



Quarterly Report  
April 2019-June 2019



2-1-1 Program  
Quarterly Report  
April 2019-June 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	Food Pantries	1631	17.44%
2	Electric Service Payment Assistance	1568	16.76%
3	Rent Payment Assistance	620	6.63%
4	Gas Service Payment Assistance	341	3.65%
5	Community Shelters	255	2.73%

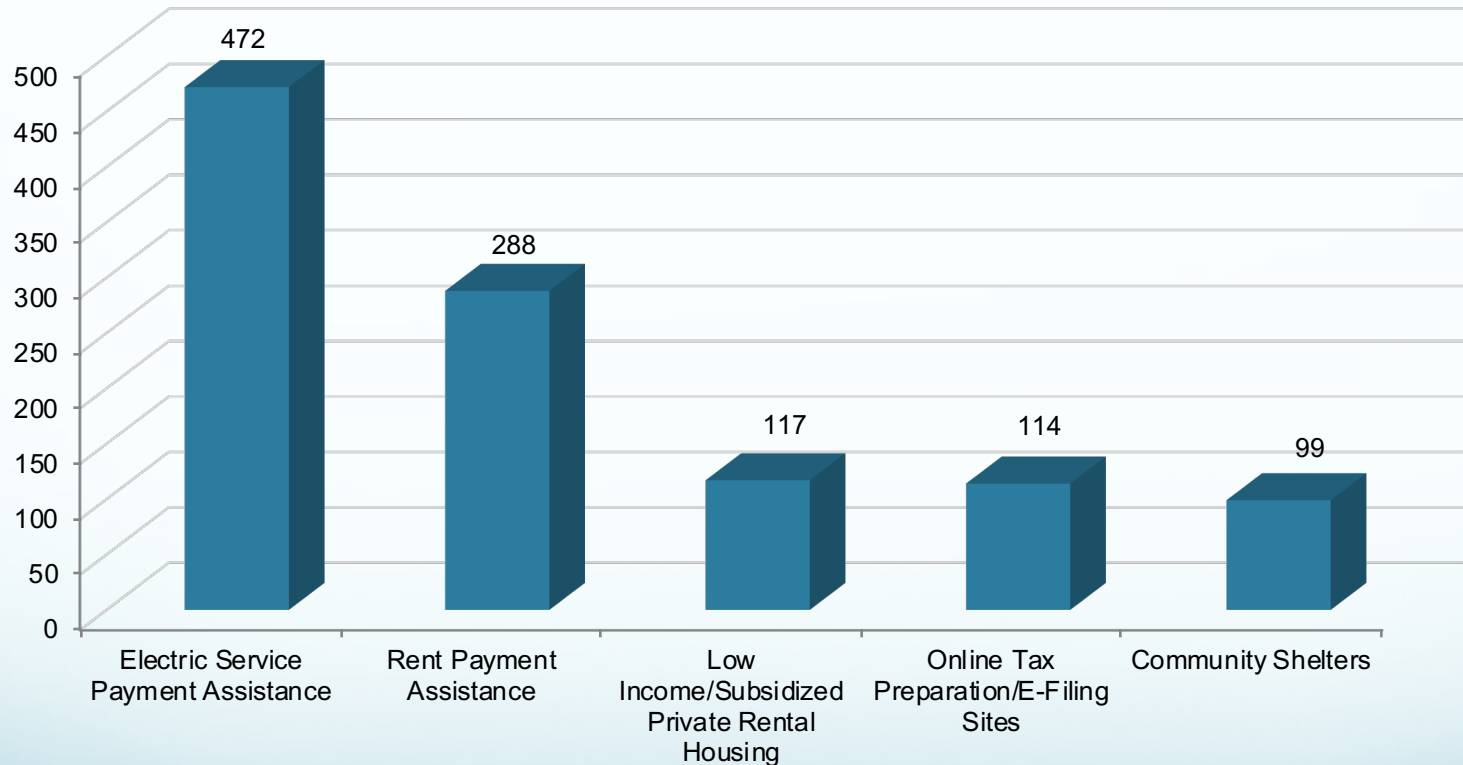
# 2-1-1 Information and Referral Top 5 Unmet Needs

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

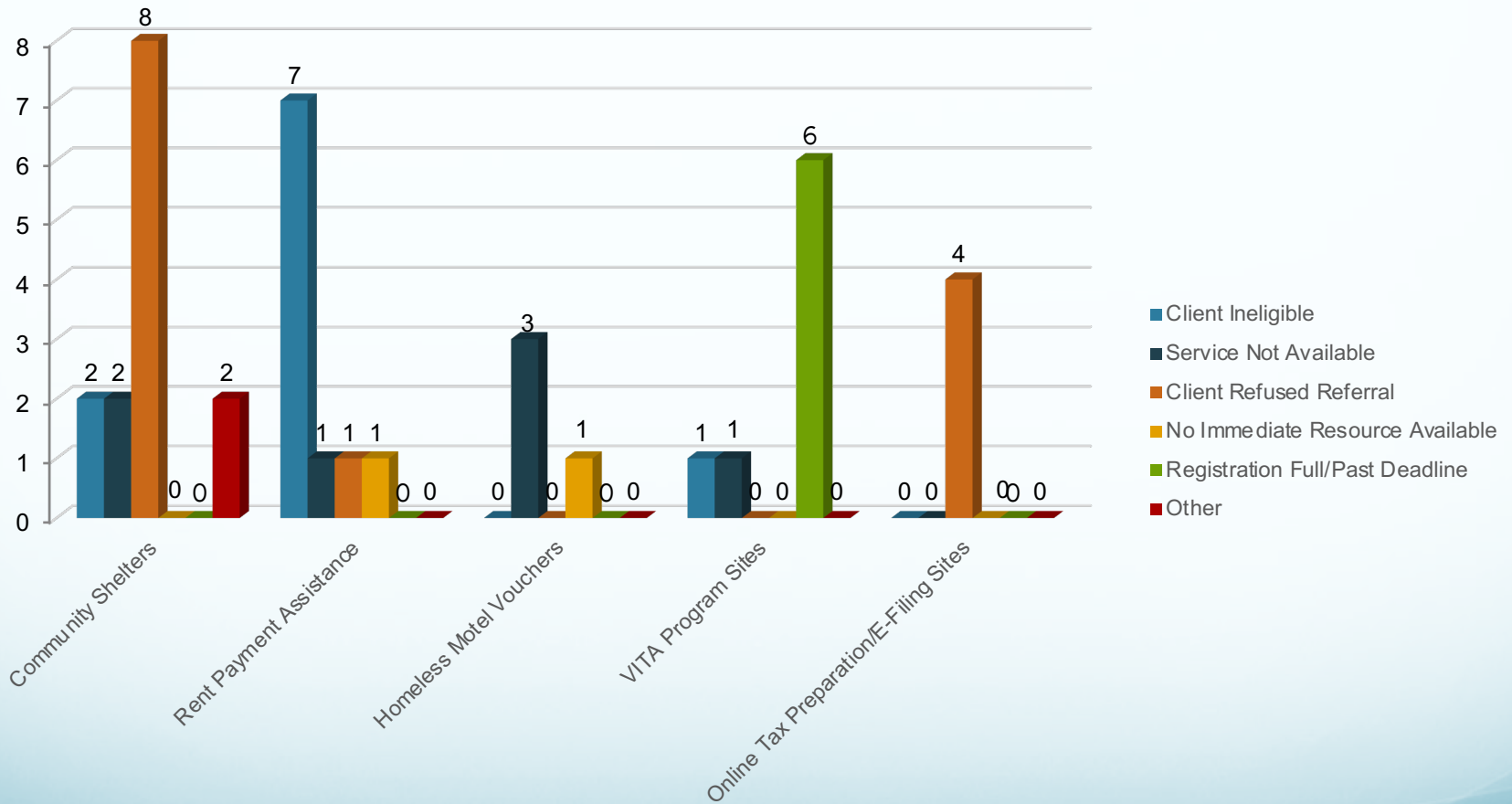
	Service	# of Unmet Needs	% of Total Unmet Needs
1	Food Pantries	58	11.46%
2	Rent Payment Assistance	54	10.67%
3	Electric Service Payment Assistance	51	10.08%
4	Community Shelters	29	5.73%
5	Homeless Motel Vouchers	23	4.55%



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



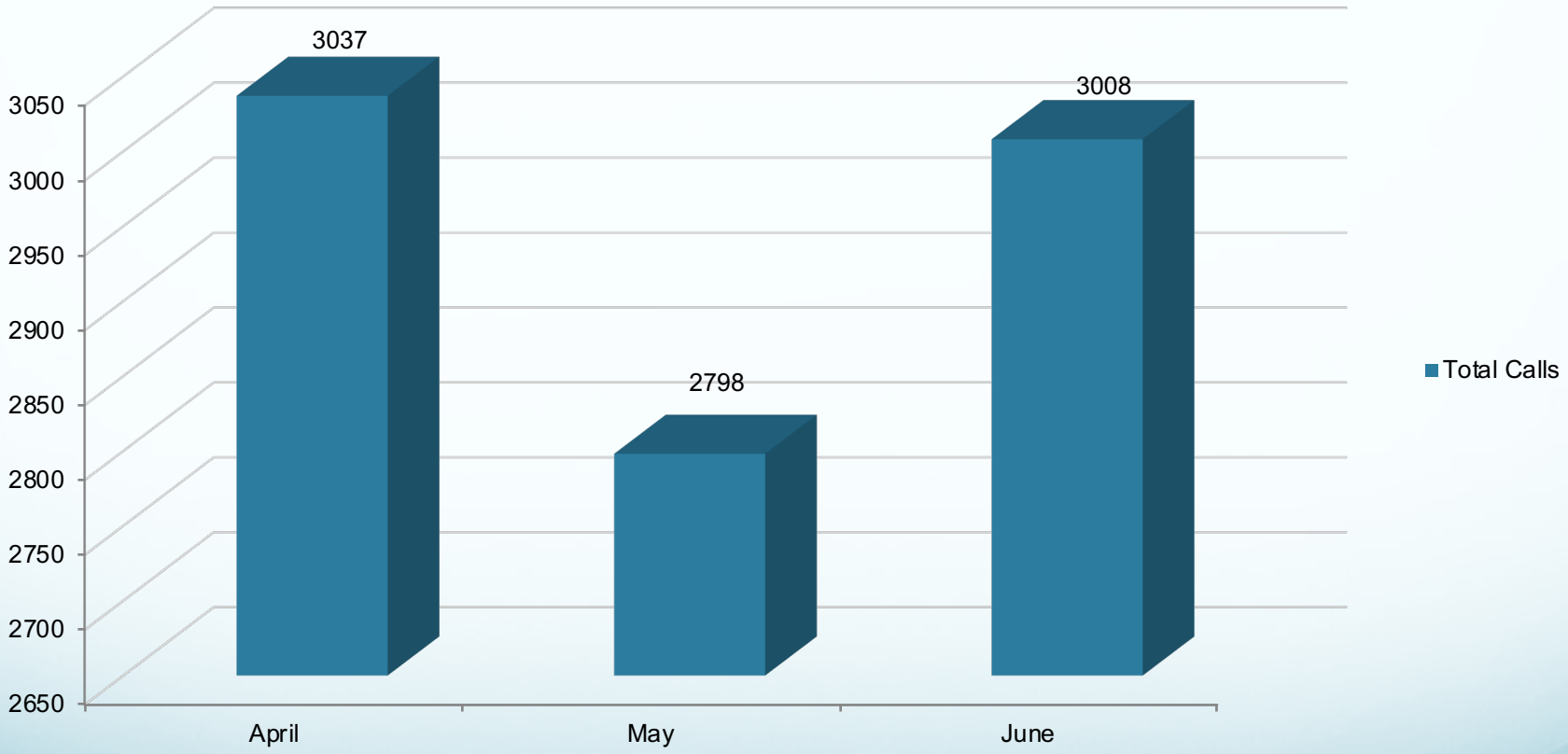
# 2-1-1 Information and Referral Kalamazoo County Top 5 Unmet Needs Reasons Needs Were Unmet





Crisis Services  
Quarterly Report  
April 2019-June 2019

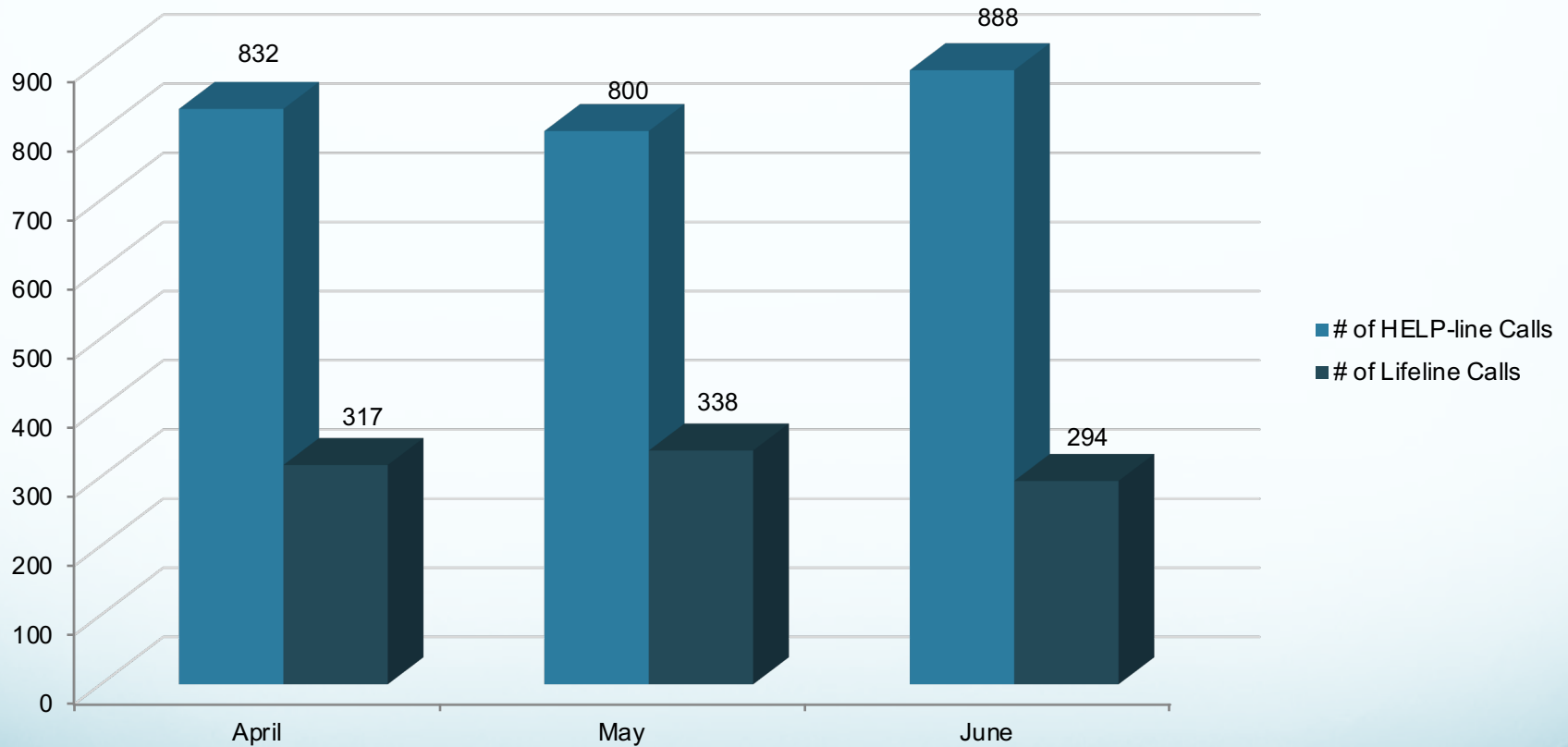
# Total Crisis Calls



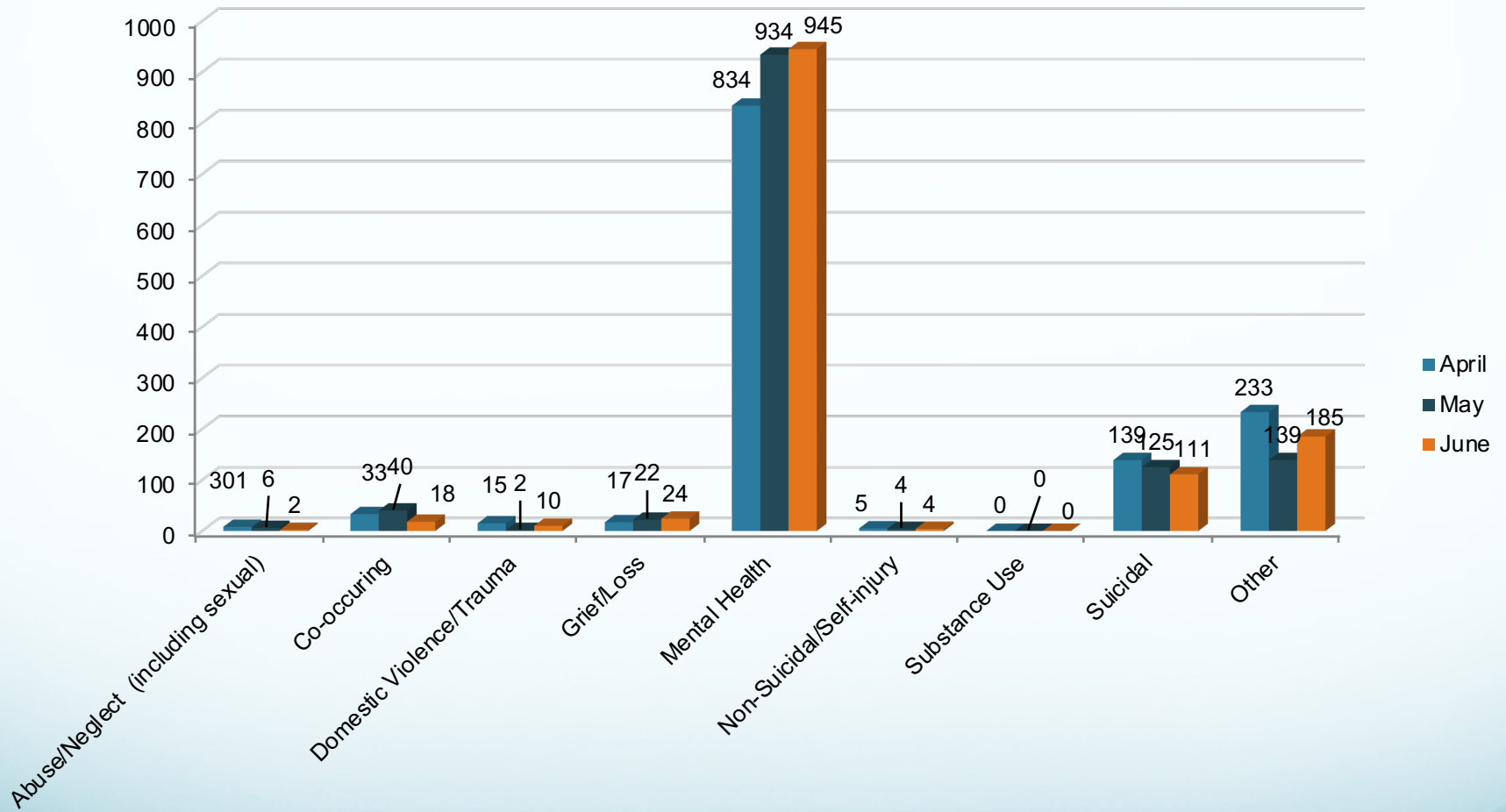
# HELP-line and Lifeline Contracts

## Number of Crisis Calls

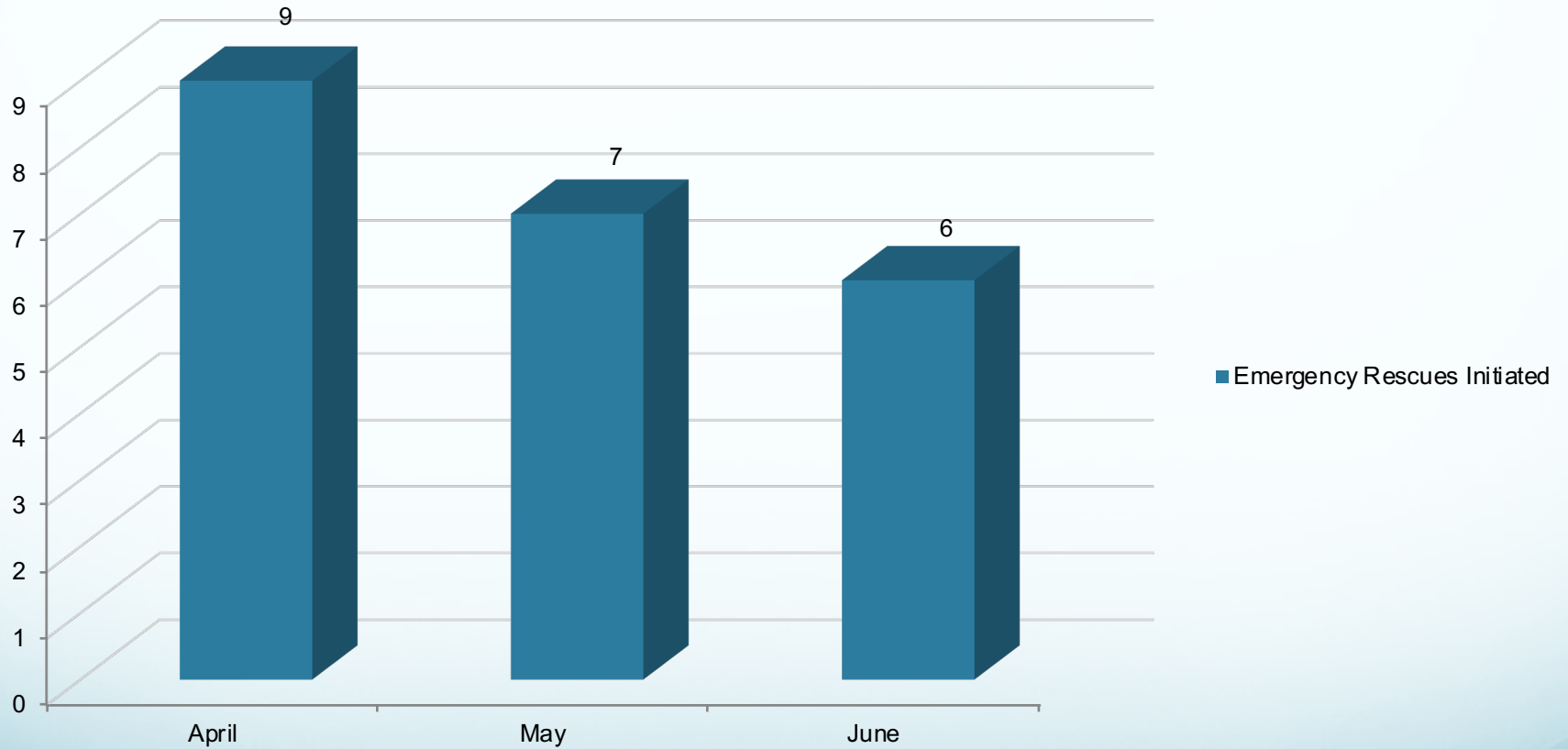
Lifeline/HELP-line



# HELP-line and Lifeline Contracts Problem Category

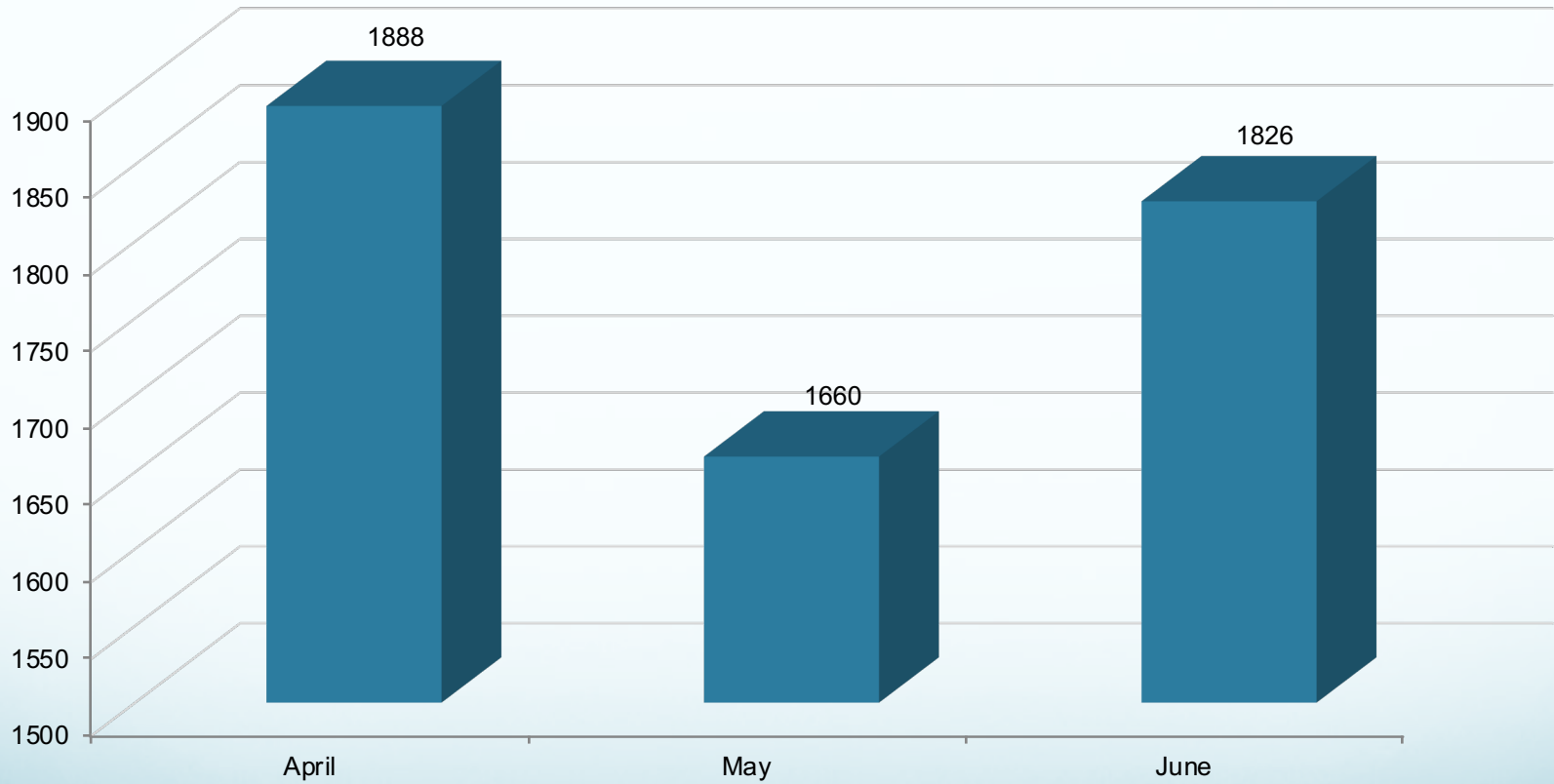


# HELP-line and Lifeline Contracts Emergency Rescues Initiated



# Community Mental Health Contracts

## Number of Crisis Calls



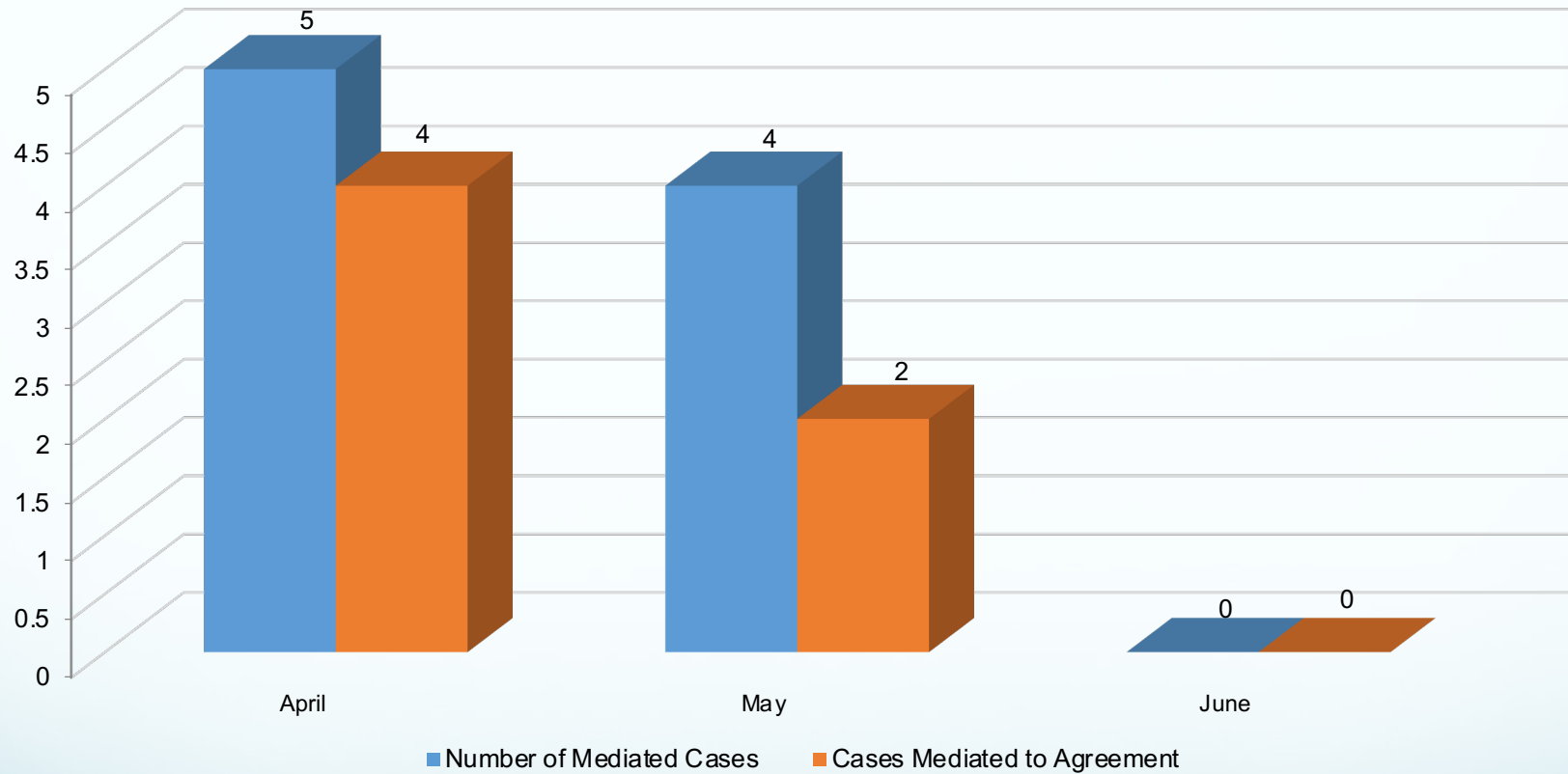




Conflict Services  
Quarterly Report  
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# Court and Community Referral

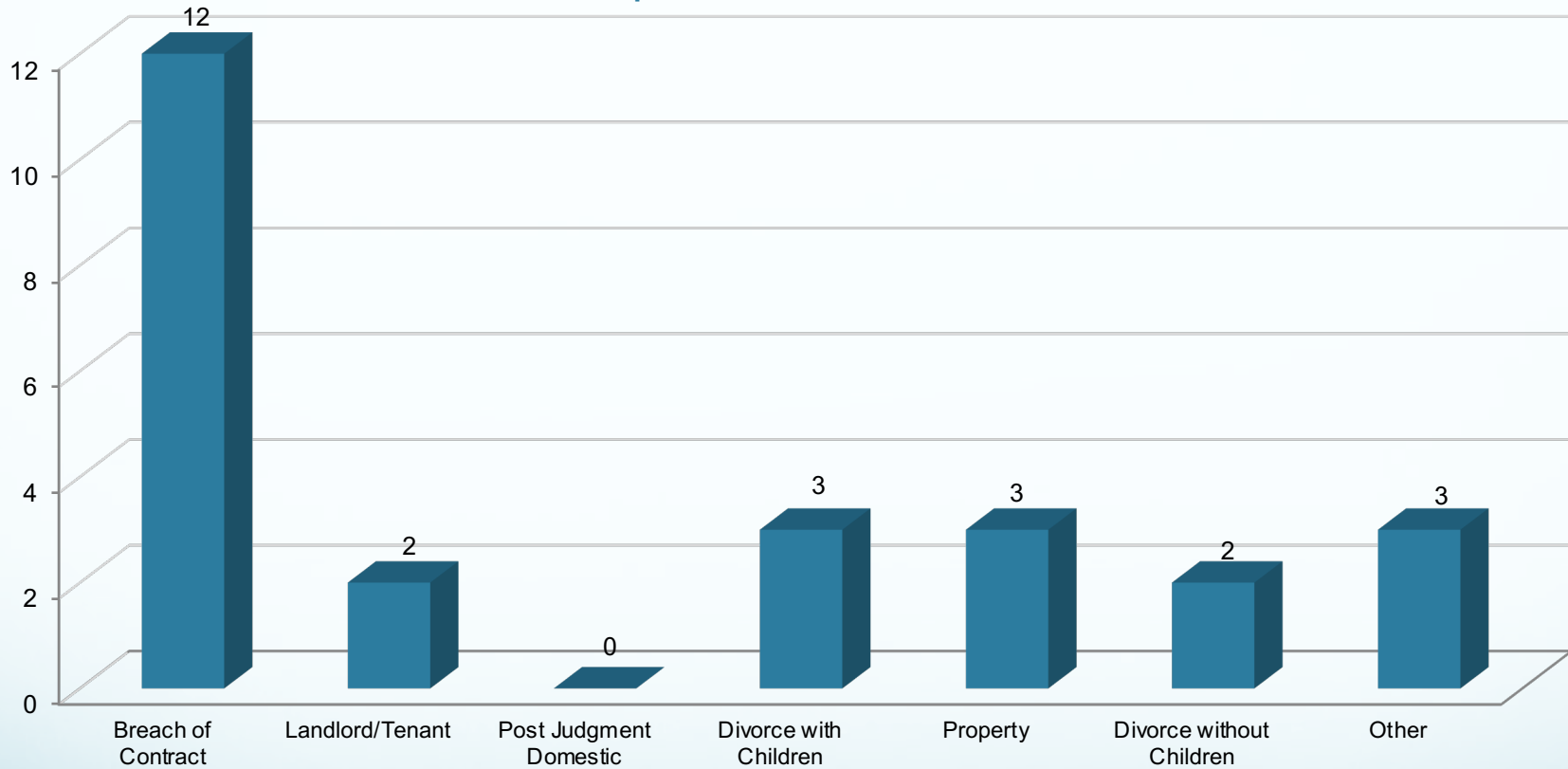
## Number of Cases and Cases Mediated to Agreement



# Court and Community Referral

## Number of Cases Referred Per Category

April 2019 – June 2019



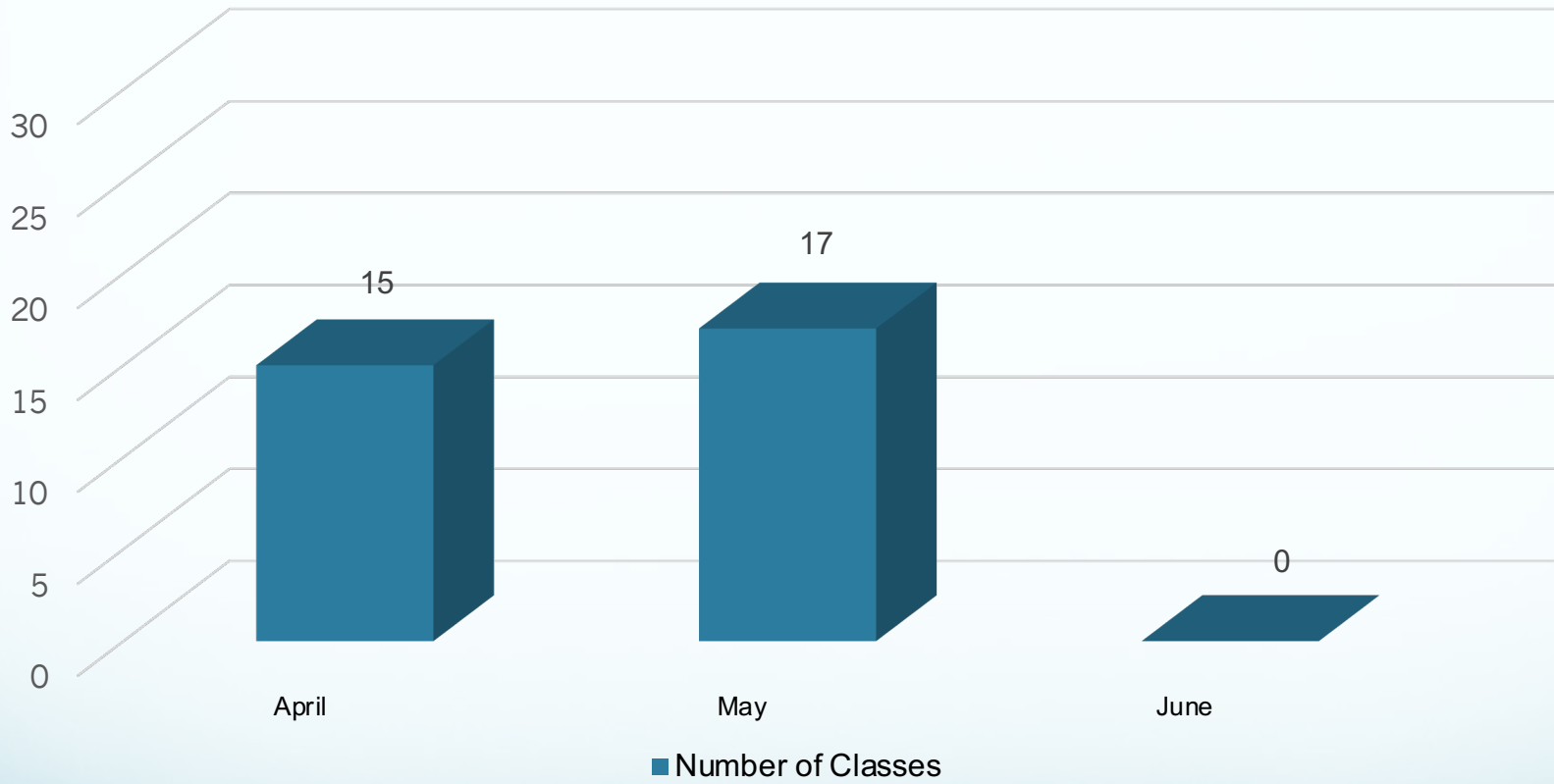


School Programs  
Quarterly Report  
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*“I wanted to thank you for coming to our school and teaching students about this topic. I feel like this program getting involved with kids can save lives.”*

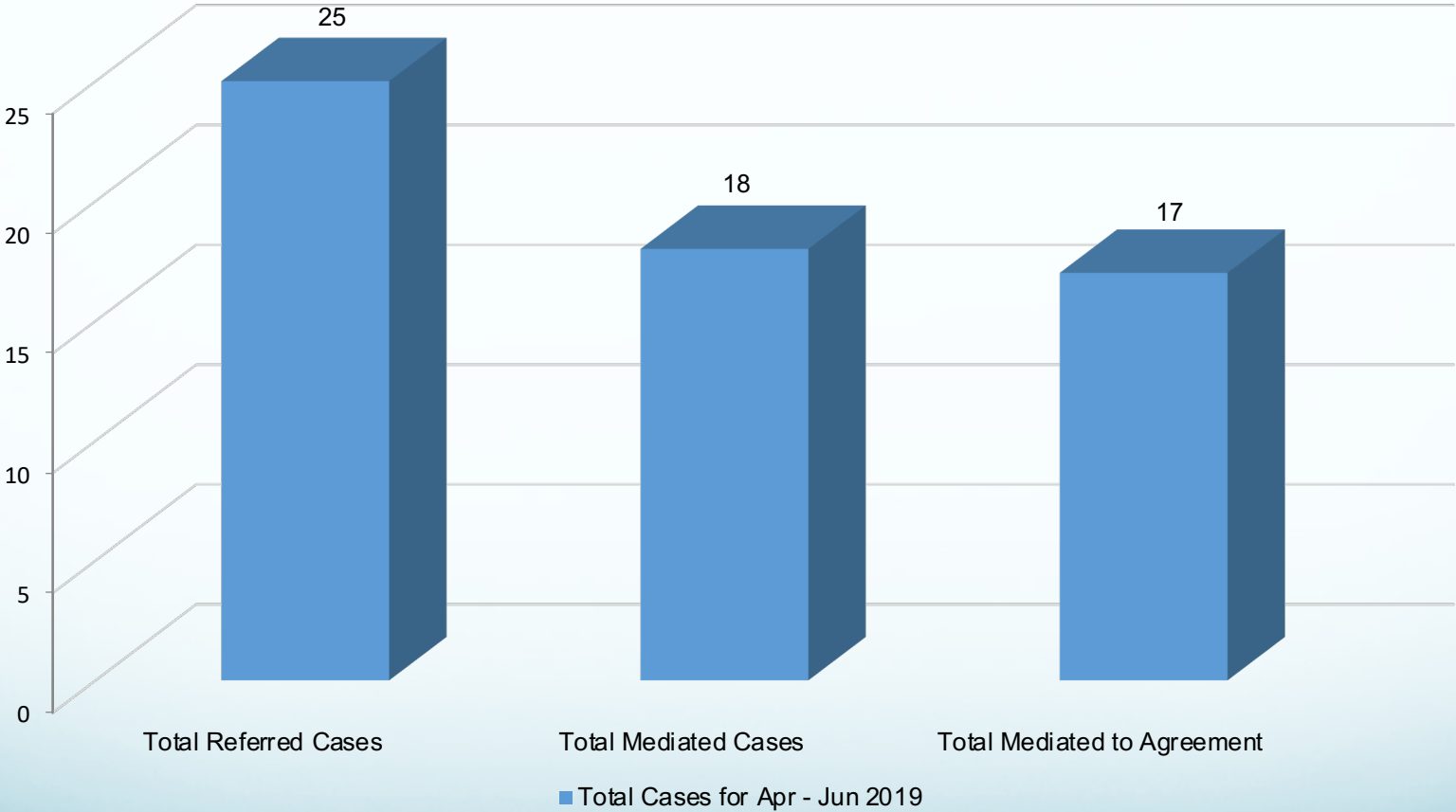
*–anonymous Gatekeeper student*

# Gatekeeper Classes Delivered



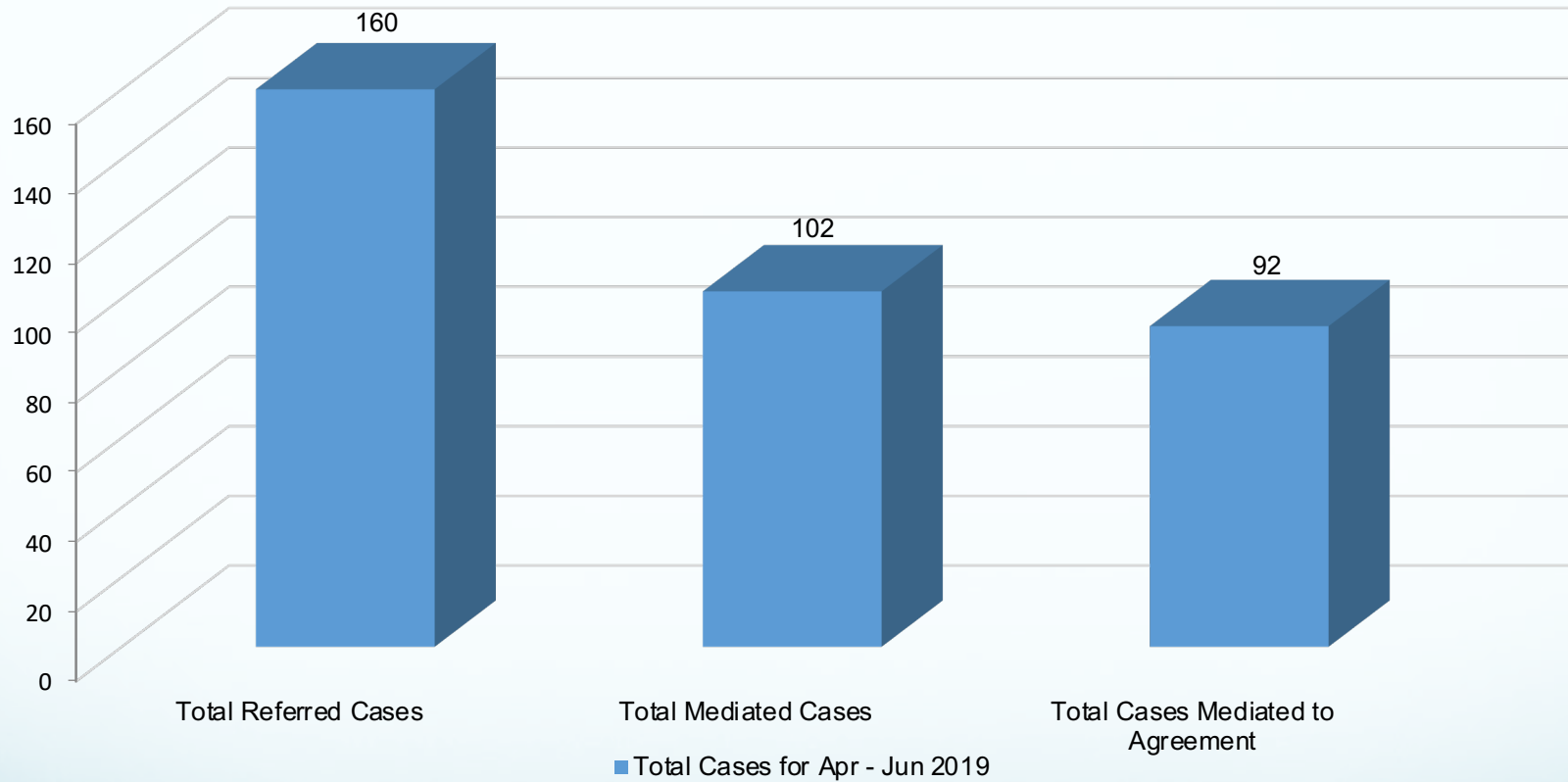
# Peer Mediation

## Number of Cases and Cases Mediated to Agreement



# Restorative Justice

## Number of Cases and Cases Mediated to Agreement

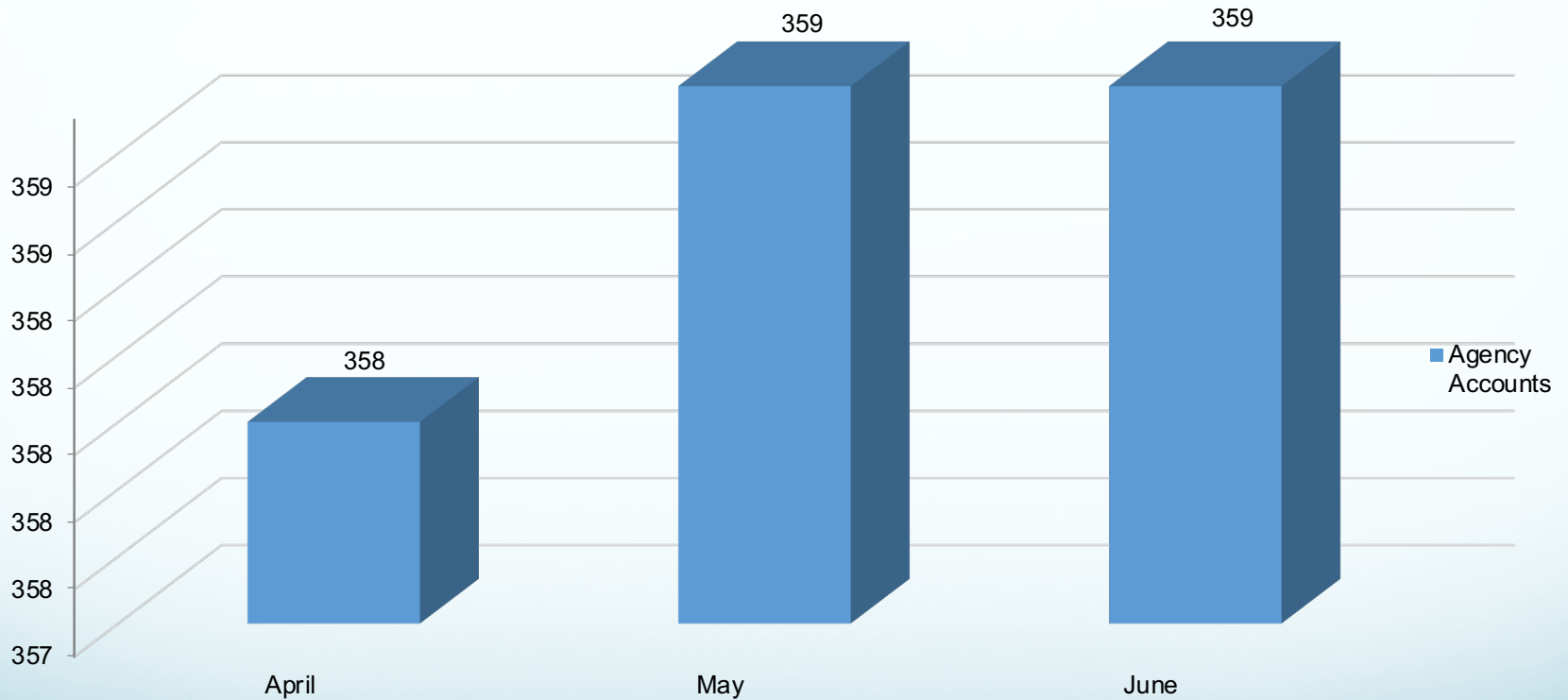




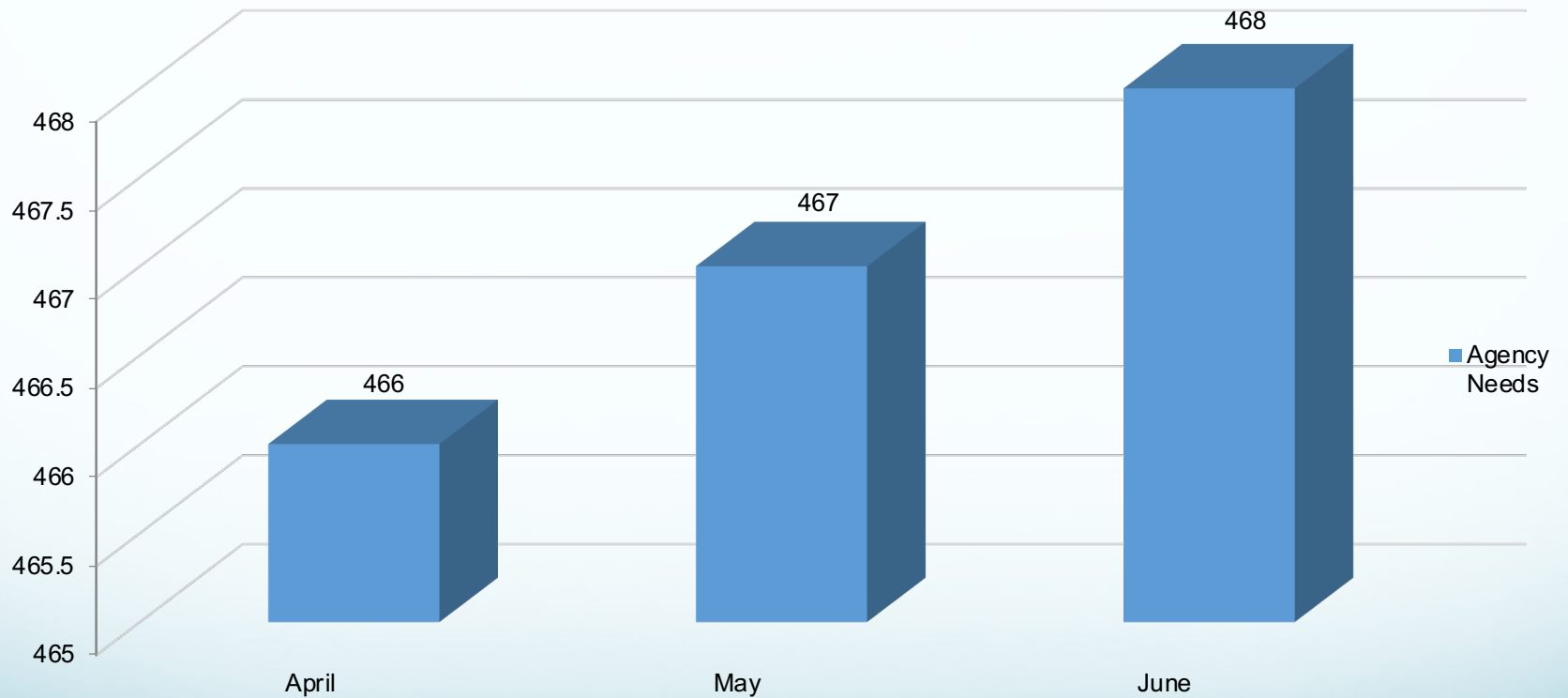
Volunteer Services  
Quarterly Report  
April 2019-June 2019



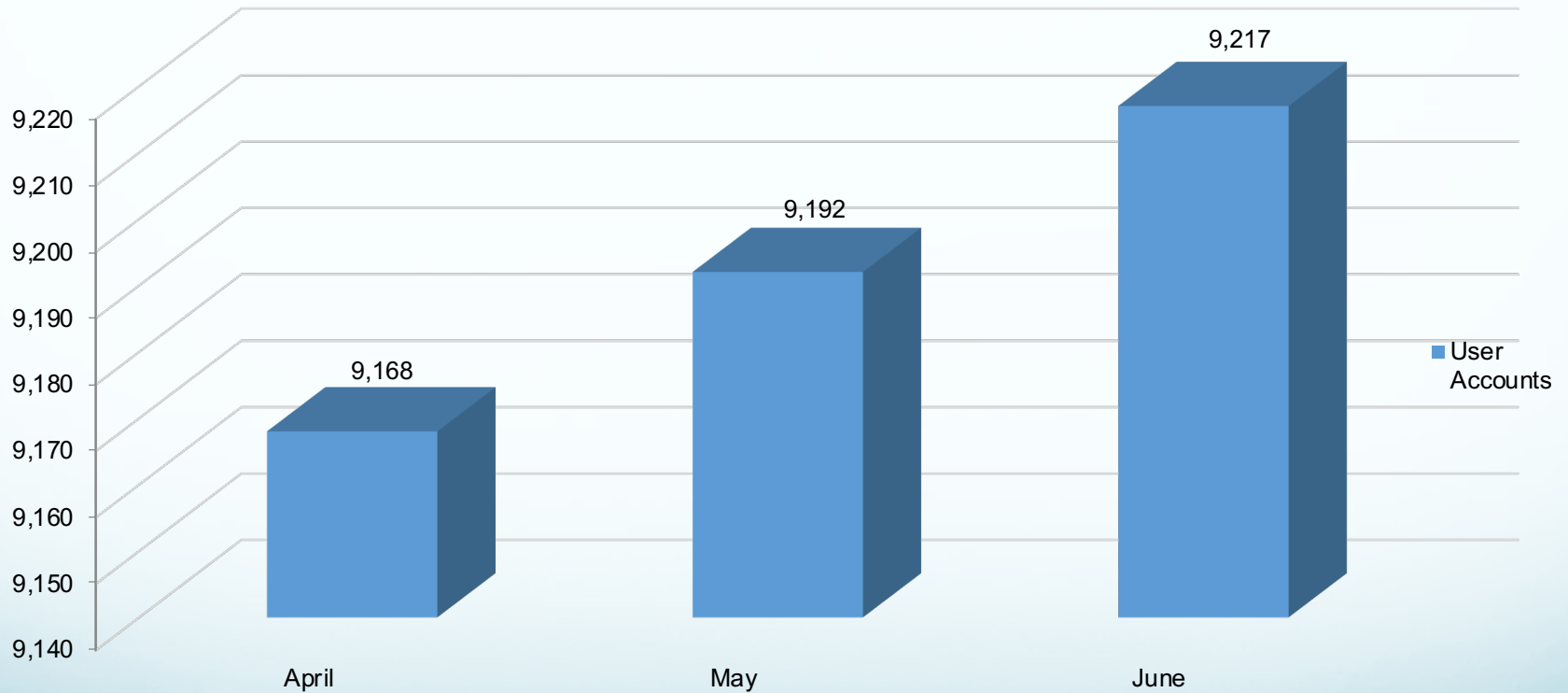
# Non-Profit Agency Accounts in Volunteer Database, *Get Connected*



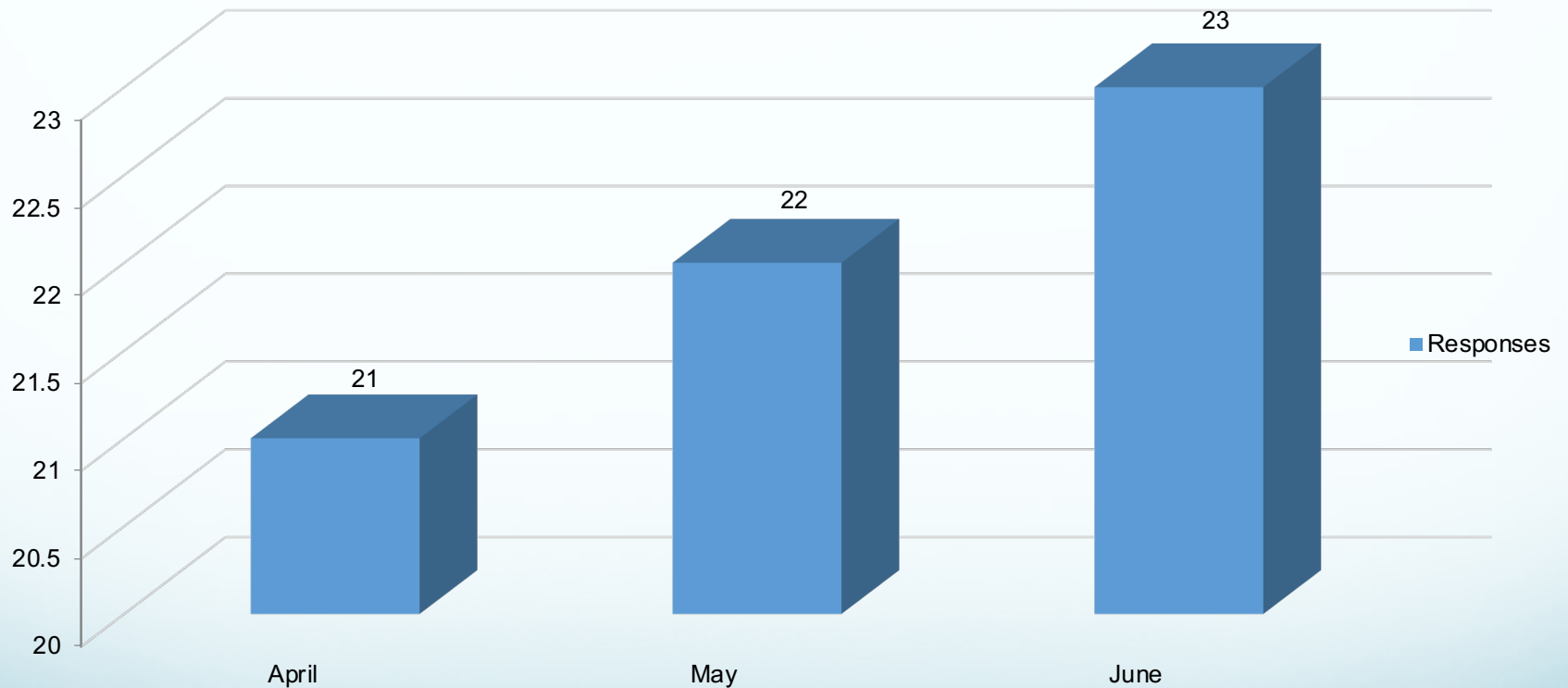
# Non-Profit Agency Account Needs in Volunteer Database, *Get Connected*



# Volunteer User Accounts in Volunteer Database, *Get Connected*



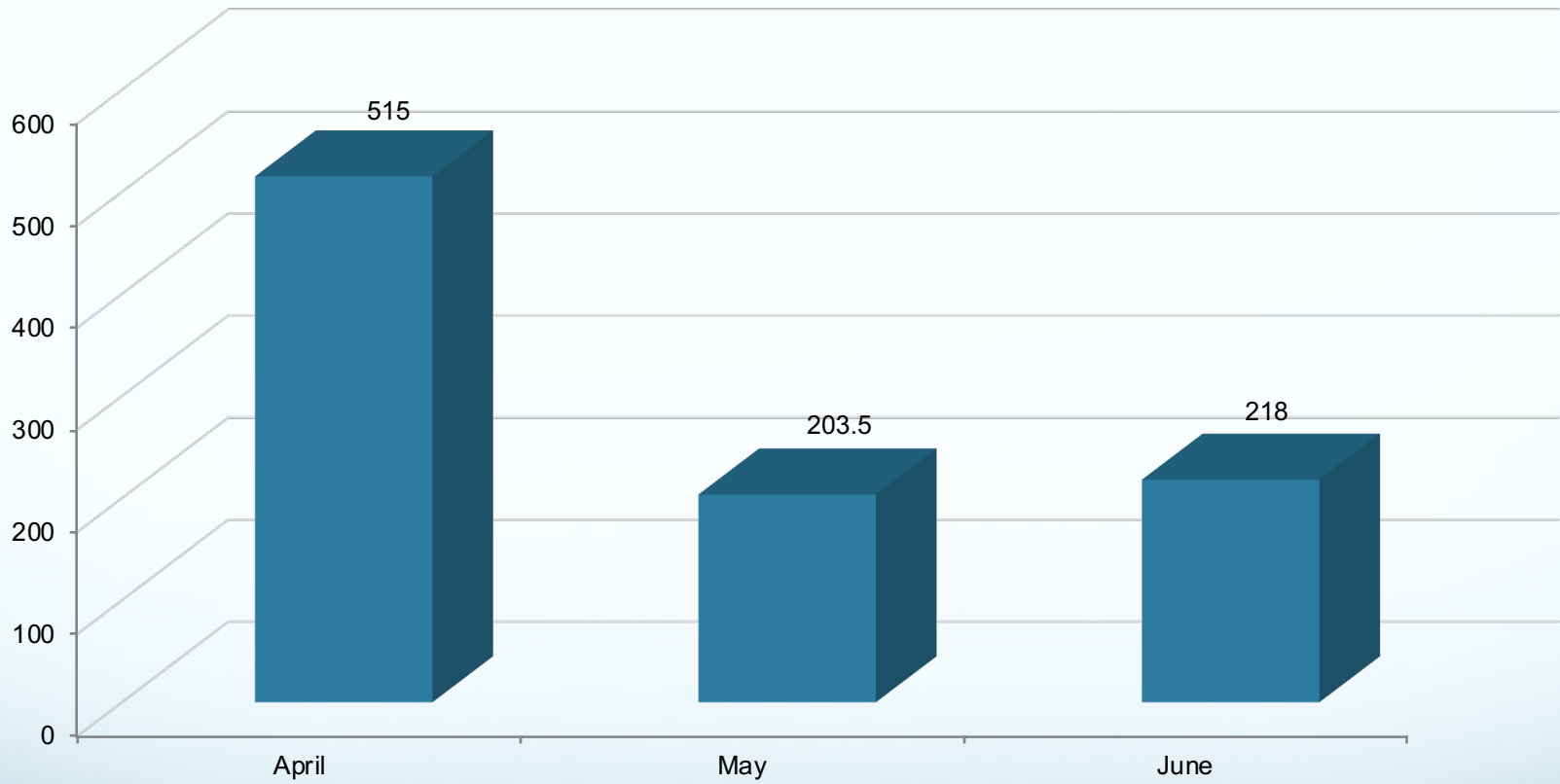
# Volunteer User Account Responses to Non-Profit Agency Needs





Volunteer Hours  
Quarterly Report  
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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](http://www.gryphon.org)