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

Monthly Contacts

October: 1,319
November: 1,357
December: 1,141

Contacts by Zip Code

Top 10 Service Requests
- Community Shelters
- Water Service Payment Assistance
- Thanksgiving Baskets
- Christmas Baskets
- Home Rehabilitation Grants
- Food Pantries
- Rent Payment Assistance
- Gas Service Payment Assistance
- Holiday Gifts/Toys
- Electric Service Payment Assistance

Additional Contact Statistics
- 680 contacts involved a household with children ages 0-5 or a pregnant woman
- 1,818 individuals stated currently receiving SNAP benefits
- 288 individuals/household member identified as a veteran
- 1,107 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 29 agencies in Muskegon County—17% of the total agency resource records for the county.

In addition, CALL made 89 interim updates to Muskegon 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.