

# 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 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

“I have never had to ask for help before. This winter has been so tough on our family and we were unable to afford our heating bills. Somebody told me about 2-1-1 so I called to see what kind of help was out there. 2-1-1 was able to give me referrals to multiple agencies that could possibly help with our heating bills. We were able to get our overdue balance paid, plus a load of wood to use as supplemental heat if needed. The person answering 2-1-1 was so helpful and nice to talk to.” ~ Dave



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](http://www.upcap.org)

## FY2016 U.P. 2-1-1 Call Center Community Report 01/01/2016—12/31/2016



## 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.

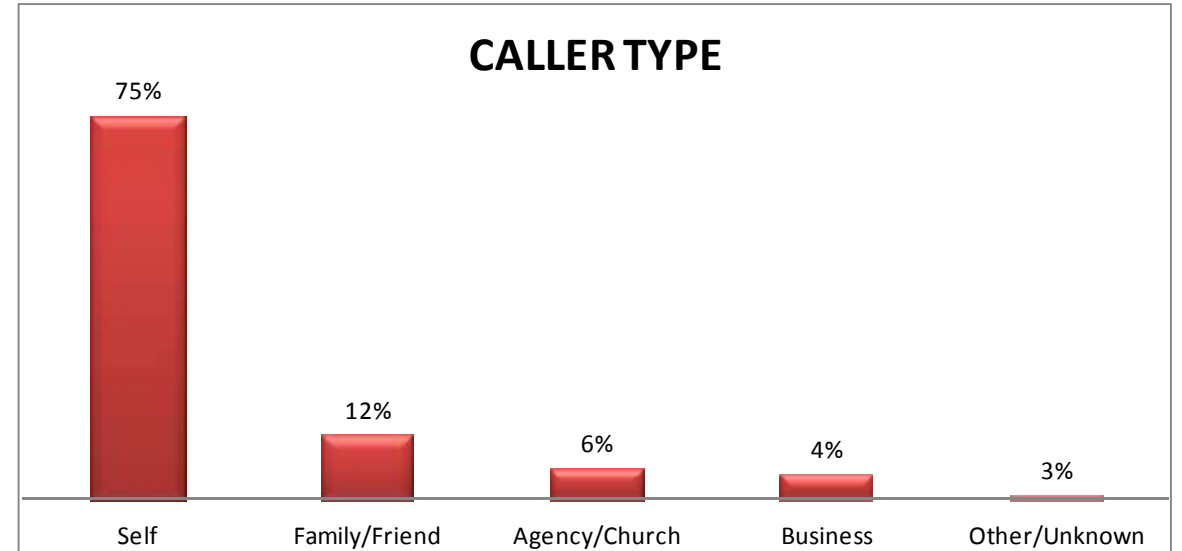
2-1-1 strengthens local communities by uniting those who need help with those who can give it. In times of crisis, 2-1-1 responds immediately by directing callers to vital services in their area. Because of the dependability of 2-1-1, people can find assistance whether their needs arise immediately, 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 reports community needs to local and State government, helping to reveal hidden problems that might otherwise go unnoticed.

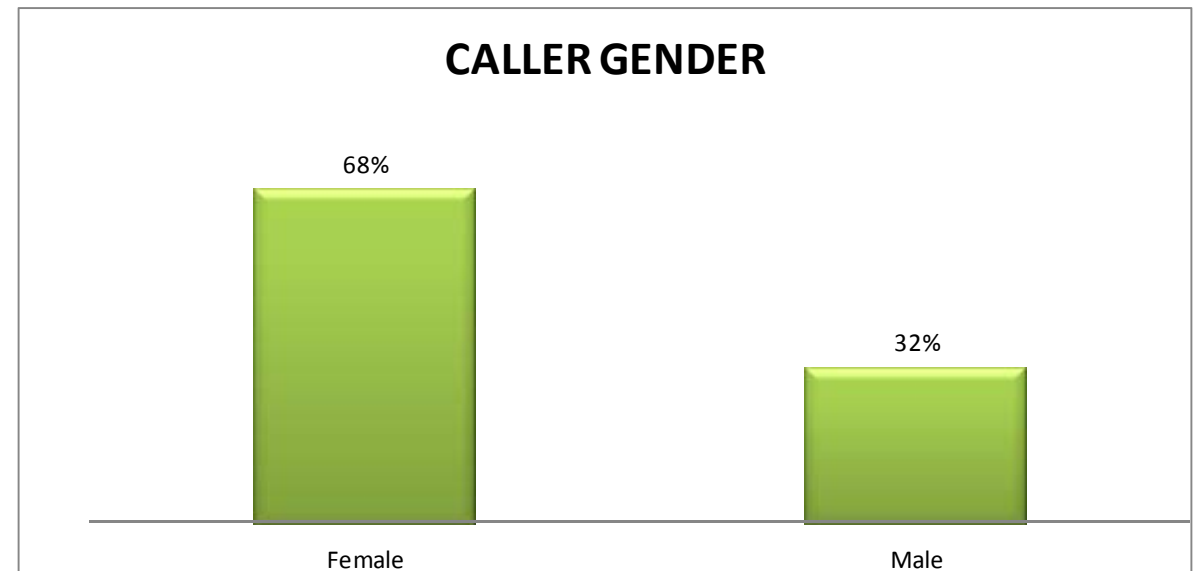
## U.P. 2-1-1 Call Center

### STATISTICS

#### CALLER TYPE



#### CALLER GENDER



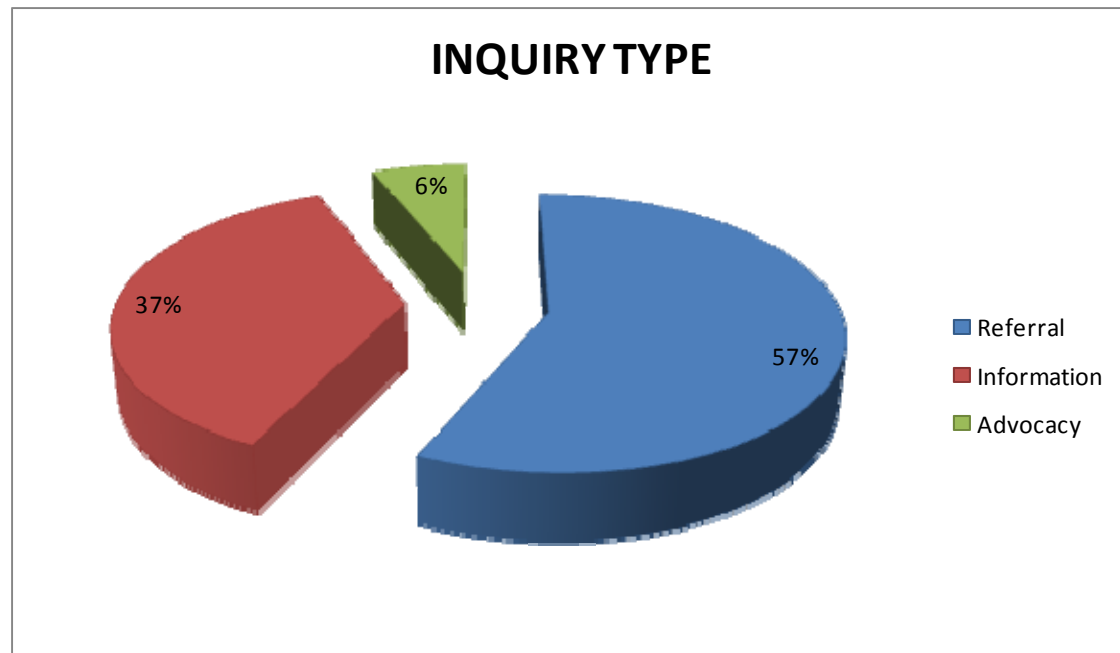
## U.P. 2-1-1 Call Center

### 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.



## 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 103,000 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: 548**

**Number of Sites\* in the database: 1,253**

**Number of individual programs listed in the database: 826**

**Number if individual services listed in the database: 5,139**

**\*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 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.
- Answer 2-1-1 calls for North East Michigan 2-1-1 Call Center during times they are short-staffed.
- Collaborate with other organizations in the Homeless Veterans Reintegration Program.
- Collaborate with HARA's regarding homelessness in the Upper Peninsula.

## ***U.P. 2-1-1 Call Center***

### ***UNMET NEED REASONS***

- Service not available
- No immediate resource available
- Client ineligible/no documentation
- 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

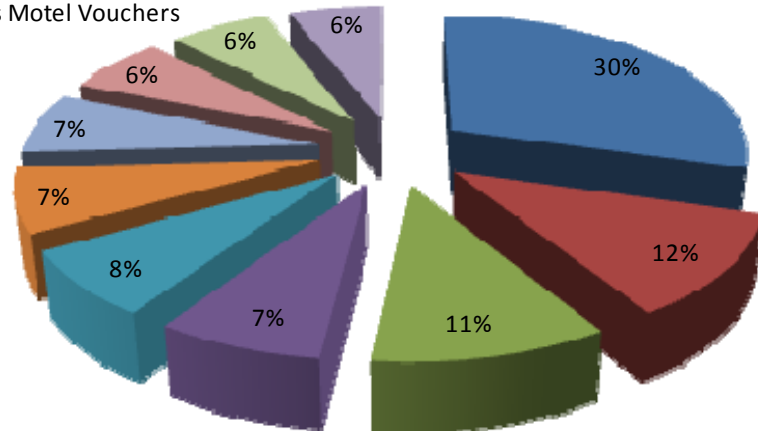
## U.P. 2-1-1 Call Center

### 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

- Electric Services Payment Assistance
- Community Shelters
- Water Service Payment Assistance
- General Yard Work
- Rent Payment Assistance
- Home Maintenance and Minor Repair Services
- Homeless Motel Vouchers



## U.P. 2-1-1 Call Center

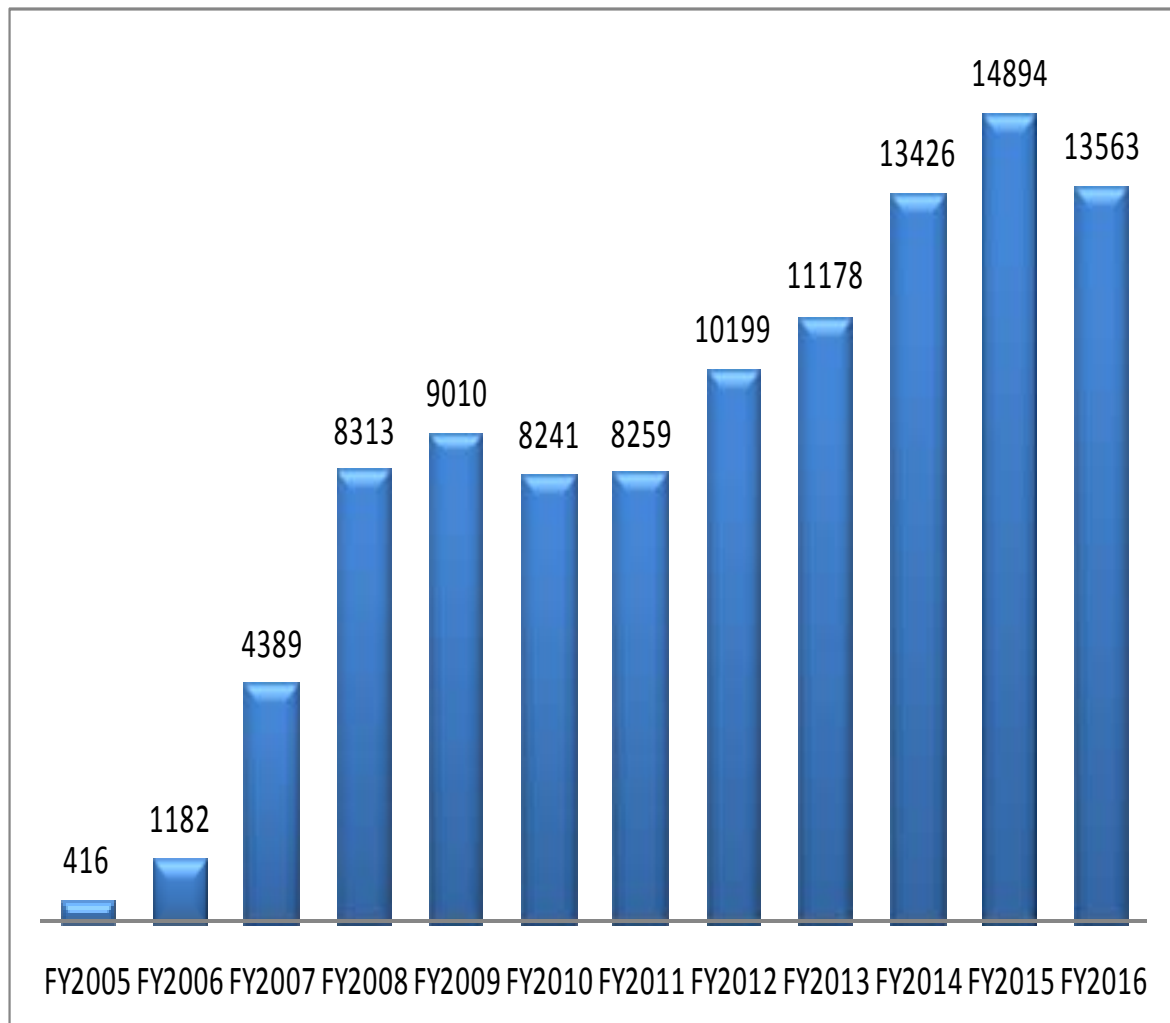
### STATEWIDE COLLABORATIONS

- Answering point for information related to Earned Income Tax Credit and free tax assistance sites.
- Collaborate with 2-1-1 Call Centers throughout the State to implement a State-Wide database to provide comprehensive information on Veteran's Services.
- Continue working with Department of Human Services through Michigan 2-1-1 on multiple contracts totaling \$1,250,000 million in funding for 2-1-1.
- Participate in State-Wide Operations Council focusing on Michigan 2-1-1's Acceleration Process. 2-1-1's focus will be on system consistency, cost equity, data & technology, engagement, further collaboration, integration and continues improvement.
- MI-CHAP—Provide intensive support to families with Medicaid-enrolled children to help address social determinants of health.
- OK-2-Say—Provide data to the OK-2-SAY website for mental health and counseling resources for the their school safety reporting line.
- ACLU/SAGE LGBT—Collaborate with local organizations to improve care to LGBT Older Adults in the Upper Peninsula.

## U.P. 2-1-1 Call Center

### STATISTICS

#### CALLS BY YEAR Fiscal Years 2005 through 2016



## U.P. 2-1-1 Call Center

### TOP TEN AGENCIES REFERRED TO

5. **Menominee-Delta Schoolcraft CAA**
  - √ Utility Payment Assistance
  - √ Homemaker/Respite/Personal Care
  - √ Home Rehabilitation Grants
  - √ 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
  - √ Parenting Skills Classes
6. **TrueNorth Community Services**
  - √ Heating Fuel Payment Assistance
  - √ Gas Service Payment Assistance
  - √ Electric Service Payment Assistance
7. **Alger-Marquette Community Action Board**
  - √ Home Delivered/Congregate Meals
  - √ Food Pantries
  - √ Utility Payment Assistance
  - √ Weatherization Programs
  - √ Housing Search Assistance
  - √ Homeless Motel Vouchers
  - √ Commodity Supplemental Food Program
8. **Dickinson-Iron Community Services Agency**
  - √ Utility Payment Assistance
  - √ Weatherization Programs
  - √ Homemaker/Respite/Personal Care
  - √ Commodity Programs
  - √ Tax Assistance
  - √ Adult Day Program Centers
  - √ Disability Related Transportation
  - √ Home Delivered/Congregate Meals
  - √ Food Distribution Sites
  - √ Senior Ride Programs
  - √ Senior Centers
  - √ Volunteer Recruitment/Placement
  - √ Home Rehabilitation Programs
  - √ At Risk/Homeless Programs
9. **Michigan State Housing Development Authority**
  - √ Housing Authorities
  - √ Section 8 Vouchers
  - √ Home Rehab Loans
  - √ Property Tax Pmt Asst
  - √ Mortgage Payment Assistance
  - √ Home Rental Listings
10. **Legal Services of Northern Michigan**
  - √ General Legal Aid
  - √ Eviction Prevention Legal Assistance
  - √ Landlord/Tenant Dispute Resolution

# U.P. 2-1-1 Call Center

## TOP 10 AGENCIES REFERRED TO

### 1. Aging & Disability Resource Collaborative

- √ Case/Care Management
- √ Caregiver Training
- √ Household Safety Programs
- √ Mediation/Conflict Resolution
- √ Comprehensive I&R
- √ Kinship Care Subsidy Programs
- √ Medicare Information/Counseling
- √ Chronic Disease Self Management Program
- √ Long-Term Care Ombudsman
- √ Nursing Home Transition
- √ Caregiver Training
- √ State Income Tax Information

### 2. St. Vincent De Paul Society

- √ 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

### 3. Michigan Department of Human Services

- √ Utility Payment Assistance
- √ Homemaker Assistance
- √ Burial/Cremation Expense Assistance
- √ Adult Home Help Services
- √ Property Tax Assistance
- √ Mortgage Payment Assistance
- √ Homeless Financial Assistance Programs
- √ Food Stamps/SNAP
- √ Medicaid/Insurance
- √ Child/Adult Protective Services
- √ Child Care Subsidies
- √ Rental/Security Deposit Assistance
- √ Foster Home Placement

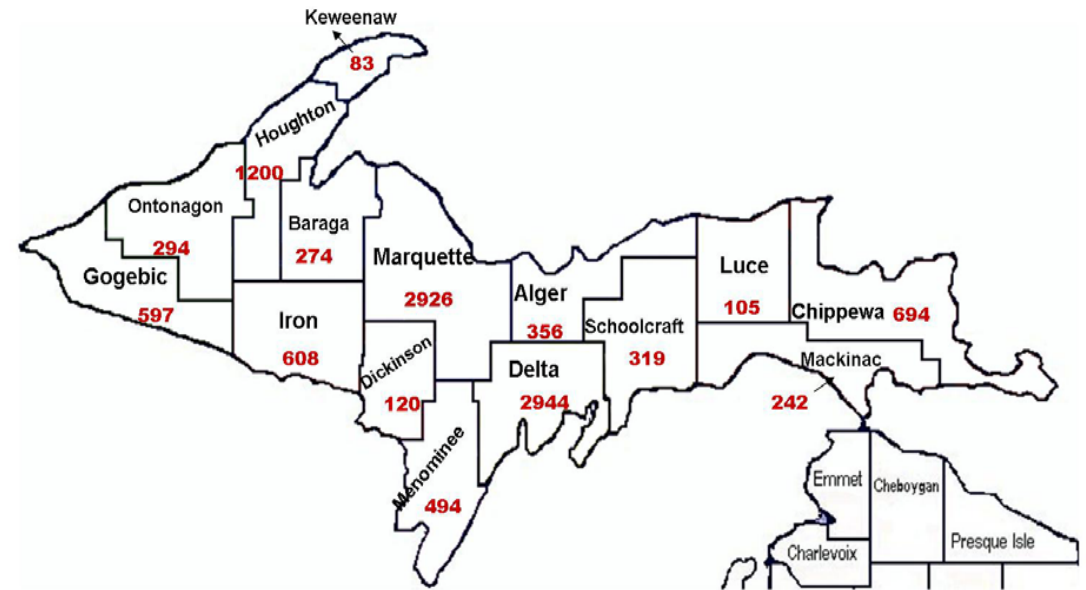
### 4. Salvation Army

- √ Homeless Motel Vouchers
- √ Bus Fare
- √ Utility Payment Assistance
- √ Soup Kitchens
- √ Volunteer Recruitment/Placement
- √ Christmas Baskets/Holiday Toys
- √ Community Shelters/Warming Shelters
- √ Food Pantries
- √ Prescription Expense Assistance
- √ Mortgage Payment Assistance
- √ Thrift Shops
- √ General Counseling Services
- √ Thanksgiving Meals
- √ Day Camps

# U.P. 2-1-1 Call Center

## STATISTICS

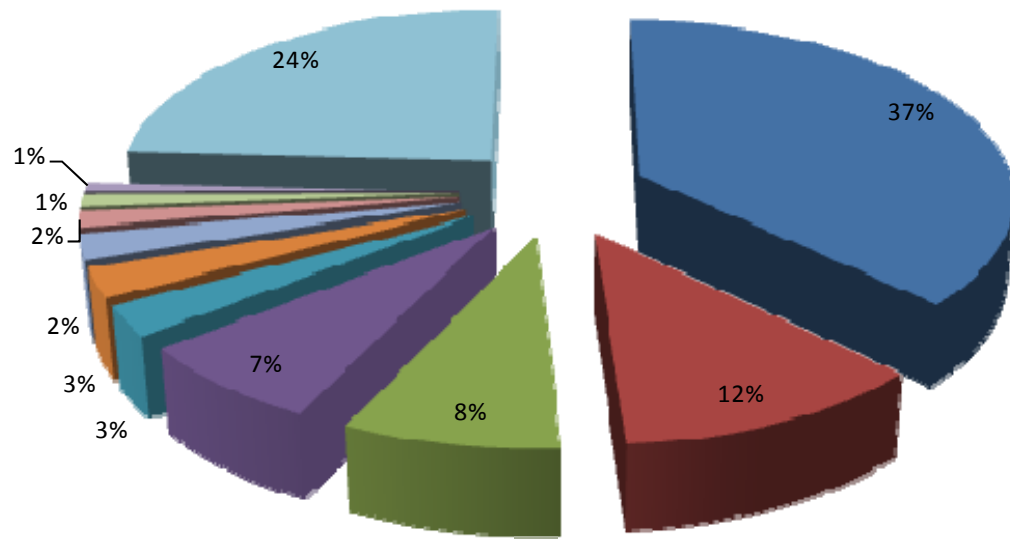
### CALLS BY COUNTY



\*We received a total of 1,224 calls from outside of the Upper Peninsula.

# U.P. 2-1-1 Call Center

## TOP 10 SERVICES REQUESTED



- Aging & Disability Services
- Health/Medical Information
- Veteran Benefits Assistance
- Medicaid Applications
- Utility Assistance
- Legal Services
- Comprehensive I&R
- All others
- Housing Services
- Food
- Transportation

# U.P. 2-1-1 Call Center

## 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

### Health/Medical Information

- General Dentistry
- Medical Appointments Transportation
- Navigator Programs
- Chronic Disease Self Management Programs
- Federal Health Insurance Marketplace
- Prescription Expense Assistance
- General Counseling Services
- Community Clinics
- General Acute Care Hospitals
- Community Mental Health Agencies

### Utility Services

- Electric Bill Payment Assistance
- Gas Bill Payment Assistance
- Heating Fuel Bill Payment Assistance
- Water Bill Payment Assistance