



211 Northeast Michigan  
2007 Austin St. Suite U  
Midland, MI 48642

Bay County  
211 Activity Report for 2020  
5639 Connections (Calls, texts, emails, chats)  
2334 Web Searches

26% Receiving SNAP    12% Over 60    13% Receiving Disability    5% Veteran  
18% COVID-19 Related    0.5% Flood Related

**Referrals:**

- 23.196%    Food/Meals
- 20.234%    Utility Assistance
- 15.889%    Housing
- 8.831%    Health Care
- 4.611%    Income Support/Assistance
- 4.114%    Clothing/Personal/Household Needs
- 2.979%    Legal, Consumer and Public Safety Services
- 2.891%    Individual, Family and Community Support
- 2.128%    Information Services
- 1.951%    Mental Health/Addictions
- 1.33%    Transportation
- 1.135%    Other Government/Economic Services
- 0.833%    Disaster Services
- 0.585%    Volunteers/Donations
- 0.266%    Employment
- 0.195%    Education

**Unmet Needs:**

- 1.365%    Individual, Family and Community Support
- 0.993%    Transportation
- 0.975%    Clothing/Personal/Household Needs
- 0.851%    Utility Assistance
- 0.727%    Income Support/Assistance
- 0.638%    Housing
- 0.426%    Health Care
- 0.319%    Food/Meals
- 0.231%    Legal, Consumer and Public Safety Services
- 0.124%    Disaster Services
- 0.124%    Other Government/Economic Services
- 0.089%    Information Services
- 0.071%    Volunteers/Donations
- 0.035%    Mental Health/Addictions
- 0.018%    Employment

**DON'T STRUGGLE ALONE! DIAL 211!**

211 Marketing materials [HERE](#)  
211 Awareness Project Commercials to [share](#)

No matter what. No matter when. 211 is there!

