

# Volunteerism and 2-1-1

## Supporting Your Community's Disaster Recovery

July 26, 2018



**Leading volunteerism in the  
State of Michigan for 25 years.**

**2.1 219**

million  
volunteers

million  
hours



# Michigan Community Service Commission



**AmeriCorps**



**Mentor Michigan+**



**Volunteer Michigan**



**Disaster**

# Governor's Service Awards

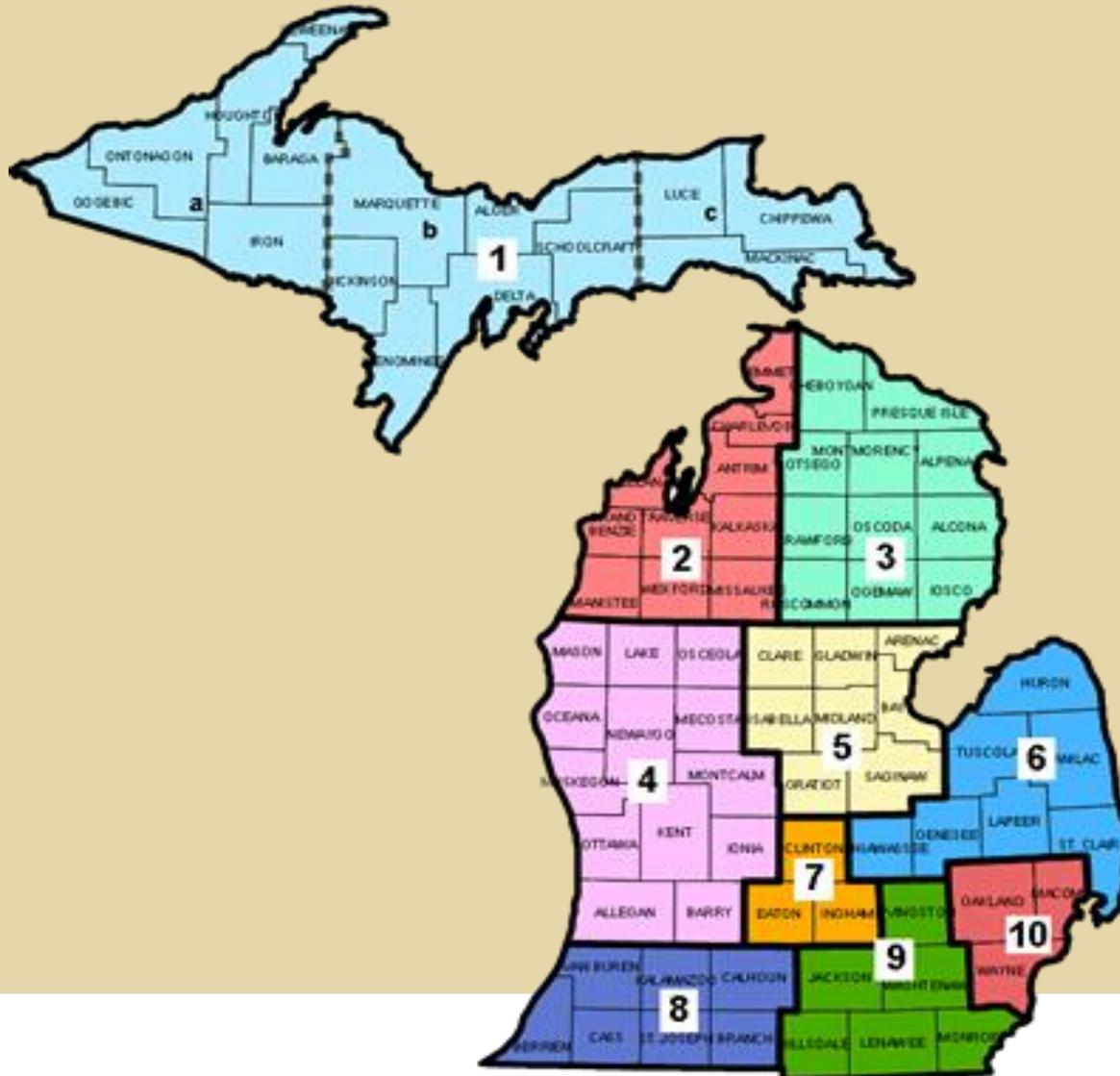


# Michigan Community Service Commission

- Convener
- Connector
- Resource Generator

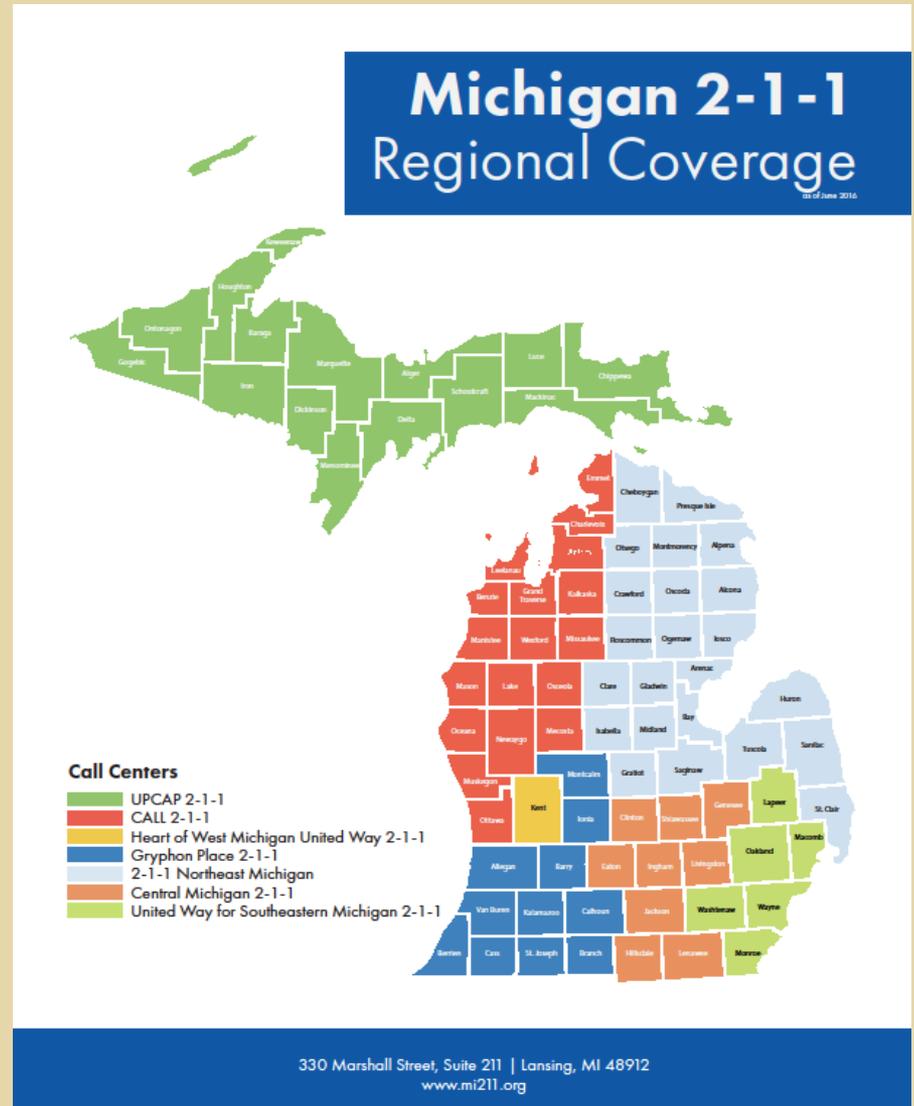


# Listening Tour: 10 Prosperity Regions



# MI 2-1-1 Quick Facts

- 7 information centers
- Statewide scalable call/contact management platform
- 24/7/365 access
- Over 180 languages available
- 5 Counties with limited 2-1-1 service due to lack of funding



# Front Door To Health and Human Services



- **Statewide** coverage
- **765,000+** annual contacts
  - Utility Assistance
  - Housing & shelter
  - Food
  - Healthcare and mental health
  - Employment assistance
  - Childcare
  - Education
  - Household needs
- **Special and Vulnerable Populations**

# Lansing, MI Food Pantries

Michigan 2-1-1 Get Connected. Get Answers. Home Info About Us Dial 2-1-1 or (844) 875-9211 Sign In

Search

**Sort by Zip Code Physical**  
Sort resources by those closest to a zip code by entering one below.  
Zip  
Sort by closest 48915

**Ensure the resources serve your location**  
Enter in your city, county or zip code  
Serves

**Would you like to narrow your search further?**  
Enter a specific Service Name, Agency Name, Program Name or keyword.  
Is Like

Click on the SEARCH button found at the top right corner

Use our Keyword Search

Use our Advanced Search

Start Over

**FOOD PANTRIES by FIRST PRESBYTERIAN CHURCH**  
510 West Ottawa Street, Lansing MI, 48933  
Operates a local food pantry for residents in need.

517-482-0668 View Website Get Directions

**Hours of Operation:** Call for appointment: Mon-Thurs 9am-11:30am Food Pantry Pick Up: Mon-Thurs 1pm-3:30pm  
**Intake Procedure:** Call for appointment  
**Documents Required:** Picture ID, x0000\_Proof of residency  
**Fees:** No fees  
**Eligibility Requirements:** Residents of the 48933 and 48915 zip codes

More Details

**Agency Information**  
Description  
Faith based church operating a local food pantry

# What is Our Mission for Disaster Recovery?

When disasters strike, this is what we do in our communities to help recovery

# A Resource In Times of Disaster

- Coordinate with State and Federal entities
- Volunteer and donations management
- Call center support
- Help guide long-term recovery efforts

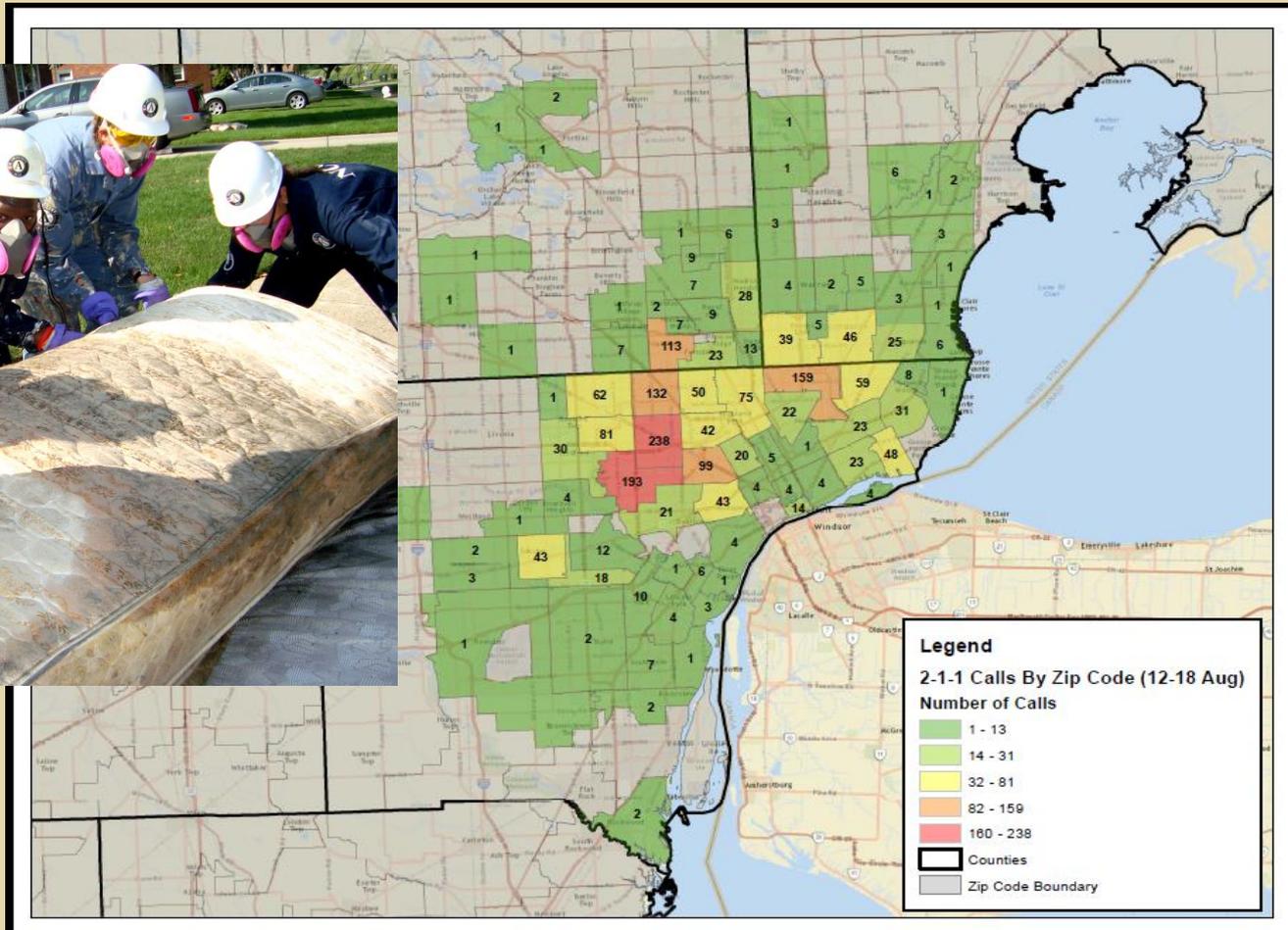


# The Details of Disaster Recovery

What has this recovery support looked like?

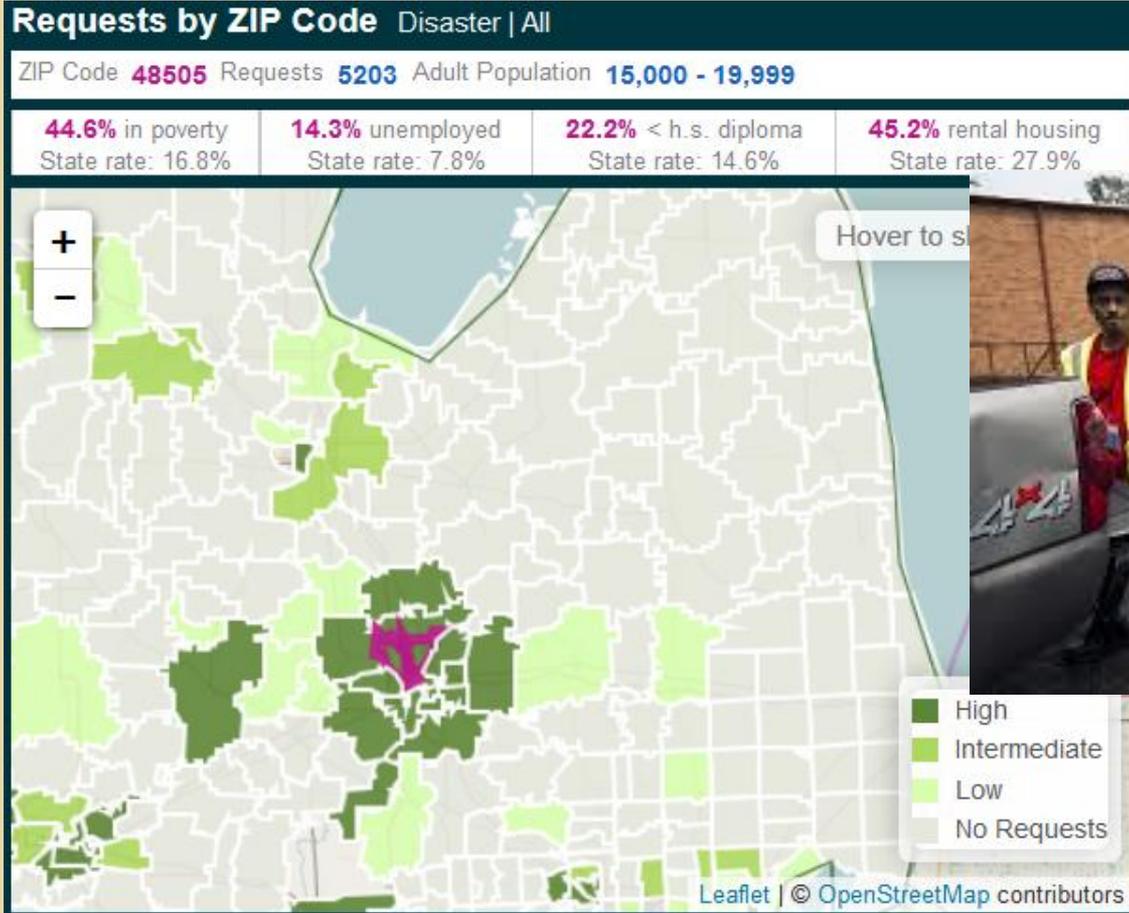
# SE MI Flooding, August 12-15, 2014

13,555 Contacts for Assistance by end of 2014



# Flint Drinking Water Data

23,000 calls for support – scheduled 12,000 water deliveries



# 2017 SE MI Windstorm

Handled 1,372 calls



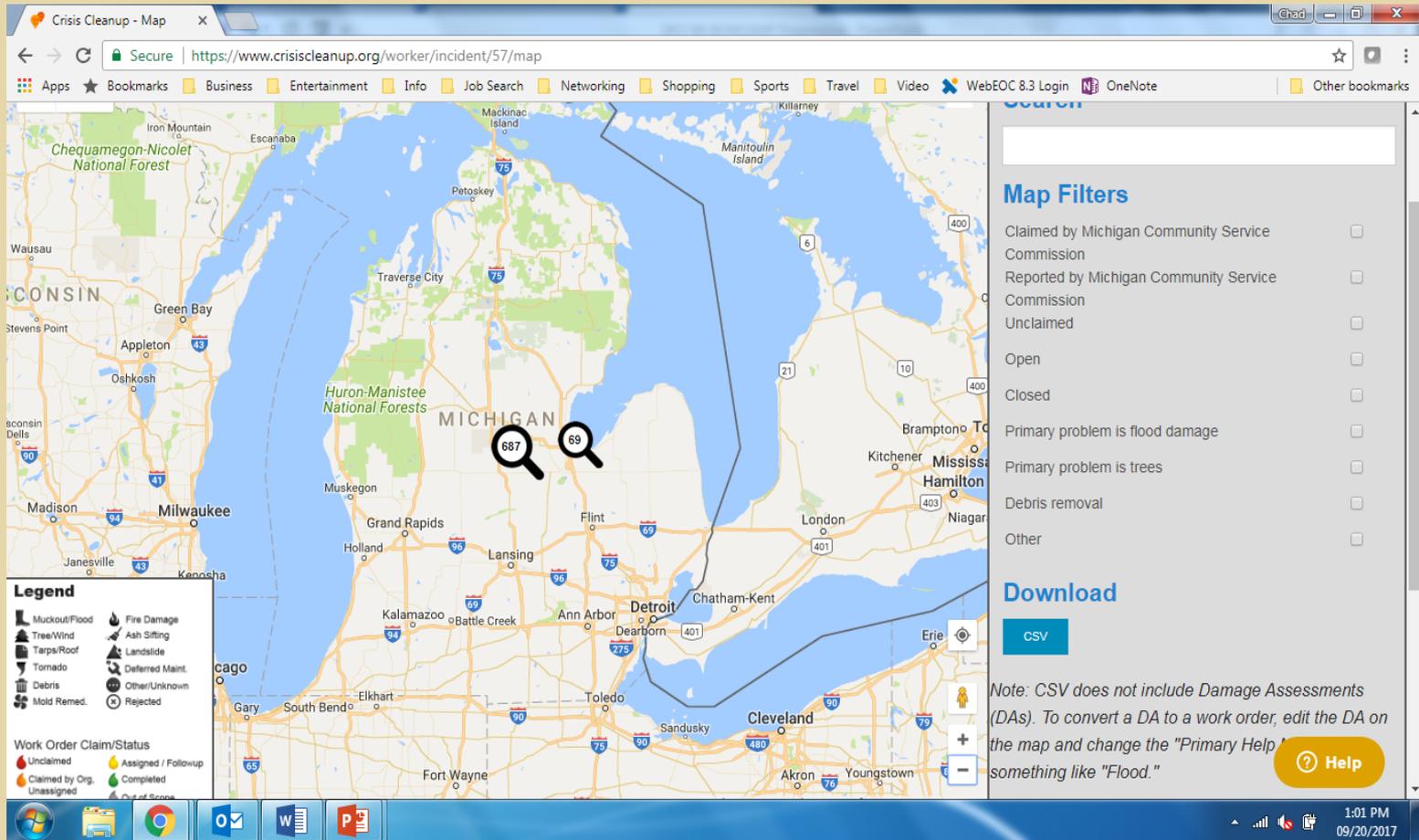
# 2018 Southern MI Flooding

250 homes recorded for  
recovery assistance



# Mid-MI Flooding, June 23 – Sept. 20, 2017

## 1,264 calls handled – 756 Claims of Damage



Crisis Cleanup - Map x

Secure | <https://www.crisiscleanup.org/worker/incident/57/map>

Apps | Bookmarks | Business | Entertainment | Info | Job Search | Networking | Shopping | Sports | Travel | Video | WebEOC 8.3 Login | OneNote | Other bookmarks

**Legend**

- Muckout/Flood
- Tree/Wind
- Tarps/Roof
- Tornado
- Debris
- Mold Remed.
- Fire Damage
- Ash Sitting
- Landslide
- Deferred Maint.
- Other/Unknown
- Rejected

**Work Order Claim/Status**

- Unclaimed
- Claimed by Org.
- Unassigned
- Assigned / Followup
- Completed
- Out of Scope

**Map Filters**

- Claimed by Michigan Community Service Commission
- Reported by Michigan Community Service Commission
- Unclaimed
- Open
- Closed
- Primary problem is flood damage
- Primary problem is trees
- Debris removal
- Other

**Download**

CSV

Note: CSV does not include Damage Assessments (DAs). To convert a DA to a work order, edit the DA on the map and change the "Primary Help Message" to something like "Flood."

Help

1:00 PM 09/20/2017

# 2018 Western UP/Houghton Flooding

Handled 1,475 calls – 10,000+ volunteer hours in first 2 weeks



## Looking to the Future

What can we do now to help your community prepare for the disasters of tomorrow?

Contact Chad Veeseer  
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