

GRYPHON
PLACE



2-1-1®

Helping those in conflict and crisis

Quarterly Report
April 2017– June 2017



2-1-1 Program
Quarterly Report
April 2017 – June 2017

“I have always experienced really great services from 2-1-1. Being homeless and in great need, 2-1-1 has always helped point me in the right direction.”

-Anonymous Caller

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

(Allegan, Barry, Berrien, Calhoun, Cass, Kalamazoo, and Van Buren)

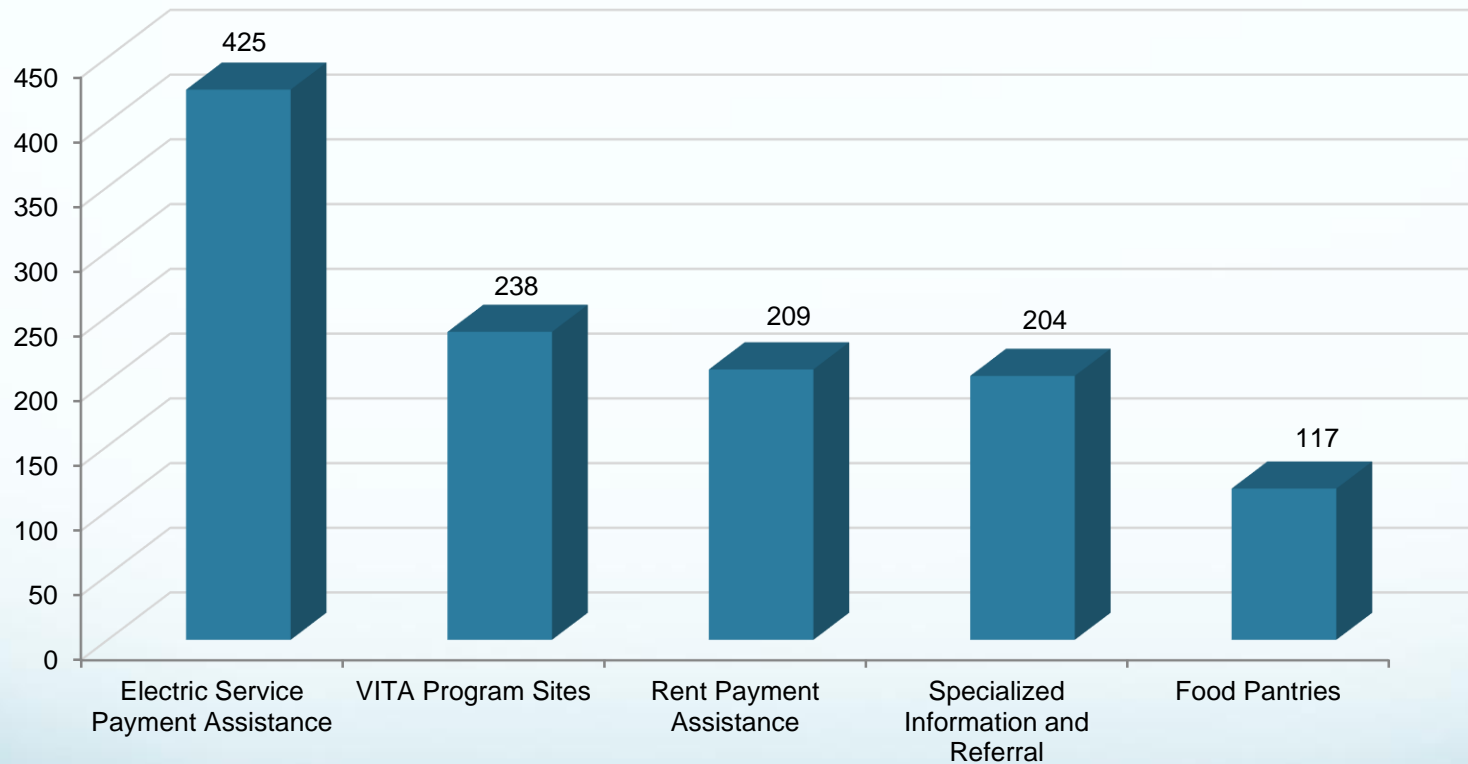
	Service	# of Referrals	% of Total Calls
1	Food Pantries	1875	18.1%
2	Electric Service Payment Assistance	1417	13.7%
3	Rent Payment Assistance	431	4.1%
4	Specialized Information and Referral	367	3.5%
5	Community Shelters	185	1.7%

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

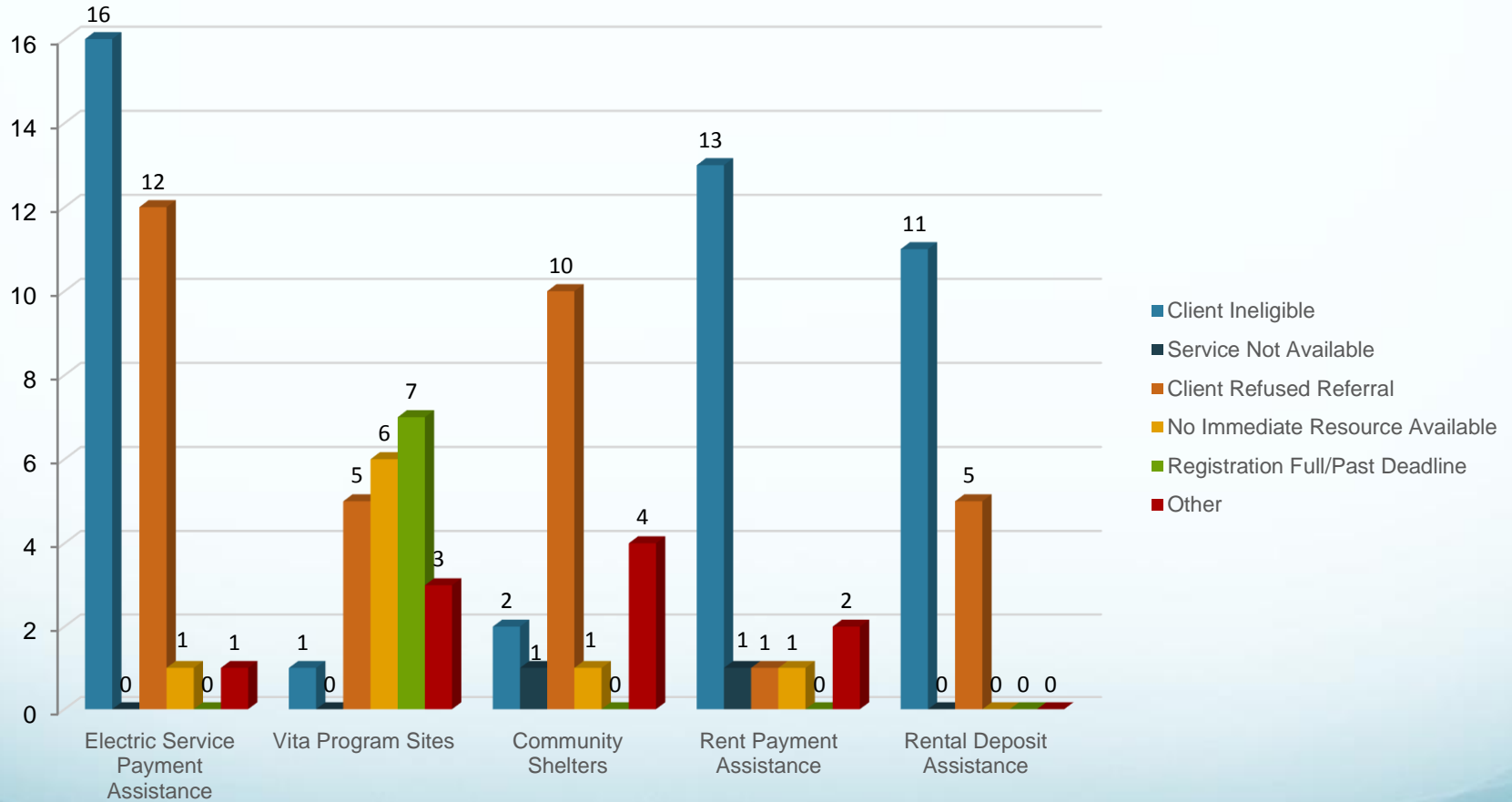
(Allegan, Barry, Berrien, Calhoun, Cass, Kalamazoo, and Van Buren)

	Service	# of Unmet Needs	% of Total Calls
1	Rent Payment Assistance	123	1.1%
2	Electric Service Payment Assistance	118	1.1%
3	Food Pantries	110	1.0%
4	Rental Deposit Assistance	35	0.3%
5	Gas Money	26	0.2%

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



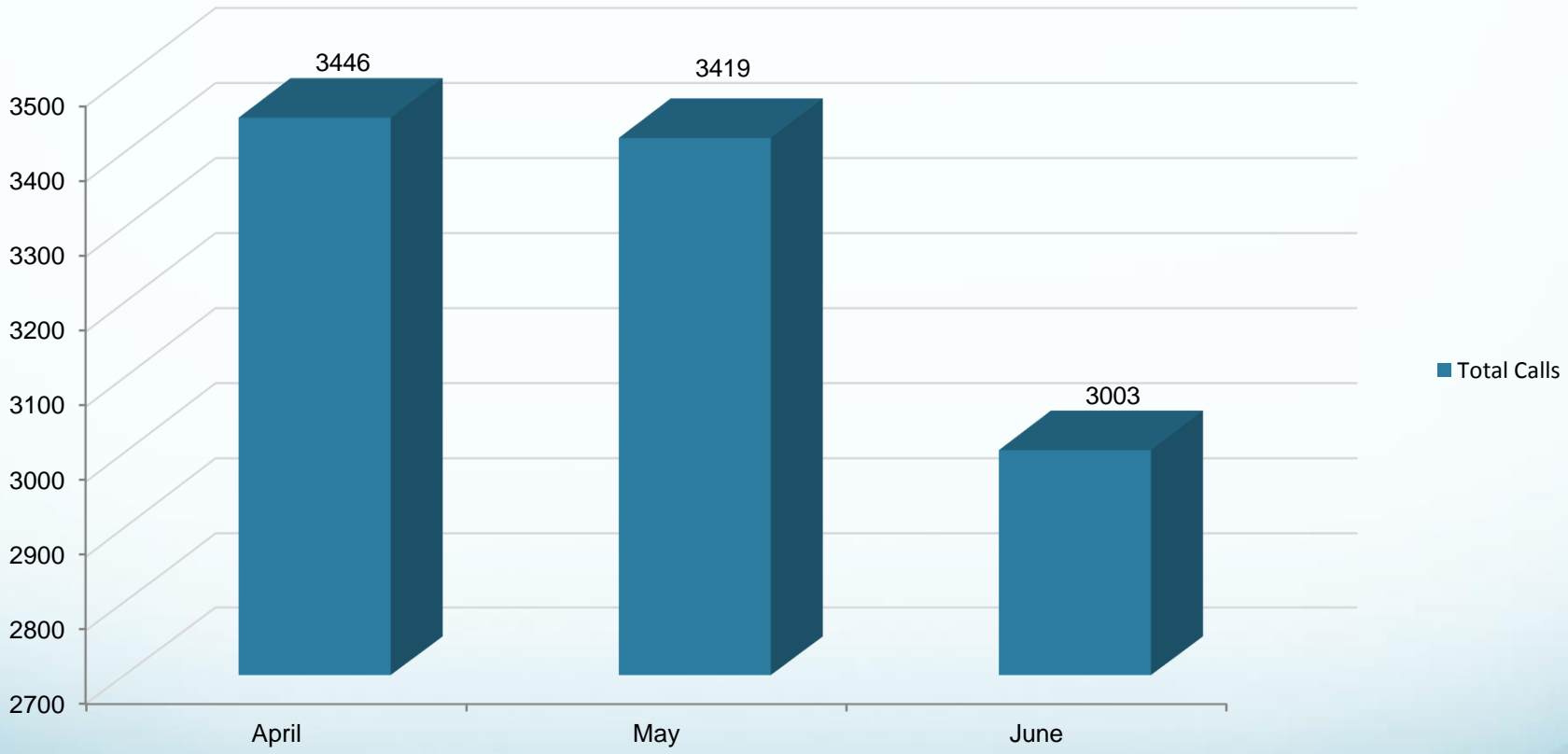
2-1-1 Information and Referral Kalamazoo County Top 5 Unmet Needs Reasons Needs Were Unmet





Crisis Services
Quarterly Report
April 2017 – June 2017

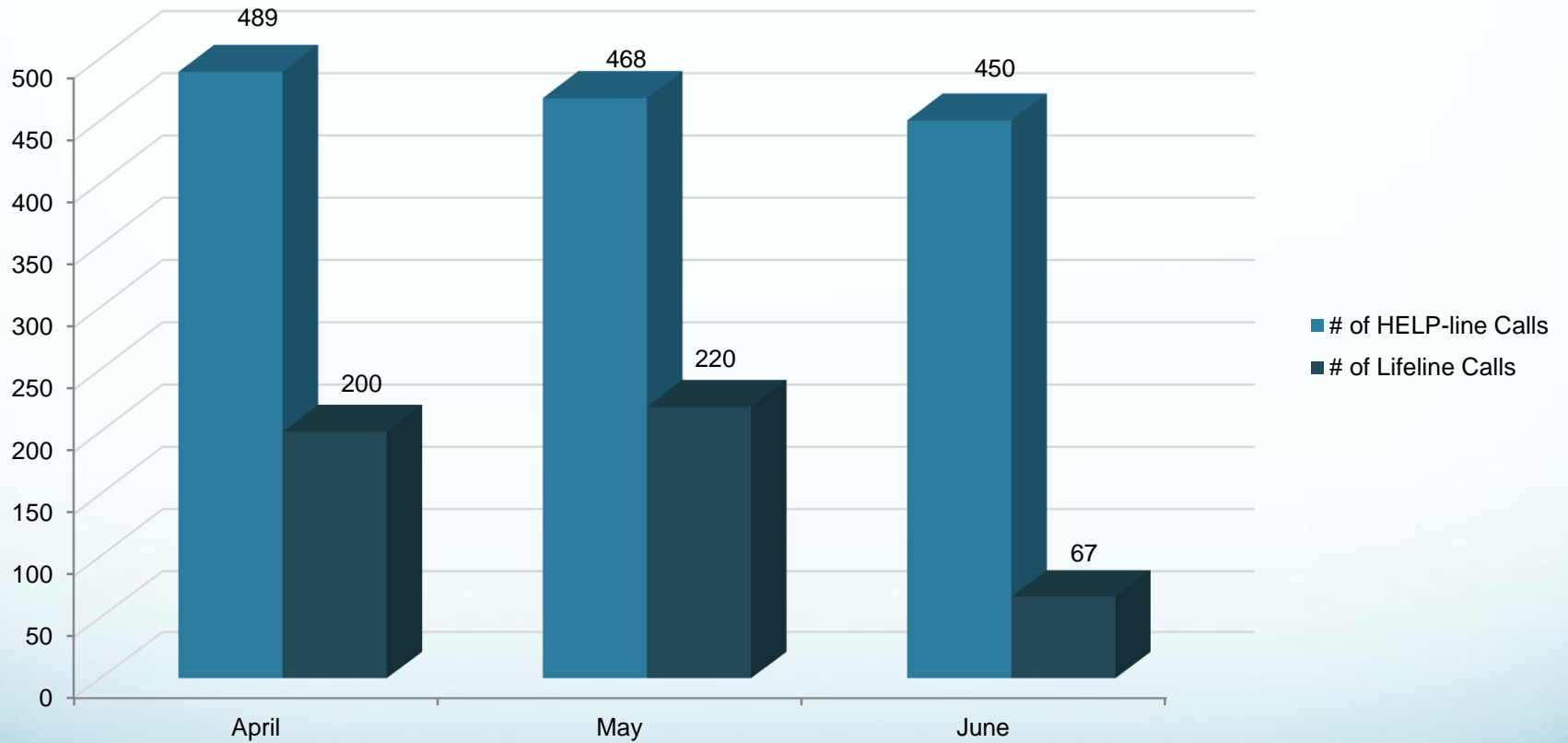
Total Crisis Calls



HELP-line and Lifeline Contracts

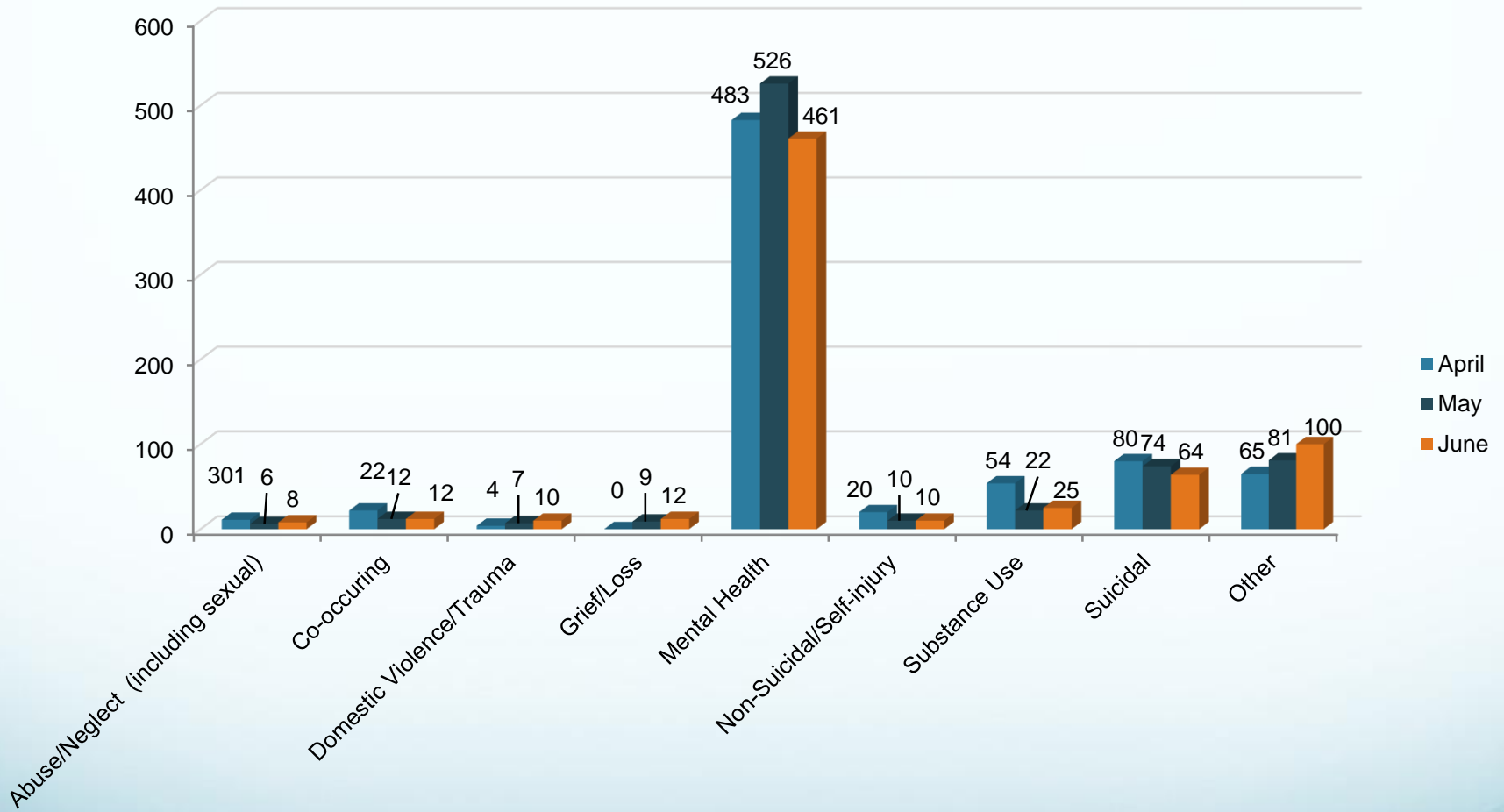
Number of Crisis Calls

Lifeline/HELP-line

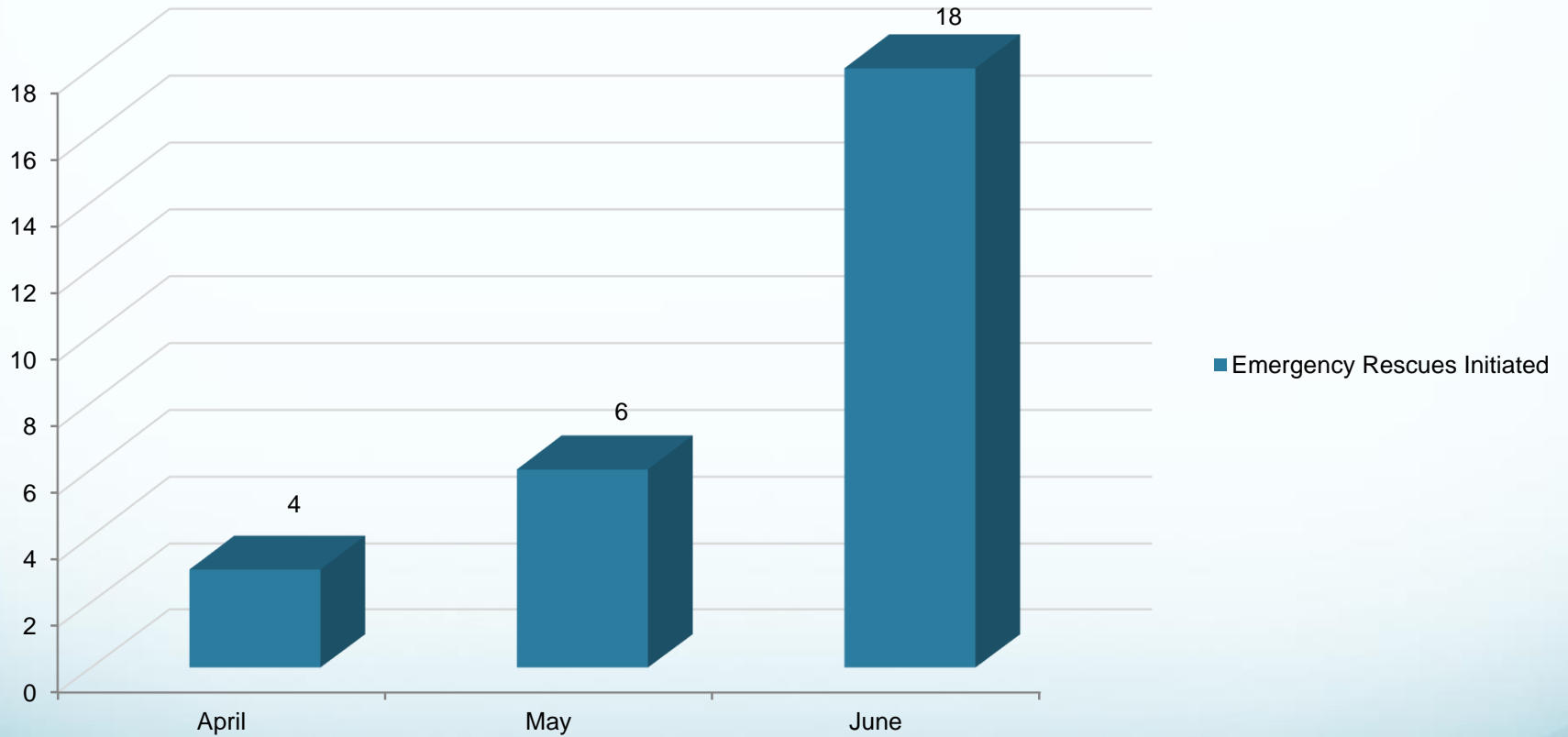


HELP-line and Lifeline Contracts

Problem Category

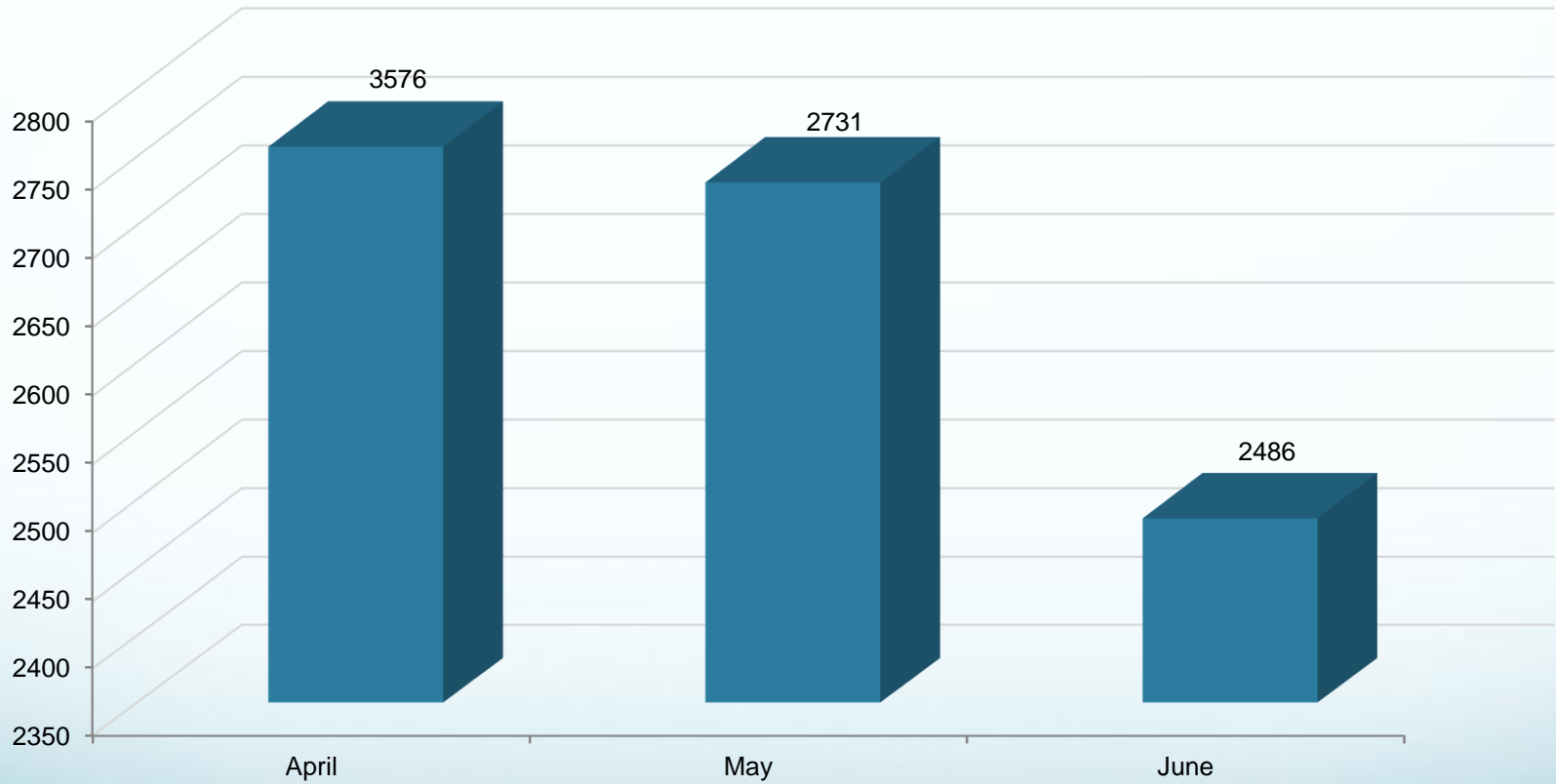


HELP-line and Lifeline Contracts Emergency Rescues Initiated



Community Mental Health Contracts

Number of Crisis Calls



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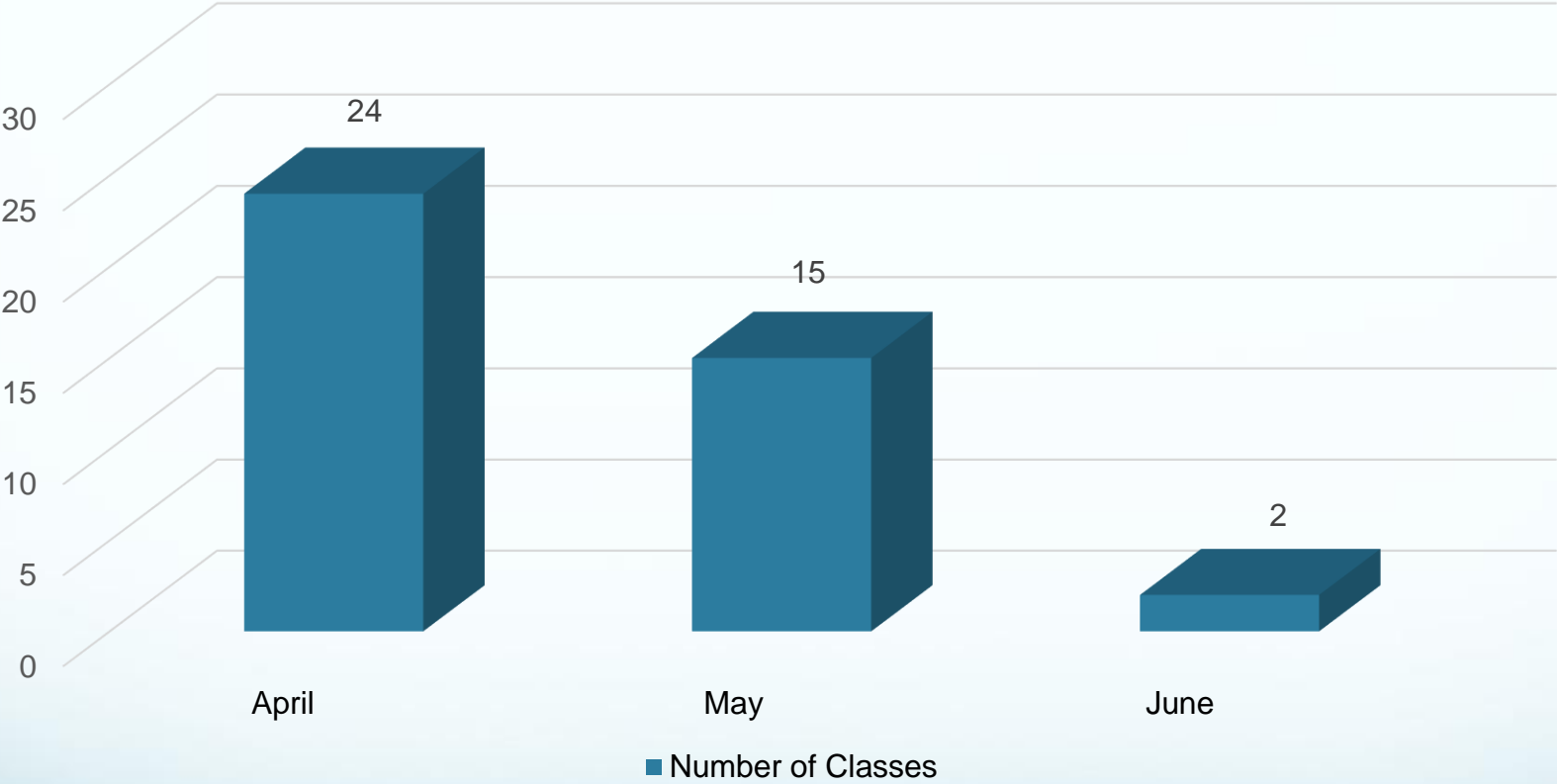
2-1-1

Helping those in conflict and crisis

School Programs
Quarterly Report
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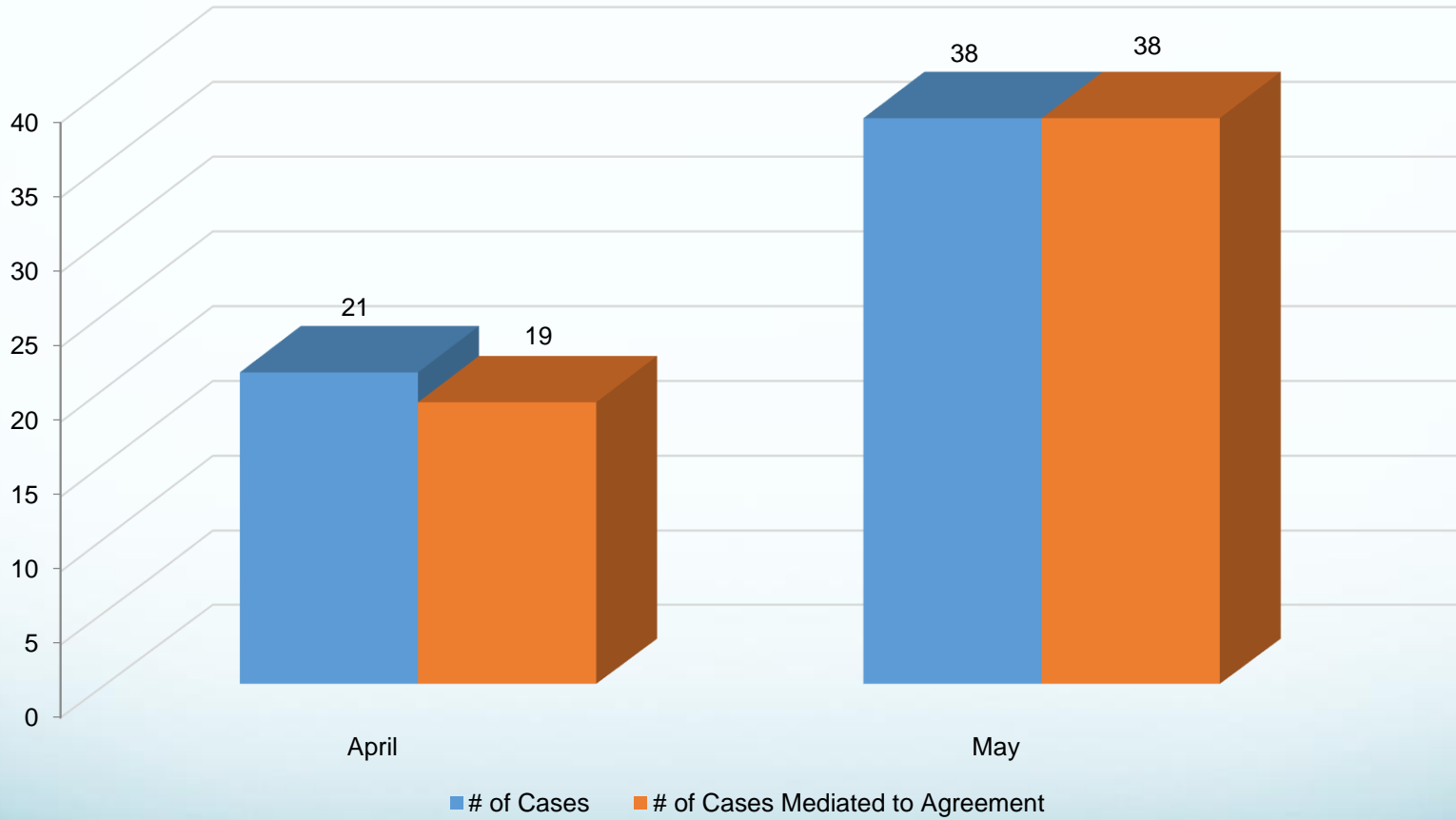
“Because of what I learned in Peer Mediation training, it was easy for me to remain calm when she was saying all that mean stuff about me.” –Anonymous Peer Mediator

Gatekeeper Classes Delivered



Peer Mediation

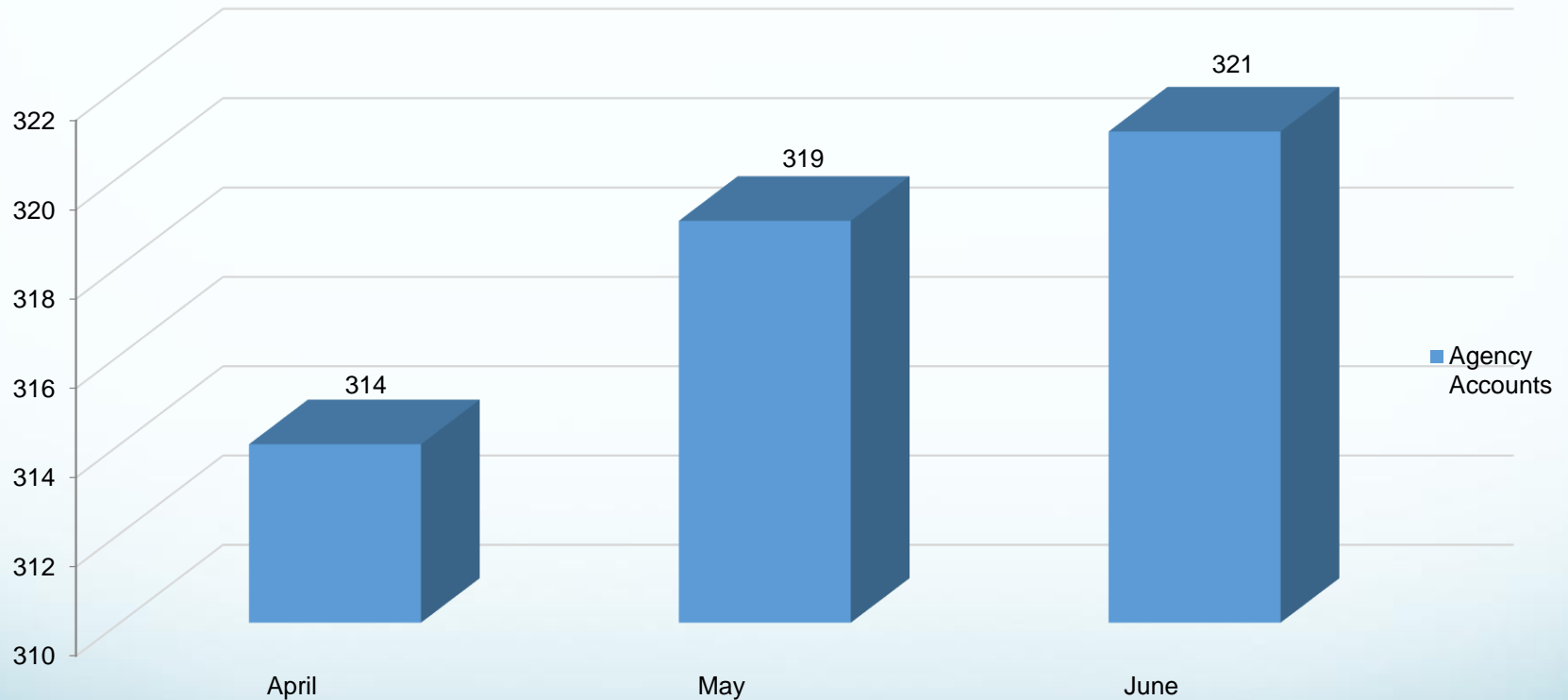
Number of Cases and Cases Mediated to Agreement



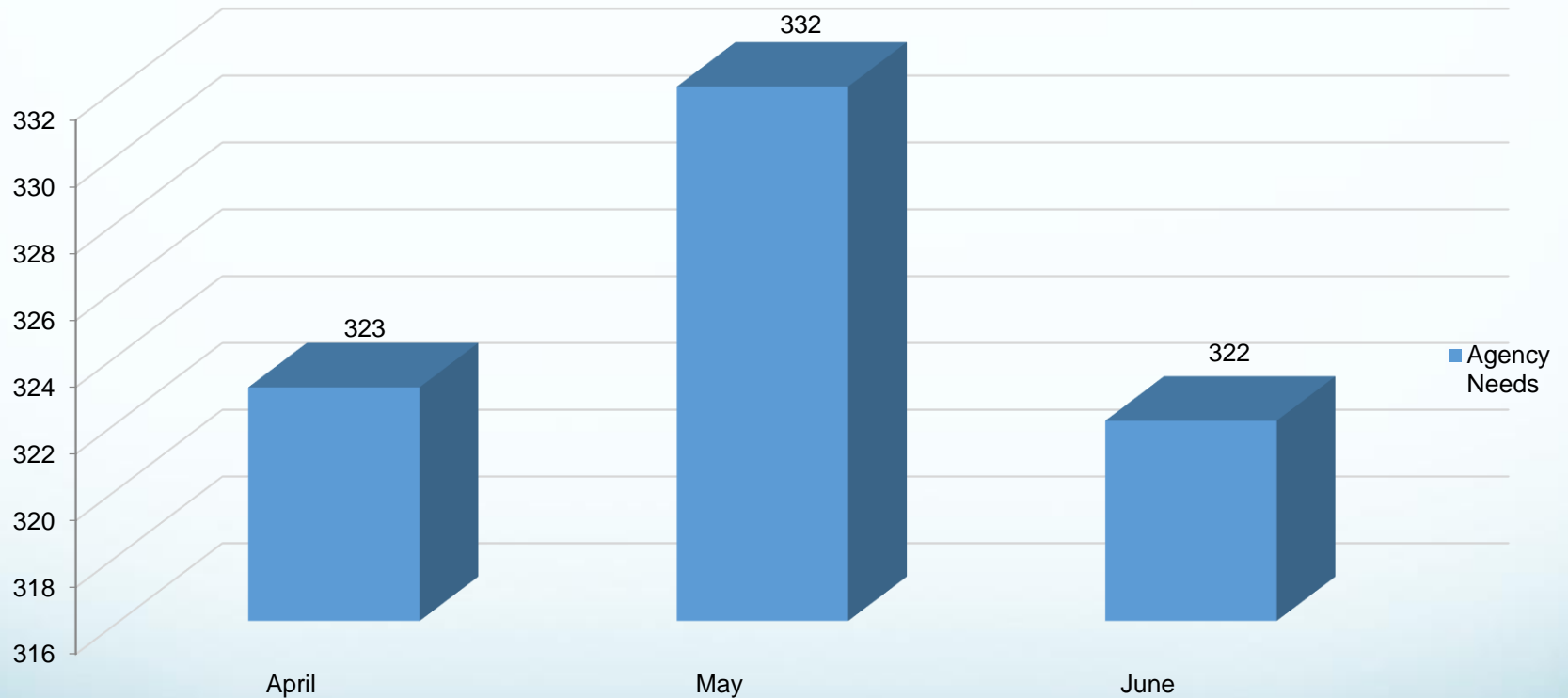


Volunteer Kalamazoo
Quarterly Report
April 2017 – June 2017

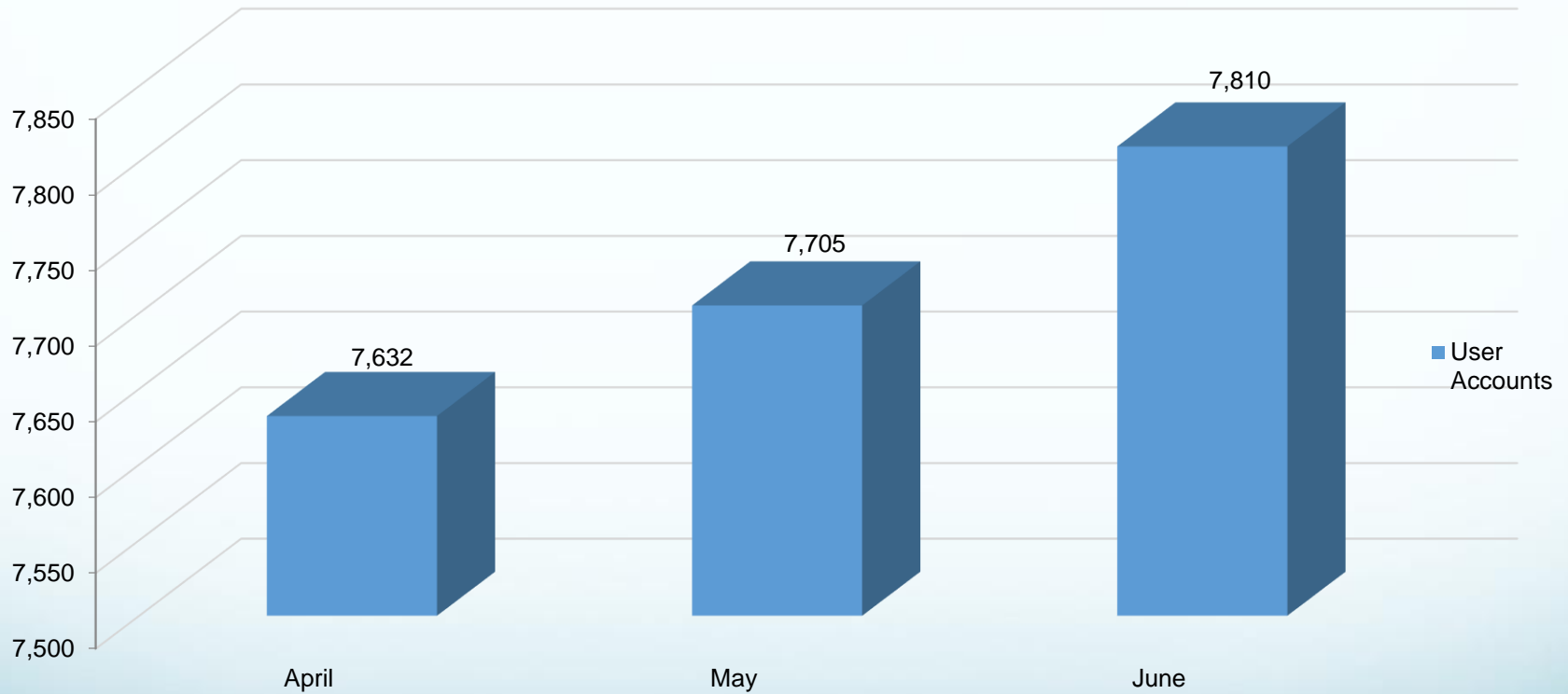
Non-Profit Agency Accounts in Volunteer Database, *Get Connected*



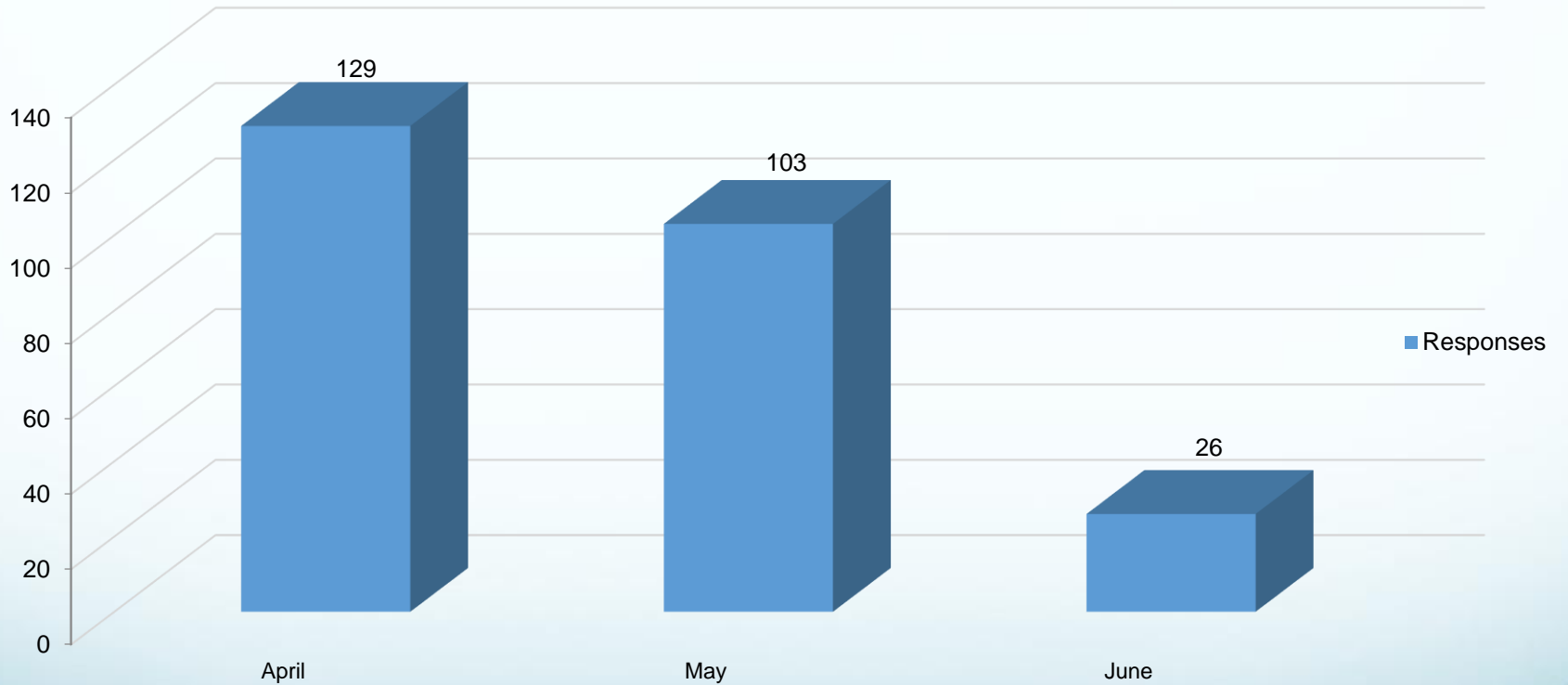
Non-Profit Agency Account Needs in Volunteer Database, *Get Connected*



Volunteer User Accounts in Volunteer Database, *Get Connected*



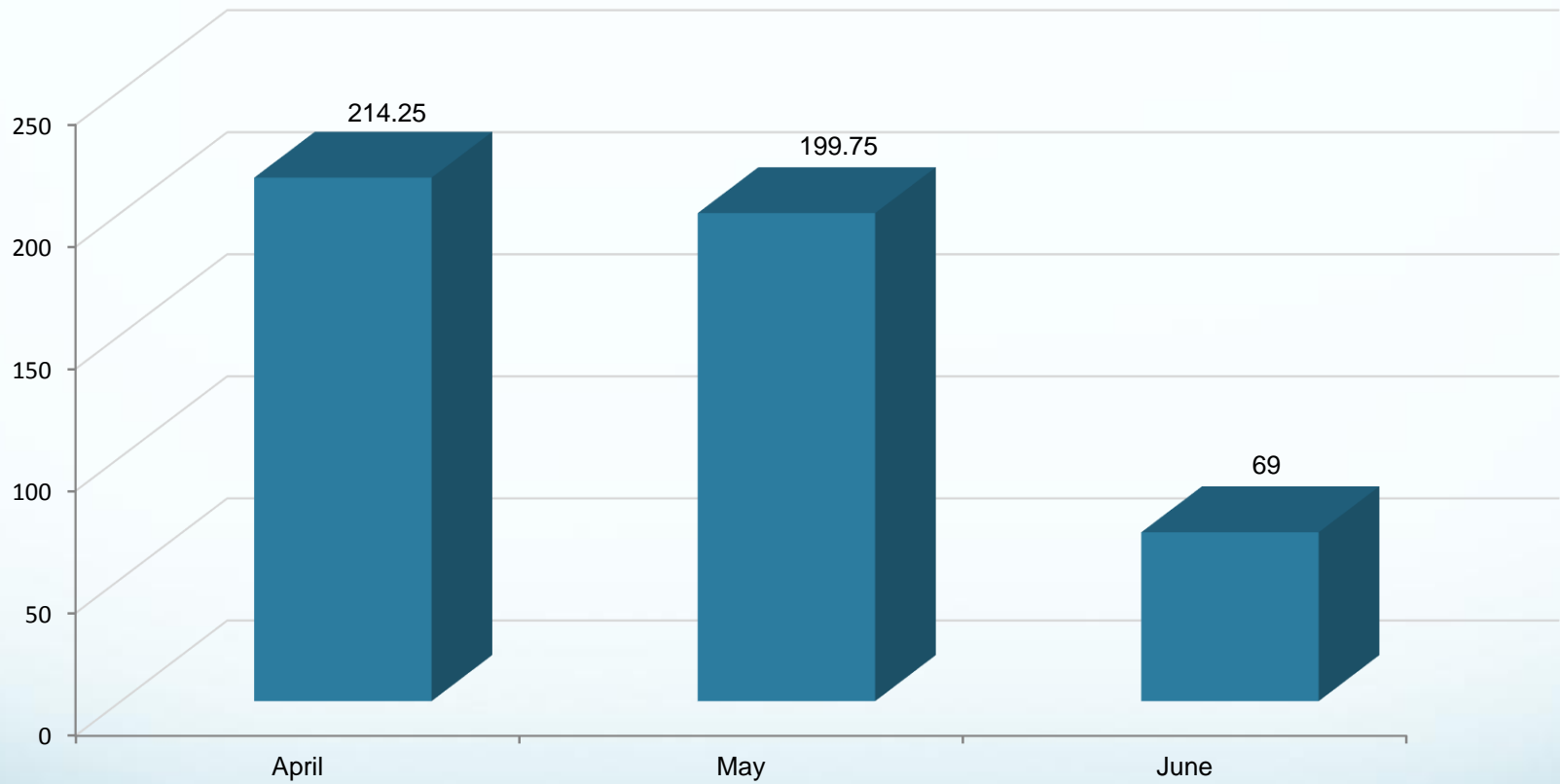
Volunteer User Account Responses to Non-Profit Agency Needs





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