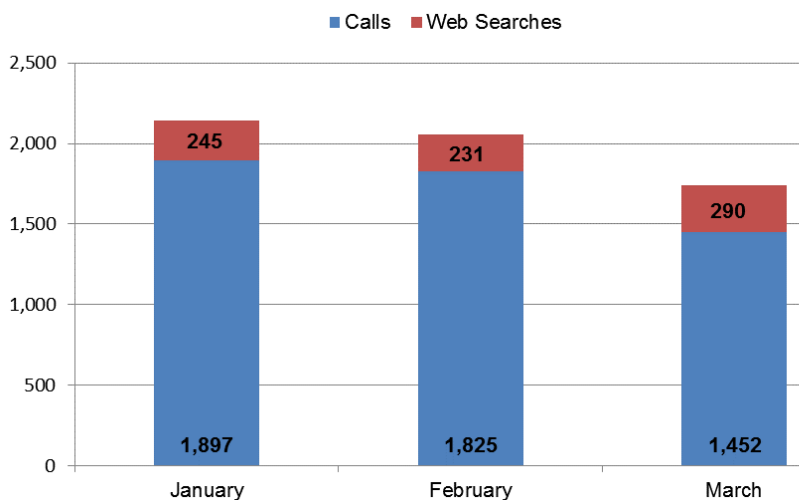
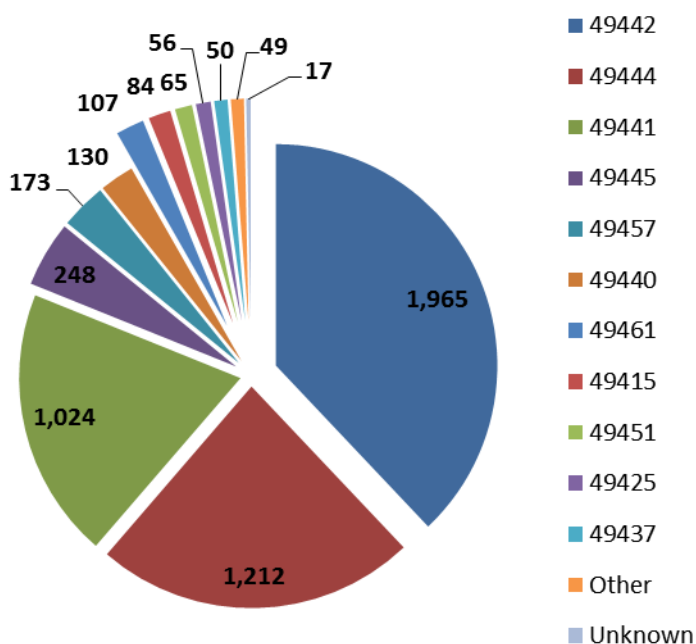


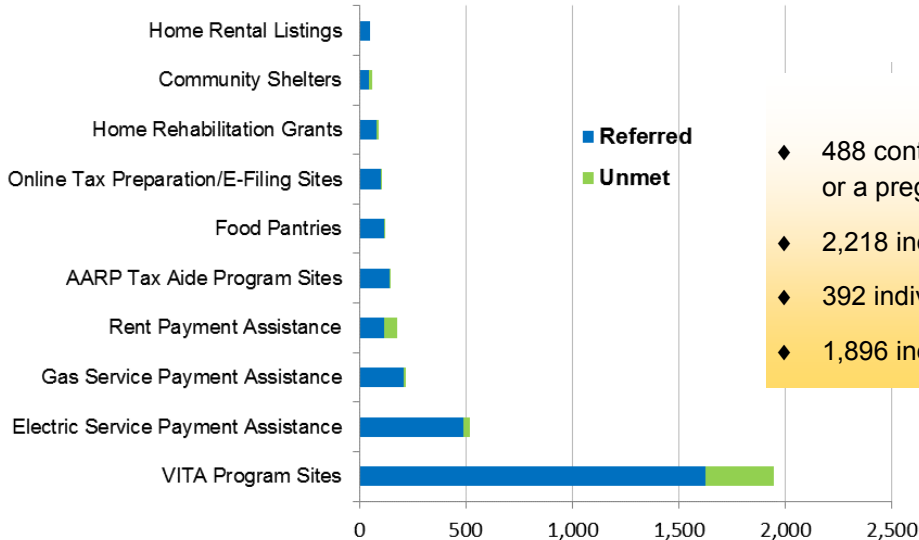
**Monthly Contacts**



**Contacts by Zip Code**



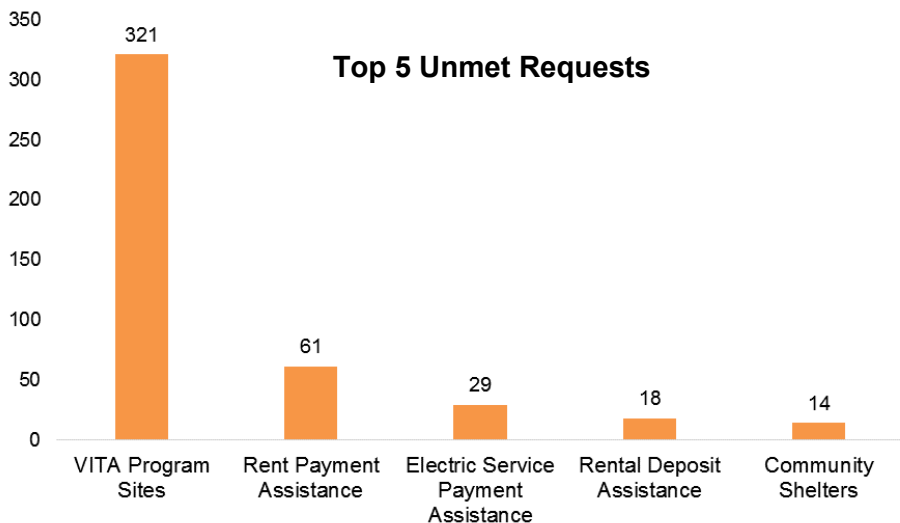
**Top 10 Service Requests**



**Additional Contact Statistics**

- ◆ 488 contacts involved a household with children ages 0-5 or a pregnant woman
- ◆ 2,218 individuals stated currently receiving SNAP benefits
- ◆ 392 individuals/household member identified as a veteran
- ◆ 1,896 individuals served age 60 or older

**Top 5 Unmet Requests**



In partnership with Goodwill Industries of West Michigan, CALL 2-1-1 scheduled appointments for Muskegon County residents eligible for the VITA Tax Preparation Assistance Program.

In total, CALL staff handled over 2,400 calls from Muskegon County residents regarding the VITA program (appointment scheduling, referrals to walk-in events and fielding questions re: tax preparation services) January—March 2018.

In addition, staff made over 141 referrals to AARP Tax Aide Programs in Muskegon County and 100 referrals to Online Tax Preparation/E-Filing Sites.