

Community ACCESS Line of the Lakeshore

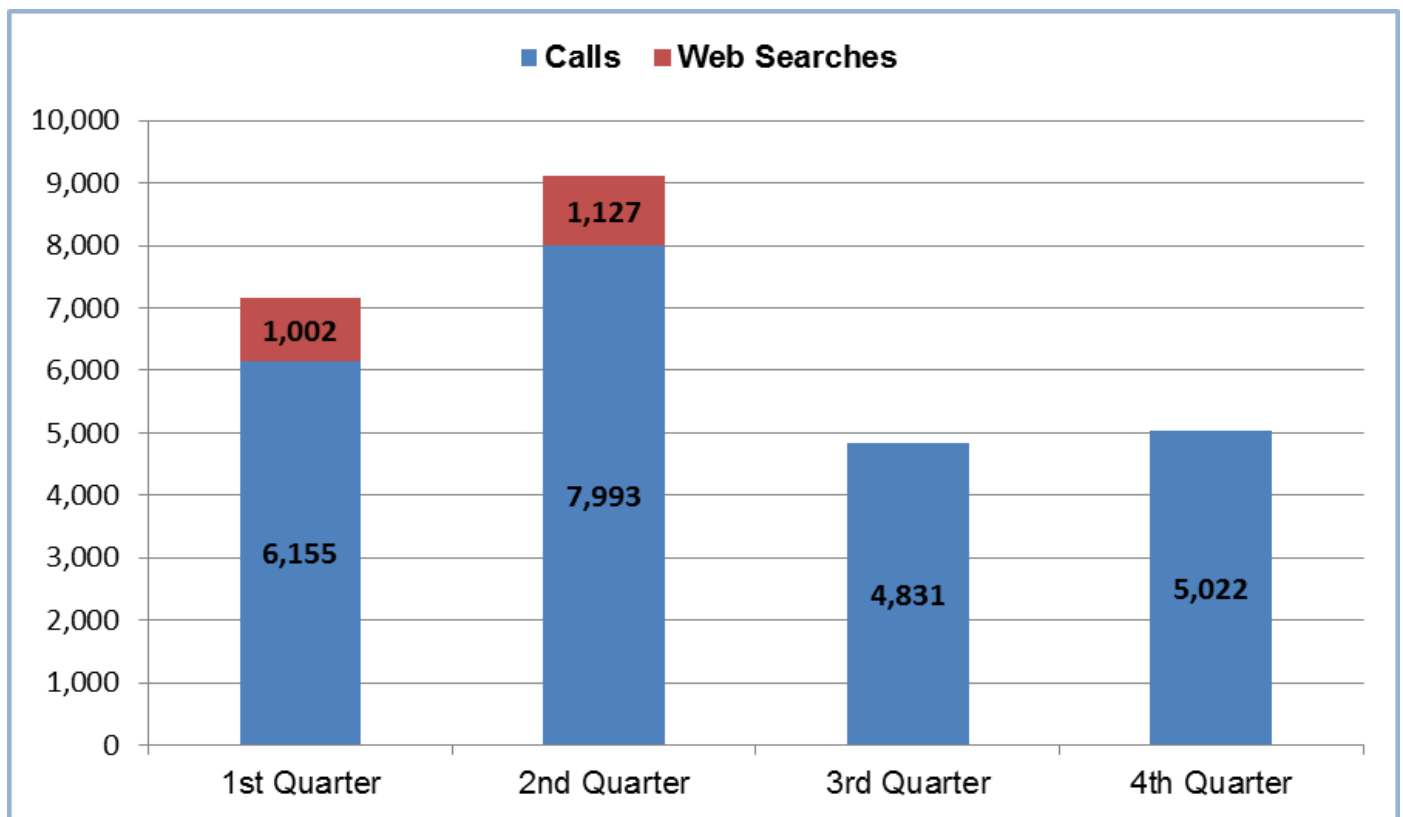


2018 Annual Data Report October 2017- September 2018

Community Access Line of the Lakeshore, Inc. (CALL) is a 501(c)3 nonprofit agency whose **mission is to increase access to community resources through compassionate and effective information and referral services.** CALL's staff is committed to respecting the dignity and value of each individual who contacts our agency.

Through the 2-1-1 service CALL helps residents in the communities we serve connect with critical health and human services and opportunities to engage within their community. In 2018 we handled **24,001** contacts including phone calls, in-person assistance, emails, chat and texts.

2-1-1 Total Regional Contacts for Fiscal Year 2018

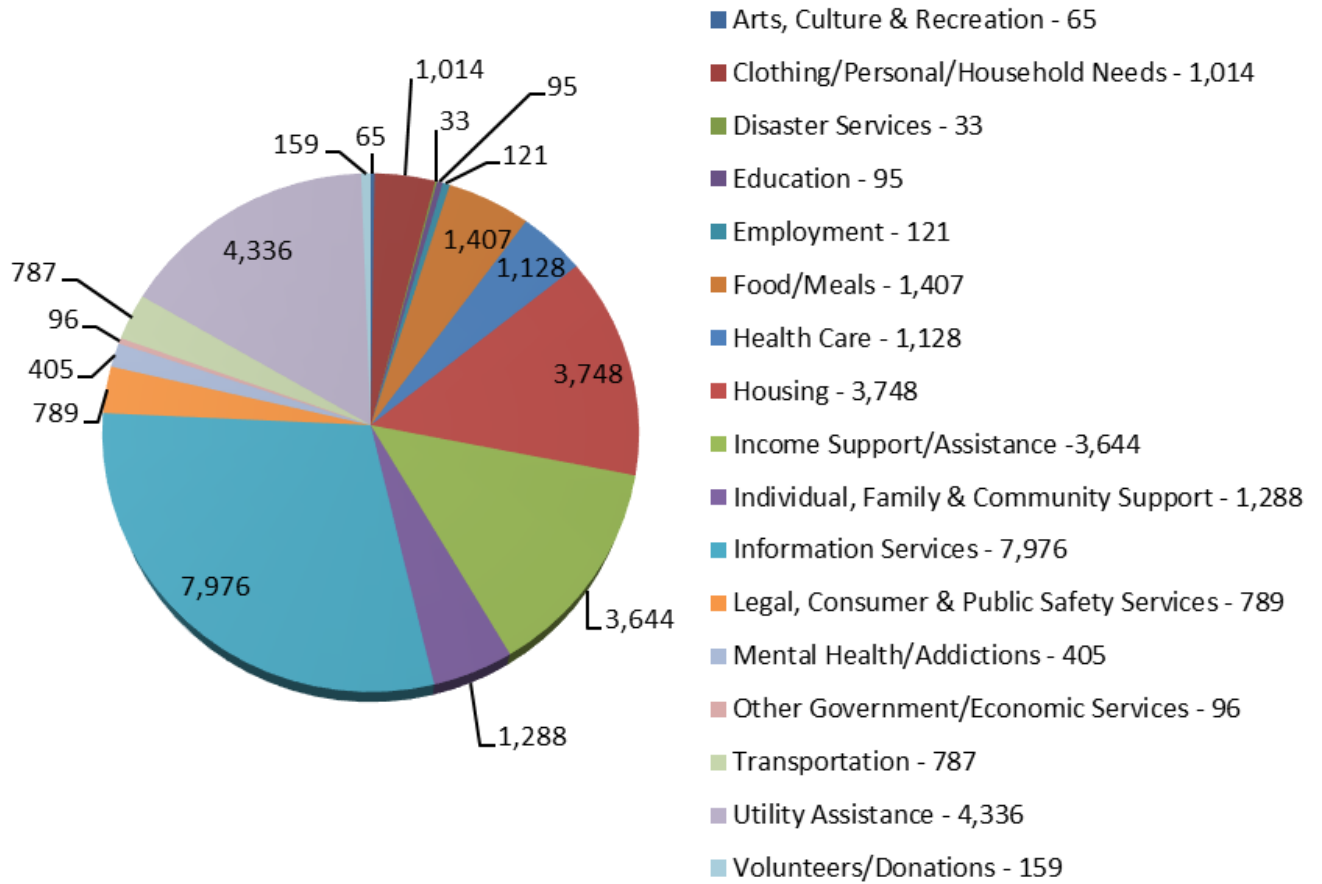


*Web search data not available for 3rd or 4th quarters

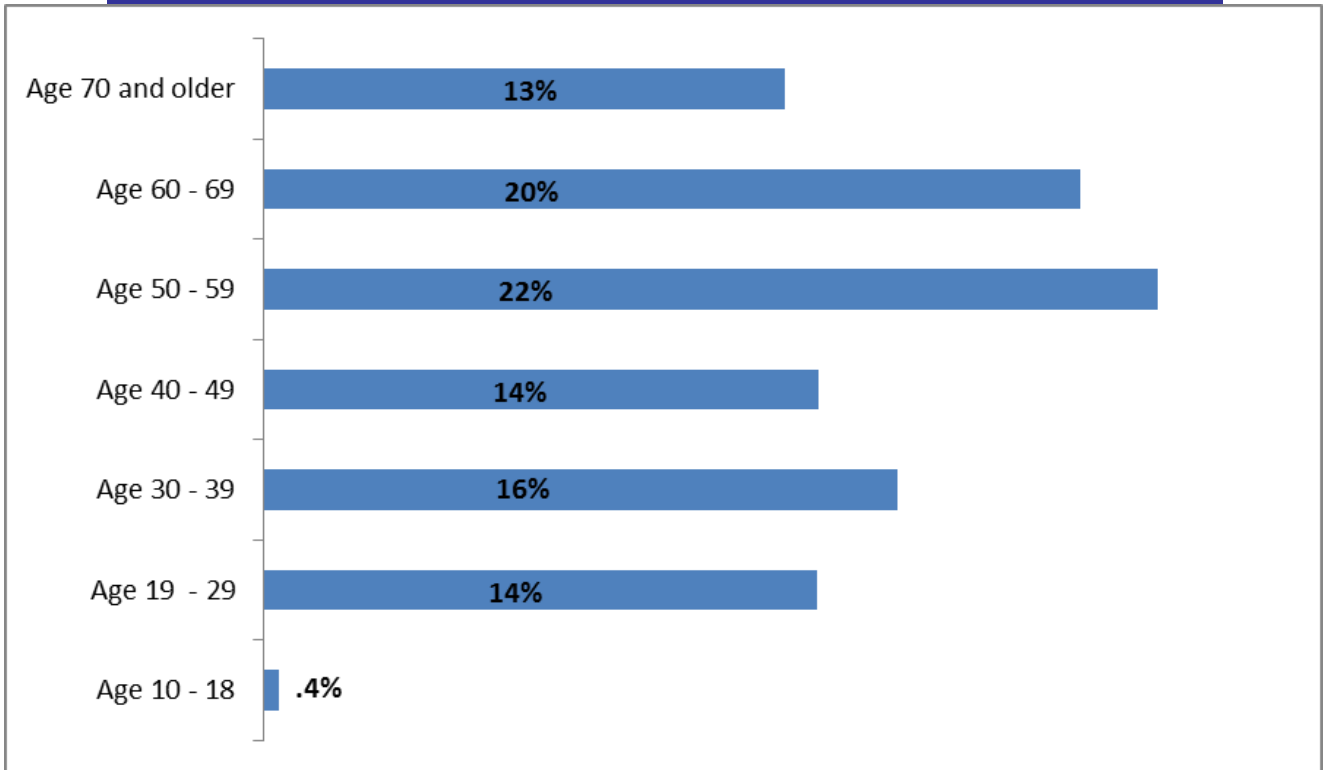
Regional Overview

24,001 Contacts

Service Requests by Category

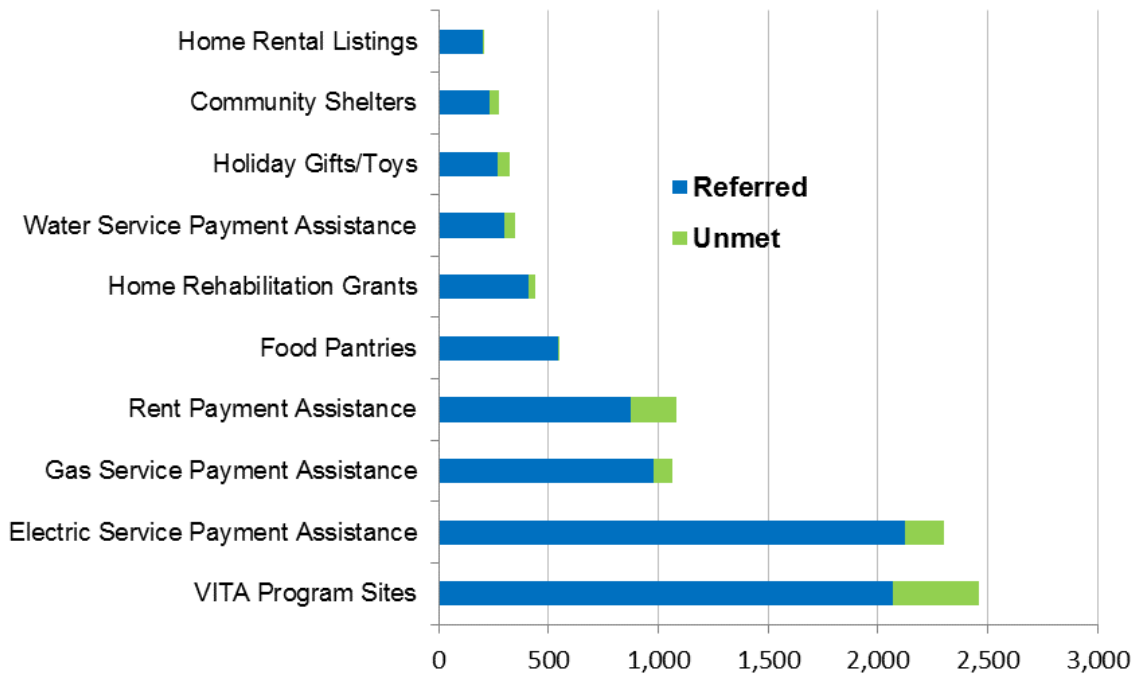


Of 2-1-1 callers whose gender was identified, 75% were female and 25% male



Muskegon County Community Data - 18,718 Connections

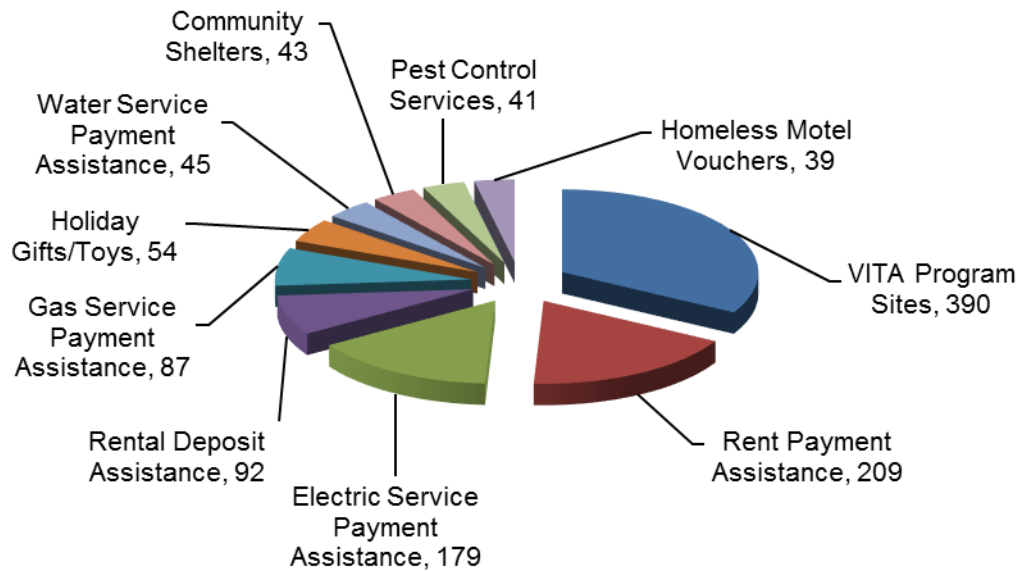
Top Ten Service Requests



Top 5 Referred Agencies

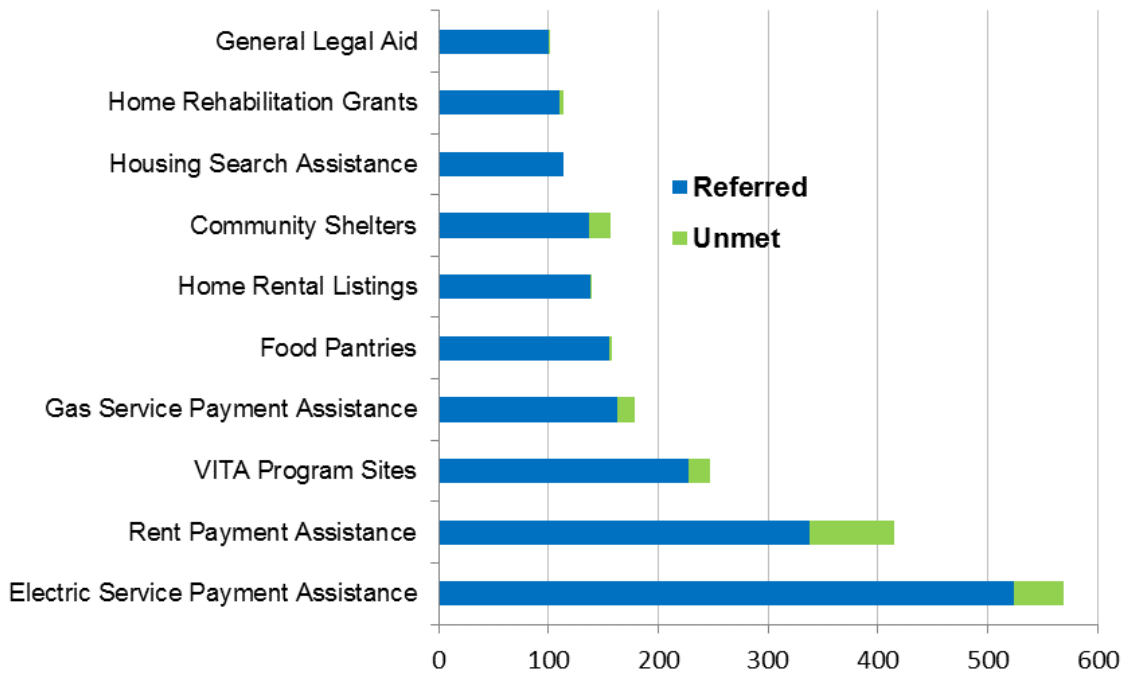
Muskegon-Oceana Community Action Partnership	2,858
Salvation Army - Muskegon	2,582
Michigan Dept. of Health and Human Services	2,322
Goodwill Industries of West Michigan	1,863
TrueNorth Community Services	1,234

Top 10 Unmet Requests



Ottawa County Community Data - 6,299 Connections

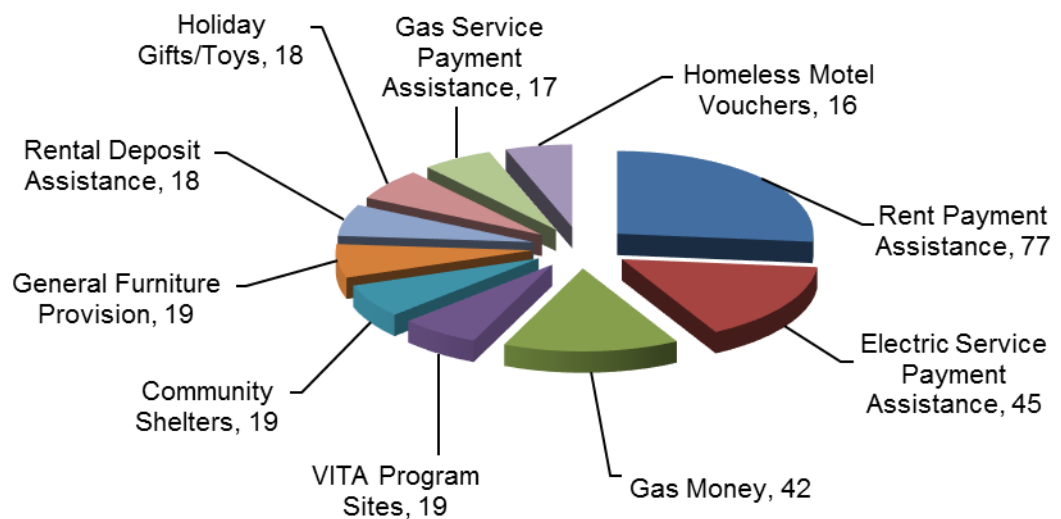
Top Ten Service Requests



Top 5 Referred Agencies

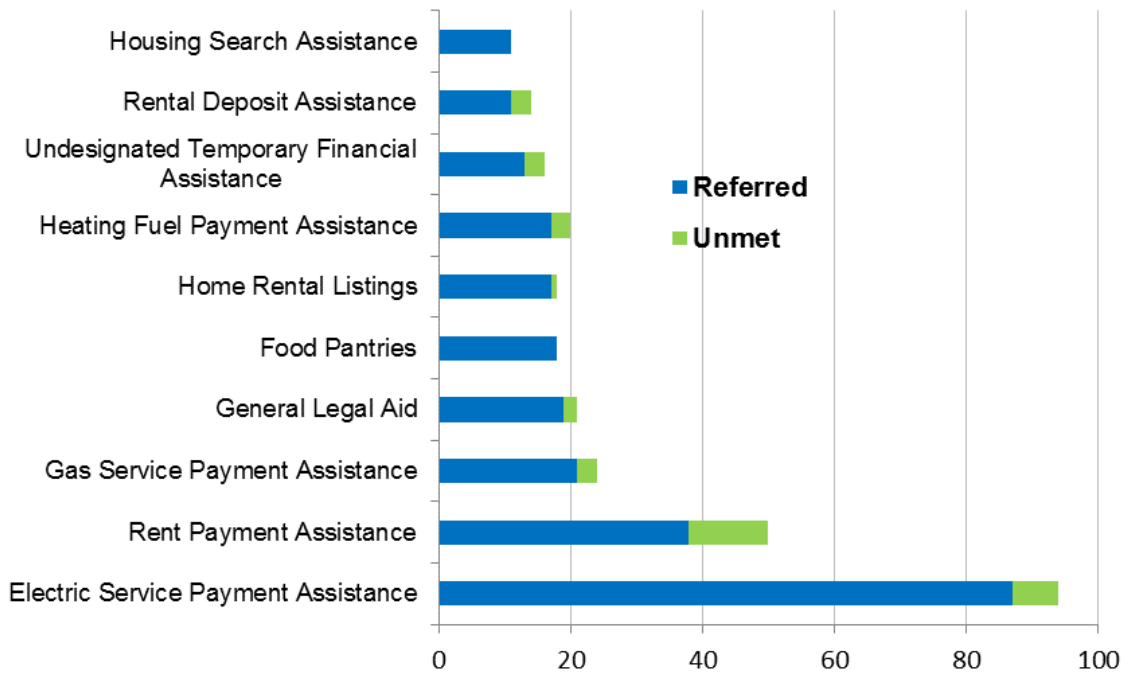
Ottawa County Community Action Agency	767
Michigan Dept. of Health and Human Services	694
Good Samaritan Ministries	443
Salvation Army - Holland	408
TrueNorth Community Services	294

Top 10 Unmet Requests



Manistee County Community Data - 528 Connections

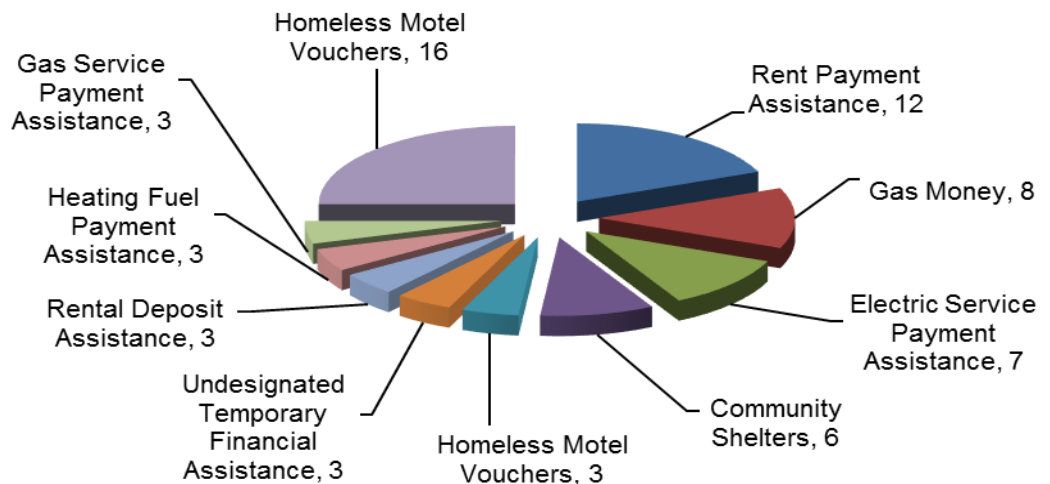
Top Ten Service Requests



Top 5 Referred Agencies

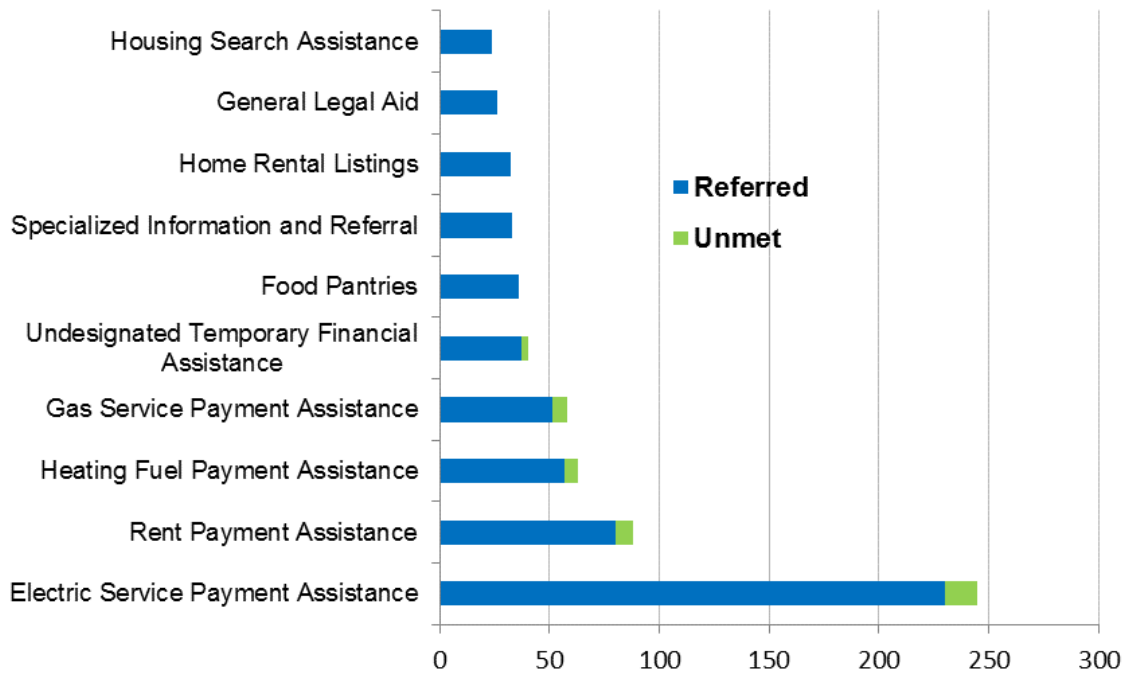
FiveCAP	143
Michigan Dept. of Health and Human Services	109
Salvation Army - Manistee	69
TrueNorth Community Services	46
Northwest Michigan Community Action Agency	32

Top 10 Unmet Requests



Wexford and Missaukee Counties Community Data - 680 Connections

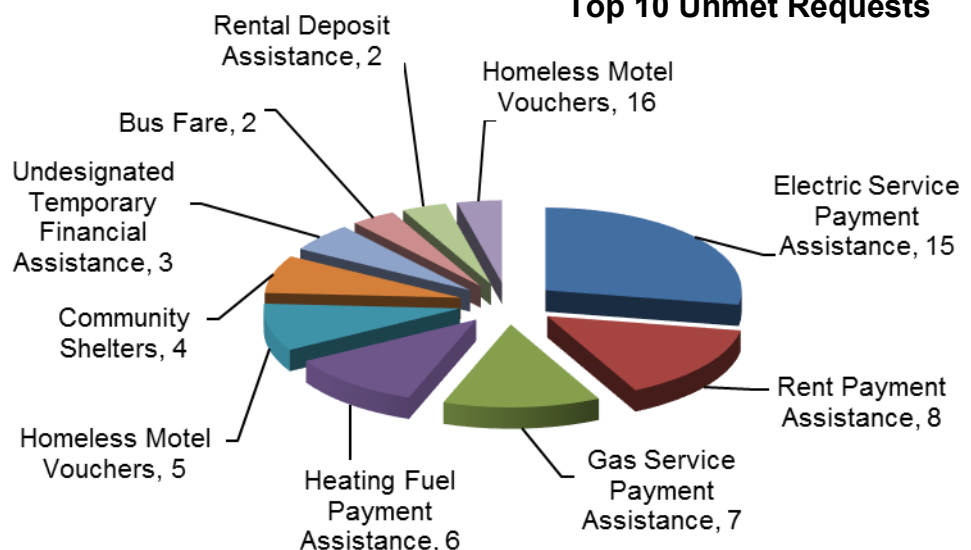
Top Ten Service Requests



Top 5 Referred Agencies

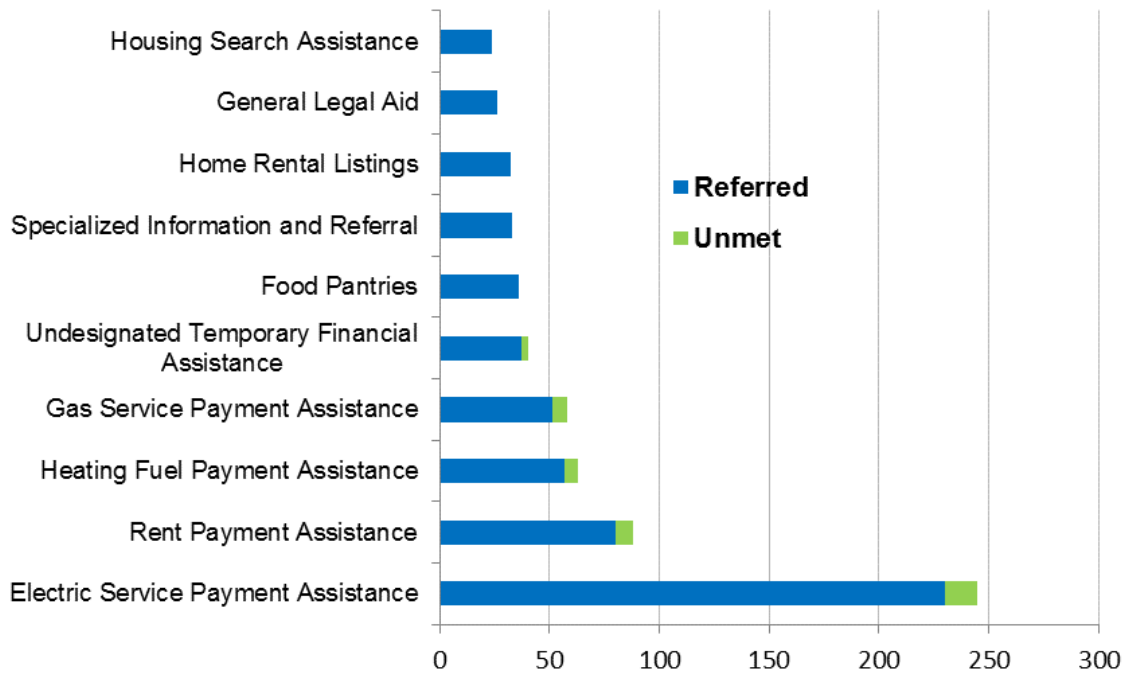
Salvation Army - Wexford/Missaukee/Kalkaska	253
Michigan Dept. of Health and Human Services	153
Northwest Michigan Community Action Agency	151
TrueNorth Community Services	106
Cooperative Ministry	57

Top 10 Unmet Requests



Charlevoix and Emmet Counties Community Data - 680 Connections

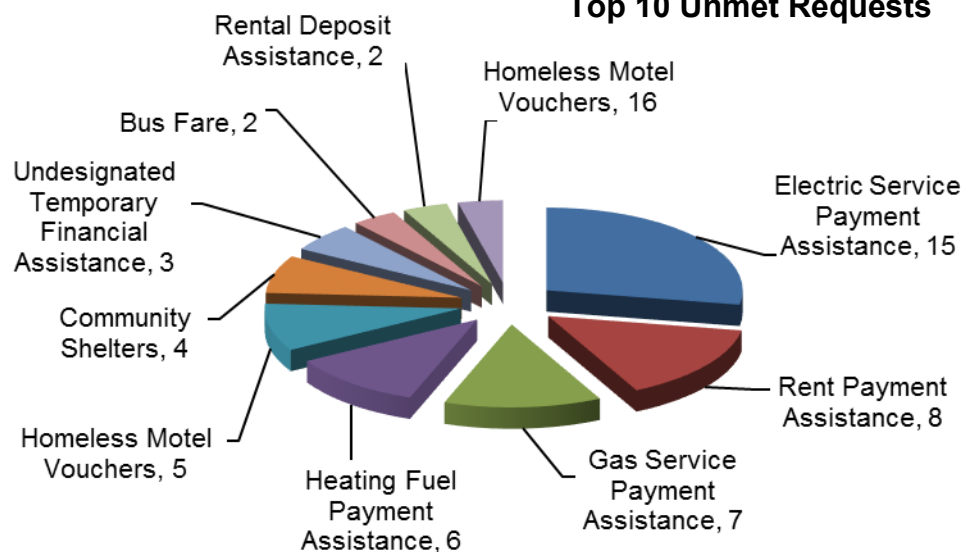
Top Ten Service Requests



Top 5 Referred Agencies

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Michigan Dept. of Health and Human Services	153
Northwest Michigan Community Action Agency	151
TrueNorth Community Services	106
Cooperative Ministry	57

Top 10 Unmet Requests



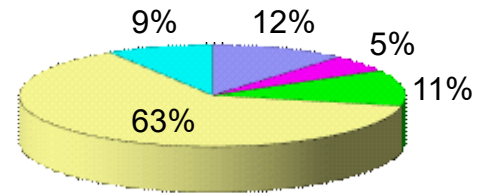
Combined Statement of Support and Expenditures

October 1, 2017-September 30, 2018

SUPPORT

Senior Resources Grant	59,211
Greater Ottawa United Way	28,068
United Way of Lakeshore	59,153
Contracts & Other	323,421
Member & Community Support	46,500
Total Support	\$516,353

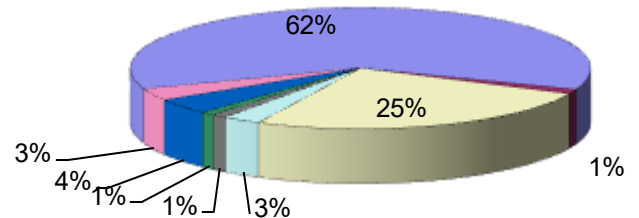
Support - Fiscal Year 2017/2018



EXPENDITURES

Wages & Benefits	282,691
Communications	6,022
Contracted Services	46,511
IT Services	5,515
Marketing	9,098
Supplies	3,994
Occupancy & Other	15,377
Travel & Training	9,583
Total Expenditures	\$378,791

Expenditures - Fiscal Year 2017/2018



Excess Support (Expense) \$147,330

Community Access Line of the Lakeshore
Financial Audit conducted by Brickley DeLong, PLC.

