

The Informer

A Publication of
The Information Center, Inc.
The Family Resource Place

Serving Residents of Southeast Michigan Since 1975



d New Additions! **Nancy Jackson**, Care-giver Support Specialist, **Starr Warnke & Cristy Hazen**, Information Services Specialists and **Catherine Zuhorski**, Receptionist, are just a few of the new members added to our staff in 2006. 45 people were employed by TIC in 2006.

Try to imagine yourself in these shoes...



Allen awoke disoriented and drained after a night of using cocaine and alcohol. He made the decision to find help. At 5:05 a.m., he called the SEMCA Substance Abuse Hotline. A certified substance abuse counselor from The Information Center answered, performed an assessment, and helped arrange for admission to an appropriate treatment center later that same day.



Audrey, age 84, had a slight stroke and fell in her kitchen. The result was broken bones and many limitations that she had never before had to face. Audrey was released from the hospital, but she was unable to ambulate, feed herself or manage her own medications. She was glad to be home with her husband, but they knew he was unable to meet all of her needs. The Visiting

Donations Highlights

Pages Two and Three

Service Highlights

Pages Four and Five

Results

Pages Six and Seven

Nurse dialed The Information Center's telephone number for them. Audrey and her husband received resources, options, and assistance.



Chris and Karen have been married 25 years and have 2 teenagers. Their home of 18 years was always clean and attractive. When Chris was laid off in October of 2005, he received unemployment, but it was not enough to meet their monthly obligations and he could not find a new job. In March of 2006, there were stacks of unpaid bills, little food, unfilled prescriptions and a utility shut off date was looming. For the first time in their life, they needed help to survive.

Our neighbors may look just fine, but there are needy individuals in every community. Last year, The Information Center had 93,088 contacts from local residents. Maybe one of them lives next door to you?

Residents are assisted due to an abundance of funding, time and support from the community. We are proud of what we have accomplished in 2006 and invite you to review the details contained in this Annual report.



d Wow that's a BIG donation! **AT&T** provided \$19,800 to support the implementation of mobile technology to streamline management of client information, freeing staff to focus on delivering services. Pictured here are **Yvette Pugh** of AT&T and **Ruth Sebaly**, President of The Information Center.

First it is necessary to stand on your own two feet. But the minute a man finds himself in that position, the next thing he should do is reach out his arms
- Kristen Hunter



e When the weather outside is frightful... a warm hat, scarf or mittens can make a huge difference. Volunteer **Eleanore Kush**, a resident at **American House**, knits cold weather gear & donates them at the start of each winter. Walk-in clients and home-bound elders may take one, if they need one, without cost.

Annual Report 2006

2006 Annual Report



The Information Center, Inc.
The Family Resource Place
20500 Eureka, Suite 110
Taylor, MI 48180

MISSION STATEMENT

The Information Center, Inc. The Family Resource Place empowers people with the ability to make informed choices by providing assistance, information and access to public resources, community services and activities thereby facilitating independence, self-reliance and dignity.

"I want to thank you. If I was a Holy Man, I would bless you. You've been good to me through some dark times. Always showing me a hope and a smile. You've done more for me than I can write here. Please accept my extreme thanks, gratitude for you. I haven't met many people that care for people any more than you. You inspire me, make life better without knowing you, I am honored to call you my friend."

- "Curtis", an ALS patient from Allen Park

"I literally couldn't see straight when I called The Information Center. I couldn't drive or read the newspaper. I had broken my glasses over a week before and there was no way that I could work that kind of expense into my already tight budget. Darlene (A Certified Referral Specialist) found a way. She contacted a local Lions club and I had glasses within one week. Now, I keep your phone number right next to the phone.

- Sandra, a senior citizen in Riverview

"When Sam called our office in January of 2006, he had a plan to end his life. He had written a note and had a weapon. Kristen, a member of the evening staff sprang into action. During the 2.5 hour telephone call, she contacted the police and Sam's family. By the end of the call, the caller was stable and had additional help available to him. The next day, Sam called back and was directed to a substance abuse program.

- Excerpt from the Information Services Monthly Report, Jan. 06



The Informer is a publication by The Information Center, Inc. Please contact us with your comments and suggestions by calling or writing:

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Taylor, MI 48180

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Editor/Layout: Kari J. West
Photographs: Kathy DeNardo
Kari J. West

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Donation Highlights



*d Be Prepared! **Community Emergency Response Training (CERT)** classes were offered by The Information Center to staff and community volunteers free of charge in 2006. Topics included Disaster Preparedness and Psychology, Terrorism, Light Search and Rescue and the Mock Disaster (pictured here) because one of the best ways to learn is to practice your skills.*



Holiday & Special Contributors

Adamczyk Family
 Advantage One Federal Credit Union
 American House Riverview
 Susan Armiak
 AutoAlliance International, Inc.
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 The Baldwin Family
 Bath & Body Works - Southgate
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 Natural Science
 Jacqueline Warner
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 Worthington Steel of Michigan, Inc.
 Wunderman - CSI
 Tina Youngblood
 Cliff & Fran Zanley
 Jason Zirnis

Holiday & Special Contributors...

Provide support through our new **Holiday Angels** Program, **Adopt-a-Family** Program, or other seasonal and special efforts to address unique individual needs throughout the year in support our neighbors.

We wish to thank
Jeffery Corns
(Jeffery's Photographic)
 & **Evelyn Cairns** for
 helping us capture
 some of the important
 moments in 2005.

i Let's Tell Everyone!
 One of many rewarding tasks in 2006 was help spreading the word about a great new resource. The new 2-1-1 hotline that is available free of charge to local residents was the talk of the town. The Information Center is proud to be a part of the team of local agencies that provide this essential service. Our partners include United Way of Southeast Michigan, Common Ground Sanctuary, The Detroit Public Library, Neighborhood Service Organization, Huron Valley Ambulance and the Macomb County Crisis Center.

The Information Center, Inc. Annual Report 2006

Friends...

Everyone Needs Friends. Their donations support operations at The Information Center every day. They provide support in the form of cash, merchandise and/or services to assist local residents.



Our staff, board and volunteers are always looking for ways to improve our services and decrease our costs. Call our office if you have a suggestion. We appreciate your feedback.

Major Sources of Revenue

Community Contributions
 Community Development Block Grants
 (Lincoln Park, Rockwood, Taylor & Wyandotte)
 Corporate Donations
 Employee Assistance Program
 Fundraising
 Individual Contributions
 Michigan Department of Career Development
 Michigan Department of Community Health
 Michigan Office of Services to the Aging
 The Senior Alliance, Inc.
 Southeast Michigan Community Alliance
 Southeast Michigan Elder Forum
 United Way 2-1-1
 Volunteer Resources, Inc.

Friends

Sandy Alexander	Jane Emmerich	Lawrence Ice	Vita Mazzola	The Senior Alliance
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American House - Riverview	Philip Farris	Linda Jerome	Sandra McParlar	Geneva Smotherman
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Church	Willet & Joan Herrington	Lions Club of Wyandotte	Saint George Greek	Bruce & Janey Wangen
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Dan Smith	Ray & Lenore Hunter		Giuseppe & Anna Scavo	Catherine Zuhorski
Anna Marie Duford				



We're Reaching Out To Assist Our Neighbors Every Day With Our Programs and Services

Service Highlights

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Ted Kinard

Lois Silveri

Dannelly Smith



*The Trivia Challenge is NOT just a game! In 2006, two fundraisers netted The Information Center \$4,189. Teams compete for restaurant gift certificates, a trophy and bragging rights. The July 2006 winning team pictured here included **Kathy Moore, Candy Cashmore, Joan DeByle, Rebecca Lowe, Tom Bidari, Matt Zick and Cherita Rensi**. Tickets and information about all agency events, including the Trivia Challenge are available at www.theinfocenter.info.*



HOLIDAY ASSISTANCE PROGRAM 2006

3,494 Number of residents assisted
with all Holiday Assistance Programs

\$97,403 Value of all Holiday Distributions

Memorials/Honorariums

In Memory

Thomas Ayrhart
Kim Ayrhart
Deceased members of Gufart
and Mihalyfy families
Emily Mihalyfy
Vickie Gullias
Clark Family
Helen Guiney
Anonymous
Milo Kronsich
Anne Kronsich
Arlene Krzyske
Elwood Krzyske
Judy Krzyske
Angela Legg
Alice Legg
Benjamin C. Masserant
John & Kathy Masserant



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Garnett Thompson
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Marguerite Schiller
Birmingham Chrysler Jeep
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Vickie Dobbins

In Honor

Mary Kasper
Charles & Marilyn Boldea
Helen Morrison
Roger & Tamala Myers

Client Services

INFORMATION & REFERRAL brings people and services together. Our trained and certified Information Specialists help people sort through issues and problems to find solutions. With thousands of services to meet needs, our Specialists connect callers with available resources. The statewide 2-1-1 hotline is our newest method of delivering resources to the community

EMPLOYMENT CONSULTATION & REFERRAL connects people with job opportunities and assists people to locate job training. The unemployed, people in career transition, and employers with a need for workers have a centralized point of access to a broad array of services.

HELPING ANGELS PROJECT, funded solely by local donations, is a last resort to assist

clients that fall through the cracks of other programs.

CARE MANAGEMENT & PROJECT CARE CHOICES delivers a nurse & social worker team to the homes of the frail elderly and the disabled to assess their needs and plan for care. They offer options and help arrange for services to avoid nursing home placement and encourage independence.

NURSING FACILITY TRANSITION SERVICES (NFTI) is a program designed to assist senior citizens and handicapped adults that are currently residing in a Nursing Home and want to transition into the community.

SUBSTANCE ABUSE ASSESSMENT & REFERRAL Counselors and Social Workers respond to out-Wayne County callers seeking treatment and may provide authorization for treat-

ment. Services offered 24 hours a day.

EMPLOYEE ASSISTANCE PROGRAMS help local businesses as they manage issues that may impede worker productivity. Critical incident support, individual employee counseling, specialized child and elder care referrals, & seminars at the worksite are among the services.

CAREGIVER TRAINING & SUPPORT assists those who provide care to family members with the opportunity to learn about options & resources. The program includes a educational & support group component, allowing for opportunities to share tips, successes, & challenges.

HOLIDAY ASSISTANCE matches families in need of assistance with holiday donors, & coordinates the delivery of holiday meals with local service clubs and senior centers.

The Information Center, Inc. Annual Report 2006

Board of Advisors

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Detroit, Michigan

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Barb Rzucidlo
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Joyce Shoup
John Shoup
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Lois Silveri
Dannelly Smith
Connie Spada
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Jim Stevenson
Mary Jane Szot
Mary Jane Thomann
Maggie Thomlinson
Carol Toporek
Mary Vermette
Anne Vilag
Pam Wagner
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Marilyn Willson
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Lincoln Park, Michigan

Karen Wilson
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Romulus, Michigan

Marge Wisniewski
Home Health Care Consultant
Northville, Michigan

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The Results

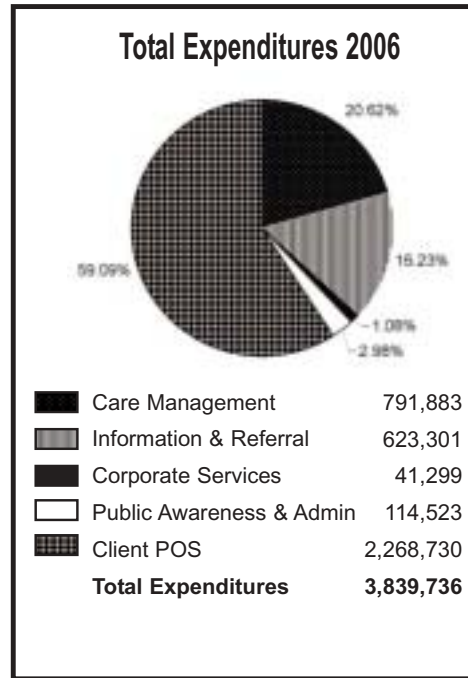
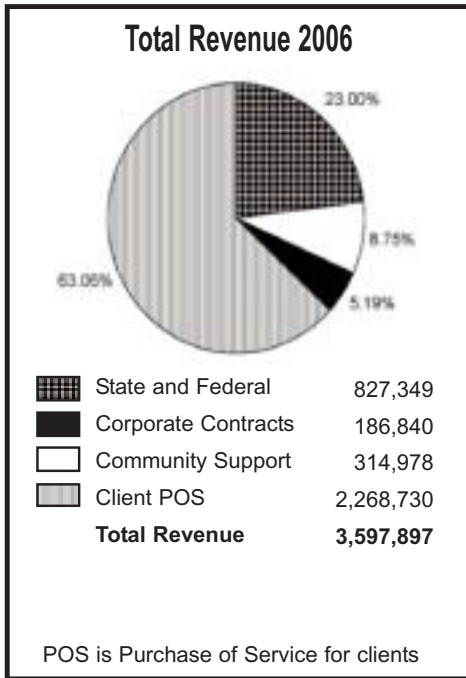
Have A Question?
Find An Answer.
Get Connected!

**Senior
Resource
Card**

DEVELOPED BY
The Information Center, Inc.
The Family Resource Place

20500 Eureka, Suite 110
Taylor, MI 48180
734-282-7171
www.theinfocenter.info

Developed and funded by the Olympia Group, American House and The Winning Team, 15,000 wallet-sized Senior Resource Cards were developed to put resources in the hands of senior citizens. They were distributed areawide throughout 2006.



Figures shown in this report are unaudited. To review the certified audit by Hungerford & Co. CPA, Contact The Information Center, Inc. at 734.282.7171 for an appointment.

Federal Tax ID #
51-0136113

Client Expenditures 2006

CM/Waiver (POS)	\$ 2,188,304
Caregiver Respite Program (POS)	98,767
Special Needs	119,192
Total Expenditures	\$ 2,406,263

Client Intake - All Programs

Information Services	
Employment Hotline Contacts	41,185
Public I&R Contacts	40,581
Senior Contacts	4,622
Employee Assistance Contacts	1,102
Substance Abuse Assessment/Referral	2,093
Caregiver Training Units	1,434
Information Services Subtotal	91,017
Care Management Services	
Total CM Clients Served	149
Total Waiver Clients Served	195
Screenings	109
Assessments	84
Care Plans	464
Reassessments	924
Medicaid Applications	146
Care Management Subtotal	2,071
Total	93,088



h Care Management is all about teamwork. One nurse and one social worker work with each client to arrange for care at home. Pictured here are **Kelley Copp, RN**, **Jerry Osborne**, Social Worker & **Carol Cloutier, RN**, who retired in 2006.

e "Lend a Hand, The World isn't Perfect" was the title of **Dave Rzucidlo's** entry in our first annual Community Spirit Award Contest. The sculpture garnered first place and was created with aluminum, brass, copper and stainless steel.



2006 Gala Celebration Supporters

- | | |
|--|-----------------------------------|
| A "Touch of Glass" Flowers, Inc. | DTE Energy |
| Advance Novelty Company | Embroidme of Wyandotte |
| Affordable Home Care & Care Connections | Kelly Faber |
| Florenc Agajejanian | Family Dentistry |
| American House - Corporate | Famous Dave's |
| American House-Dearborn Heights | Fiesta Salons |
| American House Riverview | Ford Motor Company |
| Amigo's Mexican Restaurant | The Framery and Gallery, Inc. |
| Angel Home Care | Jack & Pam Frucci |
| Aqua The Salon | Frank & Linda Gierlack |
| Sara Bidinger | Beverly & Richard Gill |
| Bizarre Promotions, Inc. | Jerry & Lana Golden |
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| Custom Stained Glass | Thomas & Marjorie Jakubowski |
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| The Dearborn Agency, Inc. | Karn Sitkins Payette |
| Kenneth & Joan DeByle | Insurance Agency, Inc. |
| John & Edith Deegan | Kids Kingdom & Renaissance Shoppe |
| Kathleen DeNardo | Ted Kinard |
| The Detroit Lions, Inc. | Mr. & Mrs. Levon King |
| The Detroit Red Wings | Dorothy M. Kirby, ACSW |
| Detroit Symphony Orchestra | Phillip & Laura Kitkowski |
| Detroit Tigers | Leo Kuschel |
| Dick's Sporting Goods | Kathleen Law |
| The Honorable John D. Dingell | LA-Z-BOY Incorporated |
| Dan Smith | Taylor Lions Club |
| Downriver Community Conference | Lloyd's Bar & Grill |
| | Lover's Lane |



*d We knew we were headed in the right direction when we secured **Circus Boy Bobby Hunt** to perform at Gala 2006. We didn't know that **Dave Rzucidlo** and **Kurt Sebaly** would be getting into the act. Thanks guys for lending a hand to the cause.*

2006 Gala Celebration Supporters Continued

- | | |
|--|---|
| Loving Care Home Care LLC | Center |
| Loving Care Services, Inc. | Regency Health Care Center |
| Lowe's Home Improvement Warehouse | Rene's Home Care Nursing |
| Tim & Therese Maggioncalda | Retirement House of America, LLC |
| Malarkey's Irish Sports Pub | The Rhapsody |
| Calvin Manuel | Dyvonne Riach |
| MBT Downriver | Shirley Rucker |
| McKenna & Associates, Inc. | Stanley Rutkowski |
| McNasty's Saloon | Barbara & Dave Rzucidlo |
| Jack & Winifred McPhail | Salon Bellissimo |
| Rosalind Meyer | Sam's Club |
| Mike Carey Music Co. | Giuseppe & Anna Scavo |
| Law Offices of Miller & Miller, PC | Ruth & Kurt Sebaly |
| MJR Theatres/Allen Park Cinemas | The Senior Alliance |
| Mr. Handyman of Southeast Wayne County | Sidney Frank Importing |
| Antoinette Montroy-Farrell | Rose & Jerry Siepierski |
| Lou & Jean Neuman | Mayor Philip & Carolyn Smalley |
| Oakwood Care Connection | Southeast Michigan Community Alliance |
| Oakwood Healthcare System | Southern Great Lakes Symphony Orchestra |
| Jo-Ann & Vince Odom | Southgate Bakery |
| Nondi E. Orazi & Terry Walsh | Lois Silveri |
| Jerry A. Osborne | State Line Medical, Inc. |
| Outside The Lines Art Gallery | Lori & Jim Stevenson |
| Jeff & Kathy Padden | Ed & Cam Suchyta |
| Veronica Padmos | Taylor Golf Department |
| Christine Page | Thimble's Sewing Studio |
| Alana Paluszewski | Timber's Salon |
| State Senator Bruce Patterson | Tom's All Season Lawn Care |
| PDQ Oil Change | Trisha Boutique |
| Lori Weise Pilkington | TV's Deli & Diner |
| Carol A. & Wayne Pitchford | UPNDOWN |
| Douglas Plant | Ella Vreeland |
| Plante & Moran, PLLC | Wayne County Senior Citizen Services |
| Plymouth Whalers | Aubrey & Marguerite West |
| Dale Pozzi | Kari J. West |
| Presbyterian Village Westland | Larry Wright |
| Purple Rose Theatre Co. | Cliff & Fran Zanley |
| Quality Home Care Services, Inc. | David & Joyce Zanley |
| Ray Hunter Florist & Garden | Susan Zanley & Paul Perovich |



*e **Marjorie Conley** received the Outstanding Community Partner Award from **Laura Rodriguez-Kitkowski**, Chairman of TIC Board of Directors in October 2006.*