



Quarterly Report
October 2018 – December 2018



2-1-1 Program
Quarterly Report
October 2018 – December 2018

“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	1678	17%
2	Electric Service Payment Assistance	1649	16%
3	Rent Payment Assistance	724	7%
4	Christmas Baskets	570	6%
5	Thanksgiving Baskets	280	3%

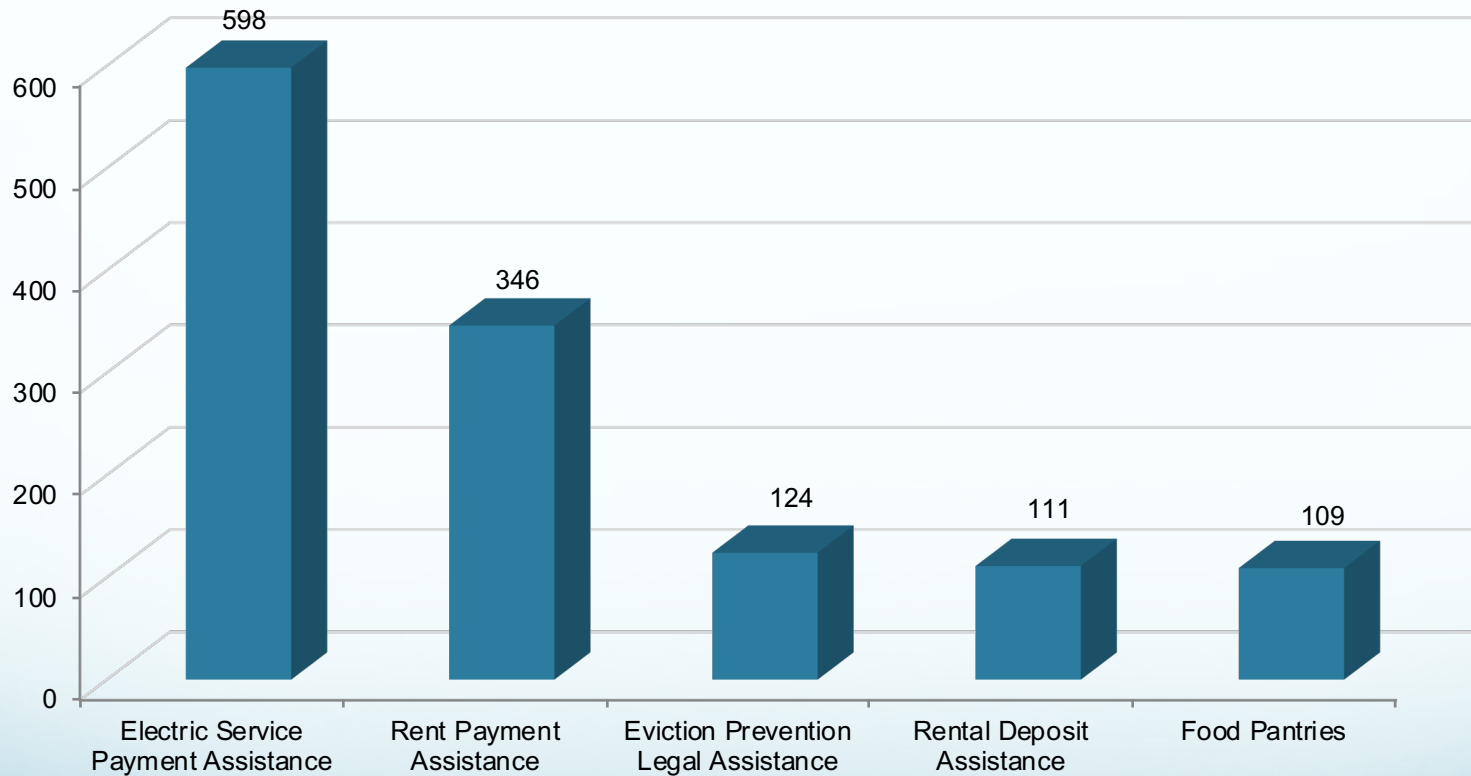
2-1-1 Information and Referral

Top 5 Unmet Needs

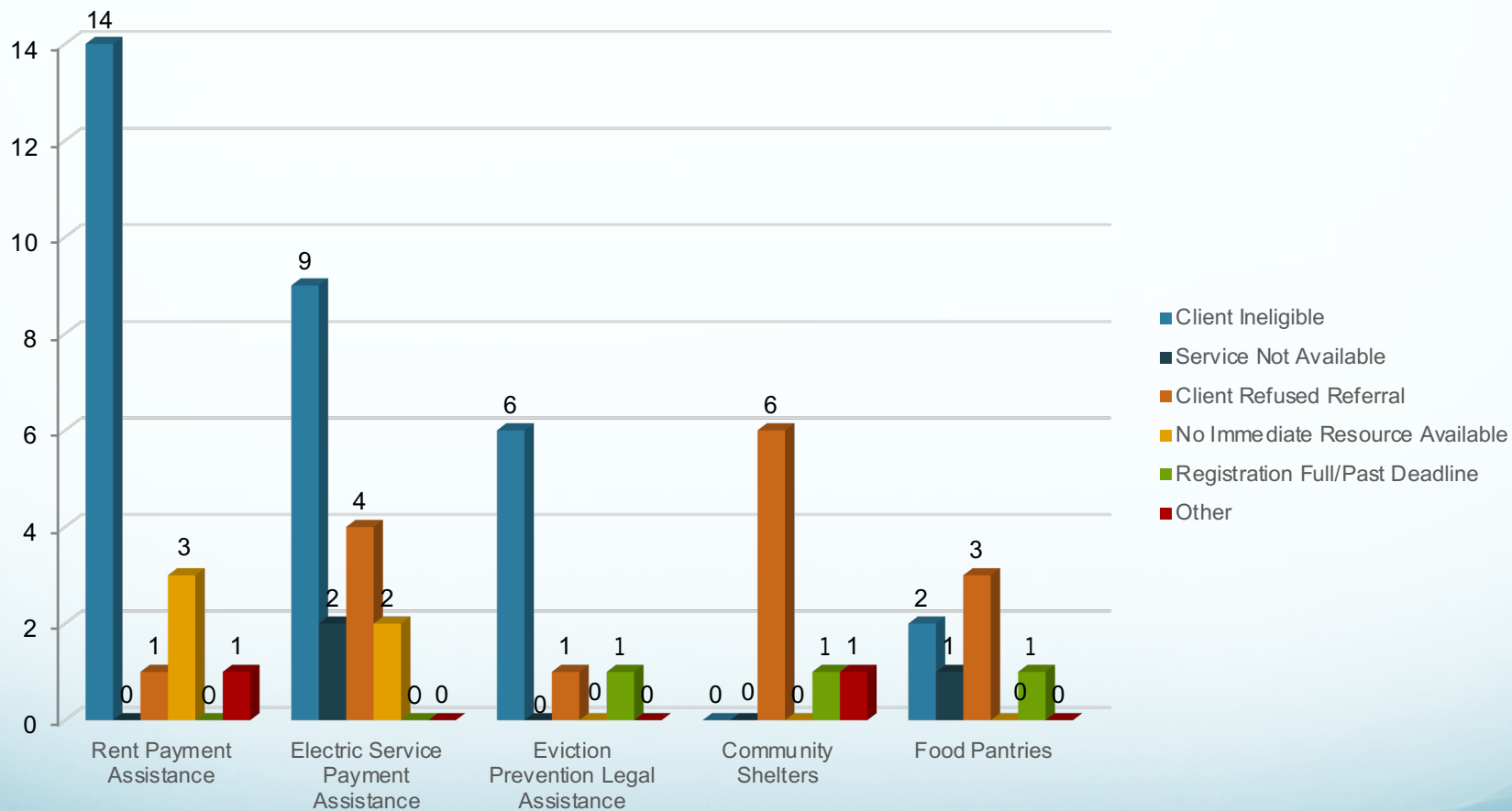
(Allegan, Barry, Berrien, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren County)

	Service	# of Unmet Needs	% of Total Unmet Needs
1	Food Pantries	77	9%
2	Rent Payment Assistance	72	9%
3	Electric Service Payment Assistance	65	8%
4	Christmas Baskets	61	7%
5	Thanksgiving Baskets	56	7%

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



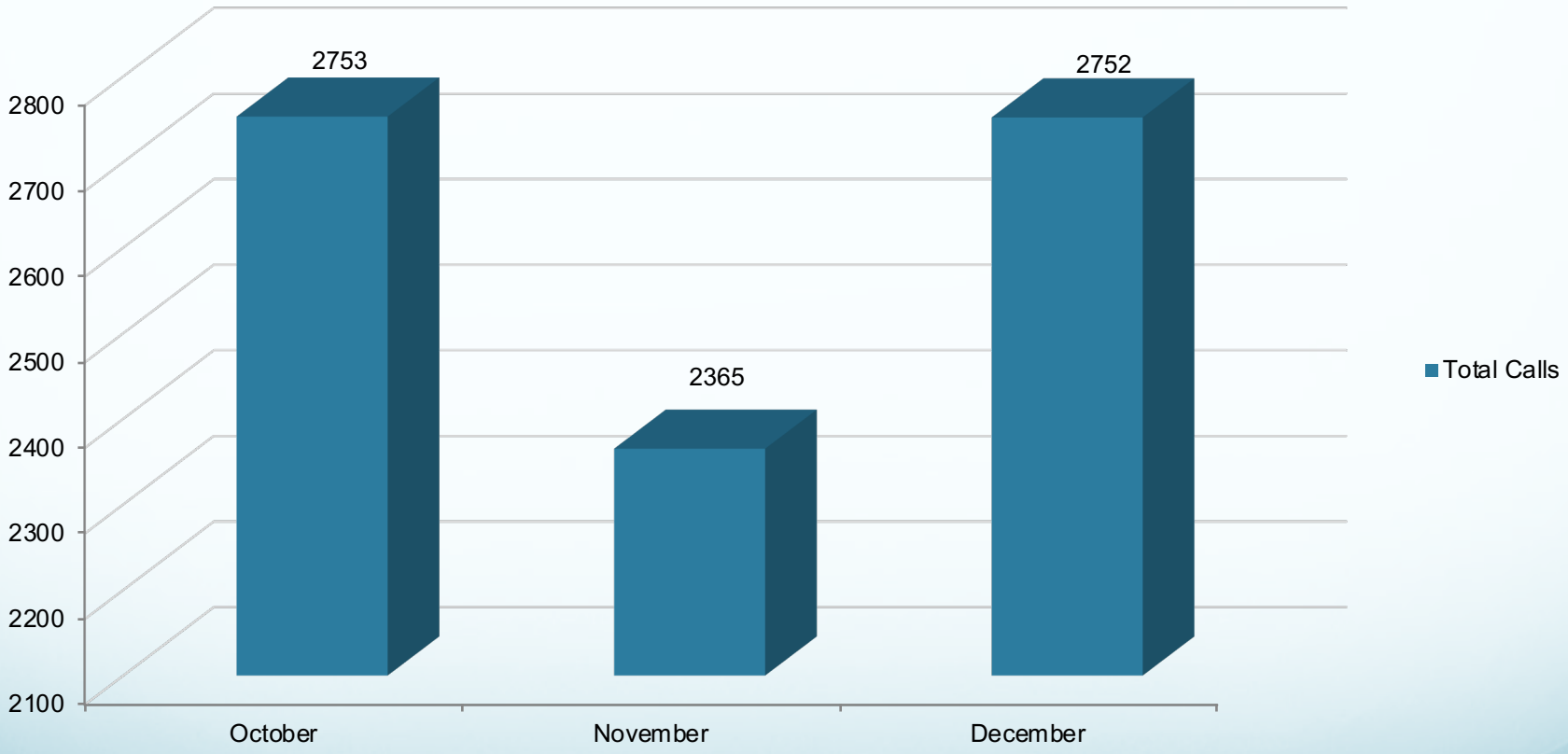
2-1-1 Information and Referral Kalamazoo County Top 5 Unmet Needs Reasons Needs Were Unmet





Crisis Services
Quarterly Report
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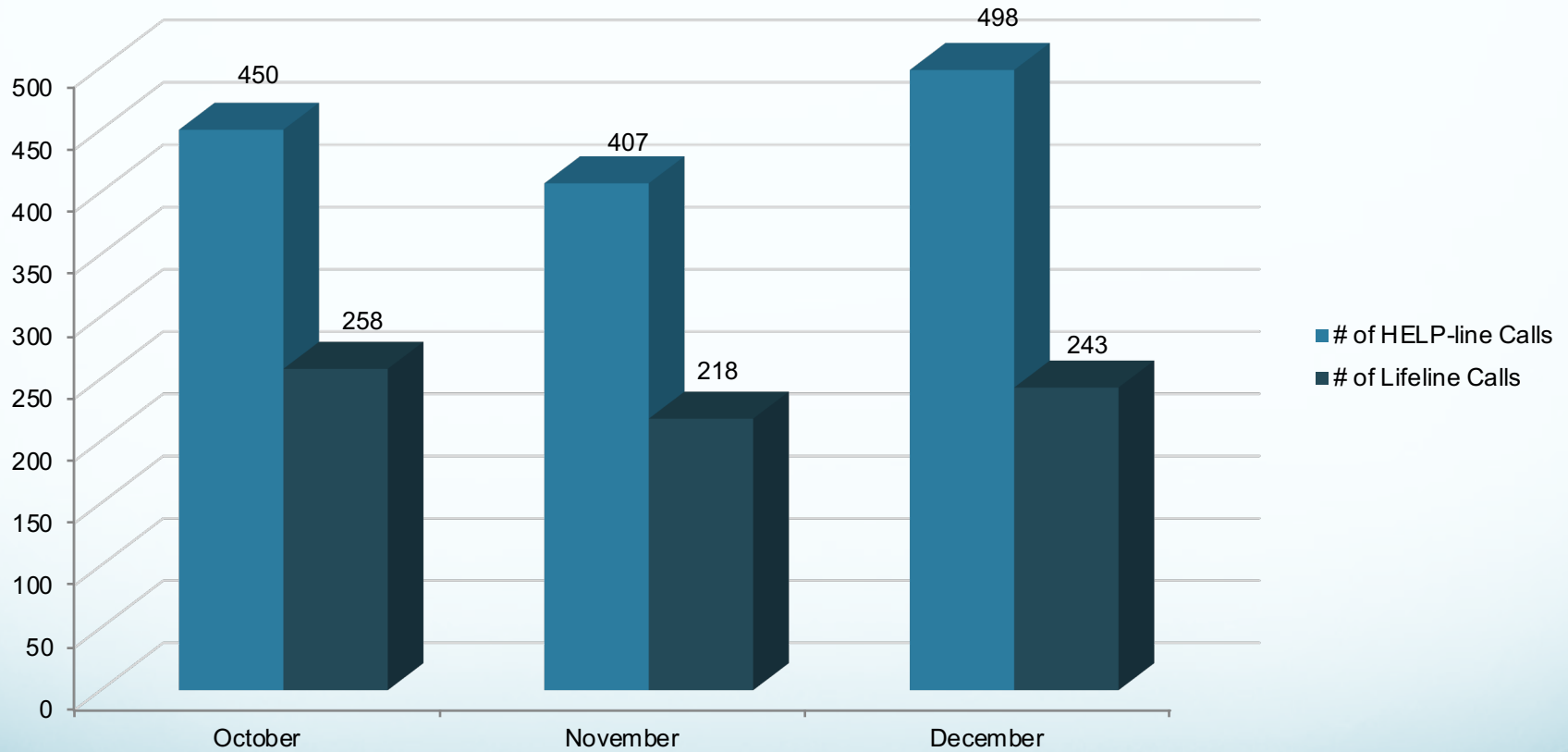
Total Crisis Calls



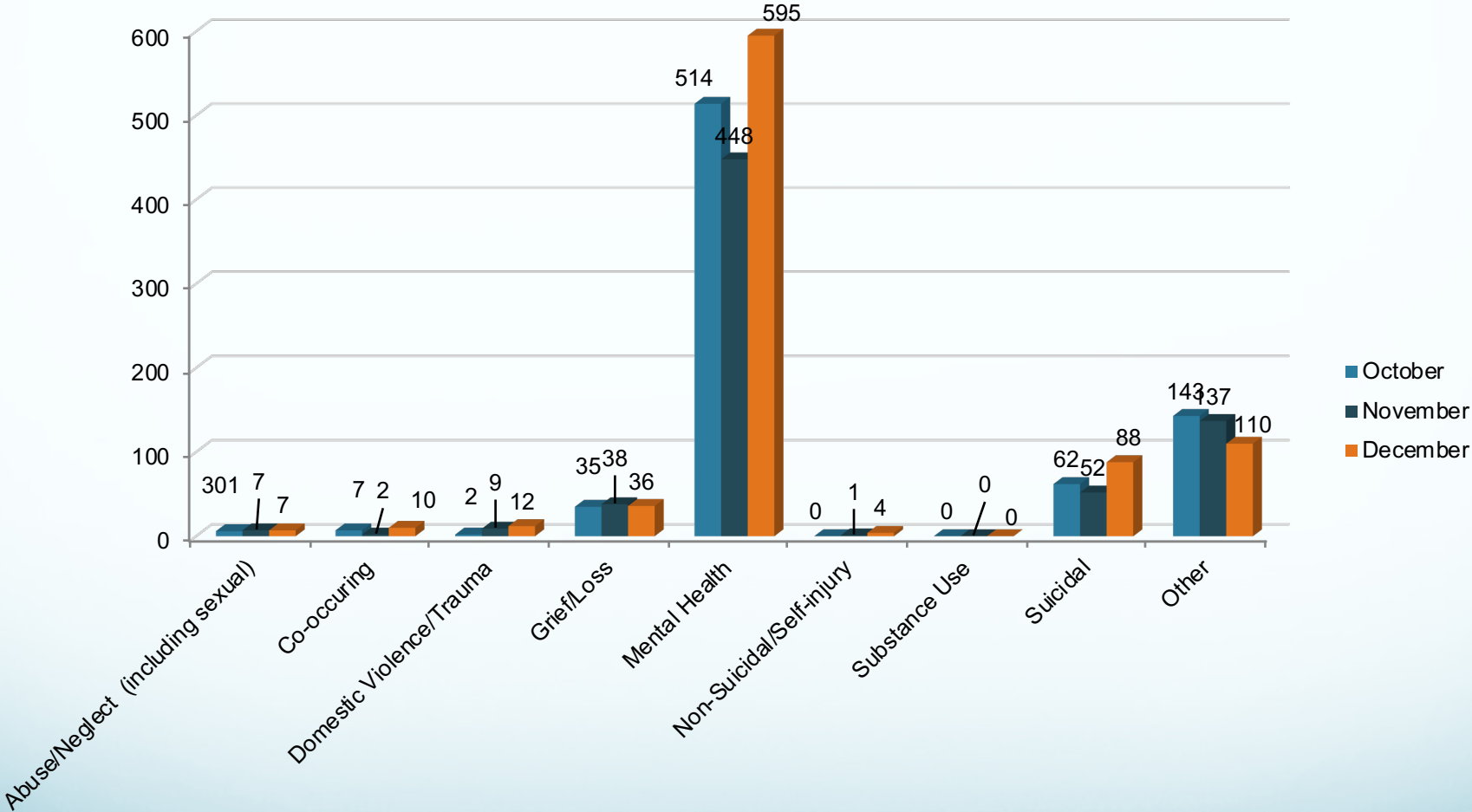
HELP-line and Lifeline Contracts

Number of Crisis Calls

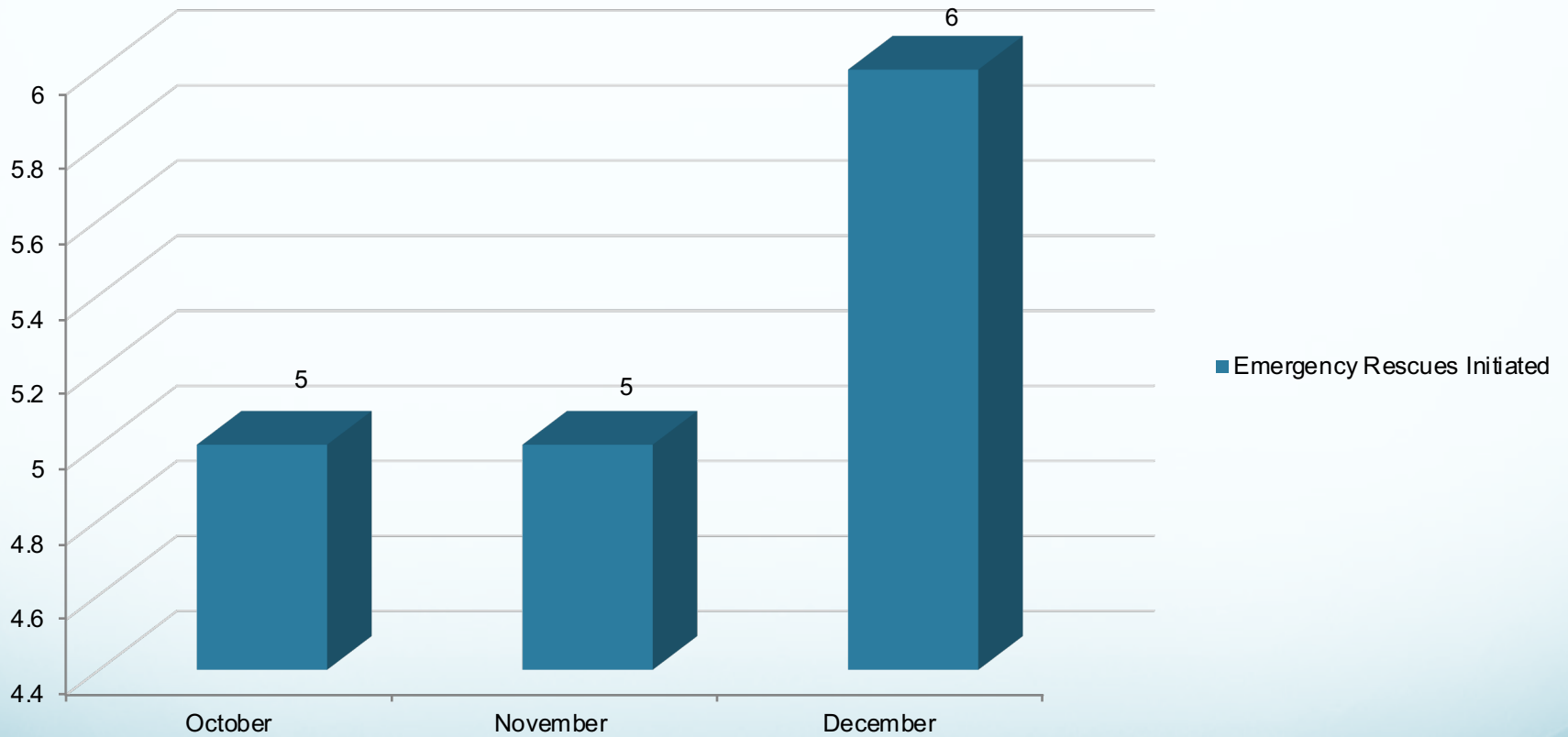
Lifeline/HELP-line



HELP-line and Lifeline Contracts Problem Category

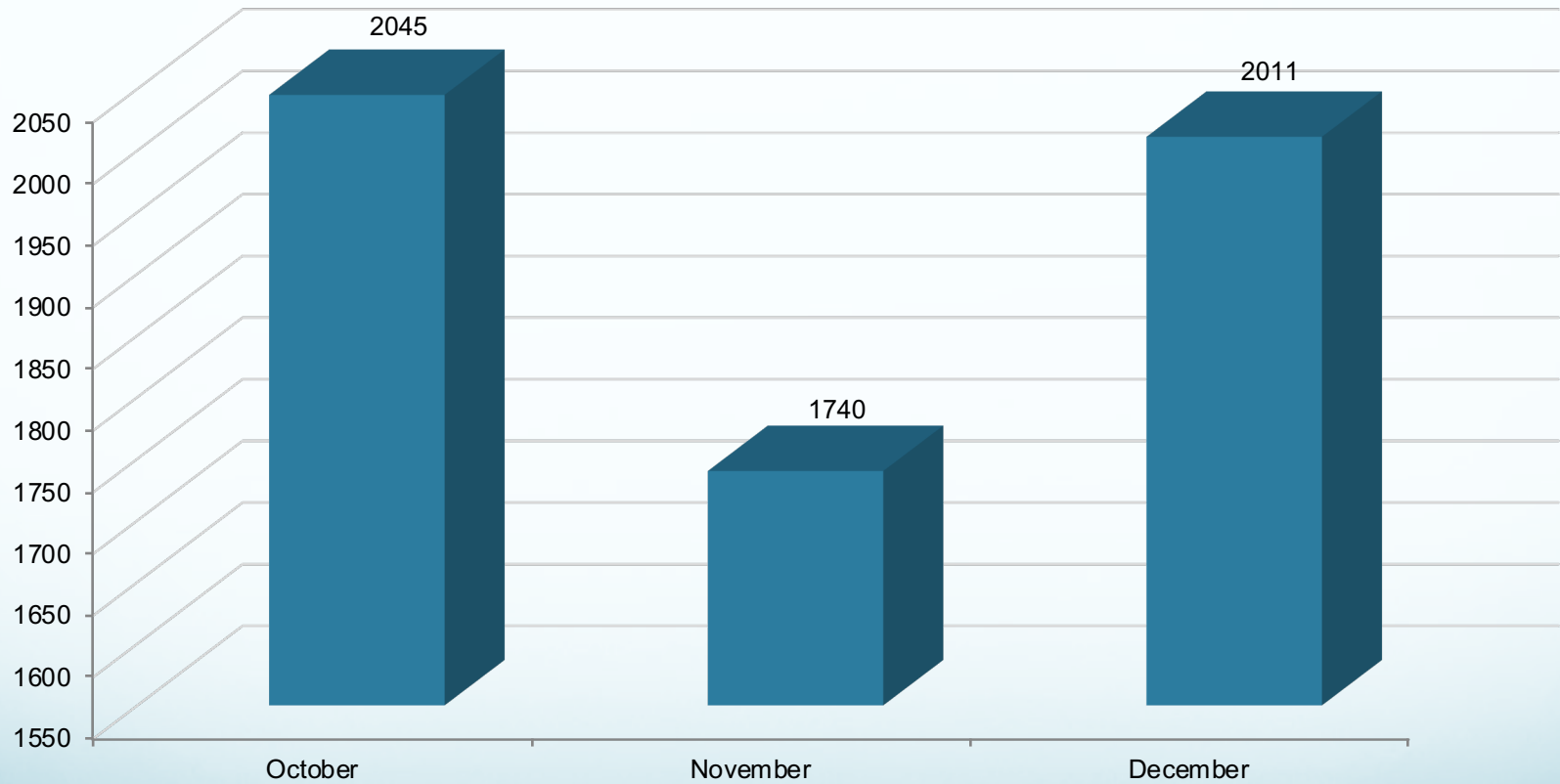


HELP-line and Lifeline Contracts Emergency Rescues Initiated



Community Mental Health Contracts

Number of Crisis Calls

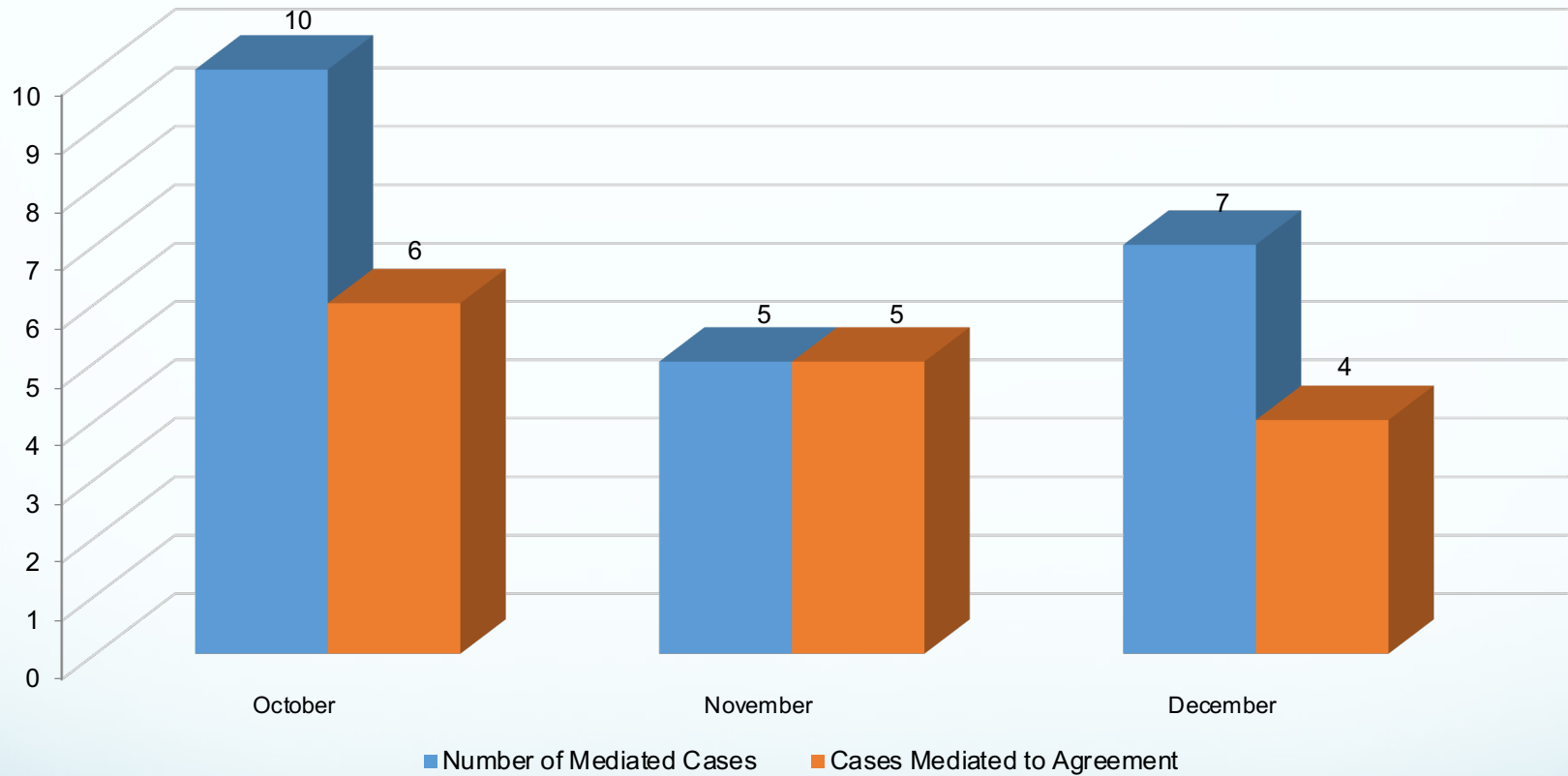




Conflict Services
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Court and Community Referral

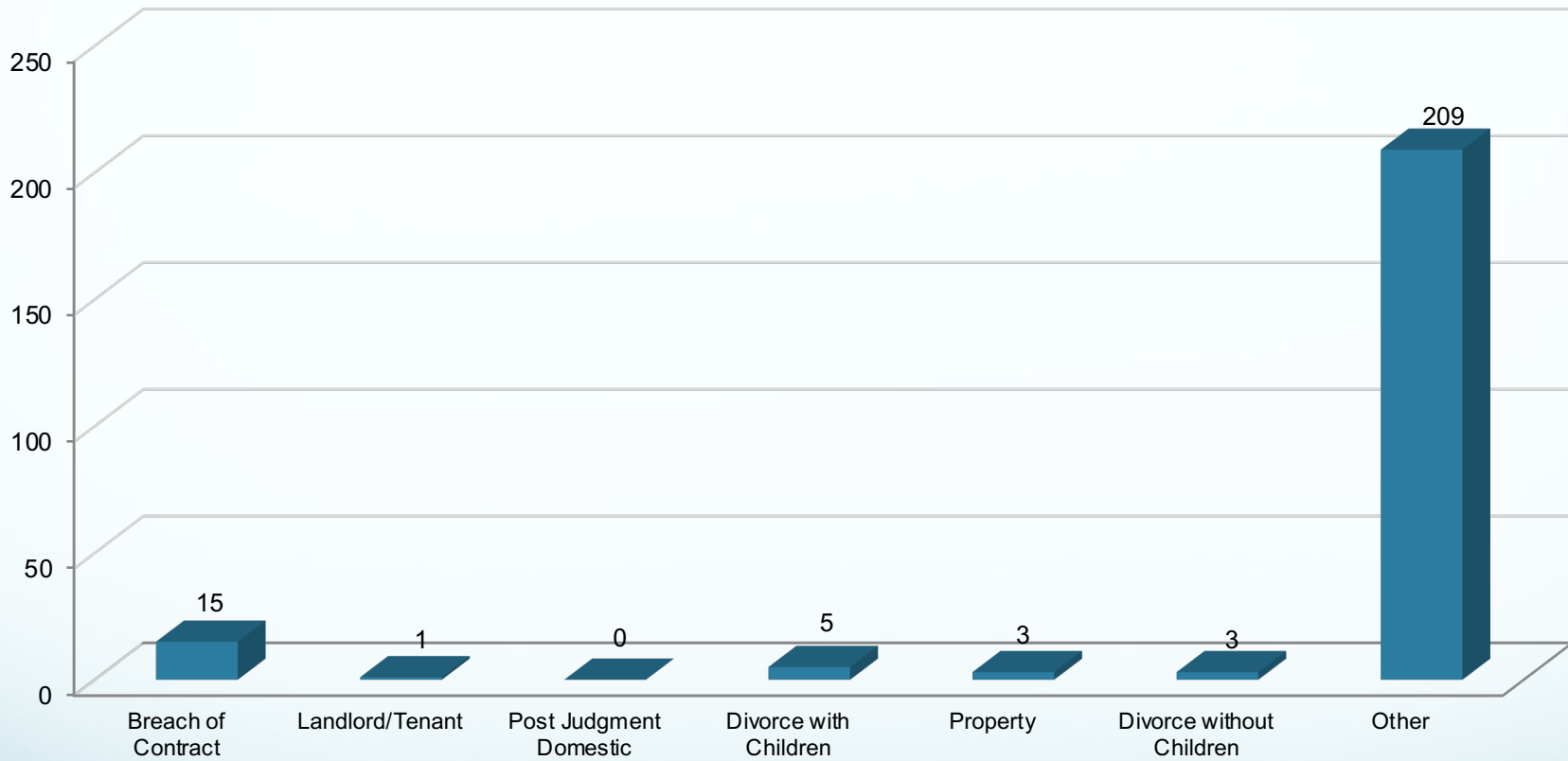
Number of Cases and Cases Mediated to Agreement



Court and Community Referral

Number of Cases Referred Per Category

October 2018 – December 2018



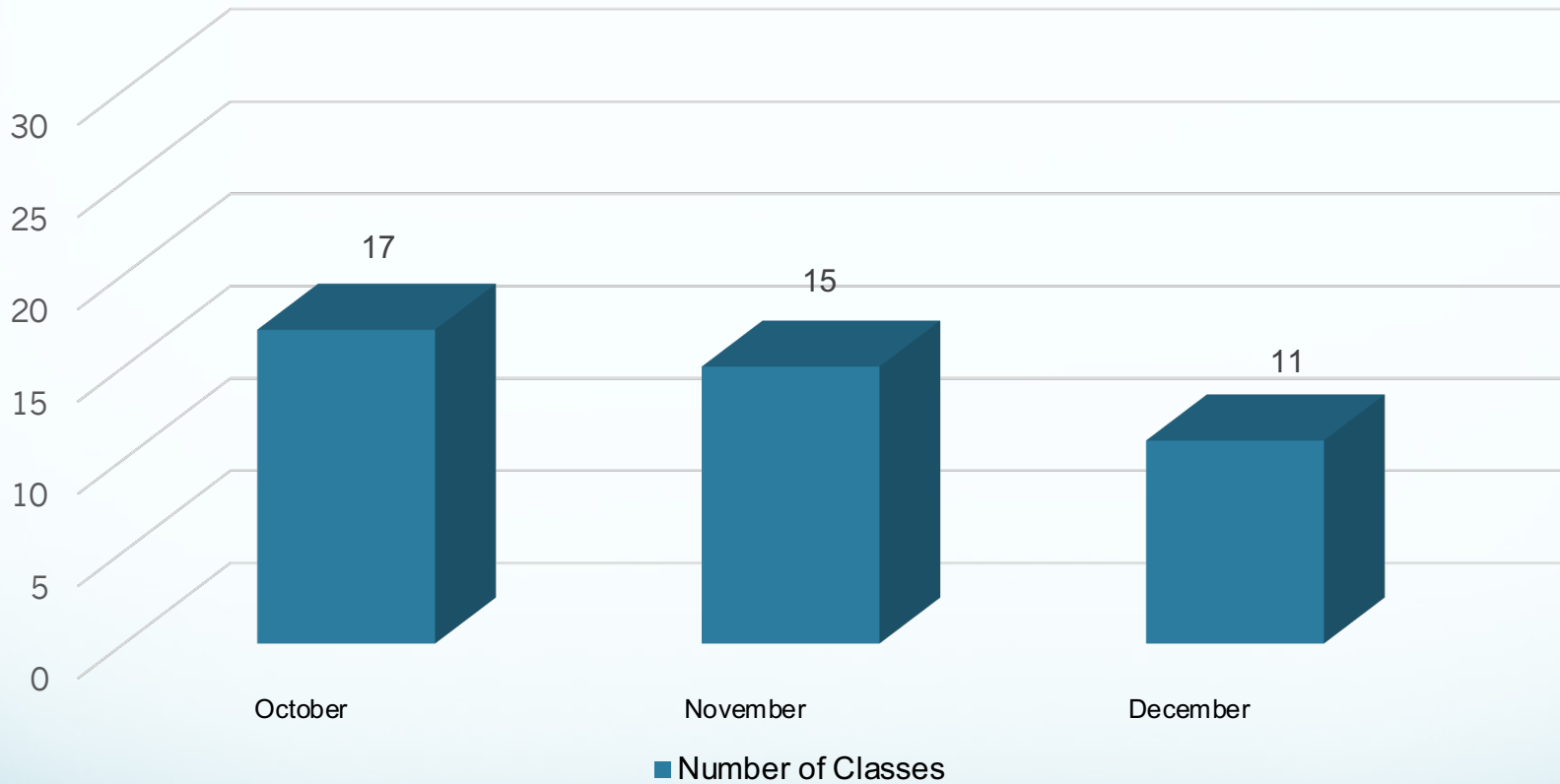


School Programs
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“I wanted to thank you for coming to our school and teaching students about this topic. I feel like this program getting involved with kids can save lives.”

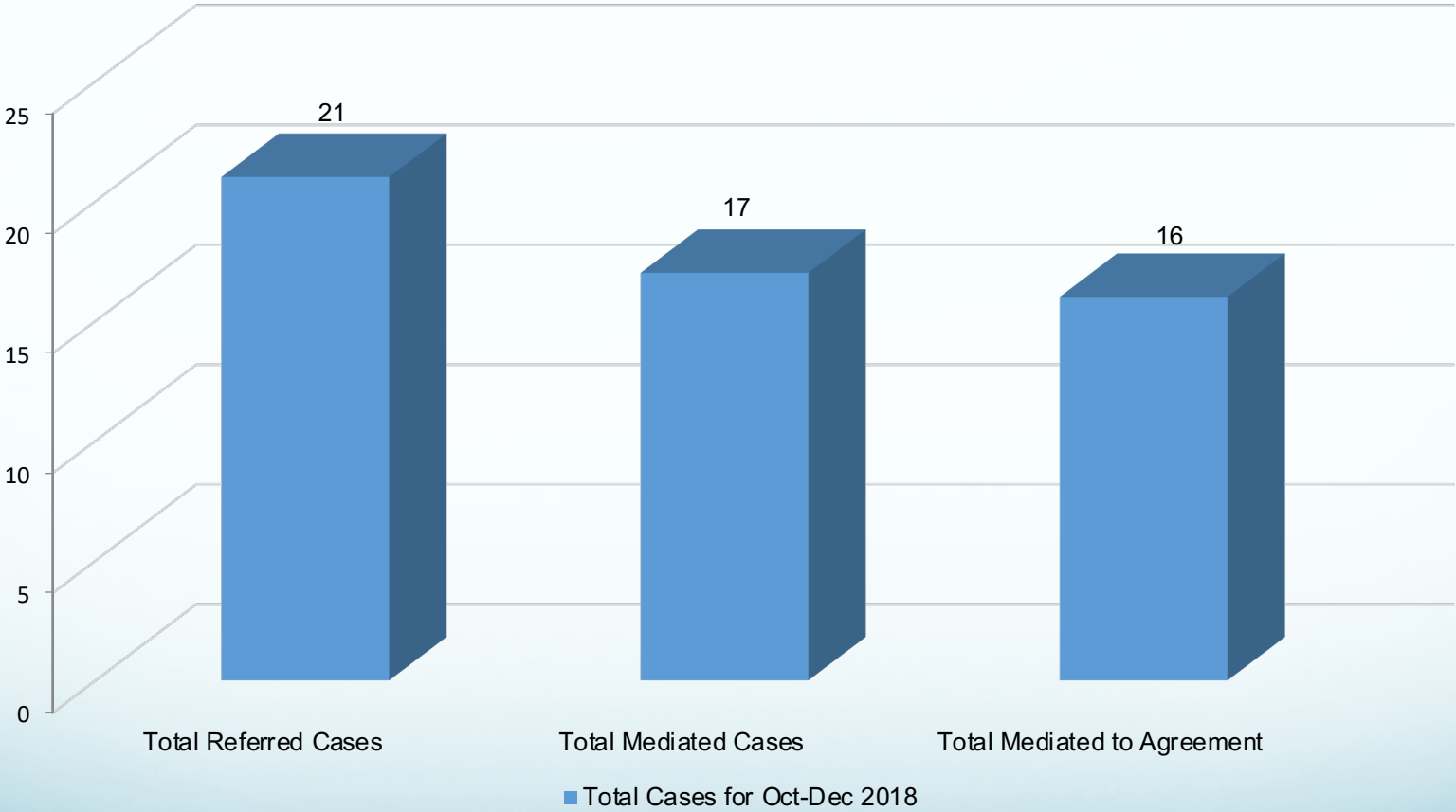
–anonymous Gatekeeper student

Gatekeeper Classes Delivered



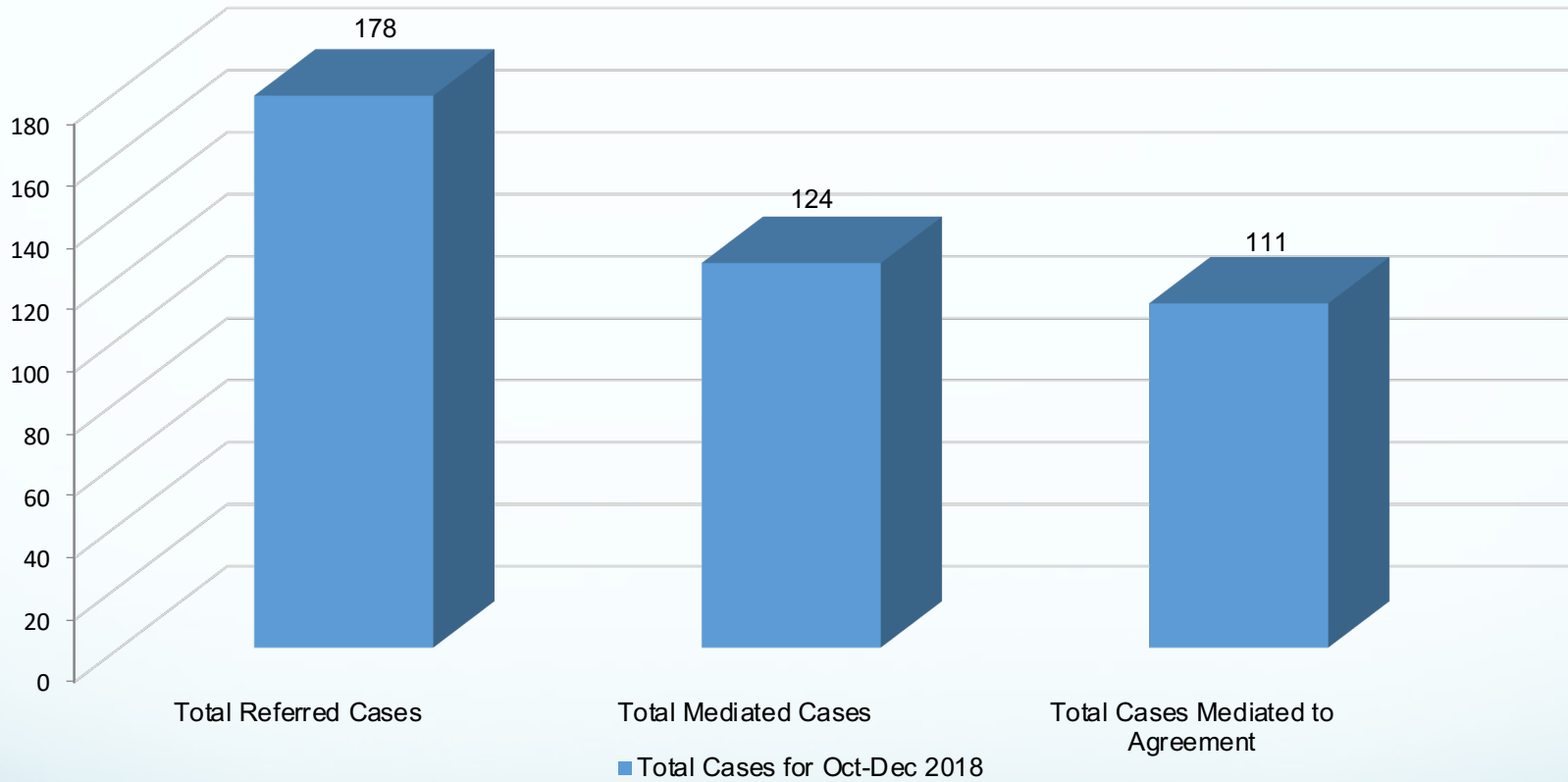
Peer Mediation

Number of Cases and Cases Mediated to Agreement



Restorative Justice

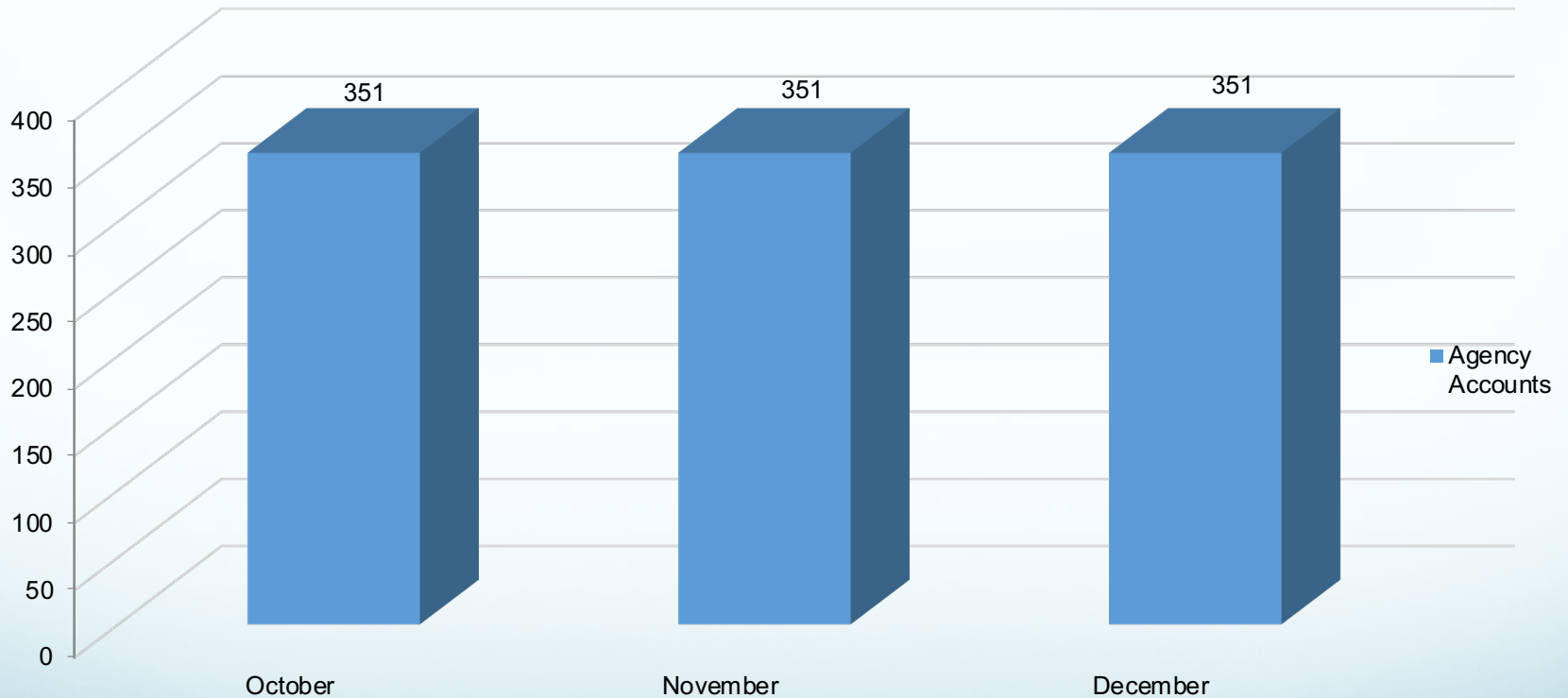
Number of Cases and Cases Mediated to Agreement



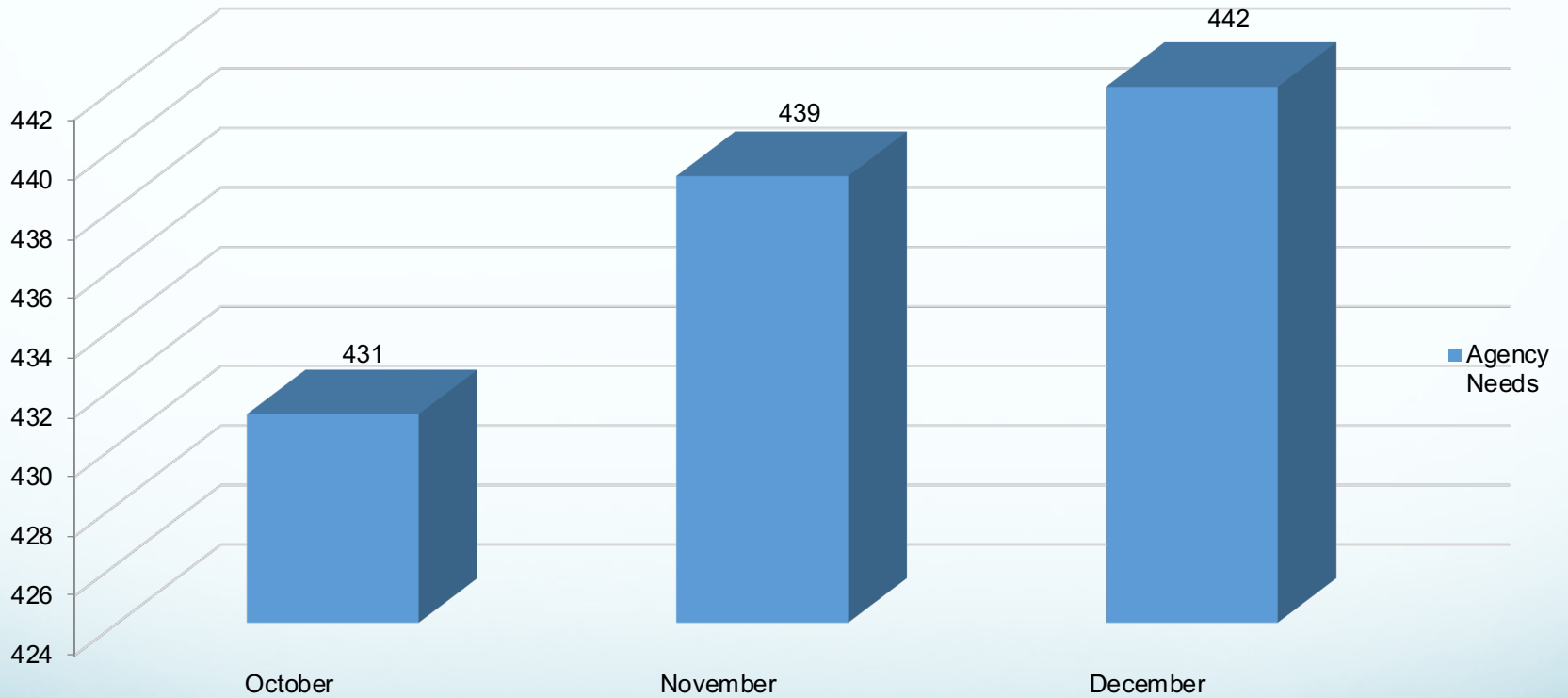


Volunteer Services
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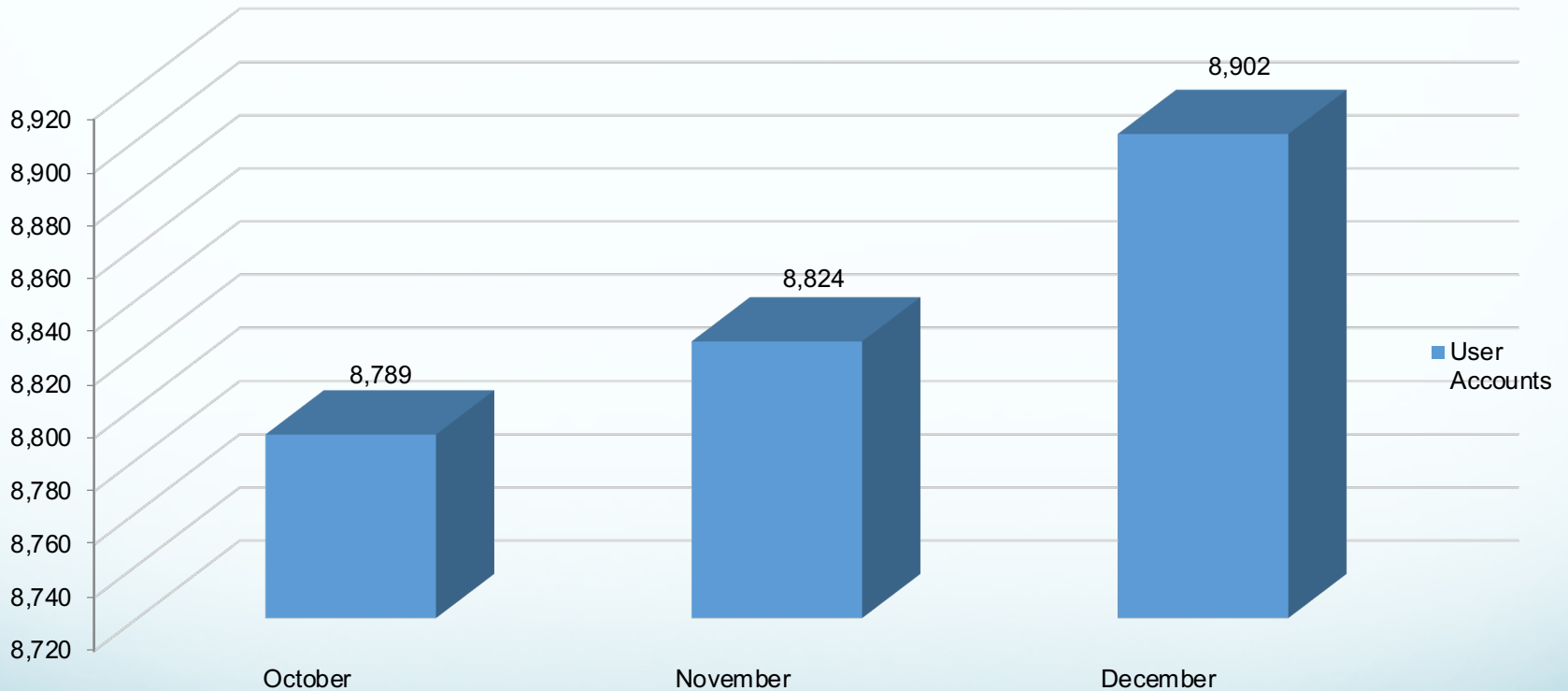
Non-Profit Agency Accounts in Volunteer Database, *Get Connected*



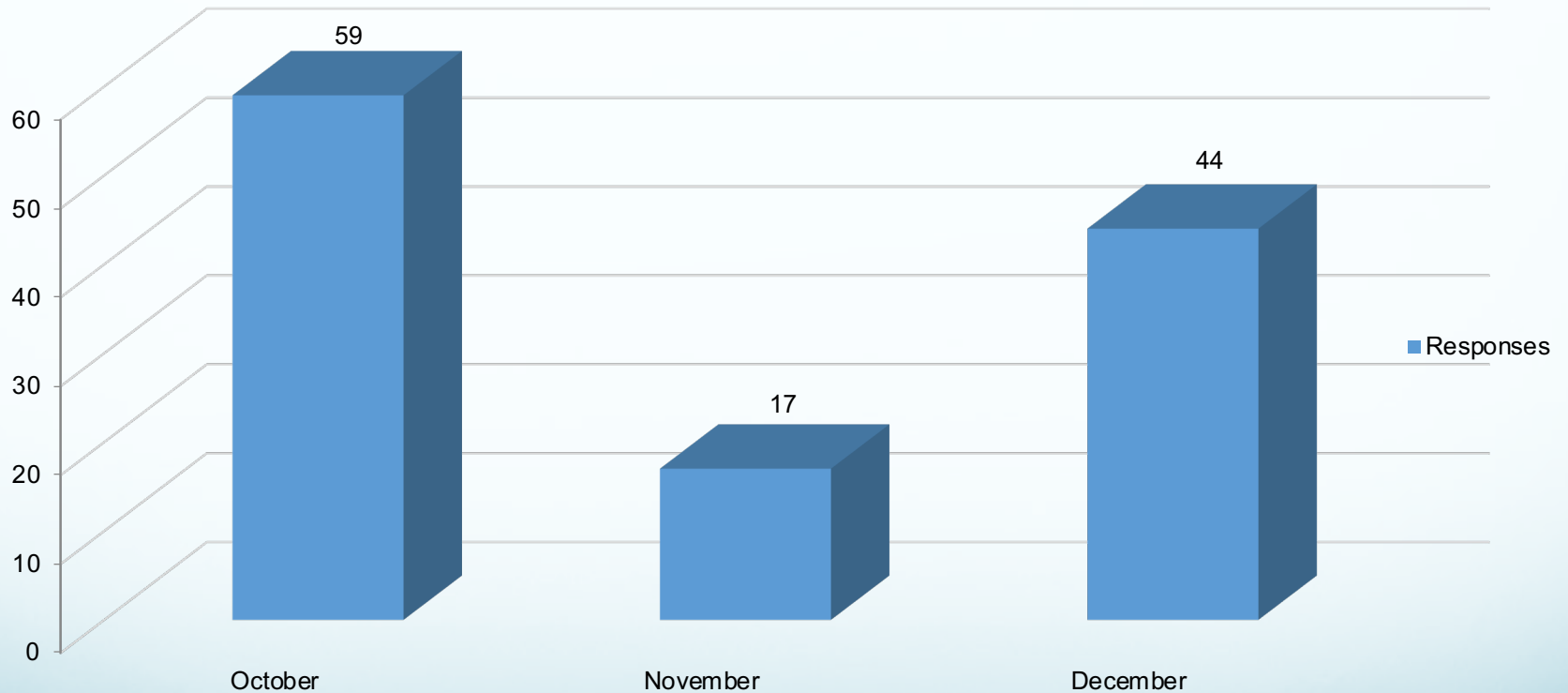
Non-Profit Agency Account Needs in Volunteer Database, *Get Connected*



Volunteer User Accounts in Volunteer Database, *Get Connected*



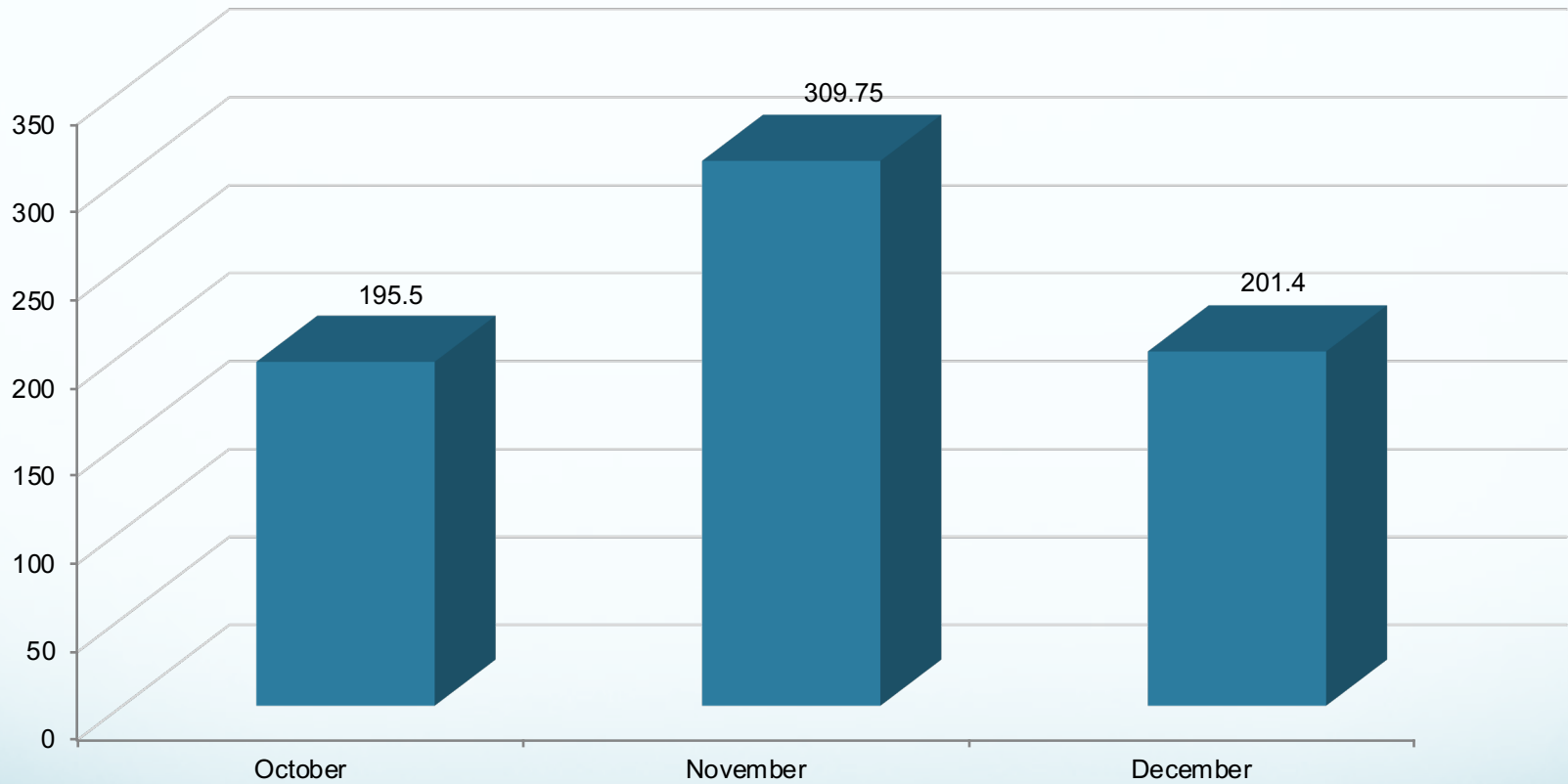
Volunteer User Account Responses to Non-Profit Agency Needs





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