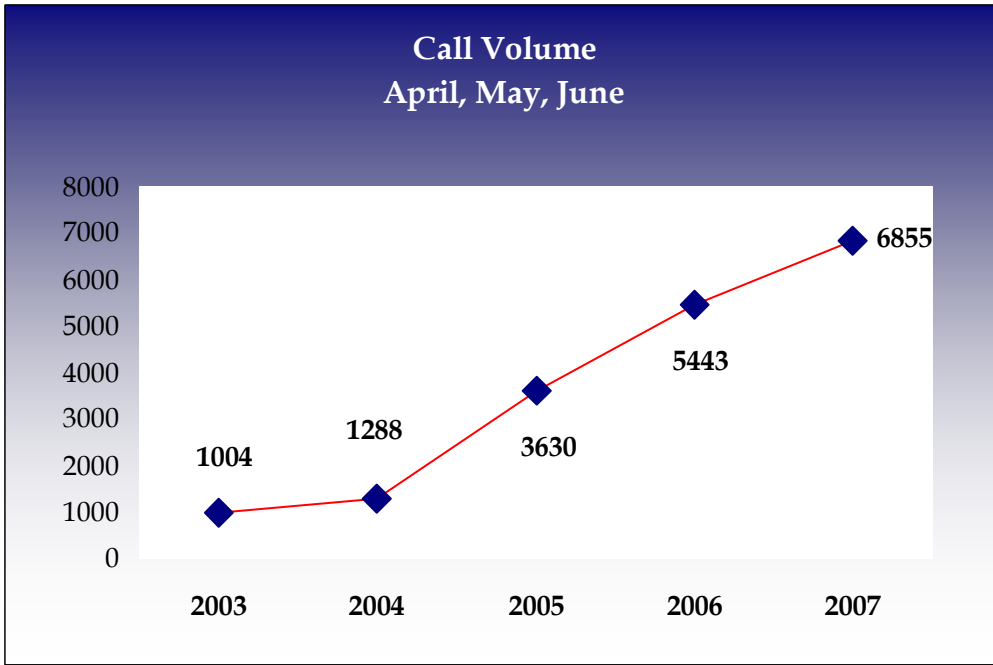
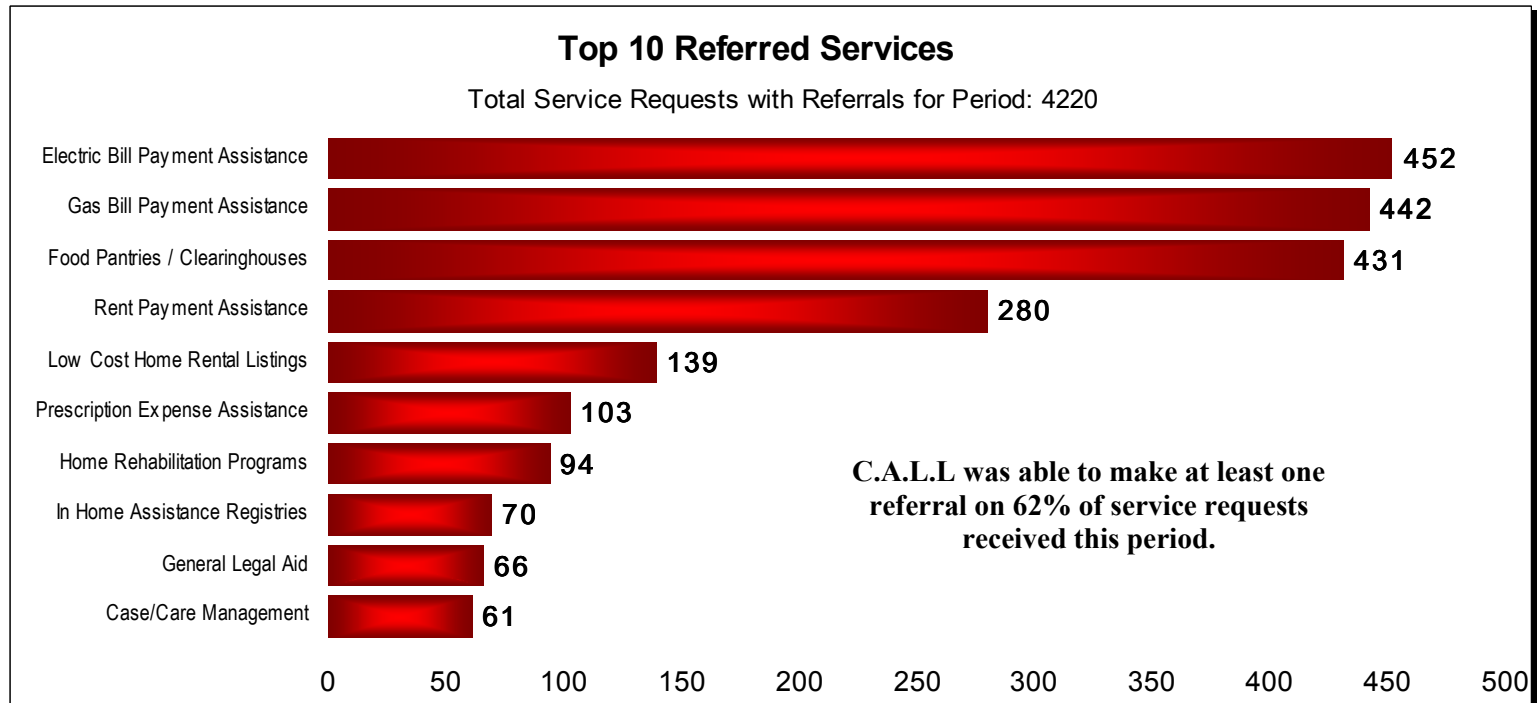




**C.A.L.L. 2-1-1**  
**Third Quarter Report**  
**April - June**  
**2007**



**Call Volume-** Muskegon County's call volume continues to climb upward. Call Specialists responded to 6,855 individual calls during the months of April through June. This was a 26% increase over the number of calls received during the same time period of last year. Although the types of requests received remains fairly constant from one year to the next, we believe the number of contacts regarding services will continue to grow both as the awareness of 2-1-1 and the needs being faced by members of our community increases. The number of requests received for gas bill payment assistance actually declined this quarter compared to last year, but the number of requests for electric bill payment assistance, prescription expense assistance, and subsidized rental listings all increased dramatically.

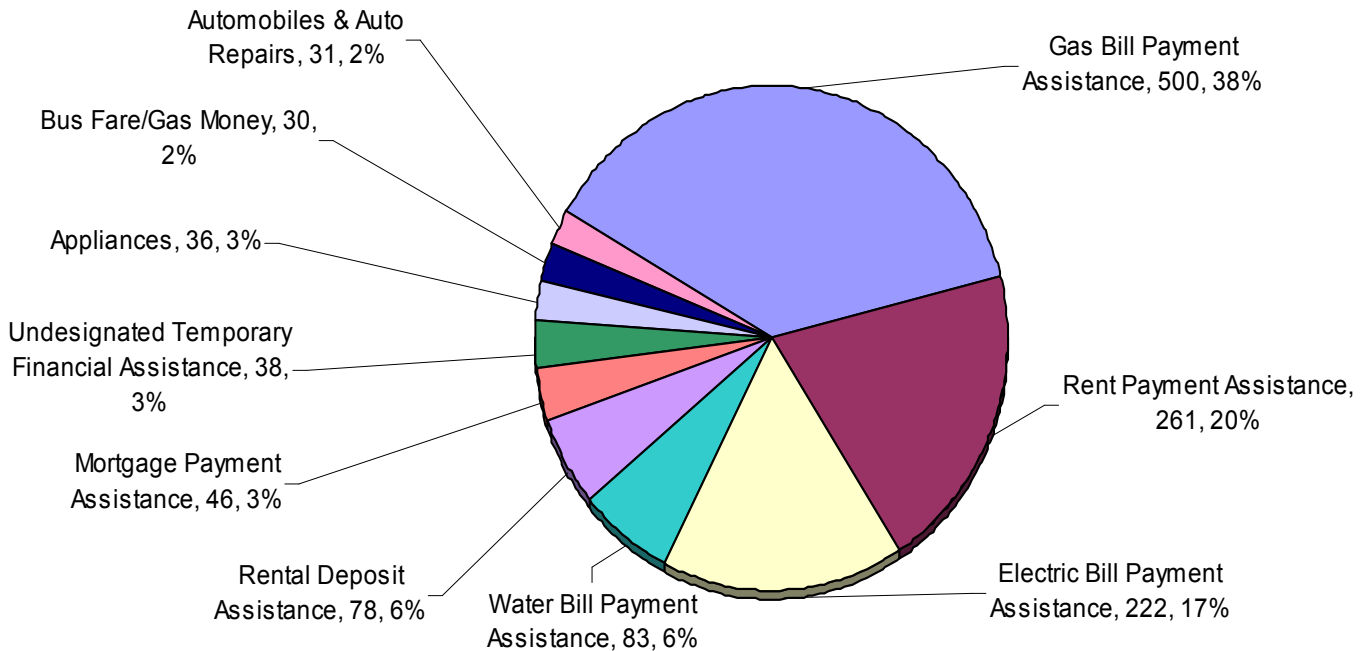


**Referrals-** From April 1-June 30, Call Specialists made referrals on 62% of service requests. The remaining 38% of calls were recorded as Info Only calls, unmet needs calls, etc. When a call cannot be referred due to a gap in service or caller ineligibility, the Call Specialist attempts to problem solve with the caller and explores informal supports such as friends, family, or church. The unmet need and associated reason is then recorded in the database to be shared with community planners.



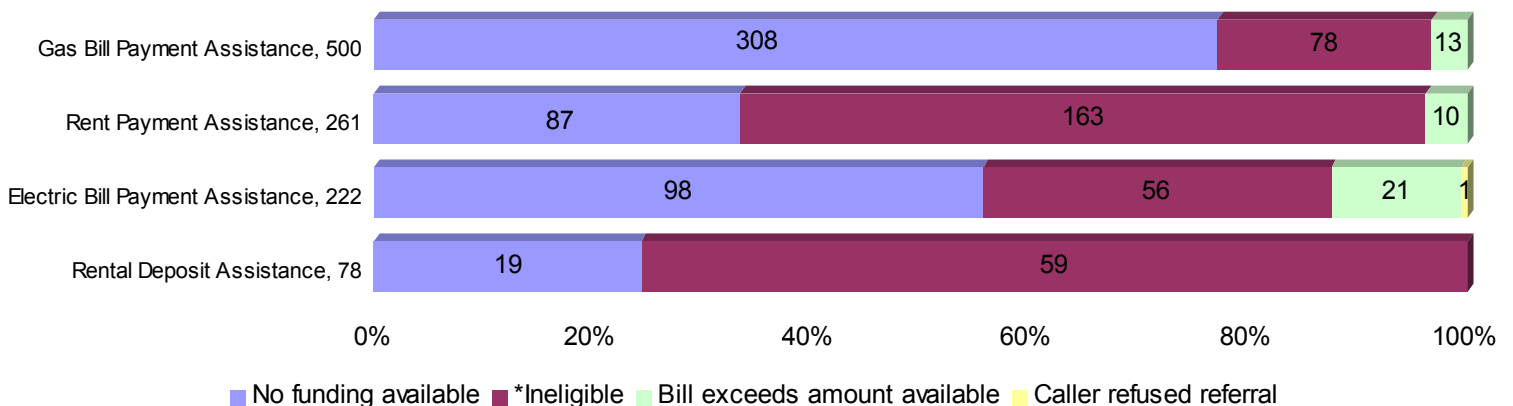
**Top 10 Unmet Needs-** An unmet need is recorded when the Call Specialist is unable to make a referral for a requested service. At times the service is not available in the community. At times, services are available but the caller is ineligible. Frequently, community agencies simply exhaust their funding. Requests for Gas Bill Payment Assistance was a big unmet need during this quarter. Spring brings an end to “Winter Protection” programs that keep heat on during colder months, and the calls reflect that.

### Top 10 Unmet Needs



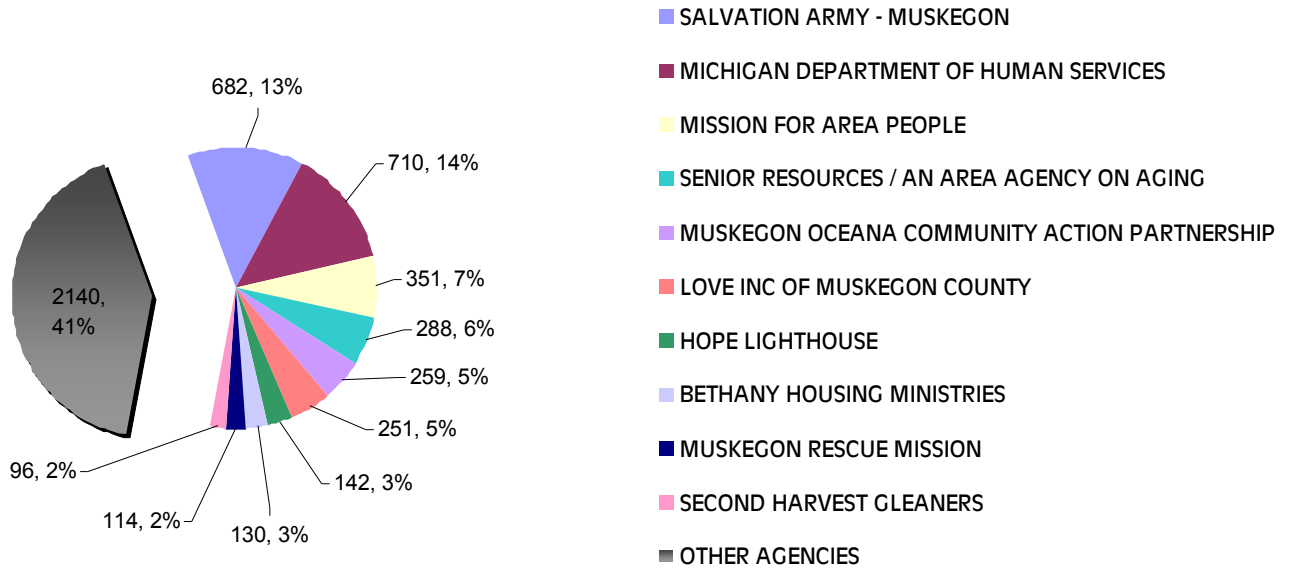
**Unmet Need Reasons-** When a Call Specialist records an unmet need, they also document the reason the need could not be referred for services. Usually, caller ineligibility is a substantial unmet need reason. This was true for unmet needs recorded for Rent Payment and Rent Deposit Payment Assistance. However, the unmet need reasons for non-referred utility requests looked slightly different. This past quarter, a lack of funding was the primary reason listed for unmet Gas Bill and Electric Bill Payment requests.

### Unmet Need Reasons of Top 4 Unmet Needs



**Top 10 Referred Agencies**— C.A.L.L. maintains a database of approximately 700 active Agencies offering a wide variety of community resources.

### Total Agencies Referred for Period: 247



### TANGLEWOOD PARK

At the May meeting of the CALL Operations Board, the opportunity was presented for Community Access Line of the Lakeshore to be part of a shoreline senior center that would house four senior-serving agencies under one roof, boast a beautiful café/coffee shop and offer a variety of educational and recreational programs of particular interest to older adults. The CALL Operations Board approved moving forward with assessing the feasibility of such an endeavor that would include moving the Community Access Line of the Lakeshore into the renovated building. CALL’s staff has grown in order to meet the demand that has come with continued increases in call volume, the merger with Ottawa County’s 2-1-1, the implementation of the Long Term Care Connections state pilot project, and the expansion into counties north of Muskegon. As such, CALL has outgrown its current location.

Visits to community leaders and key funders has resulted in strong encouragement to move forward with this high impact project. The four partner agencies are referring to the facility as “Tanglewood Park” which nicely describes its location at 560 Seminole Road between Tanglewood and Park Streets. Senior Resources, Nutritional Services for Older Americans (Meals on Wheels), and CALL will help create a one stop shop for seniors by occupying half of the former D&W building. All three agencies serve multiple counties. Half the facility will house the new Life Circles Program of All Inclusive Care for the Elderly (PACE) Clinic. PACE will serve Medicare/Medicaid nursing home eligible elderly in Muskegon County and select areas of North Ottawa County. A cost savings in excess of \$300,000 will be achieved by sharing conference rooms, common reception areas, security and computer systems, staff lounges, centralized purchasing, merged activity, food service operations and certain staff positions.

CALL is located at Senior Resources 255 W. Sherman Blvd. Muskegon Heights, MI 49444  
 231- 733-1155 Toll Free 1-877-211-LAKE (5253)  
[www.call-211.org](http://www.call-211.org)