



Quarterly Report
January 2019 – March 2019



2-1-1 Program
Quarterly Report
January 2019 – March 2019

“I appreciate talking to someone who could help me with my shut off notice. I appreciate that they were also able to refer me to other resources.”

—anonymous caller

2-1-1 Information and Referral Top 5 Referred Services

(Allegan, Barry, Berrien, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren County)

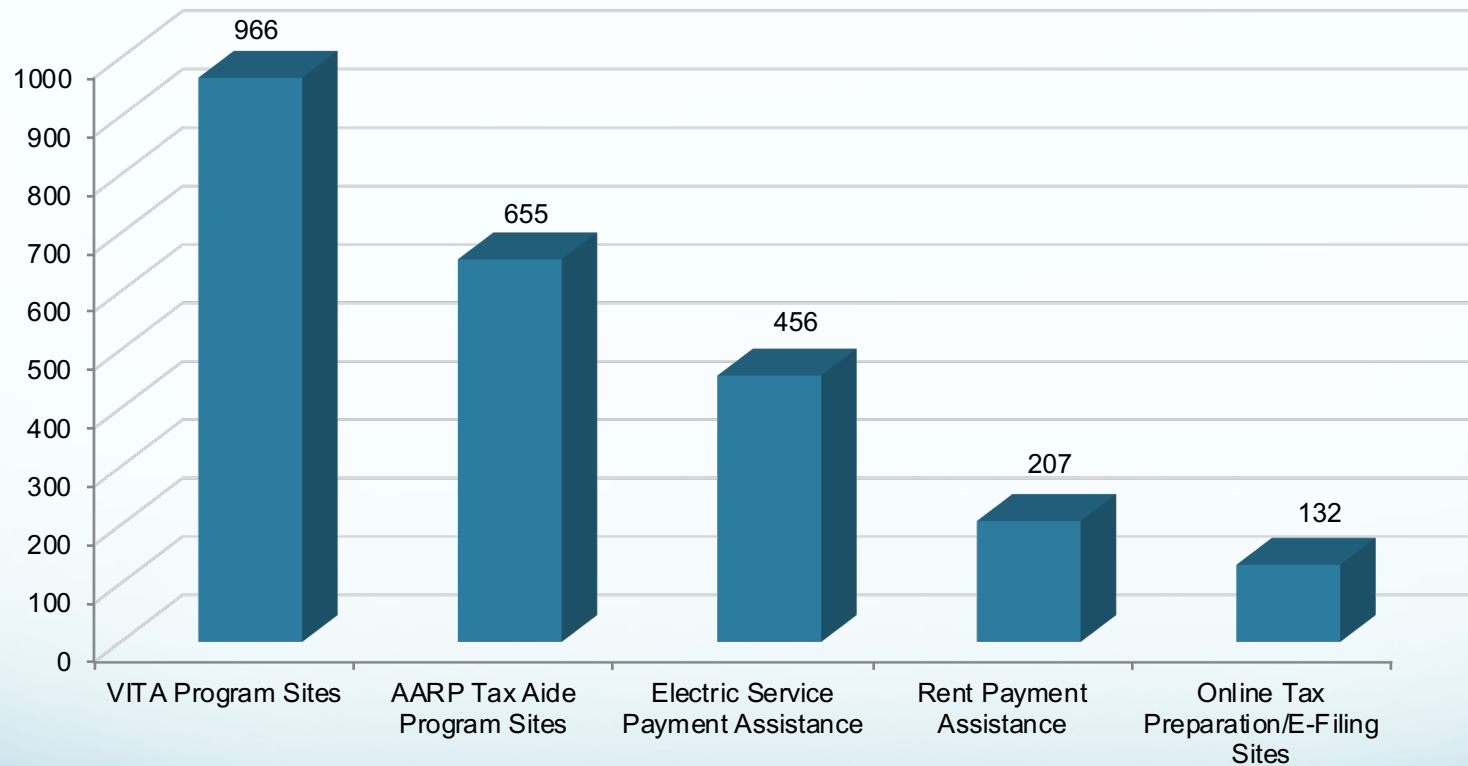
	Service	# of Referrals	% of Total Referrals
1	VITA Program Sites	2571	22%
2	Food Pantries	1580	14%
3	Electric Service Payment Assistance	1383	12%
4	AARP Tax Aide Program Sites	667	6%
5	Rent Payment Assistance	478	4%

2-1-1 Information and Referral Top 5 Unmet Needs

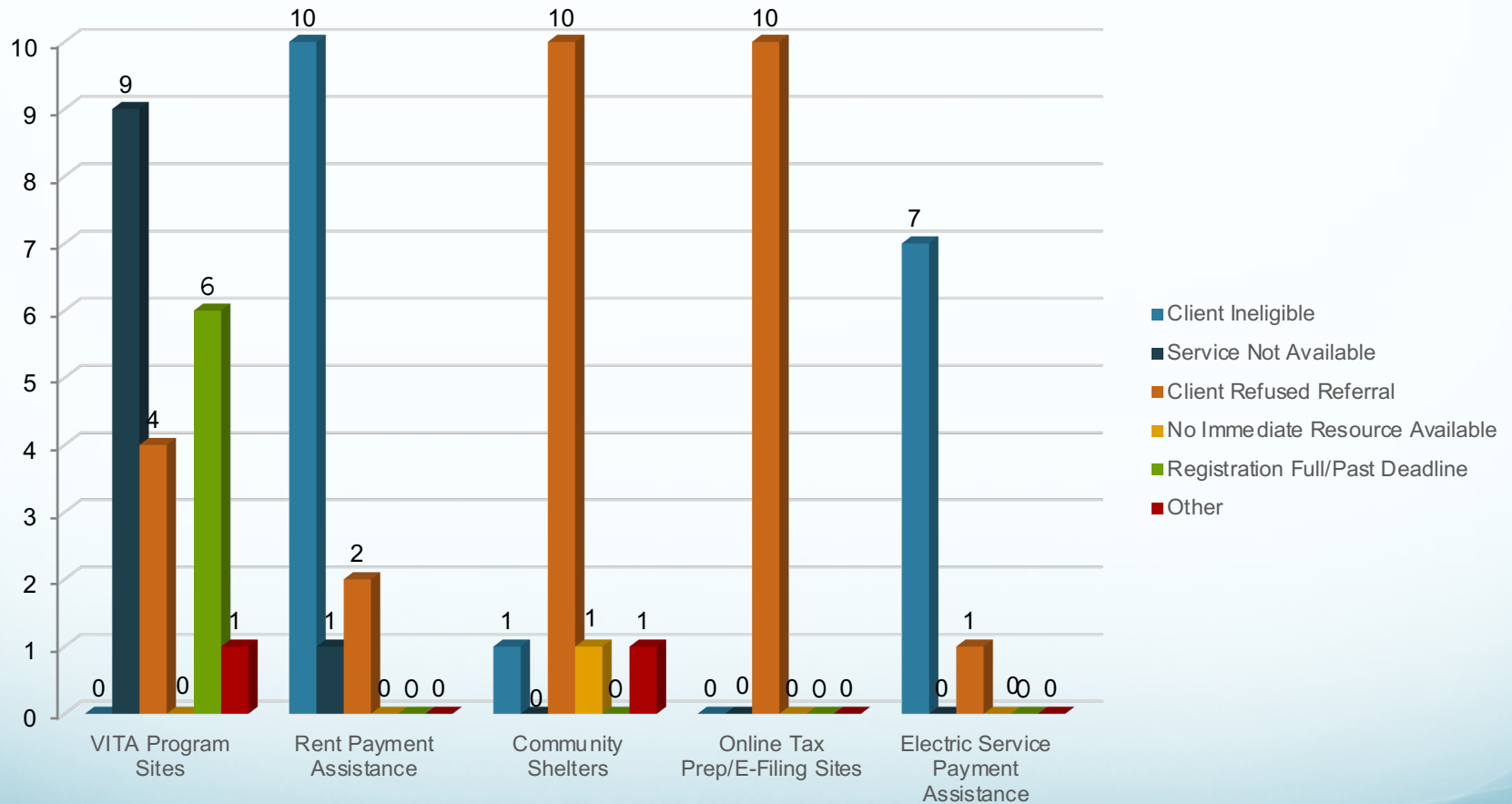
(Allegan, Barry, Berrien, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren County)

	Service	# of Unmet Needs	% of Total Unmet Needs
1	Food Pantries	84	14%
2	Electric Service Payment Assistance	63	11%
3	Rent Payment Assistance	44	7%
4	VITA Program Sites	41	7%
5	Community Shelters	29	5%

2-1-1 Information and Referral Kalamazoo County Top 5 Referred Services



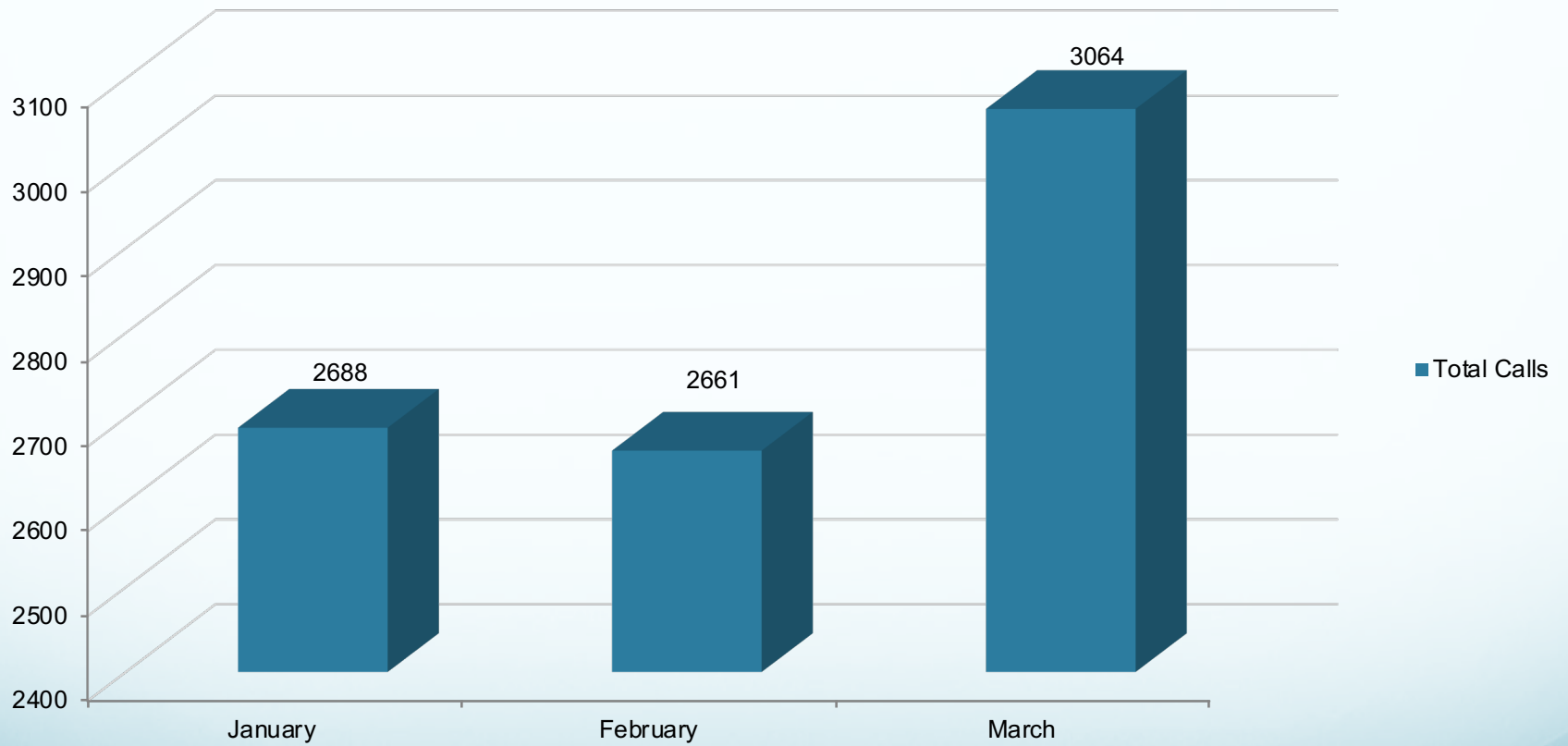
2-1-1 Information and Referral Kalamazoo County Top 5 Unmet Needs Reasons Needs Were Unmet





Crisis Services
Quarterly Report
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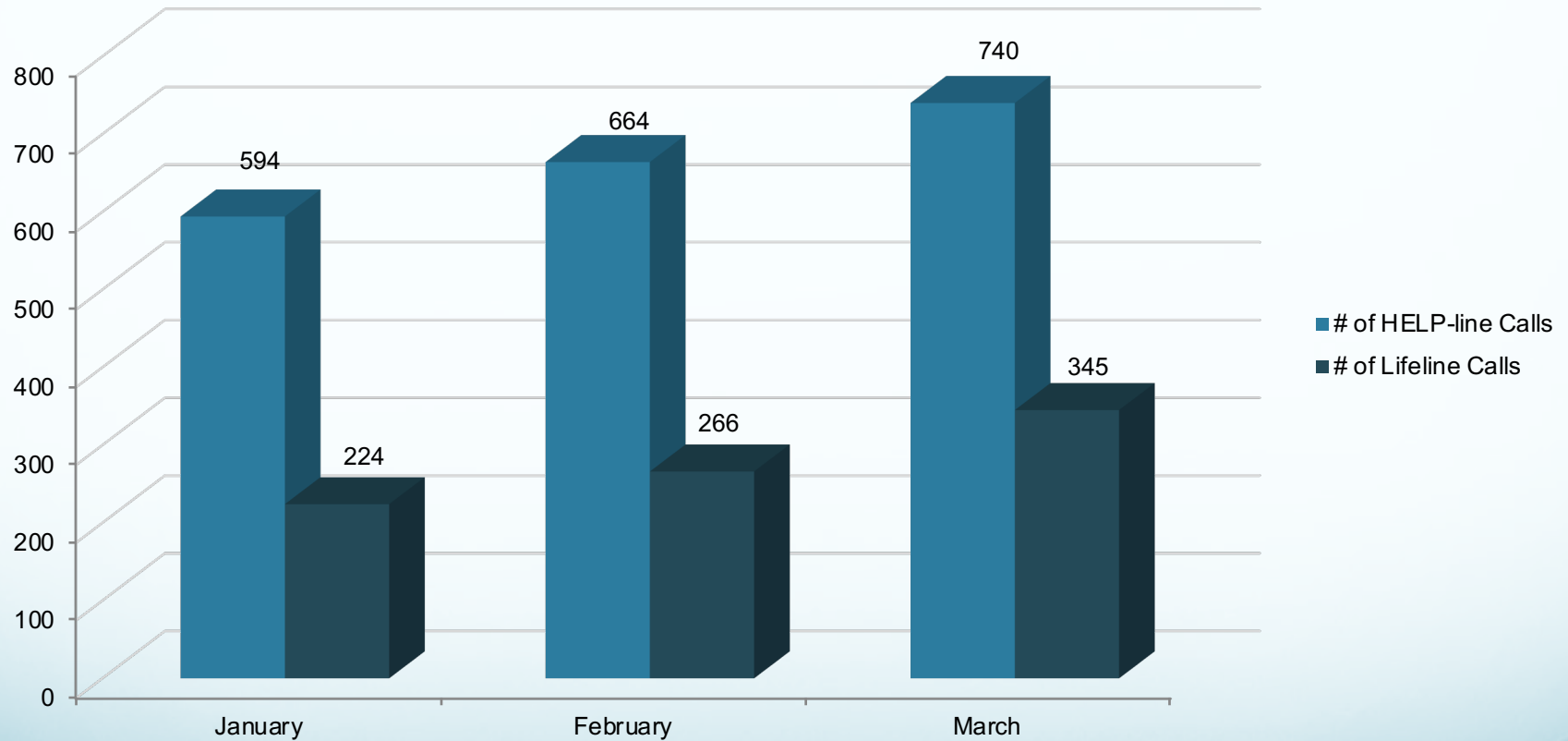
Total Crisis Calls



HELP-line and Lifeline Contracts

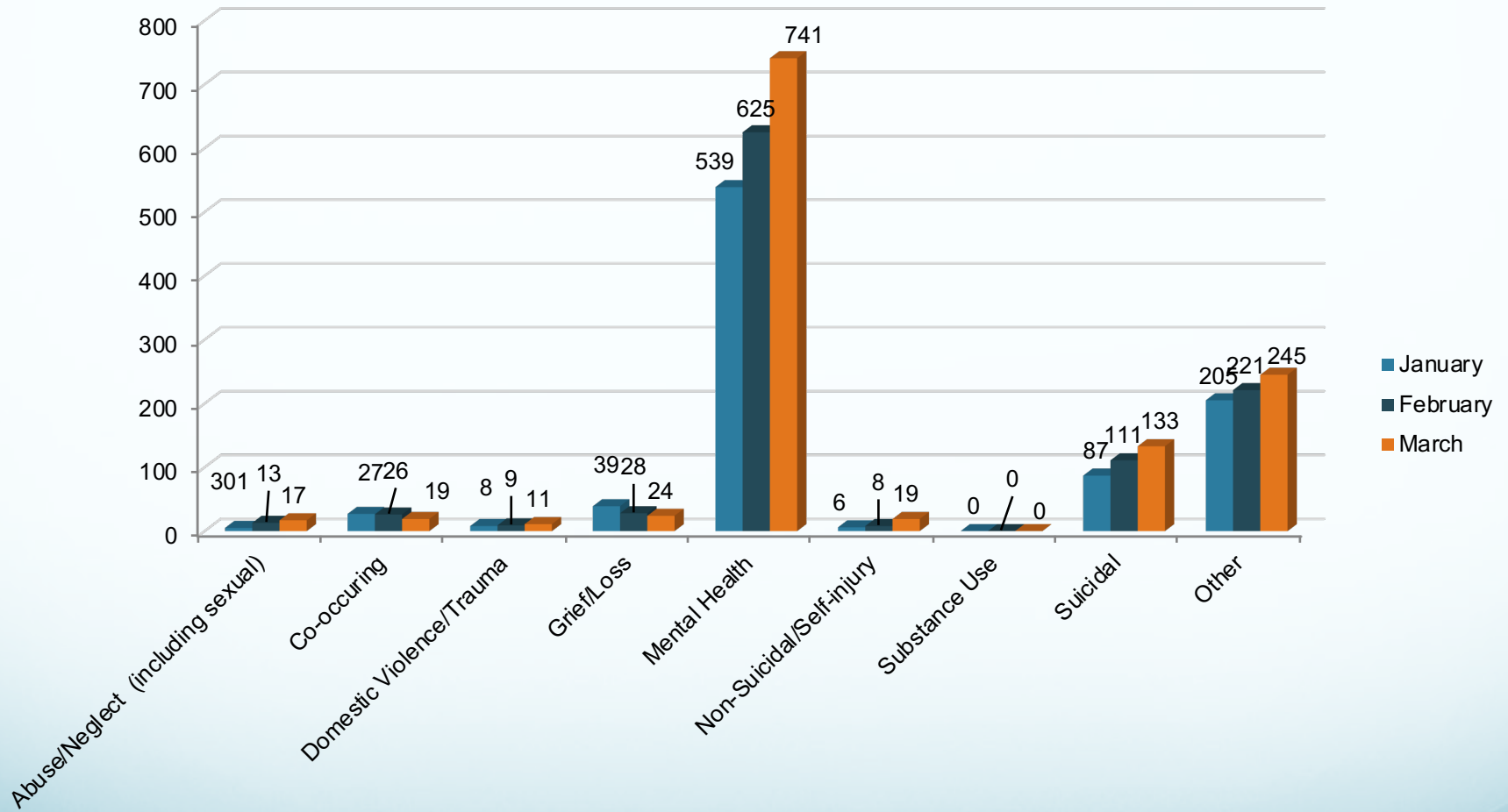
Number of Crisis Calls

Lifeline/HELP-line



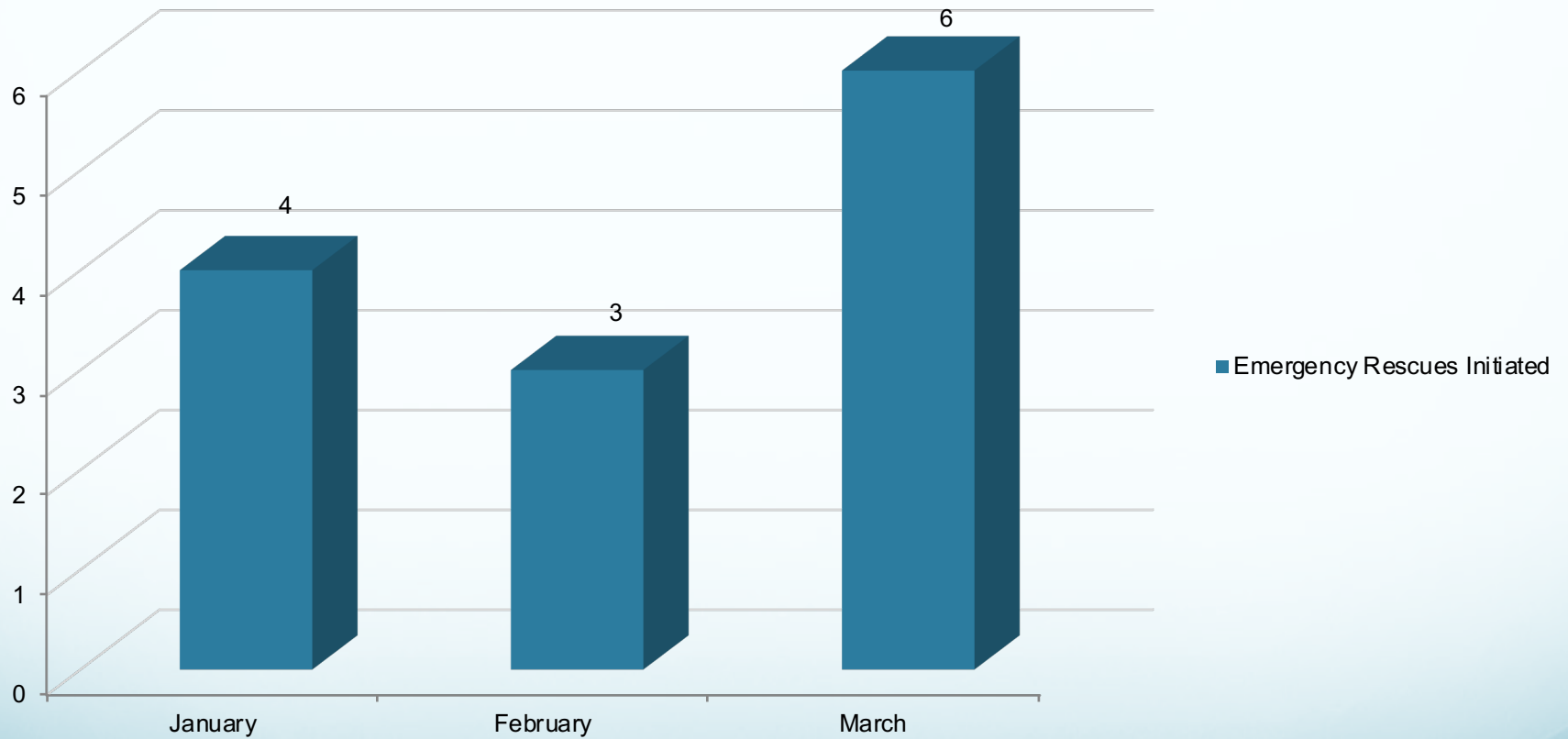
HELP-line and Lifeline Contracts

Problem Category



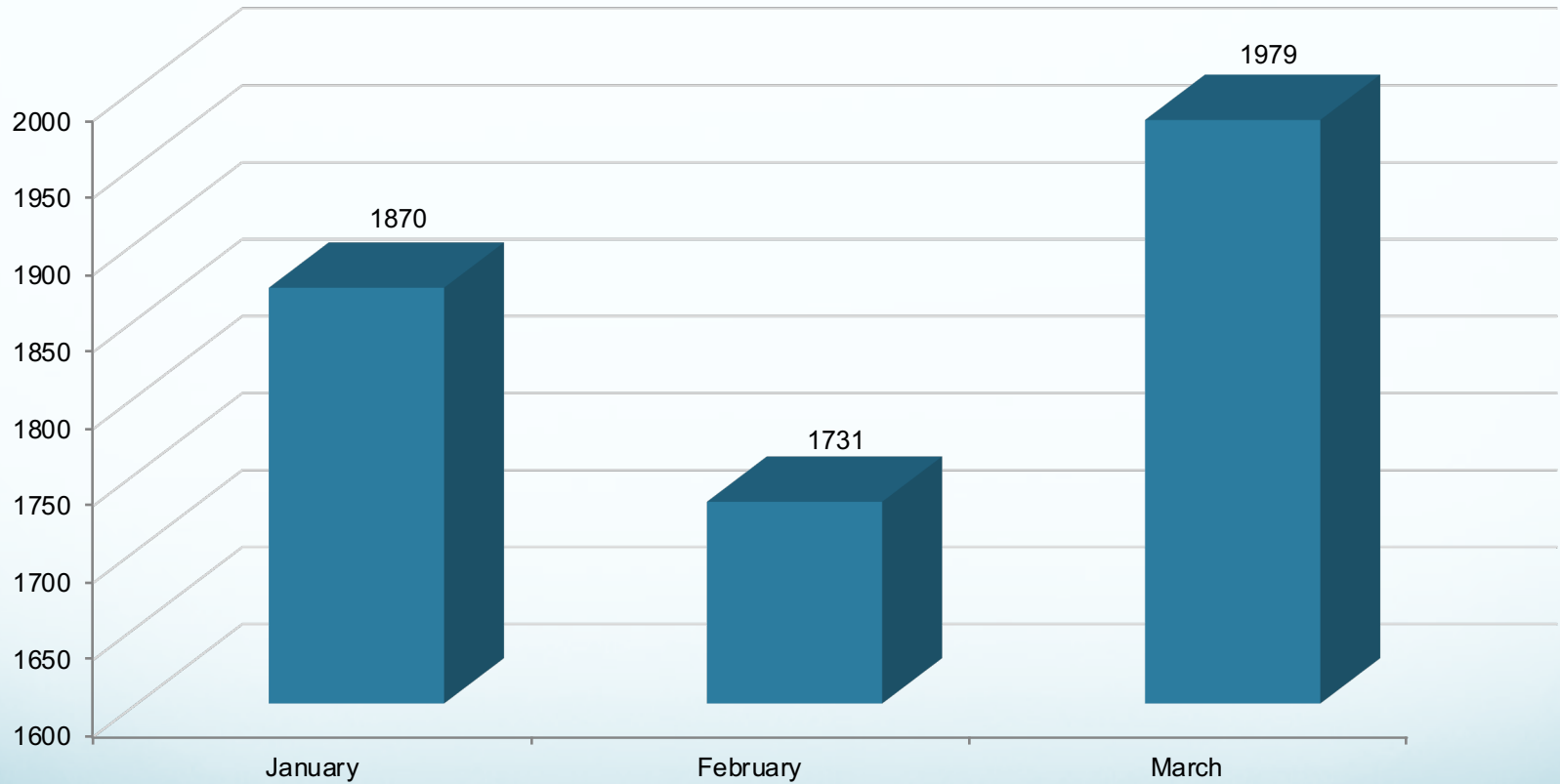
HELP-line and Lifeline Contracts

Emergency Rescues Initiated



Community Mental Health Contracts

Number of Crisis Calls

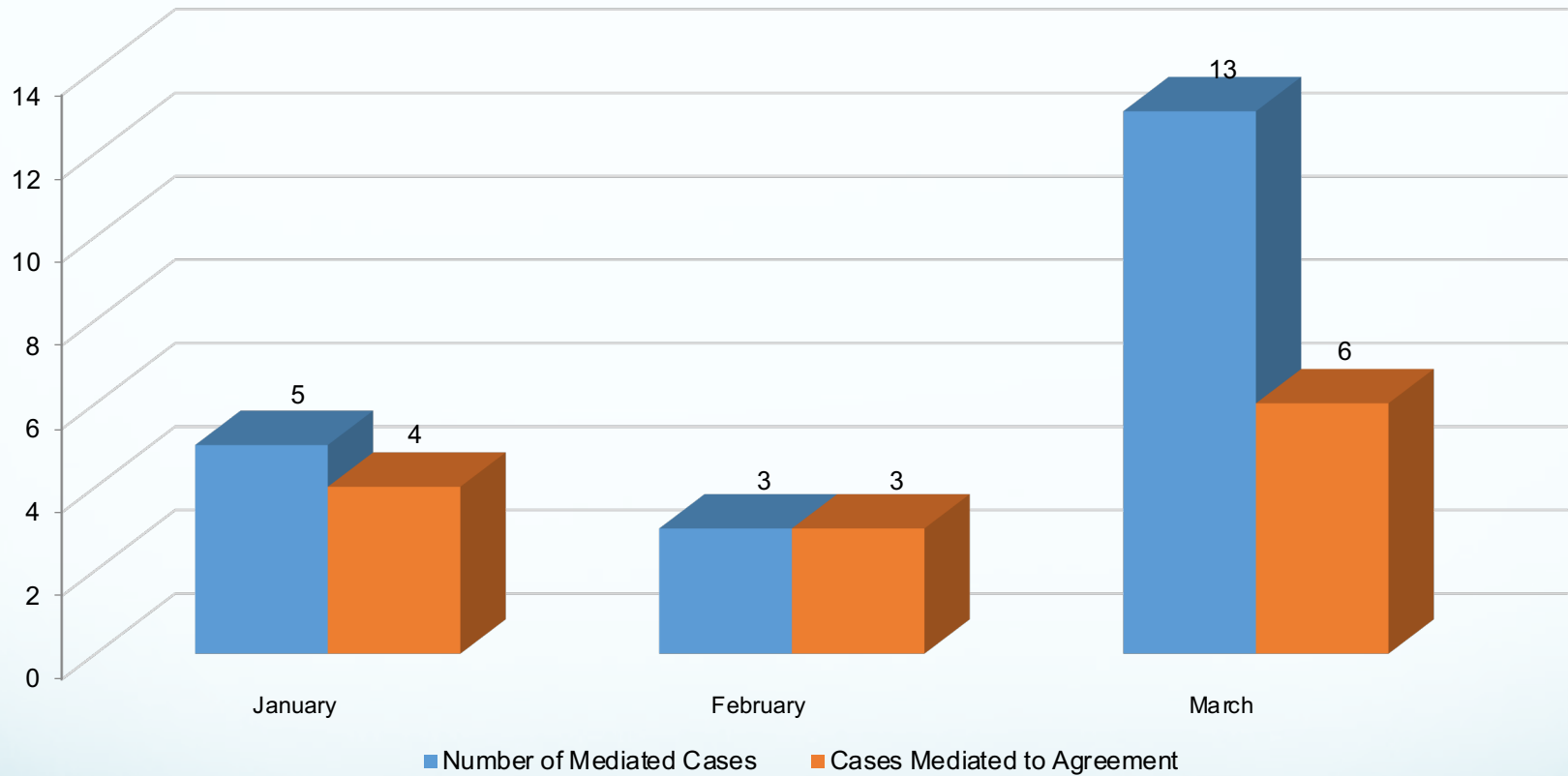




Conflict Services
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Court and Community Referral

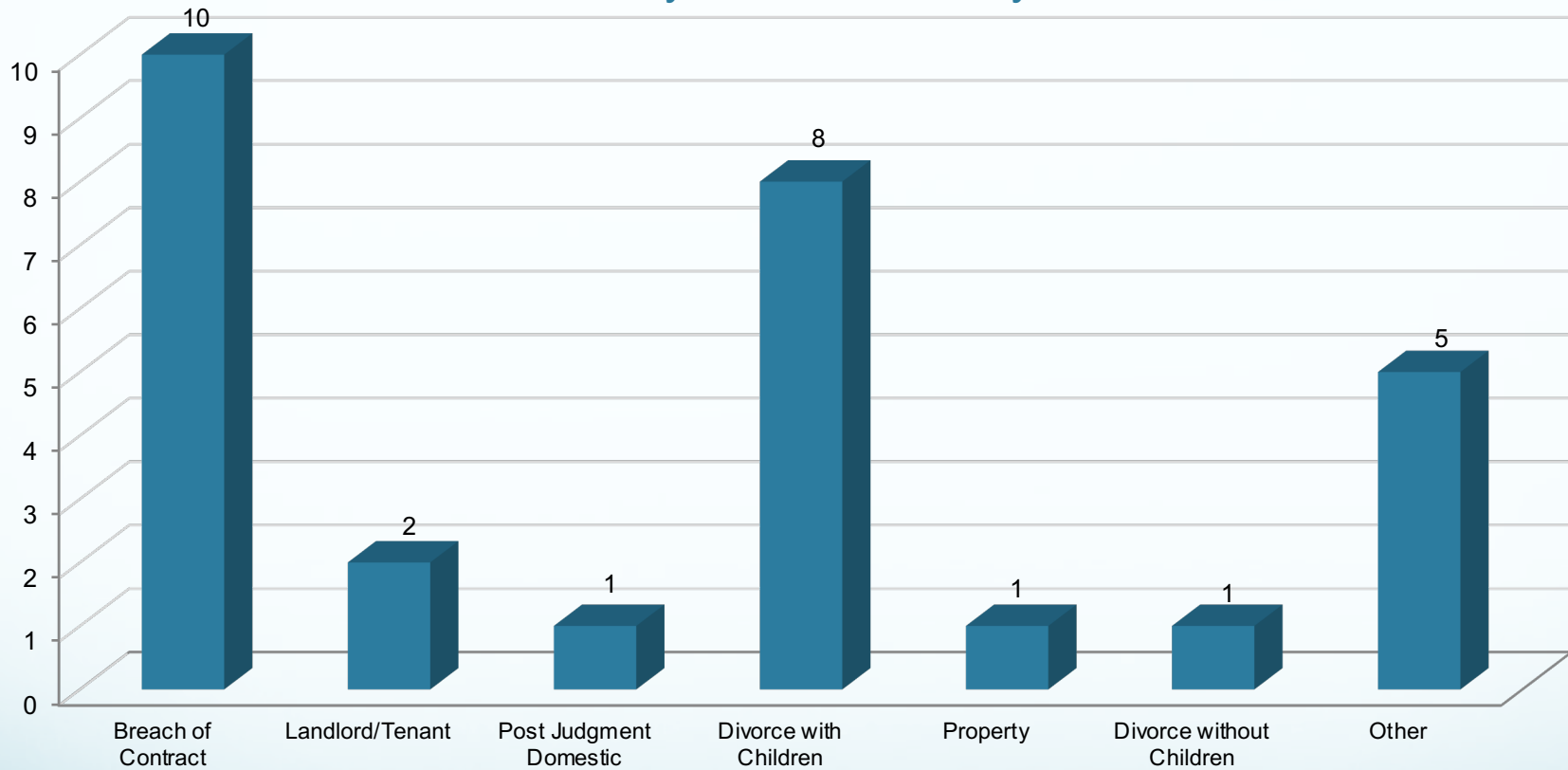
Number of Cases and Cases Mediated to Agreement



Court and Community Referral

Number of Cases Referred Per Category

January 2019 – February 2019



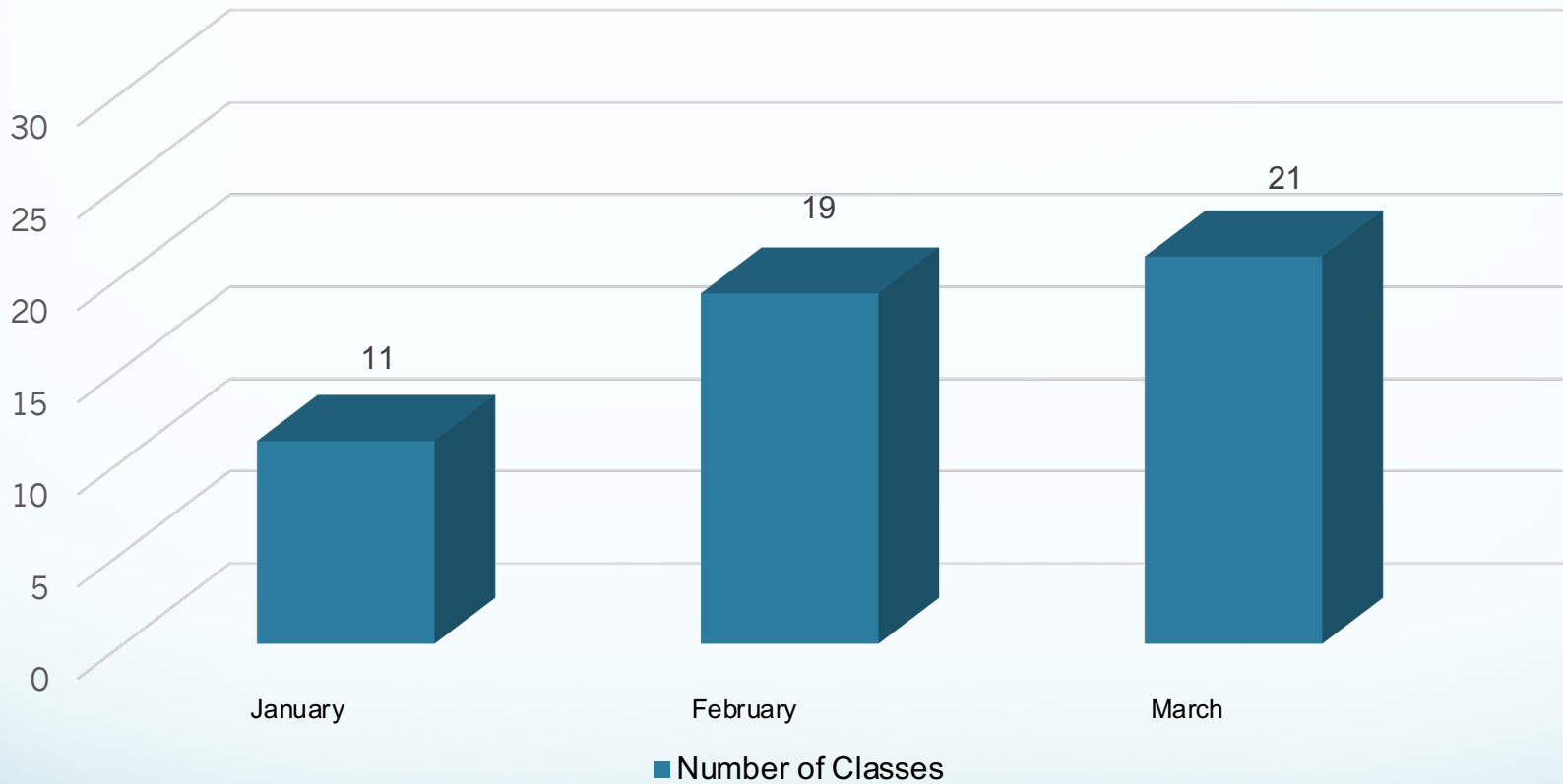


School Programs
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“I wanted to thank you for coming to our school and teaching students about this topic. I feel like this program getting involved with kids can save lives.”

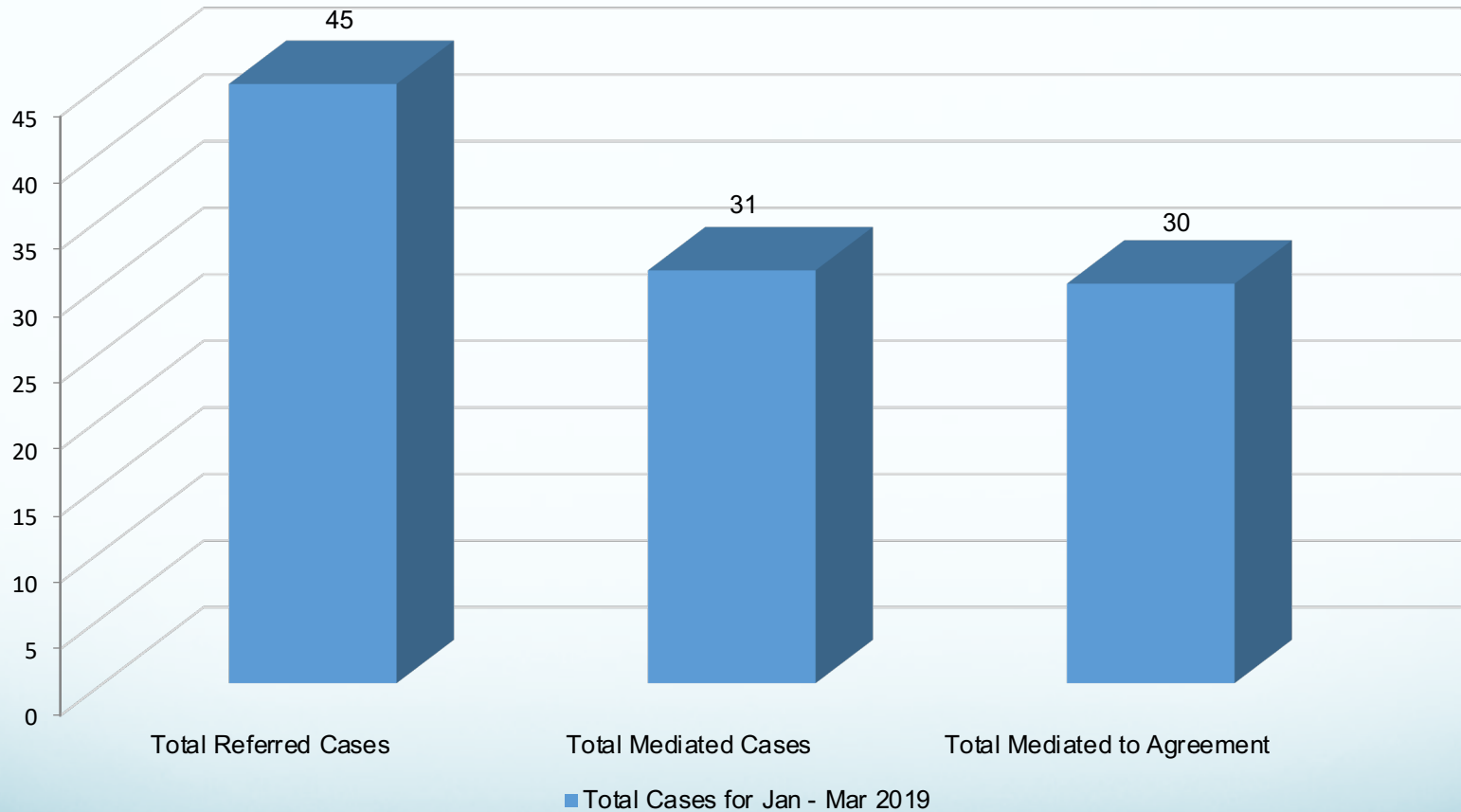
–anonymous Gatekeeper student

Gatekeeper Classes Delivered



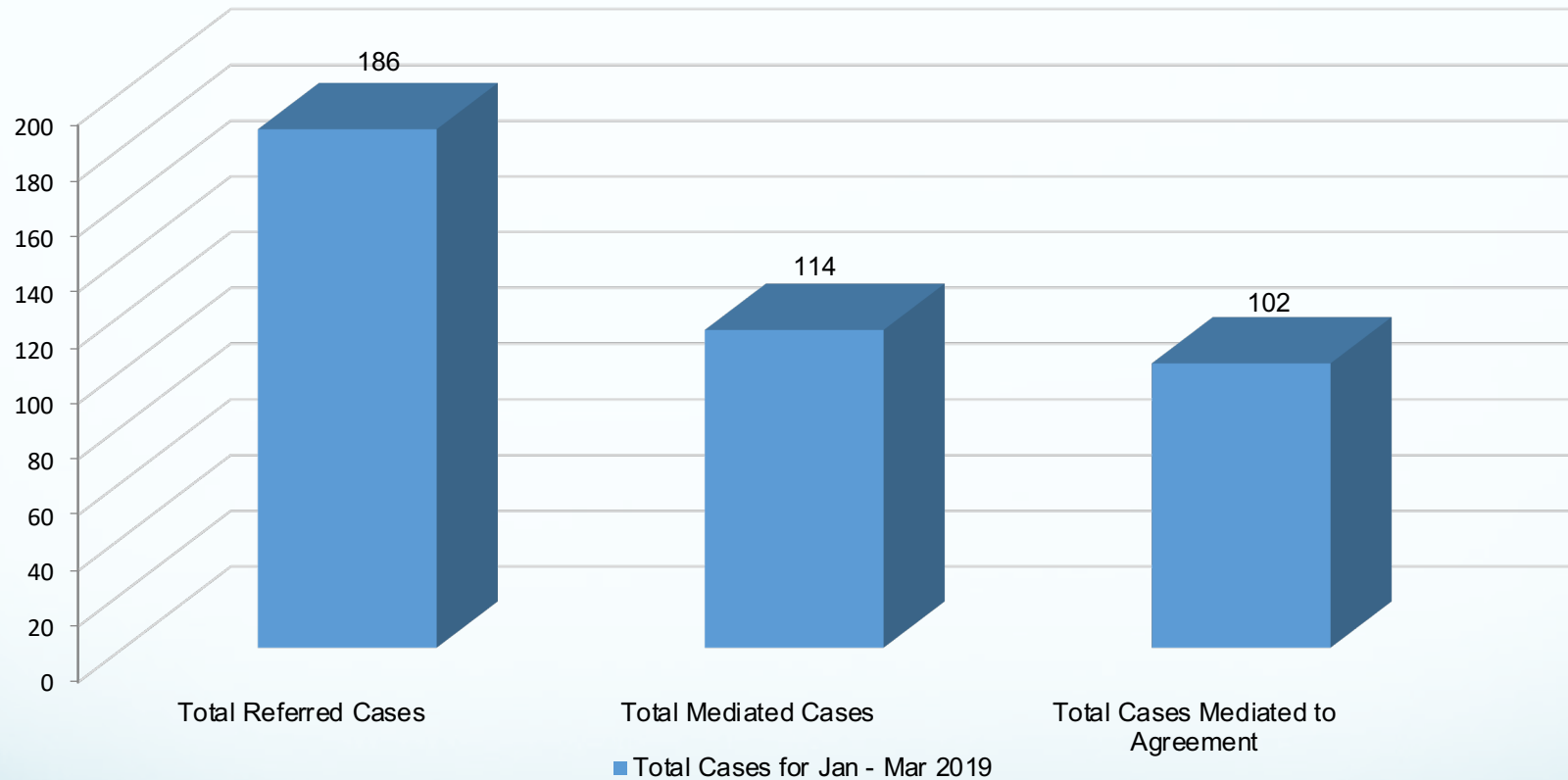
Peer Mediation

Number of Cases and Cases Mediated to Agreement



Restorative Justice

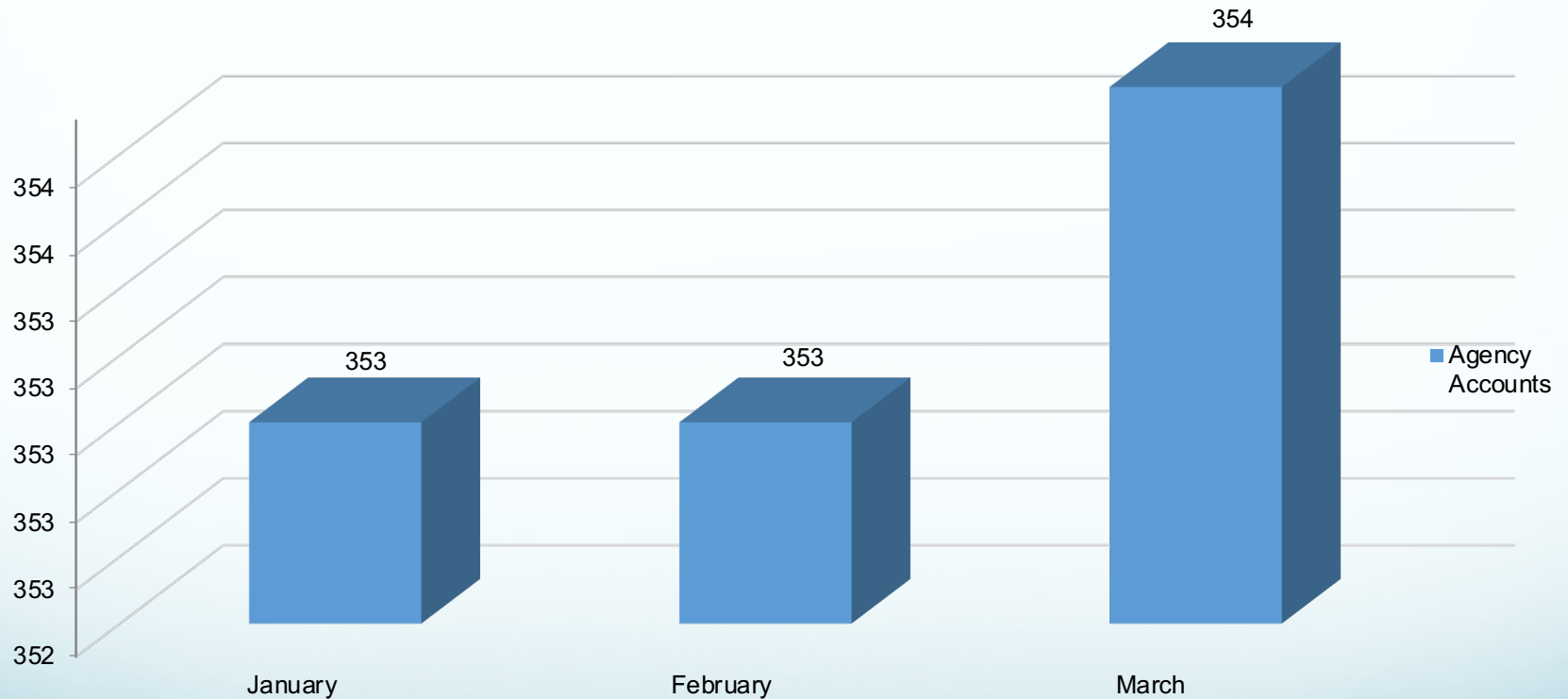
Number of Cases and Cases Mediated to Agreement



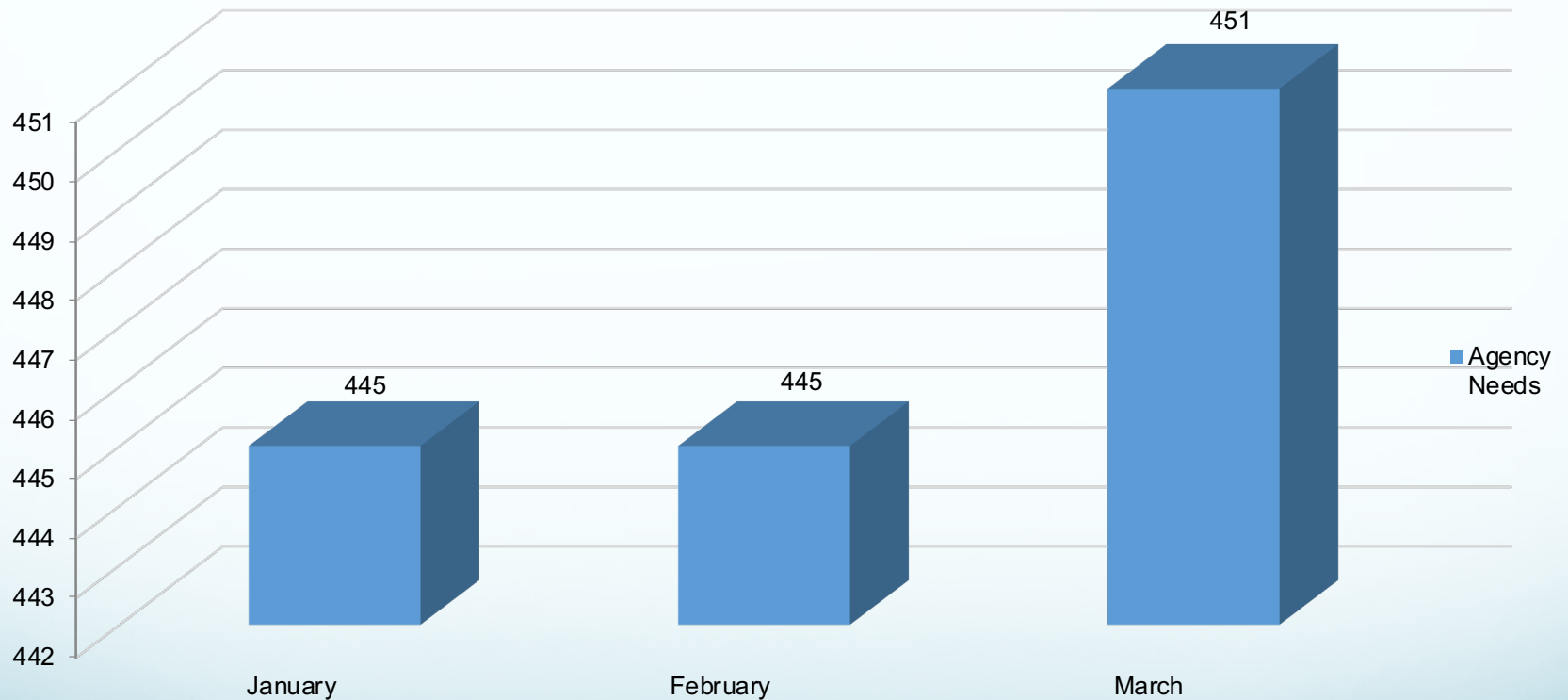


Volunteer Services
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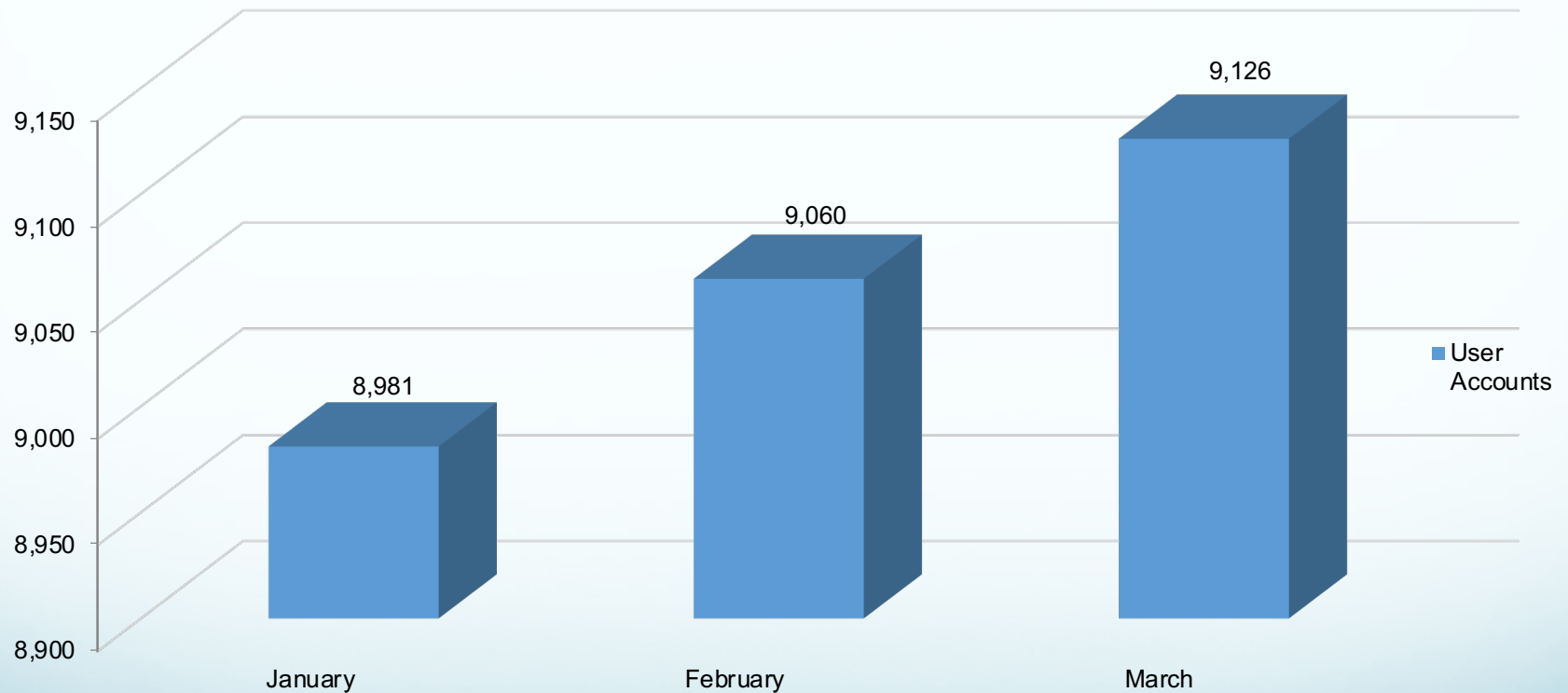
Non-Profit Agency Accounts in Volunteer Database, *Get Connected*



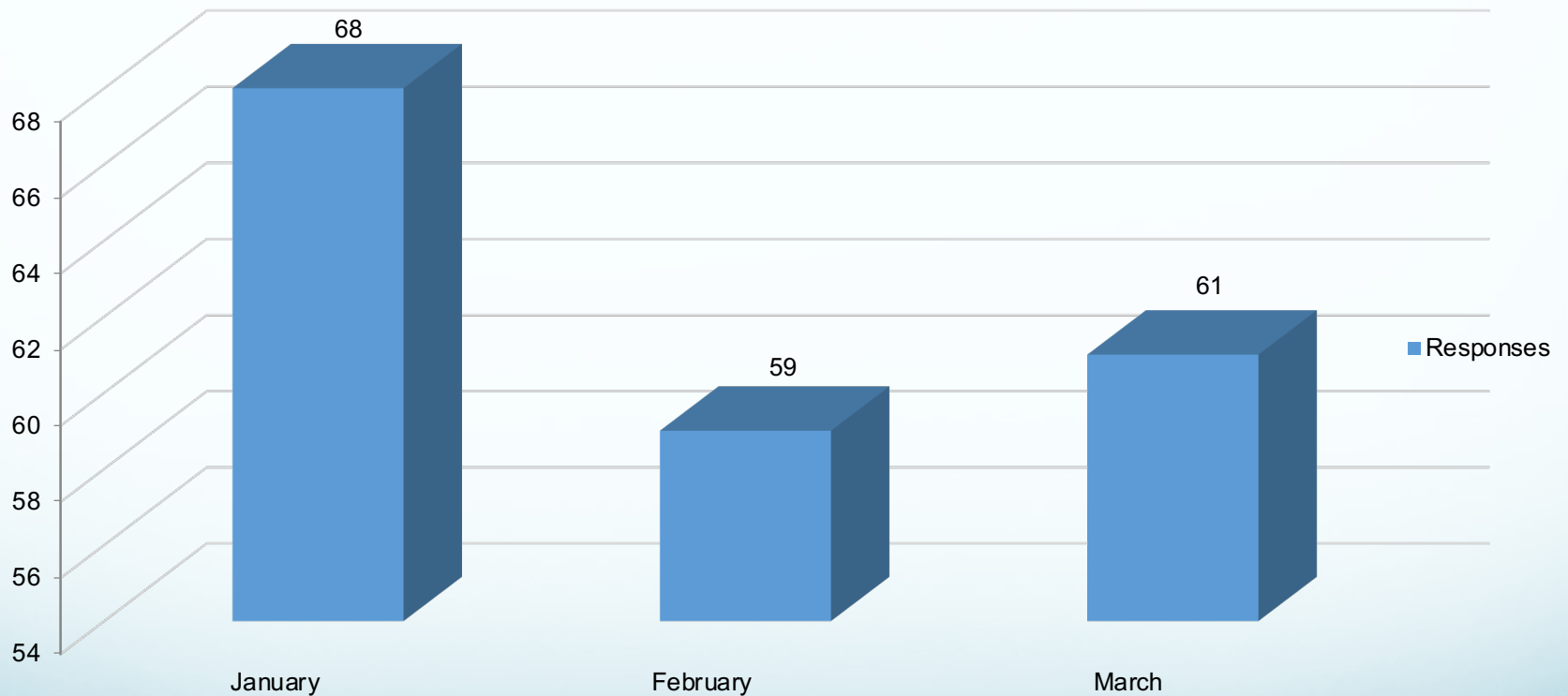
Non-Profit Agency Account Needs in Volunteer Database, *Get Connected*



Volunteer User Accounts in Volunteer Database, *Get Connected*



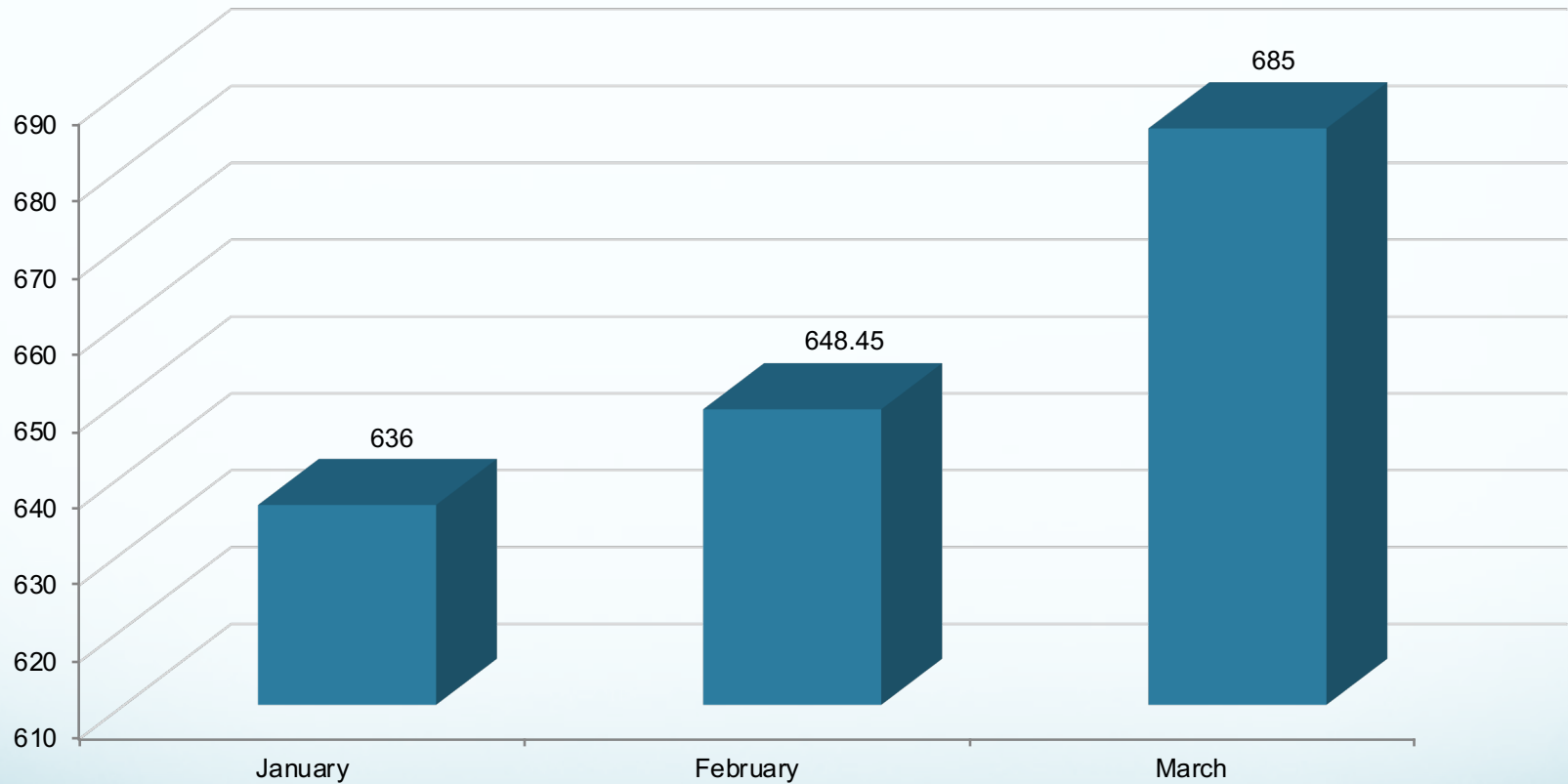
Volunteer User Account Responses to Non-Profit Agency Needs





Volunteer Hours
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Gryphon Place Volunteer Hours





Thank You!

Want to volunteer, donate or get more details?
Find out more about Gryphon Place at www.gryphon.org