



IMPACT REPORT

Celebrating 50 Years of Impact!

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2025



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Message from our CEO

Leading with Vision, Growing with Passion.

For 50 years, The Information Center has been a trusted place where people turn for help, guidance, and hope.

As we celebrated TIC's 50th Anniversary in 2025, we reflected not only on how far we have come, but on the growing need for the work we continue to do every day. For five decades, TIC has remained committed to helping individuals, families, caregivers, and our community navigate life's challenges with dignity, compassion, and support.

This year was one of growth, transformation, and impact. From helping older adults remain independent in their homes, to connecting individuals with critical resources and care, our team worked every day to ensure people did not have to navigate difficult situations alone. We strengthened programs, expanded outreach efforts, invested in technology and infrastructure, and achieved NCQA Accreditation — all while continuing to evolve to meet the changing needs of the communities we serve.

None of this work happens without people who believe in our mission.

We are grateful to our staff, Board of Directors, volunteers, partners, funders, and supporters who continue to stand beside TIC and help make this work possible. Most importantly, we thank the individuals and families who place their trust in us during some of life's most important moments.

As we look ahead, we remain focused on building the next fifty years of impact — creating stronger connections, expanding access to services, and ensuring every person who reaches out to TIC knows there is someone ready to help.

Thank you for being part of our journey.

With gratitude,
Beth Grant

**President &
Chief Executive Officer**
The Information Center





the
information
center

Mission

"The Information Center empowers 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."

Vision

The Information Center's vision is to be the leading and most trusted resource hub in Downriver and Western Wayne, ensuring all residents, particularly seniors and individuals with disabilities, experience seamless access to the comprehensive support and person-centered options they need to live with dignity, independence, and optimal well-being, achieved through strong community collaborations and strategic partnerships.

Meet Our Board of Directors



Beth Grant
President & Chief
Executive Officer



Lisa Rutledge
Chairman of
The Board



John Filkins
Vice -Chairman



Anthony Panson
Treasurer



Stephanie Miello
Secretary



Kenneth Bearden
Trustee



Jeffrey Chicoine
Trustee



Stephanie McNees
Trustee



Mitzi Cardona
Trustee



Adrienne Sewell
Trustee

Meet Our Leaders



Beth Grant
President & Chief
Executive Officer



Susan Zanley
Chief Operating
Officer



Laurie Trueblood
Chief Financial
Officer



Julie Grassi
Chief Program
Officer



Anum Chaudhry
Chief Compliance
Officer

2025



YEAR IN NUMBERS

11.5M

Total Revenue

3

Year NCQA
Accreditation
Achieved

304

MI Choice
Participants

\$31M

State Savings
via MI Choice

100+

Community
Partners

11,005

People Served

20K

'Where to Turn' Resource Guides
Distributed

8

Counties
Served

Our Team: Stability & Growth



91%

Retention Rate

Total staff as of 12/31/2025: 41

Total staff departures in 2025: 4

Total staff retained: 37



3

New Positions

2 MI Options Counselors

1 Resource and Quality Manager



What this means for TIC?

Experienced team providing
consistent, quality service.

Low turnover ensures strong
relationship with clients

MI CHOICE MEDICAID WAIVER PROGRAM

Home-Based Care That Honors Independence and Dignity

What is MI Choice?

The MI Choice Medicaid Waiver Program enables eligible seniors and adults with disabilities to receive comprehensive nursing facility-level care in the comfort of their own homes. This person-centered approach honors individual preference while delivering cost-effective care that saves Michigan tax payers millions annually.

WHO WE SERVE



Seniors 65+

Aging in place with comprehensive support services



Adults with disability

Living independently with personalized care coordination



Family Caregivers

Receiving assistance and professional support for loved ones

2025 SUCCESS METRICS

304

Active
Participants

9

Supports
Coordinators

232,200

Service Hours

COST SAVINGS IMPACT

DAILY SAVINGS



\$281

Per participant vs. nursing
facility

ANNUAL STATE SAVINGS



\$31,180M



Generated by TIC participants
in 2025

SERVICES PROVIDED

- Nursing Services
- Respite Services
- Adult Day Health (Adult day Care)
- Home Modifications
- Community Transportation
- Medical Supplies
- Chore Services
- Personal Emergency Response Systems
- Private Duty Nursing/Respiratory Care
- Counseling
- Home Delivered Meals
- Supports Coordination
- Community Health Worker



Provider Network

The Information Center: Service Delivery Partners



Home Care Agencies

33 In Home CLS Providers

23 Residential Settings

3 Onsite Residential Care Agencies



Adult Day Programs

3 Specialized Providers



Transportation

2 Dedicated Providers &
Additional support through
home care agencies

**75 Service Providers
Supporting Our Clients!**

75

7

**New Providers
in 2025**

Community Transition Services Program Overview

From Facility to Independence

A Typical Community Transitions Journey

19

In 2025, TIC assisted 19 individuals in transitioning to community living: 11 with MI Choice services and 8 with other HCBS.

Individual referred from facility; navigator assesses eligibility and creates personalized transition plan.

Referral

STEP 1

STEP 2

Initial Assessment

Navigator assesses eligibility and creates personalized transition plan.

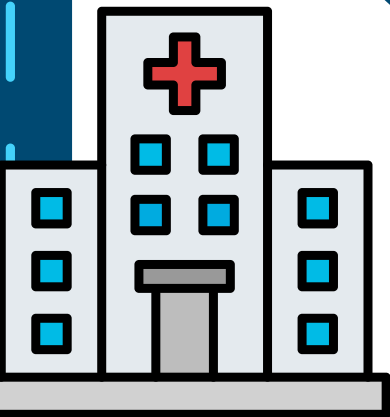
Housing Search

Navigator helps locate suitable, accessible housing options within the community and budget

Home Setup

Home furnished, utilities connected, support services arranged and coordinated

STEP 4





Mending the Safety Net

Our annual resource sharing event, which brings together non-profits from across the region. This event supports The Information Center's mission, while also allowing organizations to come together to support our community.

200+
Attendees

\$7,500
Funds Raised

9
Sponsors

72
Community Partners-Exhibitors

5
In-Kind Food Vendors



“Thank you for inviting Western Wayne Family Health Centers to the event today. It was truly a wonderful experience. I had the opportunity to meet so many amazing individuals who all share the same goal, which made the event even more meaningful.”

2025 Service Report

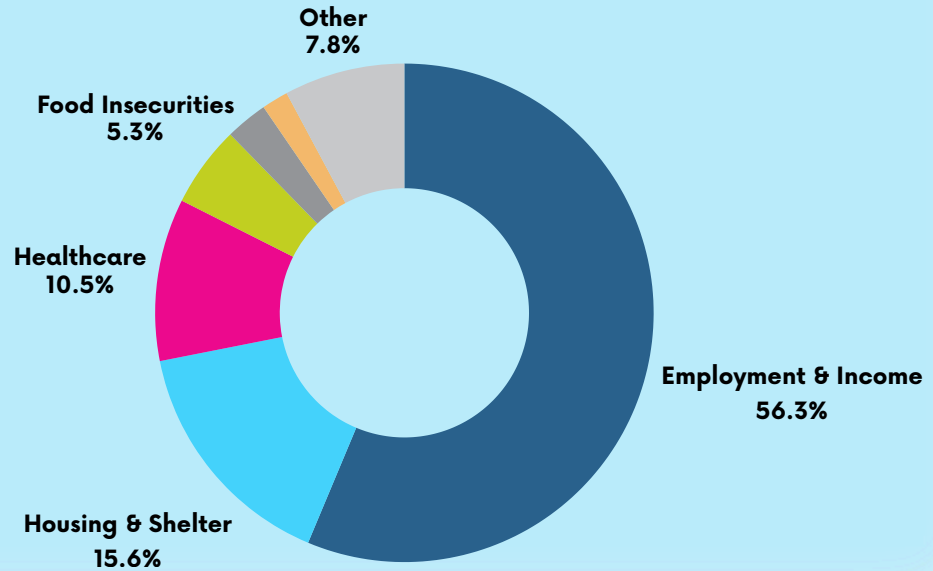
Community Navigation

Total Calls: **12,290**

Average per month: **1,024**

Referrals Provided: **13,060**

Average per Client: **1.2**



SEMCA MI Works One Call

Total Contacts: **7,371**

Job Seekers: **7,342**

Training Program Referrals: **6,935**

Employers Connected: **29**

MI Options

75

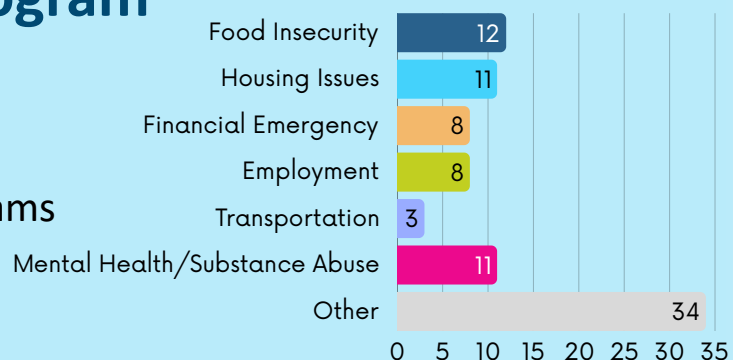
Served

WCCCD - Student Assistance Program

Total Calls: **39**

Students Helped: **39**

Connected **39** students to **79** services and programs



2025 Financials

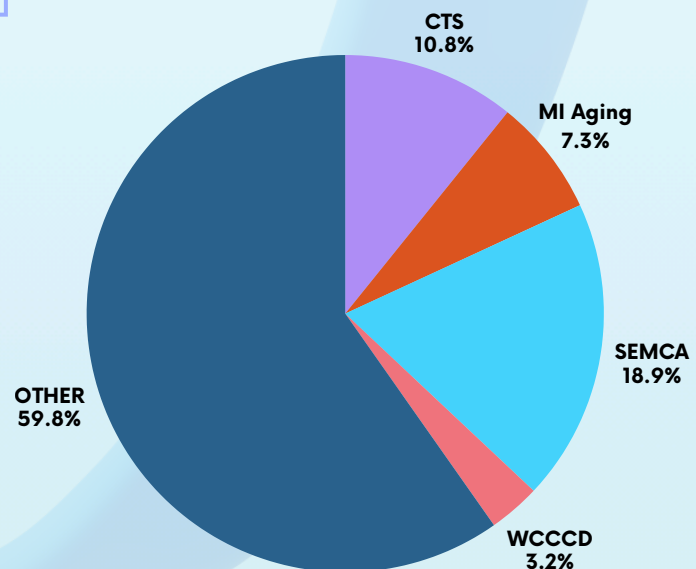
TOTAL REVENUE	11,575,060
MI Choice	10,152,145
Community Transition Services	132,693
MI Aging & Adult Services	89,904
SEMCA	232,221
WCCCD	39,780
Contributions Other	734,317
MI Options	194,000



6.4%

Increase in Income
over 2024

All Non-MI Choice Income





Gala

On Thursday, October 2, 2025 we celebrated our 50th Anniversary with a beautiful Golden Gala at The Bentley in Wyandotte, MI where it all began.

\$53,025

Raised

189

Guests



Client Testimonials



"My social worker was so wonderful from the first day I met her, and asked me how I was feeling and asked what I needed. She made sure I was well taken care of. I'm on a limited income. I don't know what I would do without The Information Center."
— **Darnise , Participant**

"For a few years, we had no idea how much help was being provided by The Information Center, then we realized they were working "behind the scenes" calling, sending information and providing everything we needed to make good decisions for Earl." - **Ken, brother-in-law of Participant**



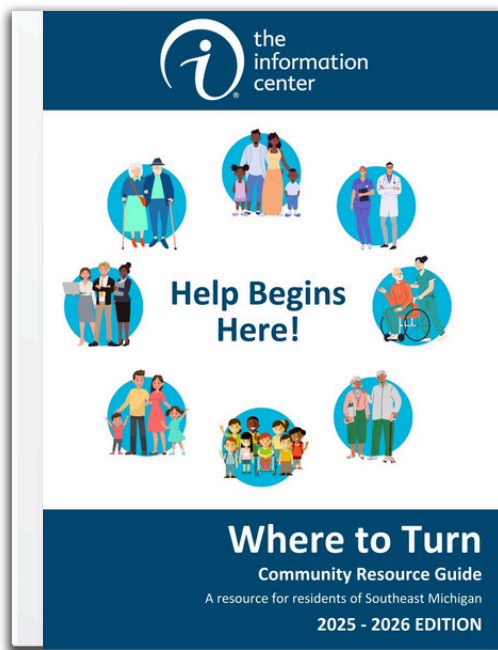
"I want to thank The Information Center for making my life easier. If it weren't for The Information Center, I wouldn't be able to do all that I can. Recently, I celebrated my sister's wedding. I got out on the dance floor in my chair and I "boogie-woogied" the night away!" - **Shannon, Participant**

"I have been through so much, but the team at The Information Center is encouraging and helpful. I am happy that my children can visit and spend the night with me. I would recommend The Information Center to anyone." - **Brianna**



Where to Turn Guide

The most trusted & well-anticipated resource guide used throughout Wayne County and beyond.



42

Advertisers



Thousands

of Resources in the Guide and in our database



20,000

Printed & Distributed



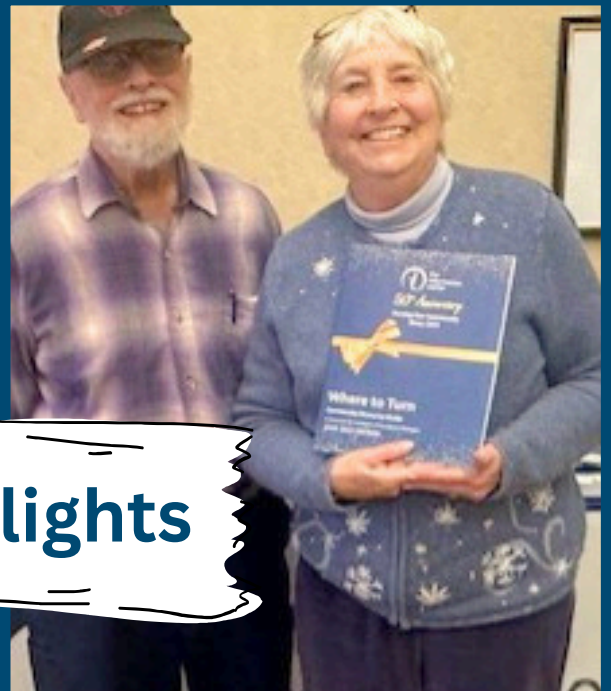
Don't forget you can also download a copy.
www.theinfocenter.org/resources/

Thank You!

2025 was a year of meaningful progress, continued growth, and renewed commitment for The Information Center. Through the dedication of our staff, the collaboration of our partners, and the strength of the individuals and families we serve, we continued to expand access to support, strengthen our services, and make a lasting difference in our community.

As we look ahead, our mission remains clear: to connect people with the care, resources, and guidance they need to live with dignity, independence, and hope. Together, we will continue building a stronger, more compassionate community where every person feels seen, supported, and empowered.





TIC Event Highlights





 **20400 Superior Road, Taylor MI 48180**

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