FY2013
U.P. 2-1-1 Call Center Community Report
10/01/2012—09/30/2013

U.P. 2-1-1 Call Center

OVERVIEW

For many people, especially those who are unfamiliar with the health and human services process, half of the effort in resolving a problem is locating the appropriate resources for help. The U.P. 2-1-1 Call Center is there to assist individuals and families in finding help when they need it most. One call gives access to resources throughout the Upper Peninsula.

2-1-1 strengthens local communities by uniting those who need help with those who can give it. In times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise immediately, next week, or next year.

Local organizations benefit from being included in the 2-1-1 database not only because they get more referrals, but because those referrals are made with foresight and purpose. 2-1-1 stays in close contact with these organizations to track the exact nature and availability of their resources, easing the burden caused by incorrectly referred clients.   2-1-1 also faithfully and accurately reports community needs to local and State government, helping to reveal hidden problems that might otherwise go unnoticed.

U.P. 2-1-1 Call Center

U.P. 2-1-1 History

On July 20, 2005 UPCAP Services, Inc. was endorsed by MI-AIRS (Michigan Alliance of Information and Referral System) as a 2-1-1 Call Center for the 15 counties of the Upper Peninsula. By obtaining MI-AIRS endorsement, the U.P. 2-1-1 Call Center was designated as the U.P. 2-1-1 Community Resource Information and Referral answering point by the Michigan Public Service Commission on October 18, 2005.   The U.P. 2-1-1 Call Center began taking calls on May 1, 2006. Since that time we have taken almost 60,000 calls.

On June 26, 2008 the U.P. 2-1-1 Call Center was awarded AIRS (Alliance of Information and Referral) accreditation.   The purpose of the accreditation is to apply the standards for professional information and referral and to measure the quality of information and referral services. Obtaining AIRS accreditation determines whether our organization meets the AIRS standards for Professional Information and Referral.

DATABASE STATISTICS

Number of Agencies in the database: 697
Number of Sites* in the database: 1,451
Number of individual programs listed in the database: 805
Number if individual services listed in the database: 5,583

*A site is when an agency in the database has several different office locations, other than their main location.

U.P. 2-1-1 Call Center

REGIONAL COLLABORATIONS

- Answering point for Medicare/Medicaid Assistance Program (MMAP)
- Answering point for Long-Term Care Services (Care Management/Waiver)
- Answering point for the emerging Aging and Disability Resource Collaborative of the Upper Peninsula.
- Memorandums of Understanding established with Emergency Management to be the answering point for non-emergency information during a disaster.
- Established relationships with United Ways throughout the Upper Peninsula with a goal of enhancing and promoting each other's organizations.
- Answering point for after hours, weekend calls and enrollments for the Upper Peninsula Health Plan.
- Answering point for after hours, weekend calls and enrollments for Total Health Care.
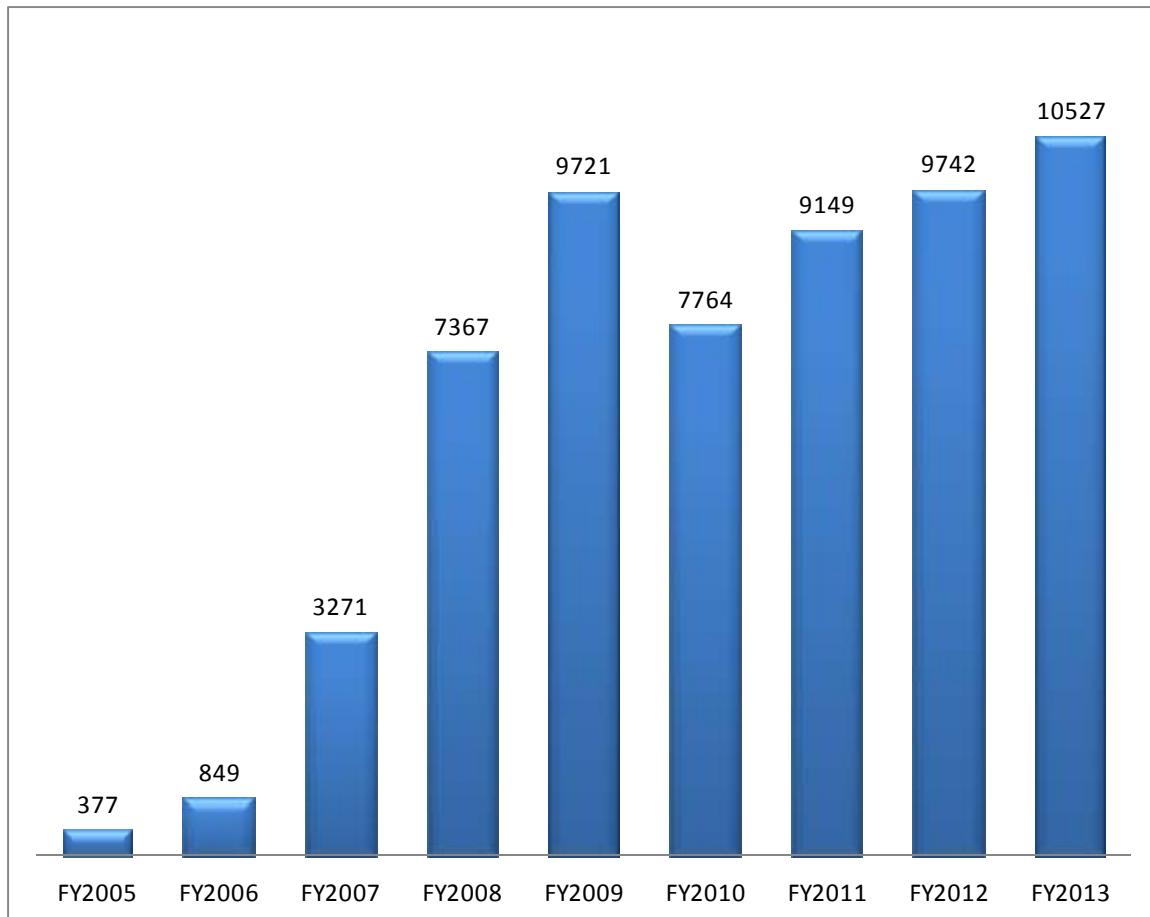
U.P. 2-1-1 Call Center

STATEWIDE COLLABORATIONS

- Answering point for information related to Earned Income Tax Credit and free tax assistance sites.
- Provide State-wide database statistics to help State draw-down additional funding for the Temporary Assistance to Need Families program.
- Collaborate with 2-1-1 Call Centers throughout the State to implement a State-Wide database to provide comprehensive information on Veteran's Services.
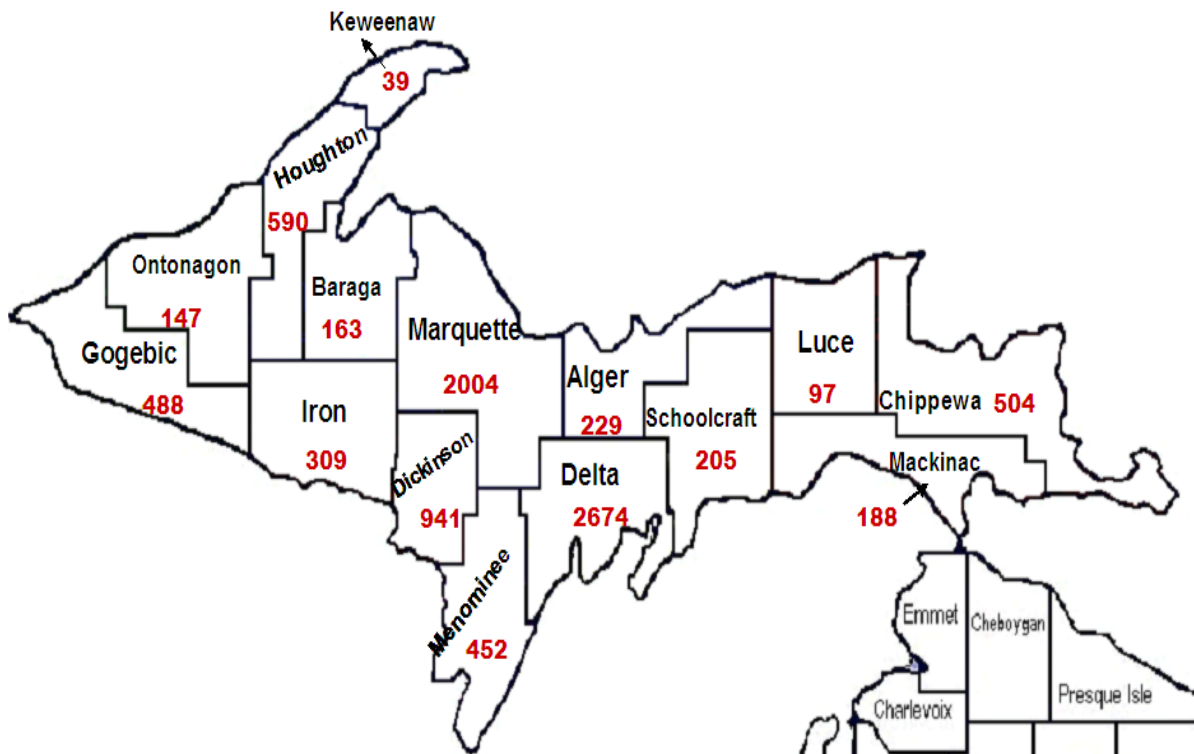
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STATISTICS

CALLS BY YEAR
Fiscal Years 2005 through 2013

Fiscal Year	Calls
FY2005	377
FY2006	849
FY2007	3271
FY2008	7367
FY2009	9721
FY2010	7764
FY2011	9149
FY2012	9742
FY2013	10527

U.P. 2-1-1 Call Center

STATISTICS

CALLS BY COUNTY

Keweenaw
39

Houghton
590

Ontonagon
147

Baraga
163

Gogebic
488

Marquette
2004

Iron
309

Dickinson
941

Menominee
452

Alger
229

Schoolcraft
205

Delta
2674

Luce
97

Chippewa **504**

Mackinac
188

Emmet | Cheboygan

Charlevoix

Presque Isle

*We received a total of 1,985 calls from outside of the Upper Peninsula.

U.P. 2-1-1 Call Center

TOP 10 SERVICES REQUESTED

Legend:
- Aging & Disability Services
- Housing Services
- General Legal Aid
- Food Requests
- Utility Assistance
- Comprehensive I&R
- Medical Appointments Transportation
- General Dentistry
- Adult State/Local Health Insurance Programs
- Medicaid Applications
- All Others
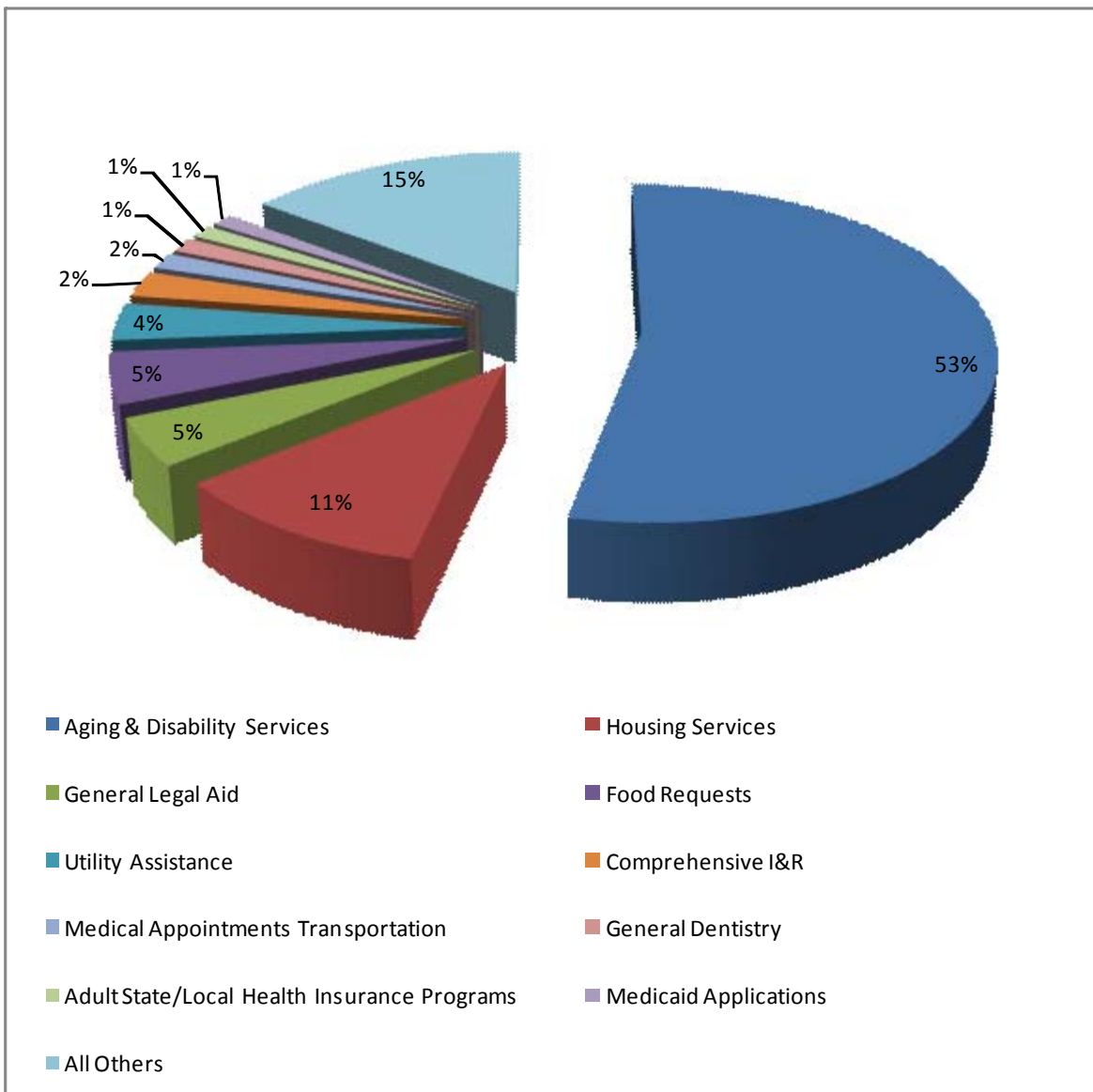
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SERVICES DETAIL

Aging and Disability Services
Adult Day Programs
Adult Foster Homes
Adult In Home Respite Care
Area Agencies on Aging
Assisted Living Facilities
Case/Care Management
Centers for Independent Living
Disability Rights Groups
Elder Abuse Reporting
Guardianship Assistance
Home Health Aides
Home Nursing
Homemaker Assistance
Medicare Information/Counseling
Nursing Facilities
Personal Care
Senior Centers
Social Security Information

Housing Services
Community Shelters
Home Maintenance and Minor Repair Services
Home Modification Consultation
Home Purchase/Mortgage Refinance Loans
Home Rehabilitation Programs
Homebuyer/Home Purchase Counseling
Homeless Advocacy Groups
Homeless Financial Assistance Programs
Homeless Motel Vouchers
HUD Management Companies
Low Income/Subsidized Private Rental Housing
Mortgage Payment Assistance
Property Tax Payment Assistance
Public Housing
Rent Payment Assistance
Rental Deposit Payment Assistance
Runaway/Youth Shelters
Section 8 Housing Choice Vouchers

Food Requests
Christmas/Thanksgiving Baskets
Community Meals
Congregate Meals/Nutrition Sites
Food Banks/Food Suppliers
Food Pantries
Food Stamps
Food Vouchers
Government Surplus Food Distribution Sites
Home Delivered Meals
Soup Kitchens

Utility Services
Electric Bill Payment Assistance
Gas Bill Payment Assistance
Heating Fuel Bill Payment Assistance
Water Bill Payment Assistance

U.P. 2-1-1 Call Center

TOP 10 AGENCIES REFERRED TO

1. Aging & Disability Resource Collaborative (3,173)

- √ Case/Care Management
- √ Caregiver Training
- √ State Medicaid Waiver Programs
- √ Mediation/Conflict Resolution
- √ Comprehensive I&R
- √ Kinship Care Subsidy Programs

- √ Medicare Information/Counseling
- √ Area Agencies on Aging
- √ Long-Term Care Ombudsman
- √ Housing
- √ Wellness Programs
- √ Disease/Disability Information

2. Michigan Department of Human Services (841)

- √ Utility Payment Assistance
- √ Home Rehabilitation Programs
- √ Medical Bill Payment Assistance
- √ Adult Home Help Services
- √ Property Tax Assistance
- √ Mortgage Payment Assistance
- √ Homeless Financial Assistance Programs

- √ Food Stamps
- √ Medicaid/Insurance
- √ Child/Adult Protective Services
- √ Child Care Subsidies
- √ Rental/Security Deposit Assistance
- √ Bus Fare

3. St. Vincent De Paul Society (371)

- √ Rental Payment Assistance
- √ Prescription Expense Assistance
- √ Daily Living Aid Donation Programs
- √ Donation Programs
- √ Thrift Shops

- √ Food Pantries
- √ Utility Payment Assistance
- √ Appliances
- √ Clothing Vouchers
- √ Bedding/Linen

4. Salvation Army (370)

- √ Homeless Motel Vouchers
- √ Bus Fare
- √ Utility Payment Assistance
- √ Soup Kitchens
- √ Volunteer Recruitment/Placement

- √ Food Pantries
- √ Prescription Expense Assistance
- √ Mortgage Payment Assistance
- √ Thrift Shops
- √ General Counseling Services

U.P. 2-1-1 Call Center

TOP TEN AGENCIES REFERRED TO

5. Menominee-Delta Schoolcraft CAA (297)

√ Utility Payment Assistance
√ Homemaker/Respite/Personal Care
√ Adult Day Programs
√ Volunteer Recruitment/Placement
√ Medicare Information/Counseling
√ Tax Assistance
√ Head Start
√ Friendly Visiting

√ Rental Assistance
√ Home Delivered/Congregate Meals
√ Weatherization Programs
√ Senior Ride Programs
√ Senior Centers
√ Commodity Programs
√ Volunteer Recruitment/Placement
√ Home Modifications/Rehabilitation

6. Elder Law of Michigan (162)

√ General Legal Aid

√ Legal Information Lines

7. Dickinson-Iron Community Services Agency (154)

√ Utility Payment Assistance
√ Weatherization Programs
√ Homemaker/Respite/Personal Care
√ Commodity Programs
√ Rent Payment Assistance
√ Adult Day Program Centers

√ Home Delivered/Congregate Meals
√ Food Distribution Sites
√ Senior Ride Programs
√ Senior Centers
√ Volunteer Recruitment/Placement
√ Home Rehabilitation Programs

8. Legal Services of Northern Michigan (148)

√ General Legal Aid

9. Alger-Marquette Community Action Board (132)

√ Home Delivered/Congregate Meals
√ Food Pantries
√ Utility Payment Assistance
√ Weatherization Programs

√ Tax Assistance
√ Early Head Start
√ Food Distribution Sites
√ Home Rehabilitation Programs

10. Upper Peninsula Association of Rural Health Services (132)

√ General Dentistry
√ Community Clinics

√ Eye Care

11

U.P. 2-1-1 Call Center

UNMET NEEDS

An unmet need is recorded whenever the Call Specialist is unable to provide an appropriate referral or helpful information to the inquirer. Examples include: when the requested service is unavailable or non-existent; when not enough information is available to respond to the inquirer's need (s); when the inquirer is denied by all of the known resources or services; the inquirer doesn't meet known eligibility criteria, etc.

UNMET NEEDS

- Home Maintenance/Repair
- Electric Services Payment Assistance
- Community Shelters
- Medical Appointments Transportation
- Rent Payment Assistance
- Gas Money
- Section 8 Housing Choice Vouchers
- Automotive Repair
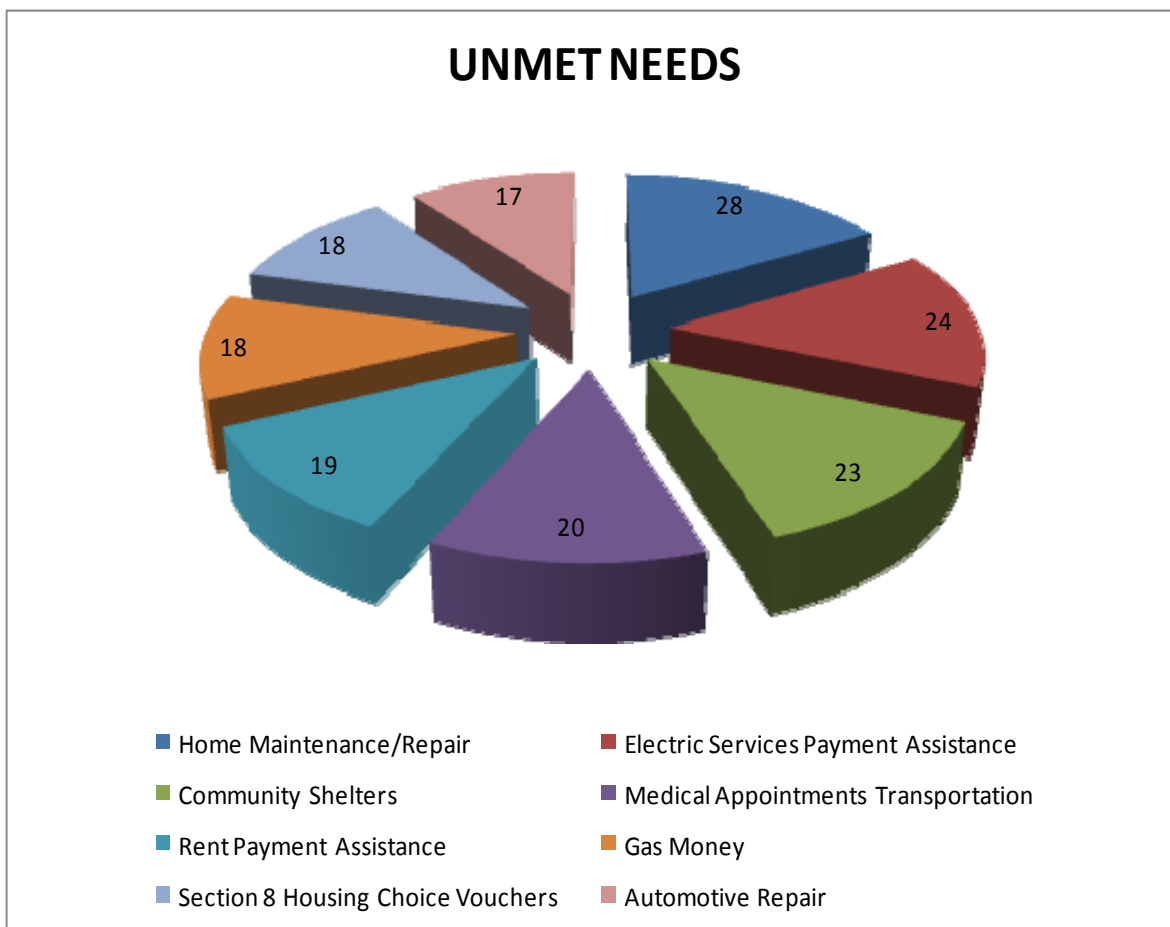
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UNMET NEED REASONS

- ■ Service not available
- ■ No immediate resource available
- ■ Client ineligible/no documentation
- ■ Client ineligible/other reason
- ■ Client ineligible/previously assisted
- ■ Bill exceeds amount available
- ■ Client refused referral
- ■ Client ineligible/income
- ■ Service inaccessible/cost
- ■ Service inaccessible/other reason
- ■ Client ineligible/outside service area
- ■ Client ineligible/target population requirement
- ■ Registration full/past deadline
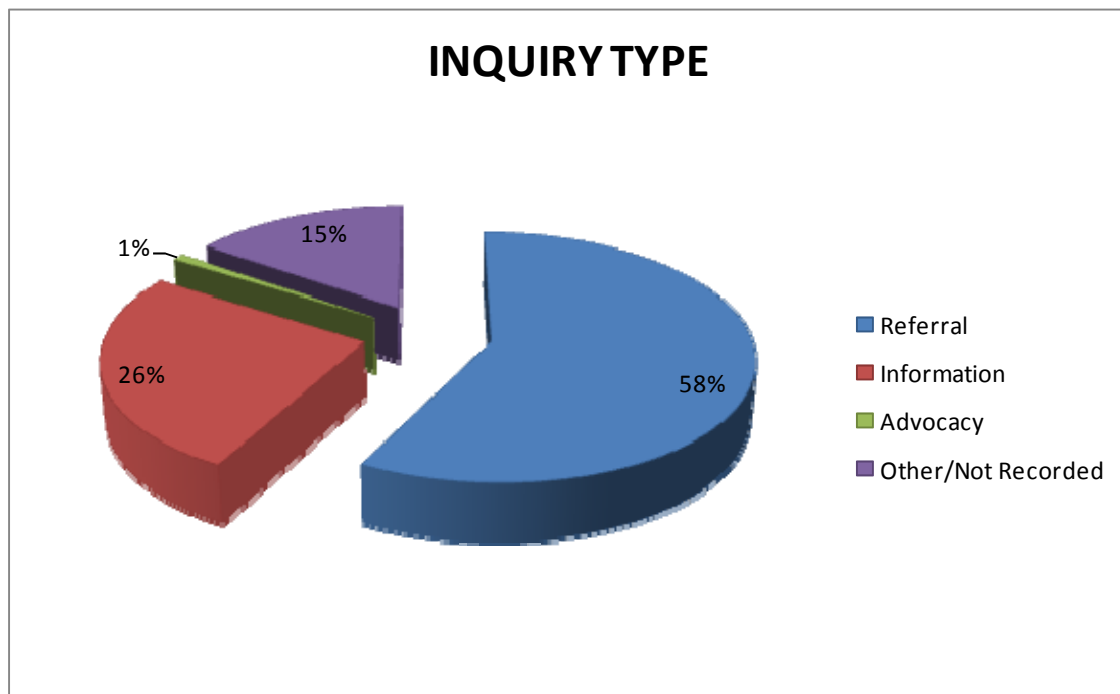- ■ Service inaccessible/transportation

U.P. 2-1-1 Call Center

STATISTICS

Referral & Assessment: Assessing the callers needs and directing them to one or more organizations/programs capable of meeting those needs.

Information Only: Providing specific information in response to a inquirer's direct request, such as for the location of a particular service or the phone number of a program.
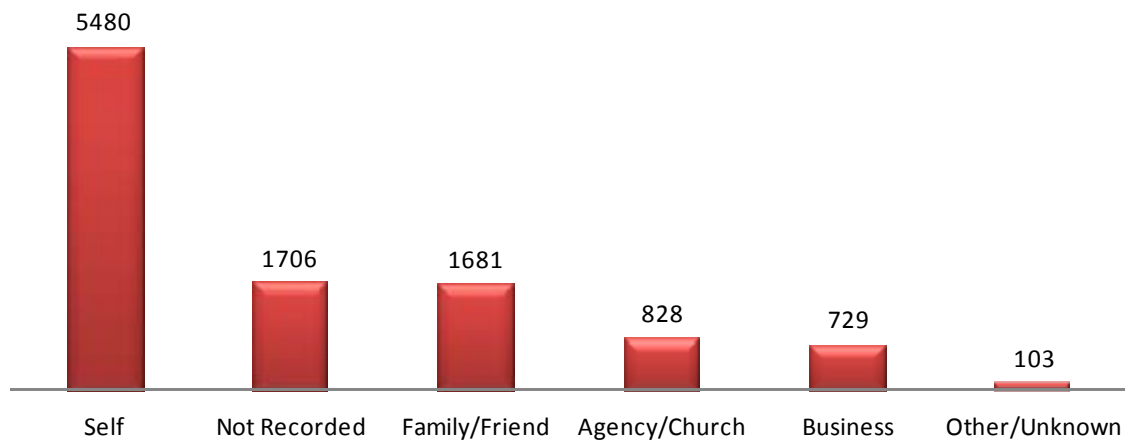
Advocacy: Advocacy occurs when, with the permission of the inquirer, one or more additional calls are made on their behalf because either the critical nature of the situation, or the circumstances of the inquirer, means that extra help should be offered in order to make sure the inquirer gets the information and/or help they need.
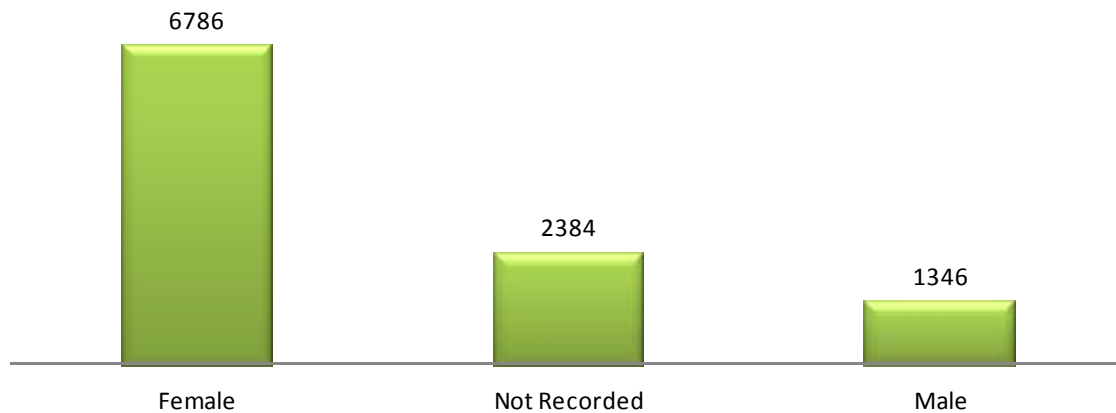
INQUIRY TYPE

1%

15%

26%

58%

- Referral
- Information
- Advocacy
- Other/Not Recorded

U.P. 2-1-1 Call Center

STATISTICS

CALLER TYPE

Caller Type	Count
Self	5480
Not Recorded	1706
Family/Friend	1681
Agency/Church	828
Business	729
Other/Unknown	103

CALLER GENDER

Gender	Count
Female	6786
Not Recorded	2384
Male	1346

Testimonials

"I moved to the Upper Peninsula from another State and didn't even know where to begin to look for finding a place to live or getting established. A friend told me about 2-1-1 and they were able to assist me." ~ Amber

"I use 2-1-1 personally and professionally. I love it!" ~ Jan

"I live in Ohio and when I heard about the fire in Newberry where my summer home is, I was able to call 2-1-1 and get information about the status of the fire. The girl I spoke with was very helpful. It was a relief to be able to talk to someone." ~ Mike

"I live in California and my Aunt lives in the Upper Peninsula. I called 2-1-1 to find out what services were available to help my aunt. The young lady I spoke with provided me with a lot of helpful information. We were able to get my Aunt some help in her home." ~ Edward

"The assistance provided by 2-1-1 with the Duck Lake Fire was invaluable to us and allowed us to contact land owners much more quickly than would otherwise have been possible." ~ Kerry

P.O. Box 606 - Escanaba, Michigan 49829
906-786-4701 or 906-786-5853 (fax)
For more information, Dial 2-1-1 or visit www.upcap.org