



211 Northeast Michigan Annual Report 2021

A free resource connecting people in need with people who can help - 24 hours a day, 7 days a week.



Bill Payment Assistance



Community Services



Disaster Services



Education



Employment & Financial Support



Food



Health Care



Housing & Utilities



Mental Health & Substance Abuse

MIHopePortal.com



Personal & Household Items



Transportation

2-1-1
is here
to help.



CALL

2-1-1 on
your phone or
(888) 636-4211



TEXT

your zip code
to 898-211



LEARN

more at
211NEMichigan.org

About 211

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.

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.

Reach:

In 2021, we handled **64,012 contacts** up over the 44,280 contacts from 2019. Our contacts include phone calls, chats, emails and texts.

This year we had over **146,788 searches** on our website – allowing real-time, self-served information for those in need.

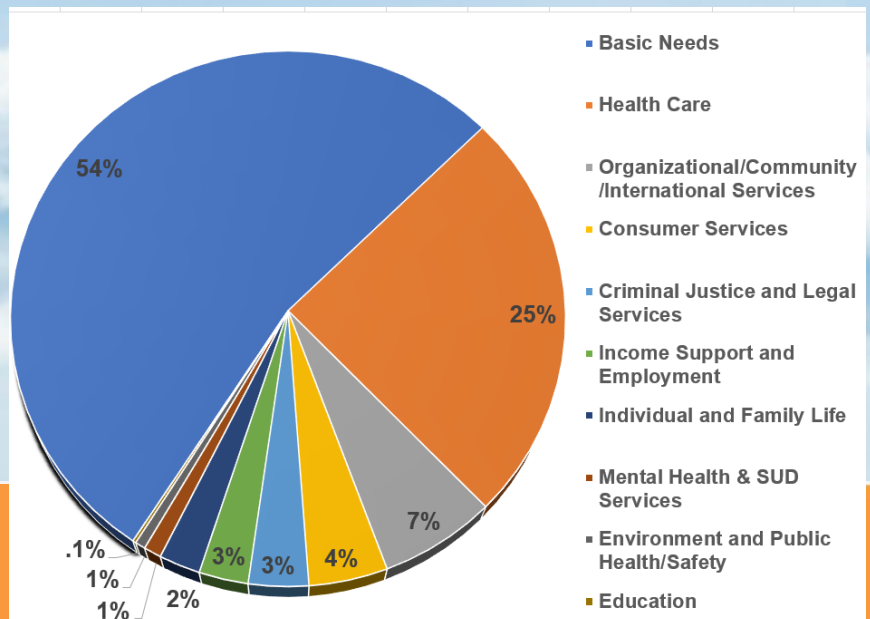
"Every time I call you guys, I end up getting help. Thank you!" 211 Caller

Referrals as a percentage of contacts:

In 2021 our team made **90,003 referrals** to over **1,600 agencies and organizations.**

Of our contacts:

- 20% Were COVID-19 Related
- 14.7% Have a person over 60 in the household
- 5.2% Have a person in the household receiving disability



Unmet Needs:

An unmet need is recorded whenever the person cannot be provided an appropriate referral for their need. Of those the top unmet requests were:

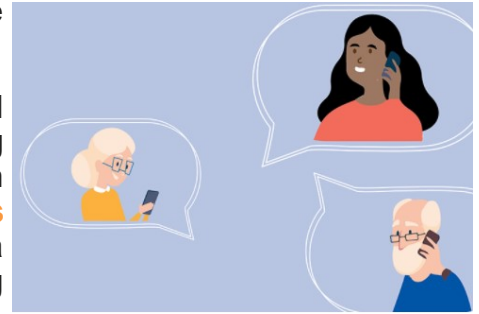
- | | | |
|--------------------------------|--------------------|-----------------------------|
| 1.7% Income support/Assistance | .1% Housing | .8% Health Care |
| .6% Utility Assistance | .6% Transportation | .6% Clothing/Personal Needs |

An unmet need is not the end of the conversation! We offer referrals in other areas of need and a listening ear.

Better Connections

As a partnership with the United Way of Midland County we are piloting two programs that improve connections in our community.

A sense of belonging is a basic human need, just like food and shelter. We are social creatures and we all benefit from feeling connected, heard and appreciated by others. It improves our health and increases our wellbeing and happiness. **Friendly Connections** is a community program starting in Midland County that builds a bridge to belonging by pairing up community members and helping them connect for 2-3 hours a month by phone.



Disconnected?
Lonely? Sad?

There are programs to help.

DIAL
2-1-1

Get Connected. Get Help.™



Recognizing that many of our ALICE (Asset Limited, Income Constrained, Employed) people are hardworking and often have more than one job but struggle to make ends meet. They have incomes above the poverty line but struggle to afford basic household necessities and often don't qualify for help. The Leveraging Income For Tomorrow (**LIFT**) Program has been created to help improve stability and prevent ALICE from falling into poverty.

"I had my friend call you, told her that you treat people with dignity. You've really been wonderful, thank you for your help." 211 Caller

Awareness:

2-1-1 is here to help.

Thanks to the Herbert H. and Grace A Dow Family Foundation and the Dow Chemical

Company we had the opportunity to get the word out about 211. To see materials that were created visit:

www.211nemichigan.org/give-help/marketing

Wellbeing:

Recognizing that our team as well as the community we serve is under more stress than ever we have increased wellbeing offerings to our staff and expanded MiHopePortal.com.

MiHopePortal.com, powered by 211, is a web-based resource, connecting people to the help they need with just a few clicks.



Health Insurance Marketplace

In October 211 Northeast Michigan was granted an award to provide Centers for Medicaid and Medicare (CMS) support and HealthCare.gov Navigation for the entire State of Michigan. We are working with the Rural Community Health Worker Network to train all of our team to become CMS navigators and certified community health workers. This allows us to provide telephonic navigation to those who may need extra assistance applying for healthcare.

211 Northeast Michigan Board of Directors

Carolyn N. Brummund, President, Alcona County Commissioner

Brad Blanchard, Vice President, Great Lakes Bay Veterans Coalition

Steve Koehler, Treasurer, McMahan Thomson & Associates, PC

Brent Gillette, Secretary United Way of St. Clair County

Chris Bruman Exec/ Committee, The Dow Chemical Company

Bob Balzer, Exec. Committee, Consumers Energy

Aaron Miller, Exec. Committee, Gladwin Co Prosecuting Attorney

Amanda Hart, Exec. Committee, Listening Ear

Joe Gentry, United Way of Northeast Michigan, Alpena

Gretchen Wagner, Bay-Arenac ISD, Arenac

Melissa Gary, Great Lakes Physicians Organization, Bay

Curtis Chambers, Cheboygan County Commissioner,

Cheryll Ruley, Crawford County United Way

Morgan Rooy, Child Advocacy, Gratiot

Todd Tolaski, Huron County Commissioner, Huron

Lisa Bolen, Northeast Michigan Community Service Agency, Iosco

Toni Prabucki, DHHS-Director, Isabella

Michael Burzynski, Montmorency County

Erin Mann, Otsego County United Way

Paul Frechette, Ogemaw County Sherriff's Department

Libby Marsh, Oscoda County Commissioner

Mary Schalk, N.E. Michigan Community Partnership, Inc, Presque Isle

Cherrie Benchley, Roscommon County United Way, Roscommon

Audra Davis, United Way of Saginaw County

Tammy Wiliford, United Way of Sanilac County

Rachel Koepf, Great Start Tuscola

"Thank you for helping us through this, I've been cooped up for months and I just really thank you for giving me some hope." 211 Caller

From Our Executive Director:

There is a famous saying that each person "should use whatever gift you have received to serve others" and it is my firm belief that is what we do at 211 Northeast Michigan! Each and every day our Board of Directors, staff and partners work diligently to provide the very best of what we have to the people of Northeast Michigan and beyond.

In a time of turmoil I can be very proud to be a part of an organization that has been on the front line, helping whenever possible. It is my hope that you will share information about 211 so that no person has to struggle alone, they can simply pick up the phone and dial a few simple digits 2-1-1!

Sincerely,

Sarah Kile



Thanks to all of our donors, those that volunteer, that share our information and who help make us stronger!

Special thanks to:

