

2018 RESOURCES AND UPCOMING EVENTS

2018-2019 Where to Turn Resource Guide

Distribution: August 2018
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*Life
Happens*

WE'RE HERE FOR YOU.

2017 ANNUAL REPORT

OUR VISION

For over 43 years, The Information Center has been **empowering** people with the **ability** to make **informed choices** by **providing assistance, advocacy, information and access** to public resources, community services and activities to **facilitate independence, self-reliance and dignity.**



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Image:

Front Row:

Lisa Rutledge, Edward D'Angelo,
Joan L. Hulet

Middle Row:

John Filkins, Anthony Panson

Back Row:

Dave Gorgon, Ronald L. Wiens

Not pictured:

Carol A. Pitchford,
Ann Caulfield-Cook,
Mitzi Cardona

*Photo: 2017 Country themed
fundraiser gala*

Welcome!

On behalf of The Information Center's Board of Directors, staff and volunteers, we are pleased to share this 2017 Annual Report. These pages provide an overview of highlights, and a glimpse of how people's lives are made a little bit better by the staff and volunteers of The Information Center each day. This is made possible, in no small part, thanks to your generosity and support.



I wish to acknowledge our staff and volunteers for their dedicated service to the community, our Board of Directors for their many contributions, and our friends and supporters. It is a privilege to work with such a wonderful group of people.

Over the past year, The Information Center has grown and advanced in multiple ways to most effectively meet the needs of the community. We have enhanced technology, developed new innovative approaches to helping people, and effectively partnered with other community organizations to help more people in better ways.

In 2017, The Information Center was one of a small group of excellent organizations in Michigan to become the first accredited by the National Commission on Quality Assurance (NCQA) in Case Management for Long Term Supports and Services. This accreditation signifies that our MI-Choice care management program services for seniors and disabled persons were comprehensively evaluated and found to be high quality.

We also established an Endowment Fund for The Information Center at the Community Foundation for Southeast Michigan to provide an opportunity to our friends to join us to sustain and continue our important mission of service to the community in years to come.

The Information Center is an exciting and dynamic, one-of-a-kind, grassroots non-profit community organization: friendly, professional and effective. We start by listening, and then provide well-informed, caring, prompt responses and high quality services. We believe in a comprehensive and caring approach, and making a positive difference in each of the lives of the people we touch.

This is only possible with your ongoing support, for which I would like to extend my sincere gratitude.

Respectfully,

Edward D'Angelo
President & CEO

MI Choice Medicaid Waiver Client, James L.

James L., age 66, has been a MI Choice Medicaid Waiver participant for over three years. He is low income and receives in-home services which allow him to remain in his home. James experiences shortness of breath and fatigue due to Chronic Obstructive Pulmonary Disease, (COPD). He has difficulty breathing especially while lying flat; sleeping well is essential for his health and well-being. The Information Center, Supports Coordinator, JoAnn, submitted an American House Foundation Grant application on his behalf to cover the cost of purchasing an adjustable bed. Once approved, Art Van Furniture delivered and set up a new adjustable bed. Thanks to the team effort, James is sleeping well again.



James L.

"Thank you, very, very much. A bed like this was beyond my financial abilities. The comfort of my new bed will allow me to get a good and restful sleep. The bed is adjustable and helps me sleep better. I cannot say thank you enough." —James L.

Community Transitions, MI Choice Medicaid Waiver Client, Sheribia R.

Meeting Marsha, KC and Sarah is the best thing that ever happened to me. I had nothing and they gave me everything I needed to get back on my feet and thrive. While living in Kentucky, I suffered a stroke and a heart attack. I was told by the hospital I would not be able to return to my home and

would need long term care to recover. I decided to return to Michigan. I was in the nursing home for one year and 2 months when I met KC, Marsha and Sarah. They helped me locate a new accessible home, provided me with necessities and gave me hope for my future." — Sheribia R.



Sarah and client, Sheribia R.

NCQA Recognition

In November of 2017, The Information Center Care Management Department received a three year accreditation from the National Committee for Quality Assurance (NCQA) The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality.

Care Management Director, Cheryl Griffin, "This national recognition reinforces our agency's mission and vision to serve our community by providing our clients with a quality of life through excellent care which promotes self-reliance and allows them to live independently.



SEMCA Partnership with The Information Center Provides a Ready Workforce

Through partnership with Southeast Michigan Community Alliance (SEMCA) and Michigan Works!, The Information Center provides a One-Call service that connects job seekers and employers with the resources they need to succeed. Our Certified Information & Referral Specialists connect people with community services to help overcome the barriers to gaining long term employment. During Orientations at MI Works! Service Centers, The Information Center staff explains how to access community resources and services to help navigate through the employment, education, and training journey. This program is supported by SEMCA and the State of Michigan.



Sharon H., Taylor, reviews *The Information Center Where to Turn Resource Guide* at Southgate, MI Works!

"Thank you for setting such a high standard! Congratulations to you and your staff on all of your achievements and contributions!"

— Gayle J. Haven
Project Director, MFP
Program, Nursing Facility
Transitions, State of
Michigan, Department
of Community Health

"You do such a wonderful job for my brother and everyone who comes to you."

— Mickey Durham
Family member of
The Information
Center client

The Gift that Keeps on Giving



The Information Center has been serving the citizens of Southeastern Michigan for over 43 years. In 2017, our leadership, staff, supporters and friends in the community joined together to start an endowment fund; just as the founders and first group of staff and volunteers established the legacy that we inherited. Our hope is to carry the legacy of The Information Center and its mission to help the community into the future. Thank you in advance for your support of the work we do in the community. To donate click on www.theinfocenter.org Donor contributions are tax-deductible in the year of the donation.

The Information Center staff and supporters celebrated our 2017 gala fundraiser at Crystal Gardens, Southgate. Our guests enjoyed the country theme and the music of Annabelle Road.



2017 Service Statistics

Community Resources

Information and Referral Calls:	5,229
Unscheduled Face to Face Contacts:	83
Social Media Reach:	218,141
Michigan Works! One Call Program:	4,523
Child and Parent Resource Calls:	310
Nursing Home Transition Options Counseling:	71
Medicare Medicaid Assistance Program (MMA):	11
Application Assistance (Healthcare/MDHHS Food Assistance):	93
Health Insurance Education:	1,644
Total	230,105

Care Management Services

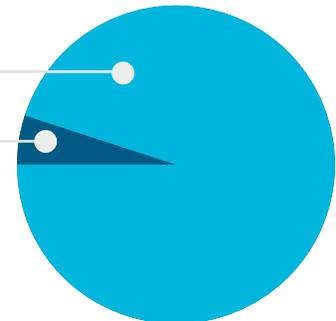
Transition from Nursing Facility:	31
Open MI-Choice Cases:	430
Open Trusted Care Solutions Cases:	1
Caregiver Respite:	31
Money Follow the Person (MFP):	11
Total	504

Funding Sources

Michigan Department of Health and Human Services (MDHHS)	\$9,817,652
Southeast Michigan Community Alliance (SEMCA)	\$230,762
Michigan Aging and Adult Services Agency	\$75,063
Community Contributions and Other	\$140,125
Total	\$10,263,602

Expenditures

Programs and Client Services	95%
Administration	5%



*2017 financials pending audit