



Michigan 2-1-1 Report on Performance: 2010

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 **85% of the U.S.** population in all 50 states, D.C. and Puerto Rico, making **over 16.4 million referrals in 2010.**

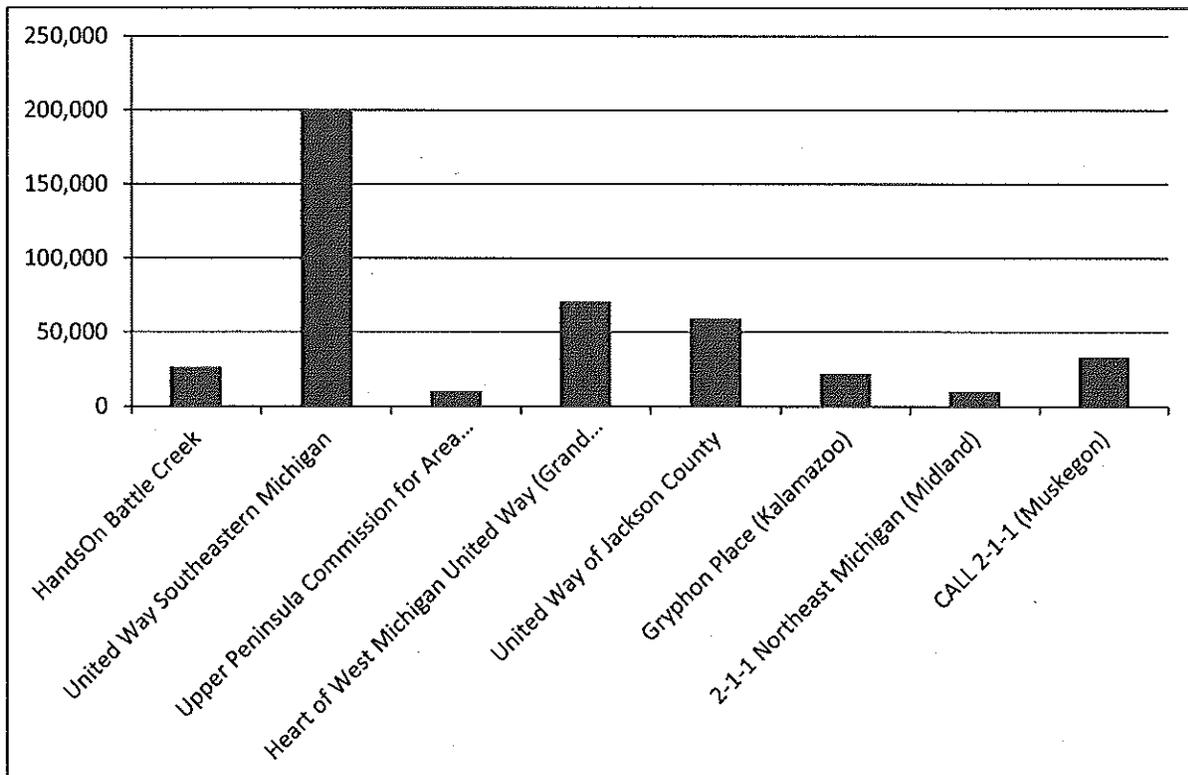
Michigan 2-1-1 Quick Facts

- 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 **433,000** phone-based referrals in 2010.
- No new counties were approved for 2-1-1 service in 2010. Access to 2-1-1 service remains at approximately 88% of the state population.

What's Next?

- Applications from thirteen counties additional counties were received and approved by Michigan Alliance of Information and Referral Systems. The expectation is the MPSC will review and approve these applications in the first quarter of 2012 to expand 2-1-1 service to these counties.

Michigan 2-1-1 Caller Referrals By Call Center – CY 2010



Michigan 2-1-1 Calls Referrals Provided – CY 2010

	HandsOn Battle Creek	UW SE Michigan	U.P. 211	Grand Rapids	UW Jackson County	Kalamazoo	NE Michigan	Muskegon	Total
Arts, Culture & Recreation	24	619	26	124	156	23	2	52	1,026
Clothing, Personal & Household	3,601	10,631	96	3,547	5,242	1,105	687	2,783	27,692
Disaster Services	94	333	8	62	56	28	10	15	606
Education	107	1,498	30	628	862	99	71	276	3,571
Employment	62	6,522	150	694	345	103	37	197	8,110
Food & Meals	8,482	19,463	476	6,084	5,078	2,365	1,651	4,920	48,519
Health Care	1,284	17,412	1,744	7,693	5,819	1,399	1,268	4,369	40,988
Housing & Utilities	8,501	77,065	2,702	20,613	17,749	5,777	3,625	11,923	147,955
Income Support & Assistance	1,086	14,833	502	4,197	6,002	3,304	489	1,944	32,357
Individual, Family & Community Support	1,129	14,029	2,736	11,530	3,670	1,089	181	3,005	37,369
Information Services	157	11,677	522	7,180	6,354	3,130	885	2,131	32,036
Legal, Consumer & Public Safety	868	16,305	439	4,868	3,396	1,638	265	1,370	29,149
Mental Health & Addictions	223	5,407	343	1,344	1,941	1,323	167	1,021	11,769
Other Government/ Economic Services	64	1,084	44	432	351	40	1	124	2,140
Transportation	526	2,284	349	1,652	1,502	455	813	1,270	8,851
Volunteers & Donations	517	1,473	65	421	716	179	65	212	3,648
Total Problem/Needs	26,725	200,635	10,232	71,069	59,239	22,057	10,217	33,465	433,639

2010 EITC Project Summary

Gender of caller:

Male 4,216

Female 10,094

Did Not Disclose 403

Number of EITC callers referred 14,778

Number of I-Can E-file referrals 162

Number of callers referred to asset building programs 1,050

Number of callers referred to:

Home Heating Credit 2,461

Child Tax Credit 1,975

Home Buyers Credit 1,797

Energy Tax Credit 1,839

Number of appointments scheduled 6,274

Number of reminders 4,644

