



## Michigan 2-1-1 Report on Performance: 2012

### Michigan 2-1-1 Overview

2-1-1 provides easy access to information about community services. With data on providers, callers, community needs and unmet needs, 2-1-1 is a social barometer with real-time information to inform planning and policy development to ensure limited public and private resources are deployed efficiently and effectively. Michigan 2-1-1 is part of a national initiative that is available to 92% of the U.S. population in all 50 states, D.C. and Puerto Rico, making over 18.3 million referrals in 2012.

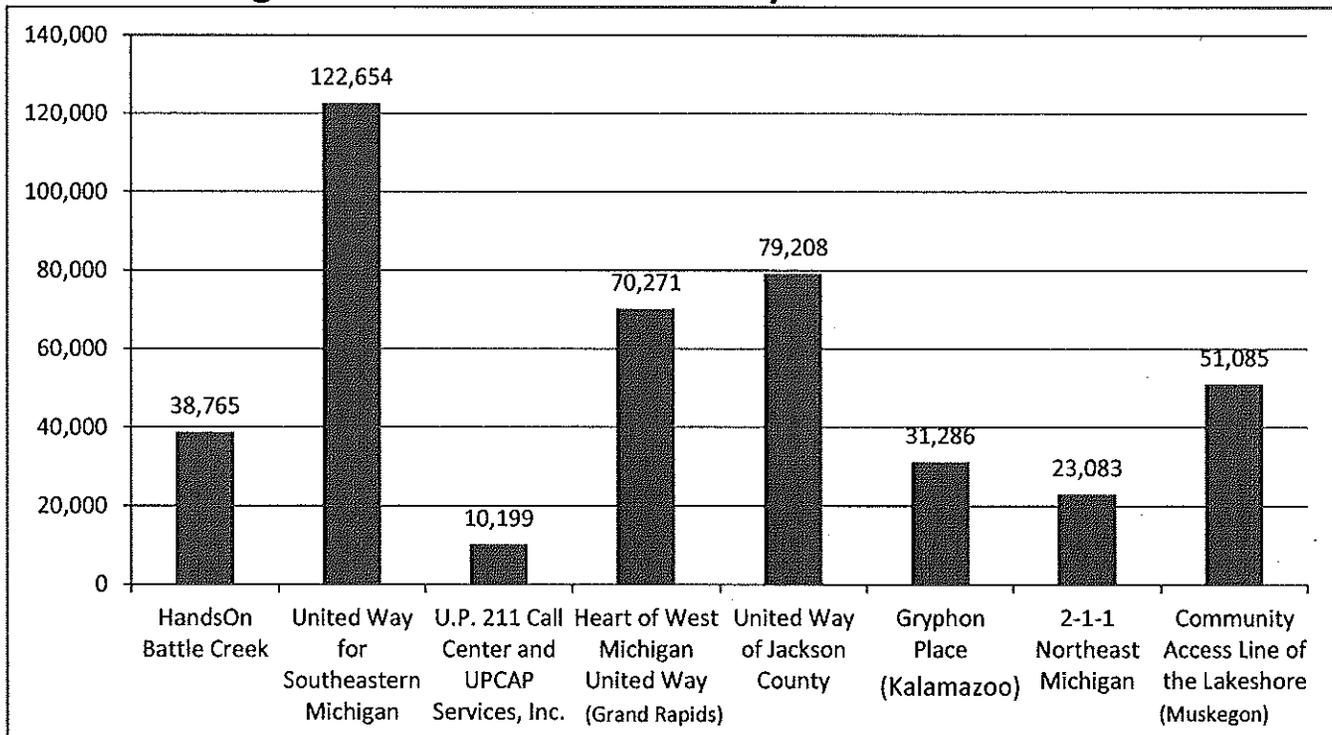
### Michigan 2-1-1 Quick Facts

- Eight regional 2-1-1 Call Centers manage Michigan's most up-to-date, comprehensive health and human service database listing of 8,550 agencies offering almost 75,000 services in over 180 languages.
- Provided over 487,000 phone-based referrals in 2012. Adding web-based searches, email, chat and text, the Michigan 2-1-1 system handled over 580,000 contacts in 2012.
- Over 99% of Michigan's population has 2-1-1 access and online searchable resource databases are available statewide. Funding is secured to extend access to 100% of Michigan residents.

### What's Next?

- A MAUW/MI211-secured Veterans Transit grant is covering costs to create a single, unduplicated statewide searchable database including over 275 new transportation programs. Funding will support connecting call and referral data for more detailed analysis of community usage and needs.
- Launching a new MI211 web site in Fall 2013.

## Michigan 2-1-1 Caller Referrals By Call Center – CY 2012





## Michigan 2-1-1 Calls Referrals Provided – CY 2012

	HandsOn Battle Creek	UW SE Michigan	U.P. 211	Grand Rapids	UW Jackson County	Kalamazoo	NE Michigan	Muskegon	Total
Arts, Culture & Recreation	29	360	39	135	143	35	9	52	802
Clothing, Personal & Household	2,949	8,514	121	2,880	6,717	1,366	1,478	2,903	26,928
Disaster Services	33	275	556	39	155	59	28	31	1,176
Education	114	1,584	24	614	698	138	161	337	3,670
Employment	55	4,552	131	405	434	93	65	244	5,979
Food & Meals	6,338	14,064	511	5,440	6,378	1,449	3,202	5,250	42,632
Health Care	1,141	10,964	1,610	3,533	4,949	1,345	1,924	3,719	29,185
Housing & Utilities	8,867	63,244	2,684	17,867	19,157	7,872	9,470	12,305	141,466
Income Support & Assistance	1,249	8,526	475	4,536	5,564	3,018	866	3,216	27,450
Individual, Family & Community Support	1,477	10,323	3,137	9,746	3,127	1,221	444	2,888	32,363
Information Services	14,653	48,597	364	23,634	5,085	13,414	4,741	20,636	131,124
Legal, Consumer & Public Safety	1,102	8,445	632	1,855	3,769	1,312	776	1,407	19,298
Mental Health & Addictions	351	3,477	431	1,261	1,875	1,335	348	994	10,072
Other Government/ Economic Services	132	1,261	72	412	556	142	31	159	2,765
Transportation	605	1,839	534	1,551	1,391	591	1,247	1,493	9,251
Volunteers & Donations	110	875	99	388	846	199	106	292	2,915
<b>Total Problem/Needs</b>	<b>39,205</b>	<b>186,900</b>	<b>11,420</b>	<b>74,296</b>	<b>60,844</b>	<b>33,589</b>	<b>24,896</b>	<b>55,926</b>	<b>487,076</b>

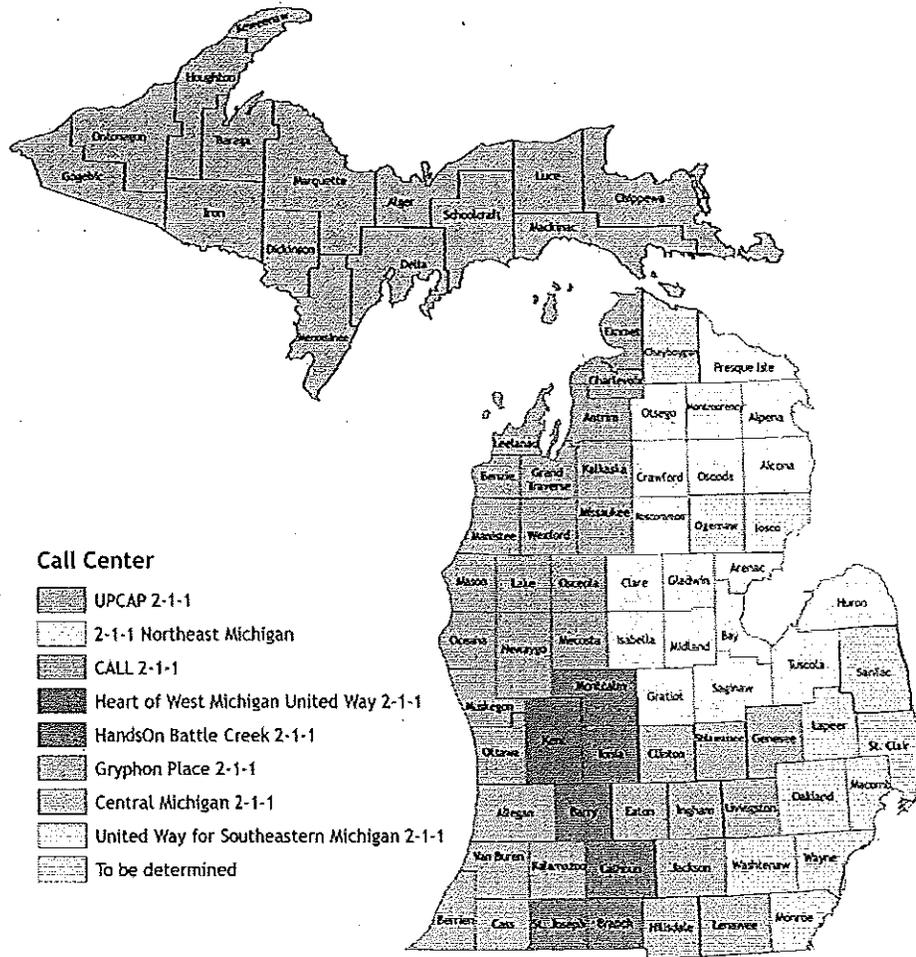
Note: The number of referrals provided does not match the number calls handled as many caller receive more than referrals for services in addition to their primary need/reason for calling.

### 2012 EITC Project Summary

Gender of caller:	
Male	4,466
Female	10,466
Did Not Disclose	1,251
<b>Number of EITC callers referred</b>	<b>16,073</b>
Number of I-Can E-file referrals	197
Number of callers referred to asset building programs	536
Number of callers referred to:	0
Home Heating Credit	1,509
Child Tax Credit	1,756
<b>Number of appointments scheduled</b>	<b>6,274</b>
<b>Number of reminders</b>	<b>4,644</b>

# Michigan 2-1-1 Service Areas by Regional Call Center

December 2012



**Note:** Cheyboygan and Sanilac Counties have submitted applications to MPSC to affiliate with the NE Michigan 2-1-1 call center. Approval is expected in the first quarter of 2013.