CALL 2-1-1
Quarterly Data Report
October - December 2017

Manistee County

Monthly Contacts

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
<th>Web Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>51</td>
<td>7</td>
</tr>
<tr>
<td>November</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>December</td>
<td>48</td>
<td>13</td>
</tr>
</tbody>
</table>

Top 10 Service Requests

- Case/Care Management
- Transitional Housing/Shelter
- Rental Deposit Assistance
- General Legal Aid
- Gas Service Payment Assistance
- Food Pantries
- Extreme Cold Weather Shelters
- Heating Fuel Payment Assistance
- Rent Payment Assistance
- Electric Service Payment Assistance

Contacts by Zip Code

- 49660: 7
- 49689: 8
- 49614: 11
- 49645: 3
- 49619: 4
- 49675: 6
- 49625: 3
- 49625: 1

Additional Contact Statistics

- 26 contacts involved a household with children ages 0-5 or a pregnant woman
- 51 individuals stated currently receiving SNAP benefits
- 10 individuals/household member identified as a veteran
- 27 individuals served age 60 or older

Resource Database Updates

In the 1st quarter of FY 2018, CALL completed the annual review and update of resource records for 15 agencies in Manistee County—21% of the total agency resource records for the county.

In addition, CALL made 19 interim updates to Manistee County agency records in the database—including changes to services and programs, events, agency personnel and contact information, agency location and hours, and physical access of locations.