

2013 annual report contents

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2013 Annual Report

GET CONNECTED
GET ANSWERS

About 2-1-1

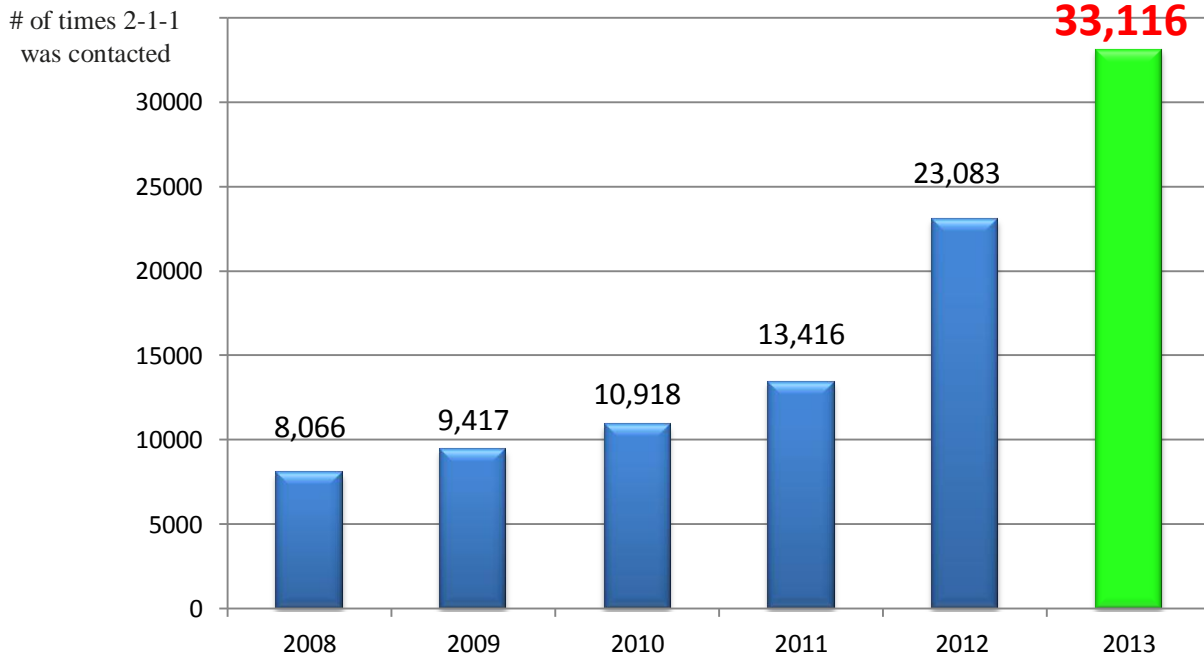
2-1-1 Northeast Michigan is a 501(C) 3 nonprofit agency committed to using the 2-1-1 dialing code to enhance and strengthen access to health and human service resources in Northeast Michigan. The Center is designated as one of the eight regional 2-1-1 centers within Michigan and is responsible for coordinating service for Michigan's Northeast counties. In 2013 we expanded coverage into two additional Counties (Sanilac and Cheboygan) bringing our total coverage area to 20 Counties. We believe agencies and communities should be supported by a coordinated, high quality 2-1-1 Information and Referral (I&R) system.

In 2013 the eight regional 2-1-1 agencies in Michigan began the process of sharing resource databases to eliminate duplication of resource records, increasing the efficiency of the Michigan 2-1-1 system. This comprehensive database allows us to connect individuals and families, to GET or GIVE help, to services such as: food, housing, utilities, child care, home repair, shelters, clothing, legal aid, prescription payment assistance, literacy, and eyeglasses. For many, especially those unfamiliar with the health and human services process, the most difficult part of resolving a problem is locating the appropriate resources.



Statistics

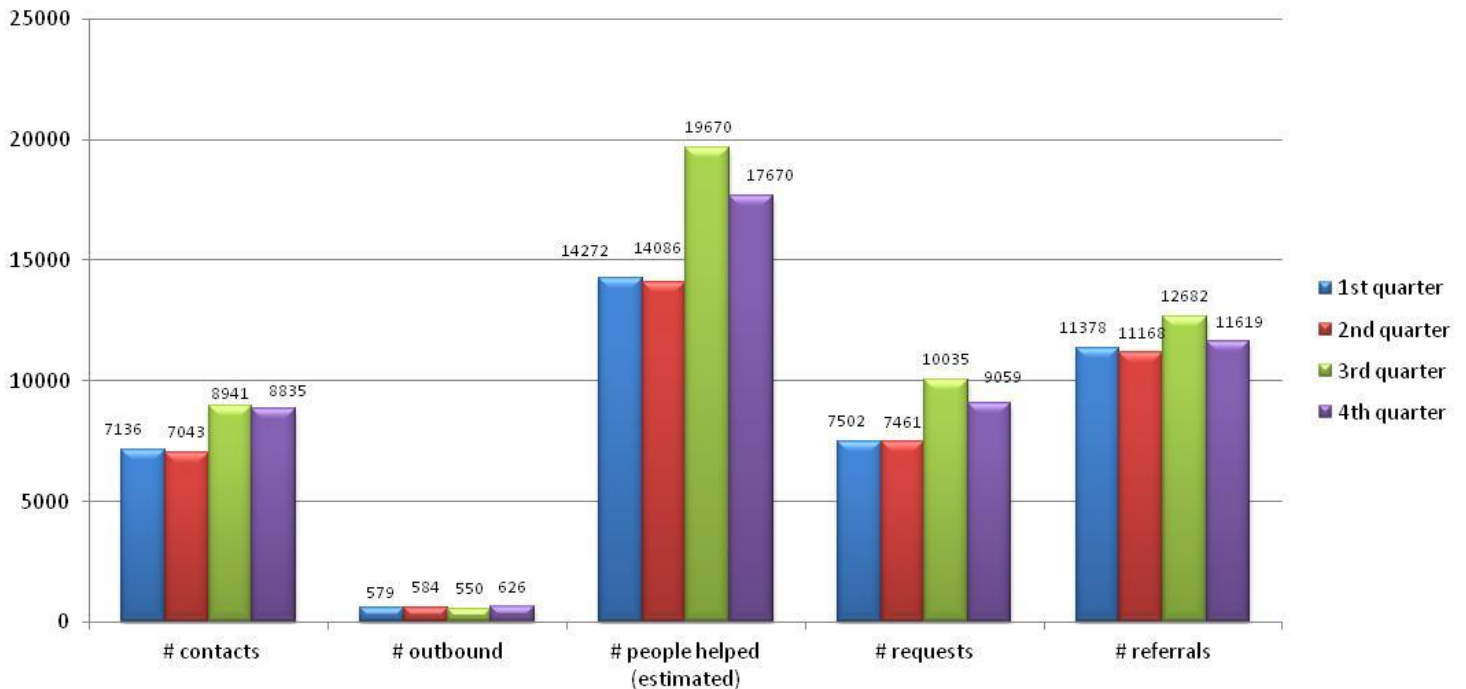
A history of increasing community impact



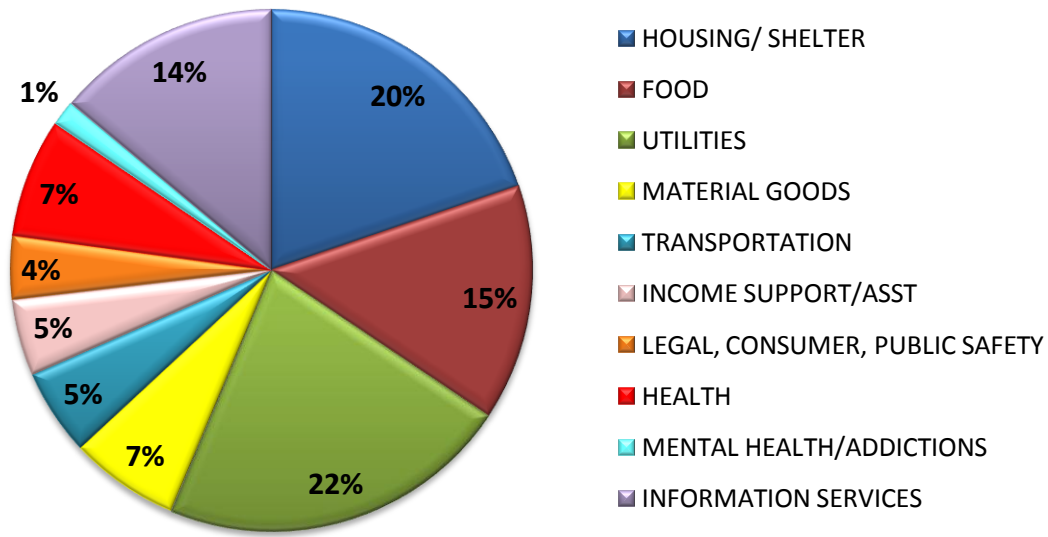
Fast Fact: 33,116 contacts helping on avg 1.9 individuals each = 65,698 life changing events

The information contained in this section originates from various sources used to record and track 2-1-1 data. 2-1-1 is a confidential and anonymous service and clients are not required to share information about themselves or their families.

2-1-1 Center Totals



Requested Services as % of contacts



The unmet need

An unmet need is recorded whenever the client cannot be provided an appropriate referral or helpful information. Reasons a request for assistance becomes unmet within the community is typically because: amount owed by the caller exceeds agency payment limits, agencies in the community are at capacity, there is no program available that meets the need, program registration dates have passed or waiting list is too long to meet caller's timeline for assistance. Below are the top 10 recorded unmet needs in 2013.

Top 10 unmet need requests

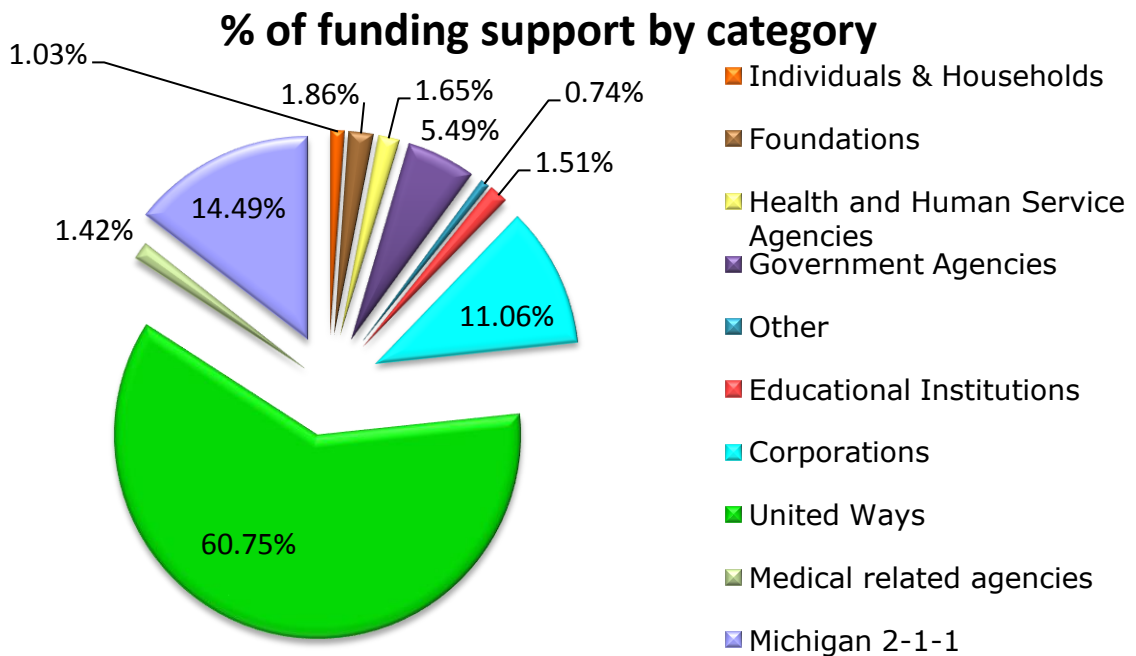
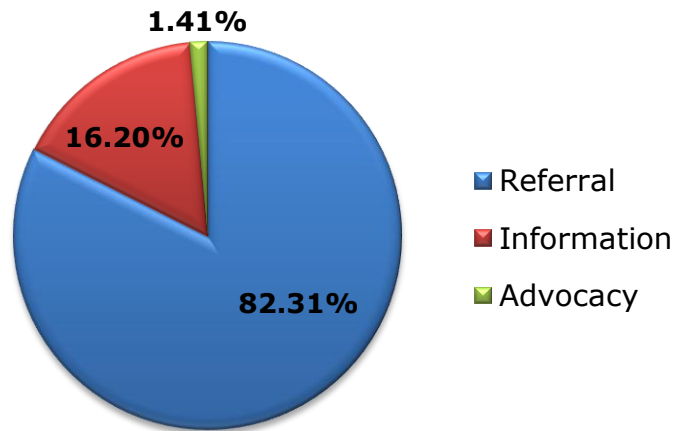
# of times unmet	% of all unmet needs	Unmet need requests
1264	4.37%	Electric Service Payment Assistance
724	2.51%	Rent Payment Assistance
357	1.24%	Water Service Payment Assistance
263	0.91%	Gas Money
170	0.59%	Rental Deposit Assistance
169	0.59%	Gas Service Payment Assistance
114	0.39%	Automotive Repair
114	0.39%	Community Shelters
88	0.30%	Automobile Insurance Payment Assistance
79	0.27%	Homeless Motel Vouchers

Fast Fact: Our Resource Manager maintains over 720 active resource records

Referral: Assessing the caller's needs and directing them to one or more organizations or programs capable of meeting those needs

Information: Providing specific information in response to a caller's direct request, such as location or hours of a program

Advocacy: With the permission of the caller, additional calls are made on their behalf



Customer satisfaction

2-1-1 Northeast Michigan employs an automated callback survey system. This system asks the caller if they would be willing to participate in a survey regarding the quality of their 2-1-1 experience. If answered yes, the caller is contacted within two minutes of their call. In 2013 we sent out 1,696 surveys and had 934 of our clients complete the quality assurance survey.

Questions:

Overall how satisfied were you with the service 2-1-1 provided to you today?



How satisfied were you with our team's knowledge?



Do you believe the information provided by 2-1-1 will help address the issue you were concerned about?



Fast Fact: 2,339 outbound advocacy calls were made on behalf of our clients

Value Proposition

- 2-1-1 provides the right information the right way (i.e. web, phone, and print) 24 hour a day 365 days a year. The key benefits include:
 - Efficiencies created by reducing duplication of information directories needed by the community to find services.
 - Fewer calls to the “wrong” service throughout the network of health and human services; freeing up limited agency staff to better serve their clients
 - Ability to track and report real time gaps in services and use of services
 - Availability as a point of public education and awareness in times of emergency and disaster.
 - Promoting self-reliance and building stronger communities
 - Confidential information free of judgment
 - Trained information and referral specialists who are able to get to the root of the problem and provide multiple options for clients.
 - An easy way to GET and GIVE help in the community
 - Multi-lingual services and access for people with sensory impairments
 - More than a service 2-1-1 is a coordinated system of thousands of community based resources

Fast Fact: 13,929—The number of times we updated our database to remain current in 2013

Board of Directors

Tom Begin, President
Consumers Energy

Jodi Thomas, Vice-President
The Dow Chemical Company

Steve Koehler, Treasurer
McMahan Thomson & Assoc.

Sarah Kile, Secretary
Central Michigan Health Dept.

Jim Akans
Otsego County United Way

Ellen Albrecht
Bay Arenac Behavioral Health

Kim Bejcek
Bay/Arenac/Gladwin DHS

Carolyn Brummund
Alcona County Commissioner

Shelly Buschle
Griiot County United Way

Joanie Covert
United Way of Saginaw County

Kathie Harrison
Huron County Community
Collaborative

Dorothy Michiels
Montmorency Resource Connections

Darrell Milner
MidMichigan Community Health
Services

Burnice Myers
Cheboygan County United Way

Jan Penney
MidMichigan Medical Center

Carlene Przykucki
Partners in Prevention

Phyllis Rhodes
Iosco RESA

Cheryll Ruley
Crawford County United Way

Mary Schalk
NE Michigan Community
Partnership

Don Schuster
Listening Ear

Mark Stevens
Midland/Isabella DHS

Miriam Stoloque-Handrich
NyN Evolutions, LLC

Marie Thieleman
Sanilac County United Way

Susan Walker
Great Start Tuscola
Human Service Collaborative Council

Supporters

The Board of Directors and staff of 2-1-1 Northeast Michigan would like to express their gratitude for your support of 2-1-1. Your generosity is much appreciated!

Albrecht, Ellen & Steve
Alpena Child Abuse and Neglect Team
Alpena County DHS
Alpena Power Company
AuSable Township
Barney-McGuire, Maureen
Bay Area Community Foundation
Bay County Emergency Food Pantry Network
Bay-Arenac County DHS Board
Bearinger Township
Beaverton Lions Club
Bejcek, Kim
Bismarck Township
Bolser, Benjamin
Canada Creek Ranch Ladies Auxiliary
Carlu, Joseph & Anne
Case Township
Cheboygan County United Way
Chemical Bank Bay City
City Of Onaway
City Of Standish
CLEAResult
Clement, Keith and Debbie
COOR ISD
Council On Domestic Violence and Sexual Assault
County Of Alcona
County Of Alpena
County of Crawford
County Of Oscoda
County Of Otsego
Crawford County United Way
Davis, Dennis & Jan
Deshano Community Foundation
Eightcap
Faith, Hope & Hospitality House
First Federal Community Foundation
First Presbyterian Church- Beaverton
Gerrish Township
Gladwin County Department Of Human Services
Gladwin Rotary Club
Gokey, Ray & Kim
Great Start Tuscola/TISD
Greater Huron County United Way
Harbor Beach Community Hospital
Harbor Beach United Community Fund
Higgins Township
Hunter's Harvest for Charity
Huron Behavioral Health
Huron County CAN Council
Huron Intermediate School District
Huron Medical Center
leuter Insurance
Iseler, Laura
Keith, Warren & Margaret
Kemper, William & Betty
Krakow Township
Lake Township
Listening Ear
Lyon Township
Mackinac Health Care Consultants, LLC
Markey Township
McLaren Bay Region
Metz Township
Meyer, Robert
Michiels, Evelyn
Michiels, Tim and Dorothy
Michigan Association Of United Ways
Mid Michigan Community Action
MidMichigan Health Services
MidMichigan Health Systems
Montmorency Resource Connection
Morning Rotary Club Of Bay City
Motter, Gregg and Amy
Nagey, Ed
North Allis Township
Northeast Michigan Community Mental Health
Northeast Michigan Women's giving Circle
Ocqueoc Township
Oscoda Area United Way
Otsego County United Way
Ouellette, Mary
Project Hope
Redman, Scott & Jene'
Region 9 Area Agency On Aging
Richfield Township
Rollin M. Gerstacker Foundation
Roscommon County
Roscommon County Department Of Human Services
Roscommon County Housing Commission
Roscommon County Transportation Authority
Roscommon County United Way
Roscommon Township
Rotary Club of Alpena
Ruley, Cheryl & Mark
Saginaw Chippewa Indian Tribe
Saint Mary's Of Michigan Standish Hospital
Scheurer Hospital
Schuster, Don
Shaffer, John
Standish Area Chamber Of Commerce
The Dow Chemical Company
Thomas-Kuch, Jodi

Thumb Area Transit
Titus, Keith & Virginia
Township Of Rogers
Tuscola Child Abuse and Neglect Council
Tuscola County Community Foundation
Tuscola County DHS Staff
United Steel Workers #12075
United Way Of Bay County
United Way Of Clare and Gladwin Counties
United Way Of Gratiot County

United Way Of Midland County
United Way Of Northeast Michigan
United Way Of Saginaw County
United Way Of Sanilac County
United Way Of Tuscola County
Wood, Shelli
Young, Thomas & Carol
Zimmerman, John
Zollars, John

Mission:

To connect people with community wide health and human service resources to build healthy, safe communities in Northeast Michigan.

Vision:

Our vision is clear—2-1-1 Northeast Michigan will be the most recognized, used and comprehensive source of essential community information and referrals in Northeast Michigan. The center will add value by promoting self-reliance and building stronger communities daily, and in times of emergency.

Fast Fact: 46,847= # referrals to help individuals and families GET CONNECTED to resources



**Get Connected.
Get Answers.**

Dial 2-1-1 and talk to a trained professional about the hundreds of health and human services available in Northeast Michigan.

**Dial
2-1-1**
Northeast Michigan

E-mail and chat available at:
www.211nemichigan.org
Or call: 1-888-636-4211



2-1-1 staff

Scott Redman
Executive Director

Hollie Hawkins
Certified Information and Referral Specialist

Amy Olson
Certified Information and Referral Specialist

Mary Leininger
Certified Resource Specialist & Certified Information and Referral Specialist

Trisha Shaffer
AmeriCorps Member

Meredith Myers
AmeriCorps Member

Listening Ear
Crisis Center Staff

