

2014 annual report contents

- ▶ ABOUT 2-1-1... 1
- ▶ STATISTICS... 2
- ▶ VALUE PROPOSITION... 3
- ▶ SUPPORTERS ... 4



2014 Annual Report

GET CONNECTED
GET ANSWERS

About 2-1-1

211 Northeast Michigan is a 501(C) 3 nonprofit agency committed to using the 211 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 211 centers within Michigan and is responsible for coordinating service for Michigan's Northeast counties. We believe agencies and communities should be supported by a coordinated, high quality 211 Information and Referral (I&R) system.

In 2014 the eight regional 211 agencies in Michigan began the process of sharing both the call routing system and resource databases to eliminate duplication of resource records, increasing the efficiency of the Michigan 211 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.

Mission:

Our mission is simple; to provide Northeast Michigan with referrals and information to assist with essential needs.

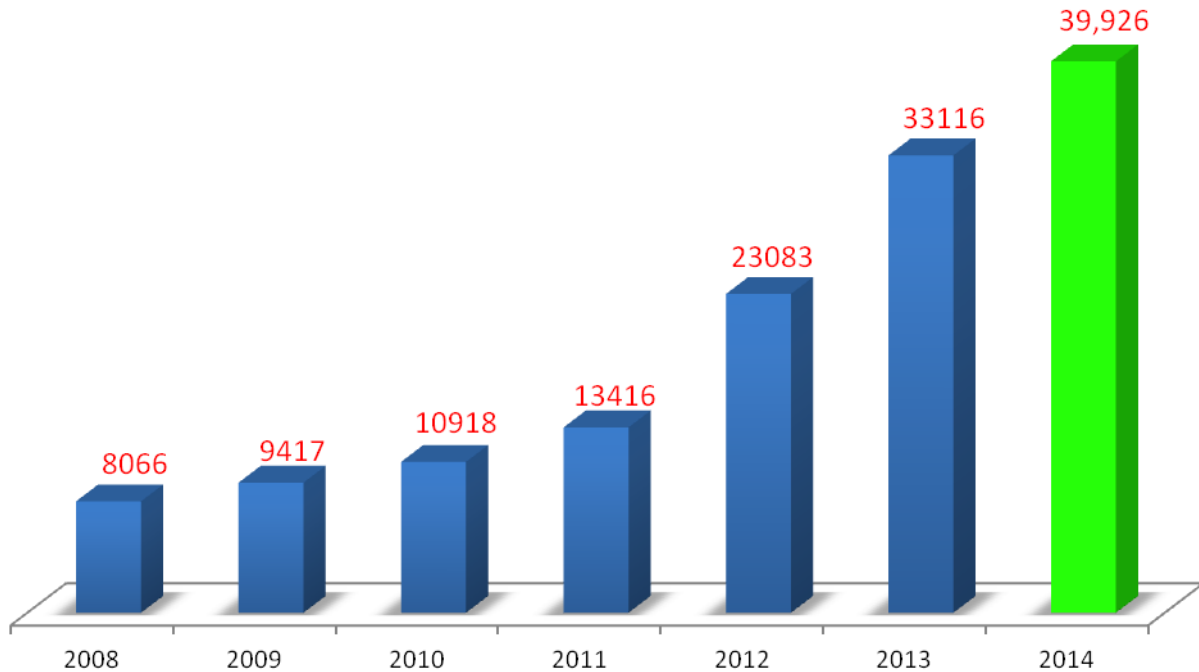
Vision:

Our vision is clear 211 Northeast Michigan is the trusted and valued gateway for referrals and information to meet essential needs.



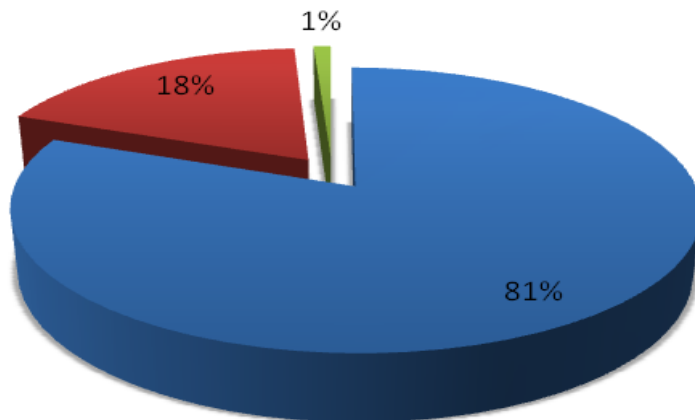
Statistics

of Times 211 Was Contacted



Fast Fact: 39,926 contacts helping on average of 2.0 individuals each = 79,852 life changing events

Type of Contact



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

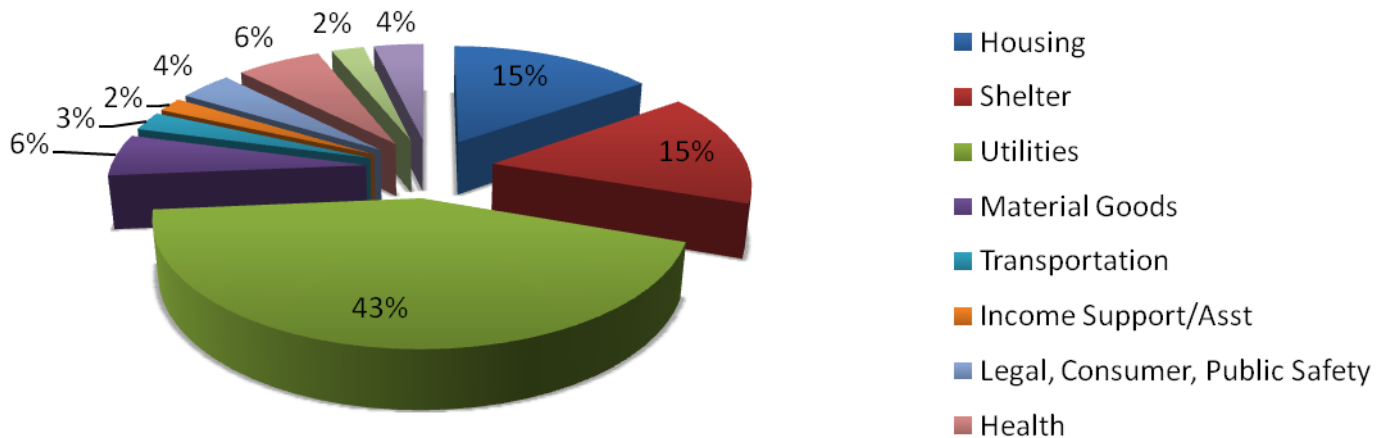
Information: Providing specific information in response to a caller's direct request (such as a location or hours of a program).

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

Top Rated Customer Service

211 Northeast Michigan has served our region with consistently excellent service. Our team maintains the best values in Michigan. Compared to all call centers, 211 Northeast Michigan has, in 2014, maintained the lowest abandonment rate in The State of Michigan.

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 often 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 5-recorded unmet needs in 2014.

Top 5 Unmet Need Requests

% of All Unmet Needs	Request
9.75%	Electric Service Payment Assistance
1.55%	Rent Payment Assistance
0.91%	Water Service Payment Assistance
0.35%	Rental Deposit Assistance
0.34%	Gas Money

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

Value Proposition

- 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

Fast Fact: 13,929—The number of times we updated our database to remain current in 2014

Board of Directors

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Consumers Energy

Jodi Thomas, Vice-President
The Dow Chemical Company

Steve Koehler, Treasurer
McMahan Thomson & Assoc.

Don Schuster, Secretary
Listening Ear

Jim Akans
Otsego County United Way

Ellen Albrecht
Bay Arenac Behavioral Health

Maureen Barney-McGuire
Shelterhouse - Gladwin

Kim Bejcek
Bay/Arenac/Gladwin DHS

Carolyn Brummund
Alcona County Commissioner

Joanie Covert
United Way of Saginaw County

Maureen Daugherty
Roscommon County Transit Authority

Jarrod Erpelding
Dow Corning

Kathie Harrison
Huron County Community Collaborative

Dorothy Michiels
Montmorency Resource Connections

Jessica Oswald
Griiot 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

Mark Stevens
Midland/Isabella DHS

Miriam Stoloque-Handrich
Purseonality Enterprises

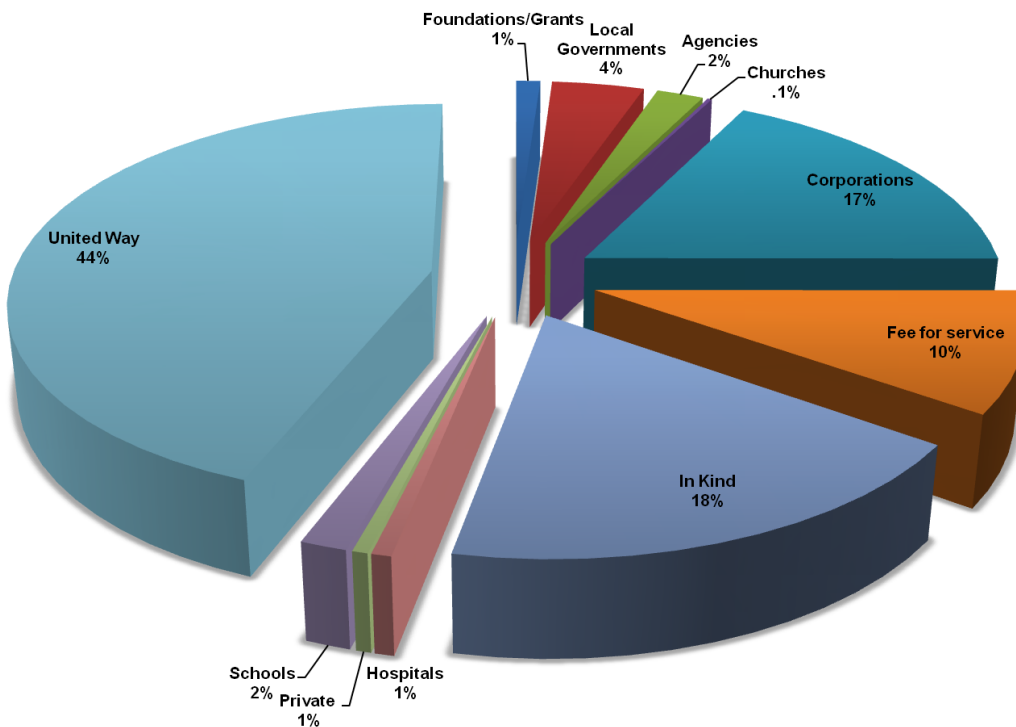
Marie Thieleman
Sanilac County United Way

Tracy Torrence
Cheboygan County United Way

Michael Vickory
Michigan Republican Party

Susan Walker
Great Start Tuscola Human Service Collaborative Council

Funding:



2-1-1 staff

Sarah M. Kile
Executive Director

Hollie Hawkins
Operations Manager

Paul Cafuk
Veterans Call Specialist

Bunny Blackmer
AmeriCorps Member

Shirley Southworth
AmeriCorps Member

Heather Resmer
Call Specialist