



**...Get Help
...Give Help**

2-1-1 of Ottawa County First Quarter Report - 2006

2-1-1 of Ottawa County provides callers with a Comprehensive Human Services Information and Referral (I&R) system. By dialing 2-1-1, callers avoid the inconvenience of calling many different agencies without receiving any answers or help. With 2-1-1, callers can obtain the most up-to-date information about how they may access the assistance they need. Trained specialists take calls 24 hours a day, 7 days a week and interpreter services are available.

Our Mission – 2-1-1 of Ottawa County empowers people to make informed choices by offering accurate information and referrals and is committed to improving the quality of life by improving the flow of human services in the community.

2-1-1 Legislative Day a Success

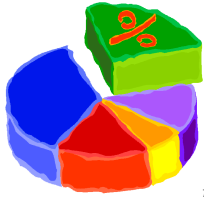
On February 7th, 2006, a 2-1-1 Legislative Day was held at the Capitol in Lansing to boost 2-1-1 awareness and support among Michigan's State Legislators. A 2-1-1 presentation, with testimony from 2-1-1 leaders representing both sides of the state, was very well received before a Joint House Committee meeting of Senior Health Security and Retirement and Family and Children's Services.



Senator Wayne Kuipers and Carol West
Photo Courtesy of Michigan Association of United Ways

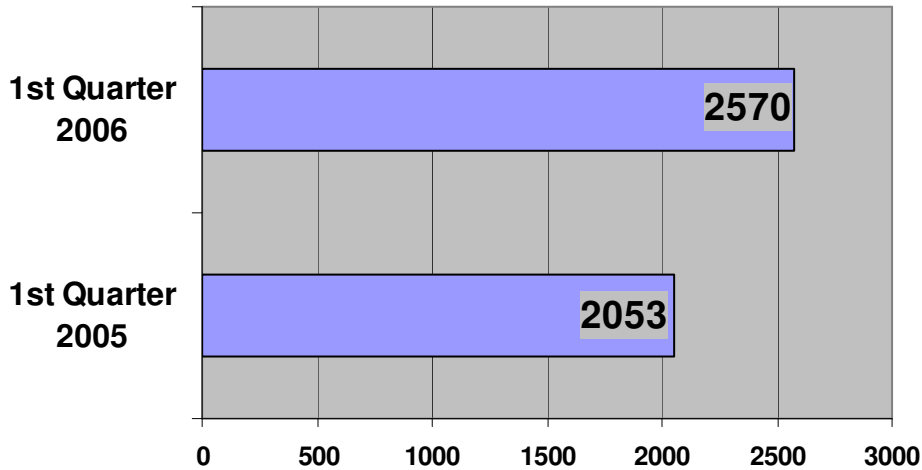
The most riveting testimony of the day was offered by Carol West, a 2-1-1 of Ottawa County volunteer. Carol came to 2-1-1 of Ottawa County as a result of having contacted 2-1-1 for information and referral services. Carol's professionalism in her interactions with community officials has led to ongoing requests to represent 2-1-1 through various advocacy opportunities even after temporarily leaving her volunteer position at Ottawa 2-1-1 to return to school full time.

Carol testified how important it was to her to be listened to and respected. She shared how much she valued the research efforts made by 2-1-1 staff to identify resources to help her. Carol was praised by many of the state representatives after the hearing. At a lunch served in the west wing immediately following the hearing, Carol asked Ottawa and Muskegon representatives to keep 2-1-1 on their radar screens and continue to provide support for such a valuable service.



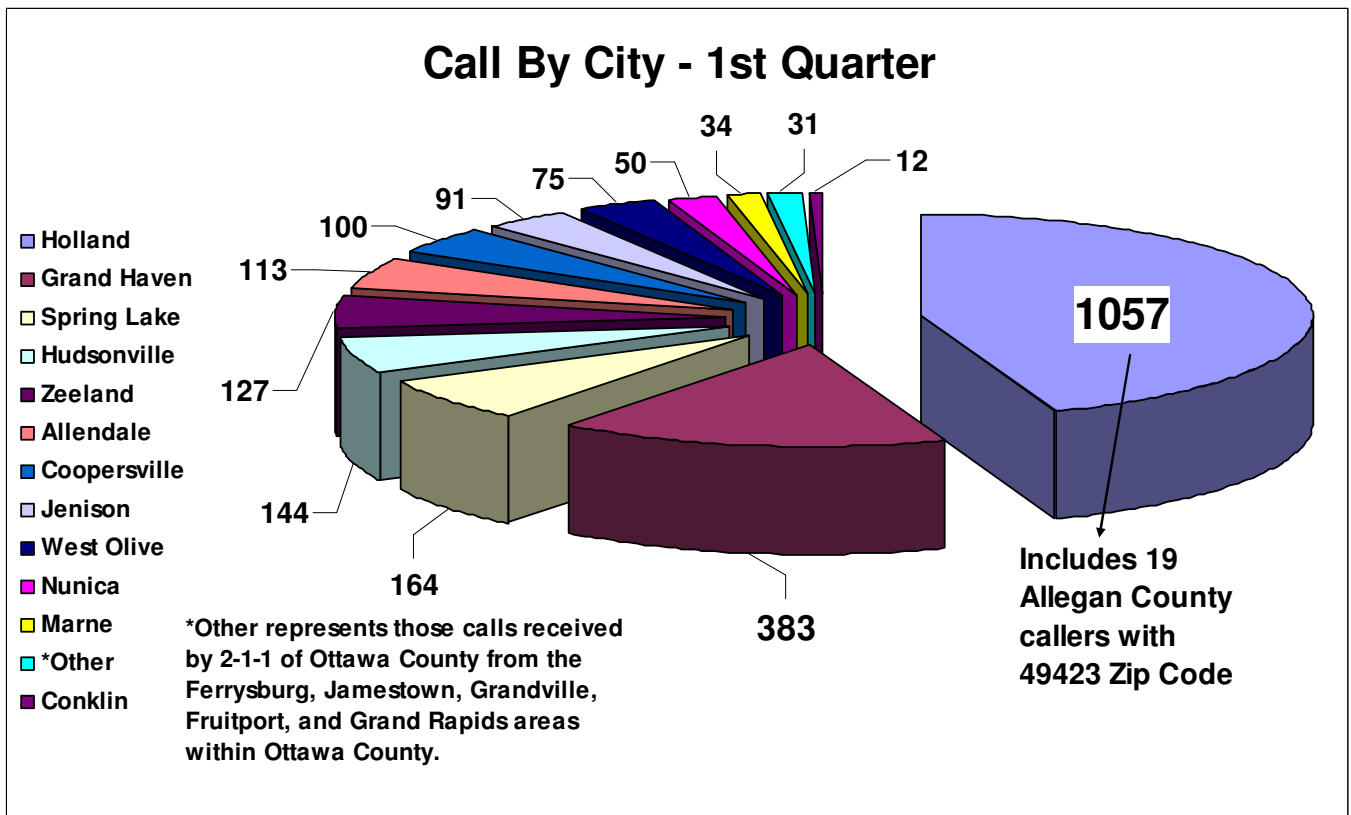
DATA REPORTS

As part of fulfilling our mission to improve the flow of services in our community, Ottawa 2-1-1 issues quarterly and year end reports. The collected data identifies various elements including unmet needs, service requests and call volume for the reporting period. Because 2-1-1 gathers real time data from each caller, the data reflects a countywide "snapshot" of actual needs as they occur. The data that is collected assists community leaders, planners and funders with their efforts to develop creative and effective solutions to the presented needs.

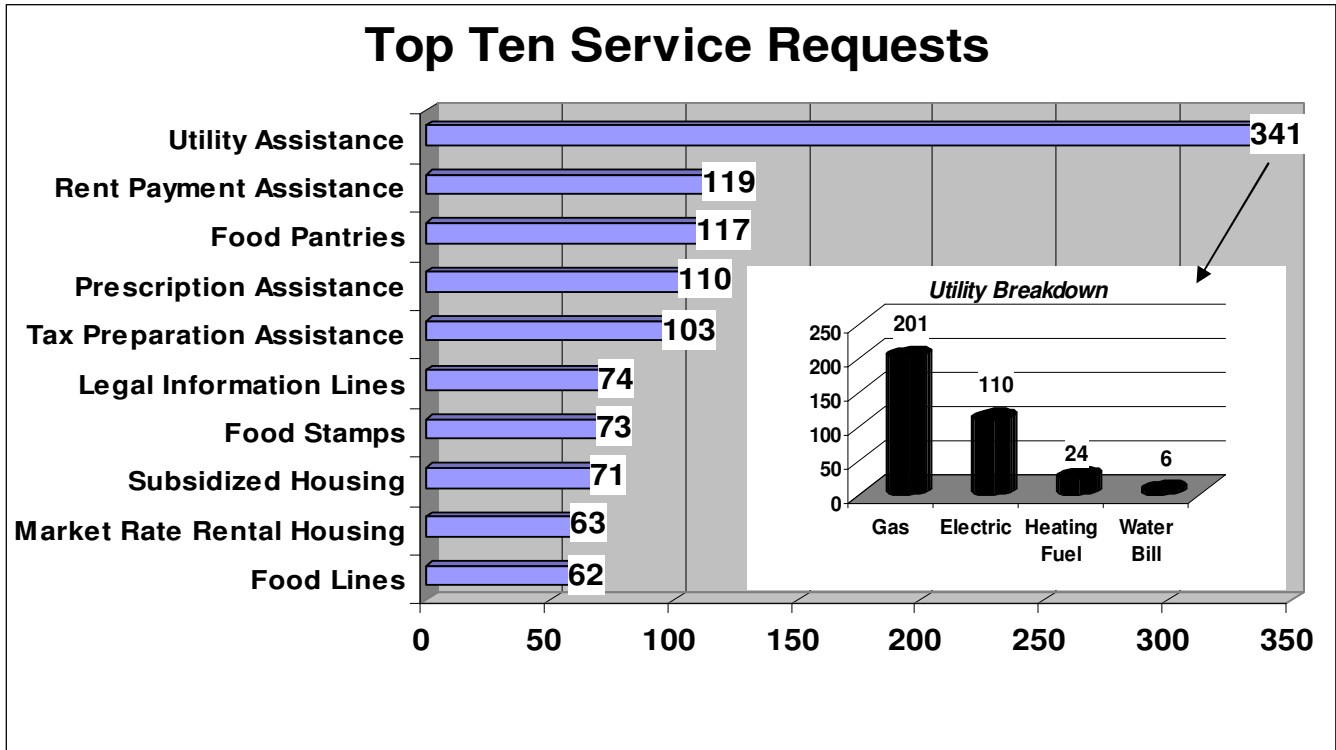


Total Call Volume -
For the reporting period January 1, 2006 through March 31, 2006 a total of 2,570 calls were received. 2,372 of these calls were from Ottawa County callers. This is a 20% increase over the 2,053 calls received in the first quarter of 2005.

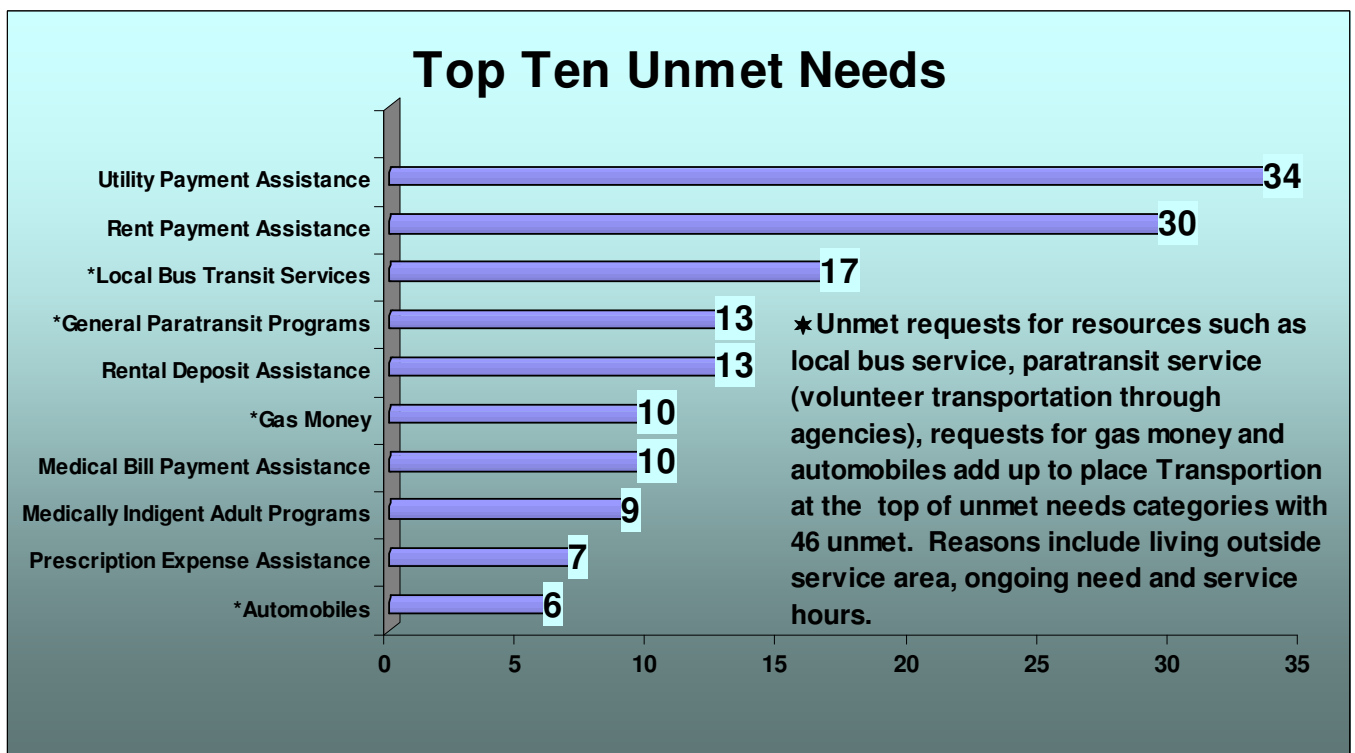
Calls by City -1,057 represent Holland Zip Codes 49423, 49424 and 49422.



Top Ten Service Requests – Utility assistance requests increased by 43% over first quarter 2005.



Top Ten Unmet Needs – An unmet need is a request for a service that cannot be referred. Reasons for unmet services include callers not meeting income requirements, callers not meeting service criteria, callers having received prior assistance, no resources currently available in the community or the service does not exist. Medically Indigent Adult Programs makes another appearance as DHS has reinstated its freeze on the Adult Medical Plan, a gap insurance program for those who do not qualify for Medicaid.



Follow-Up Calls — 1st Quarter 2006

Ottawa 2-1-1 follows up with a percentage of callers:

- To make sure they were able to access the referrals
 - To provide advocacy when needed
 - To make sure that callers are satisfied with our service
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- * 97% reported getting the information they asked for
 - * 100% reported having their request heard and understood as Good or Excellent
 - * 99% say they would call 2-1-1 again



2-1-1 of Ottawa County Resource Information Spotlight

Spring 2006 Survey Update – 2-1-1 of Ottawa County’s primary objective remains “The Right Referral the First Time”. Service information, eligibility criteria and program contacts change on a regular basis. 2-1-1 of Ottawa County works actively with community agencies to understand admission criteria in order to offer more than simple “directory assistance” to callers. Ottawa 2-1-1’s annual survey provides agencies the opportunity to review the comprehensive details of their currently offered programs. This year, 2-1-1 of Ottawa County is sending agency updates electronically to those agencies that prefer to receive them in this manner. Ottawa 2-1-1 receives a high percentage rate of survey returns from both local and national organizations. It is the cooperative efforts of the community that assists 2-1-1 in maintaining current records on the almost 3,000 services in our system. Thank You!



Just A Reminder – 2-1-1 of Ottawa County lists all of the Ottawa County Libraries. Libraries provide individuals and families more than just an opportunity to check out books for reading. Other services include Reading Clubs, Home-Bound Delivery, Computer Labs, Books on Tape, children’s programs such as Story Hour and more. Contact 2-1-1 to find out what your area library can offer you!

Agencies wishing to list their programs and services with 2-1-1, must meet specific Inclusion/Exclusion criteria. The criteria are available to the general public and to agencies wishing to list their services with 2-1-1 of Ottawa County. Anyone may request a copy by contacting Sue Boes @ (616)935-1298.



Questions? Comments?

Questions or comments regarding this report may be directed to 2-1-1 of Ottawa County at 211ottawa@tds.net or by contacting Sue Boes at (616) 935-1298.

Ottawa 2-1-1 staff members are available to give presentations to local community groups, human resource staff of local companies, area agency staff or any other groups hoping to learn more about 2-1-1 and the services offered. Presentations can be tailored to your group's interests and range anywhere from 20 minutes to an hour. If you would like to learn more about what 2-1-1 can do for you, please call (616) 935-1298 to schedule a time.



How is 2-1-1 supported?

2-1-1 of Ottawa County is a program of Tri-Cities Ministries (TCM), a 501(c)(3) non-profit organization. Donations are tax deductible. 2-1-1 is financially supported by corporate giving programs, community foundations, grants, schools, churches, small dollar contracts for services, business and individual donations. Your financial support can help 2-1-1 continue to provide 24/7 services to our community. Please consider a donation today!

Donation Reply Card

YES! I want to support 2-1-1 so people can get help and give help. My gift is:

\$10,000 \$5,000 \$2,500 \$1,000 \$500 other: \$ _____

Method of payment: check enclosed Pledge payable on: _____

Send receipt /invoice to: _____

Name and Title

Company Name (if applicable)

Street Address

City, State, Zip



License MCIS #6664

2-1-1 of Ottawa County
A program of Tri-Cities Ministries, Inc., a 501(c)(3) non-profit organization
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