

MICHIGAN 2-1-1: A STATEWIDE NETWORK



AGENDA

Introductions

About 2-1-1

About Michigan 2-1-1

Service Delivery

Michigan 2-1-1 ISD

Questions

Contact



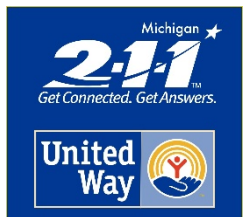
WHAT IS 2-1-1?

2-1-1 is a **toll-free service** throughout the US and parts of Canada available by **phone, text and web**

2-1-1 connects individuals to **community resource specialists** who help them to find services and resources available locally

2-1-1 **provides information and referrals on needs** like:

- Utility Payment Assistance
- Housing and shelter
- Employment assistance
- Childcare resources
- Education
- Healthcare and mental health
- Household needs



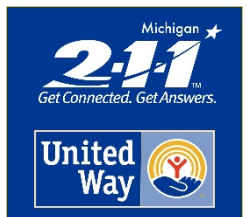
WHAT IS MICHIGAN 2-1-1?

Michigan 2-1-1 (MI 211) is the **statewide service network** supporting seven regional 2-1-1 contact centers. MI 211 is based in Lansing, MI.

MI 211 promotes **technical collaboration** among the seven regional contact centers and encourages resource sharing across the state.

MI 211 **provides regulatory support, fund development support and technical assistance** to regional 2-1-1 centers.

MI 211 helps partner centers **identify trends, report analytics** and find **opportunities to improve services**



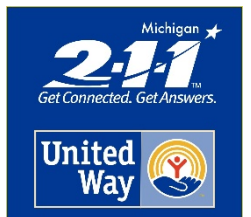
MICHIGAN 2-1-1 SERVICE: PROVEN AND RELIABLE

Michigan 2-1-1 Partners:

- Handle over **400K** contacts and provide over **1 Million** referrals for people in need **each year**
- Offers 24/7 availability by **phone, text, web and chat**
- Provide trusted expertise to individuals who rely on social determinant supports

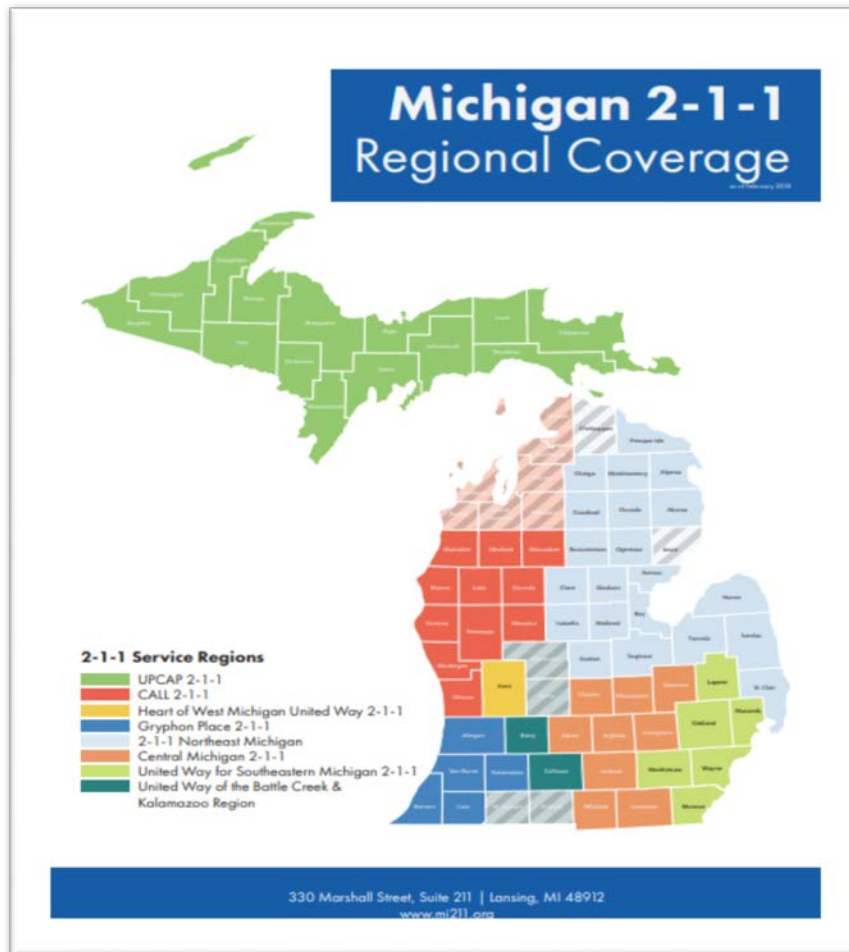
Michigan 2-1-1 Partners Assure Quality and Value:

- Agencies are accredited and referral specialists are AIRS certified
- Records and entries are verified by local personnel **at least yearly**
- Statewide **97.5%** of agency records were updated in some way and **87%** of records were full updated through a formal review process.



WHERE IS 2-1-1 AVAILABLE?

MICHIGAN COVERAGE MAP



- Statewide Communications Network
- 24/7/365 Access
- Anyone can access resources online at www.mi211.org



SERVICES AVAILABLE BY CENTER

Available Service	Online Database	Phone Referral	Chat Referral	Text Referral
Statewide	X	X	X	X
211 NE	X	X	X	X
CALL	X	X	X	X
Central	X	X	X	X
SW MI Gryphon Place/ HOBC	X	X	X	X
UWSEM	X	X	X	Coming Soon
UPCAP	X	X	X	X
13 Limited Service Counties	X			

MICHIGAN 2-1-1: TOP REFERRALS



Utilities



Food



Housing &
shelter



Employment
assistance



Childcare



Education



Healthcare
& Mental
Health



Household
needs

THE 2-1-1 USER EXPERIENCE: WHAT TO EXPECT



By phone: callers are screened at the point of contact. Trained agents identify problem need and help callers discover secondary needs. Referrals are provided based on callers location and available resources



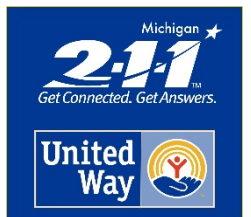
By web: clients search by topic area, need and location to find available resources in their area



By text: clients text 2-1-1 and engage with a contact agent who helps them identify need by problem need and location to locate resources in their area

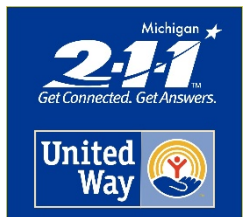
MICHIGAN 211 DATABASE CONTENT: A COMPREHENSIVE UP-TO-DATE REPOSITORY

- **6,800** agencies at **13,600** sites with **28,400** programs and services are accessible through the MI 211 Resource Database
- **Every agency** is assigned a **certified resource manager** for direct accountability and relationship management



HOW DOES MI 211 SUPPORT THE ISD AND MIBRIDGES PROJECT?

- The ISD **integrates** the 2-1-1 database records with the customer profiles in MI-Bridges
- The ISD integration will **improve access to community resources** and help clients address **social determinant needs**
- The ISD project will **enhance reporting and provide improved analytics** on uptake and unmet needs
- The project is in **implementation status** and the pilot is scheduled to **launch in March 2018**





Helping you every step of the way.

Apply for benefits, manage your case, and explore resources.

Login Register



Apply for Benefits

A streamlined and dynamic application for multiple programs.



This is a pilot version of MI Bridges. [Read More](#)

Find Resources

Utilities



xxxxxx St, Lansing, Michigan

All Sub Topics



All Sub Topics

Electric Service Payment Assistance

Gas Service Payment Assistance

Water Service Payment Assistance

Heating Fuel Payment Assistance

Utility Repair Assistance

Discounted Telephone Service

Discounted Internet Service

Home Safety Repair Assistance

Disability Related Home Repairs

* Address

Address

* City

City

State

Michigan



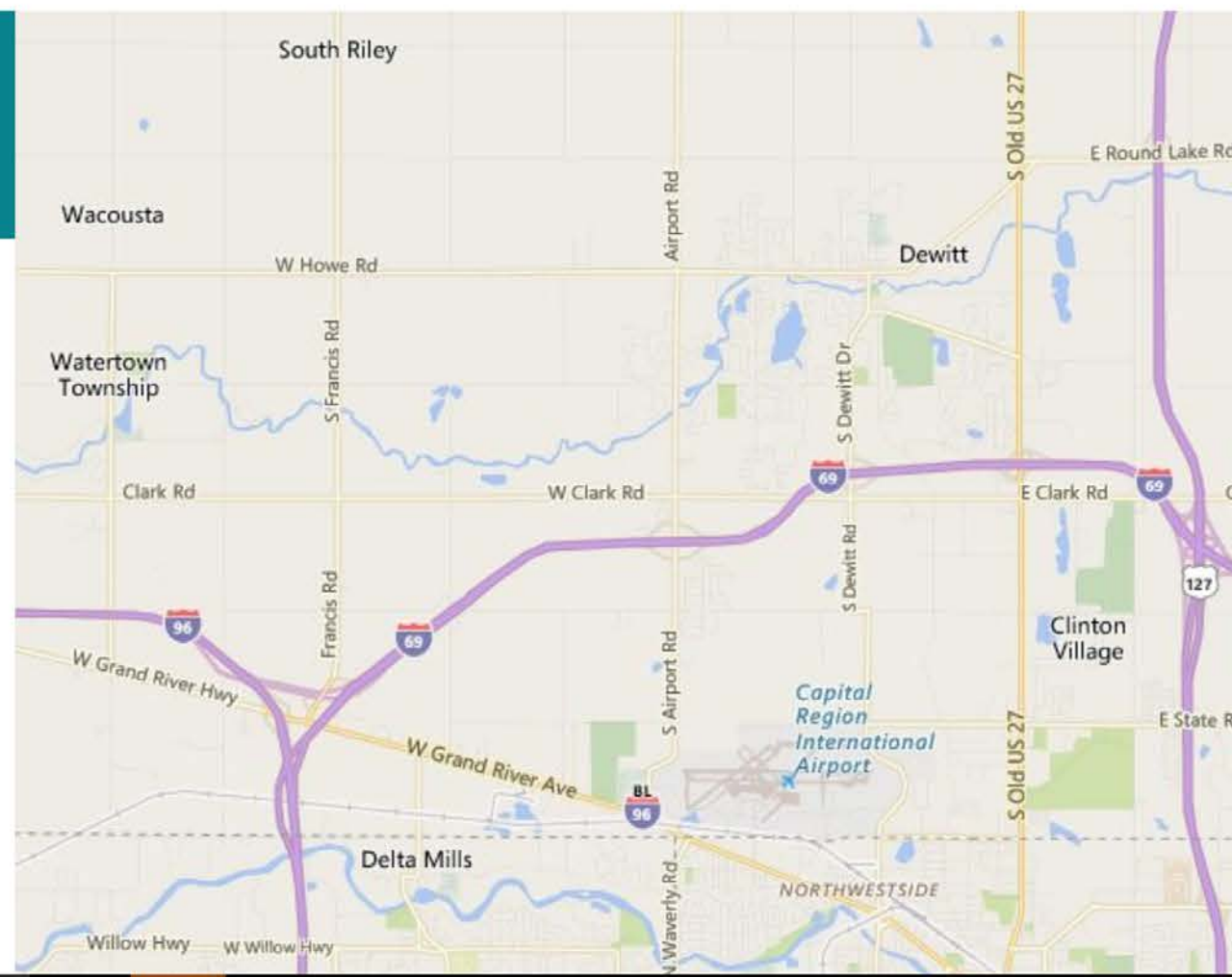
* Zip Code

Zip Code

Cancel

Update Location

Updating your location here is not reported as a case change



Find Resources

Utilities

Electric Service Payment Assistance

xxxxxx St, Lansing, Michigan

CAPITAL AREA COMMUNITY SERVICES - LANSING SERVICE CENTER

- 1301 Rensen, Lansing, Ingham, MI, 48910

(3.39 Miles away)

Mon-Fri 8am-4:30pm

COMMODITY SUPPLEMENTAL FOOD PROGRAM, COMMUNITY FUNDS, EXTREME HEAT COOLING PROGRAMS, MEDICAID AND MEDICARE INFORMATION/COUNSELING, MORTGAGE DELINQUENCY /TAX FORECLOSURE DEFAULT COUNSELING, SPECIALIZED INFORMATION AND REFERRAL FOR OLDER ADULTS, UTILITY SERVICE AND HOUSING PAYMENT ASSISTANCE, UTILITY SERVICE PAYMENT ASSISTANCE, VITA PROGRAM SITES (2017), WEATHERIZATION PROGRAMS
- ## TRI-COUNTY OFFICE ON AGING
- 5303 South Cedar Street, Bldg 1, Lansing, Ingham, MI, 48911

(3.45 Miles away)

AARP TAX AIDE PROGRAM SITES (2018), CAREGIVER TRAINING, CASE/CARE MANAGEMENT FOR OLDER ADULTS, CHILDREN'S OUT OF HOME RESPITE CARE AND CAMPERSHIPS FOR KINSHIP CARE CHILDREN RAISED BY OLDER ADULTS, CONGREGATE MEALS/NUTRITION SITES FOR OLDER ADULTS, EXERCISE CLASSES/GROUPS FOR OLDER ADULTS WITH A FEAR OF FALLING, FOOD VOUCHERS, IN HOME ASSISTANCE REGISTRIES AND SENIOR HOUSING INFORMATION AND REFERRAL FOR OLDER ADULTS, MEAL VOUCHERS FOR OLDER ADULTS, MEDICAL SOCIAL WORK, MEDICARE INFORMATION/COUNSELING, PAIN MANAGEMENT, UTILITY SERVICE PAYMENT AND PRESCRIPTION EXPENSE ASSISTANCE FOR OLDER ADULTS, WARMING/COOLING CENTER PROGRAMS

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES - INGHAM COUNTY

5303 South Cedar Street, Lansing, Ingham, MI, 48909

(3.45 Miles away)

Applications accepted from November 1-May 31 annually All applications for SER energy-related assistance submitted from June 1-October 31 will be automatically denied

ADOPTION EVALUATION/PLACEMENT, ADOPTION EXPENSE ASSISTANCE FOR CHILDREN WITH SPECIAL NEEDS, ADOPTIVE PARENT/CHILD SEARCH, ADULT STATE/LOCAL HEALTH INSURANCE PROGRAMS, ATTENDANT SUBSIDIES, AUTOMOTIVE REPAIR, CHILD CARE EXPENSE ASSISTANCE, CHIP PROGRAMS, FACILITY LICENSING, FAMILY PRESERVATION PROGRAMS, FOOD STAMPS/SNAP FOOD STAMPS/SNAP FOR DISABILITY BENEFIT RECIPIENTS, FOSTER HOME PLACEMENT, FOSTER HOME PLACEMENT, HOLIDAY ADOPTION PROGRAMS (2015), HOUSEHOLD GOODS, JUVENILE DIVERSION, MEDICAID, MEDICARE PAYMENT ASSISTANCE, REFUGEE ASSISTANCE PROGRAM, SENIOR HOUSING INFORMATION AND REFERRAL, STATE DISABILITY INSURANCE, STATE EMERGENCY RELIEF FOR ENERGY RELATED NEEDS, STATE EMERGENCY RELIEF FOR HOME REPAIR, STATE EMERGENCY RELIEF FOR HOUSING, STATE EMERGENCY RELIEF (SER), STUDENT FINANCIAL AID FOR CURRENT AND FORMER FOSTER CHILDREN, TANF, TEMPORARY FINANCIAL ASSISTANCE FOR CURRENT AND FORMER FOSTER CHILDREN, VOLUNTEER OPPORTUNITIES

DTE ENERGY

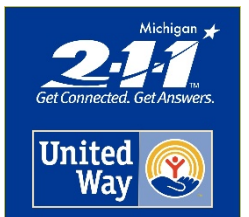
One Energy Plaza, 785 WCB, Detroit, Wayne, MI, 48226

(81.49 Miles away)

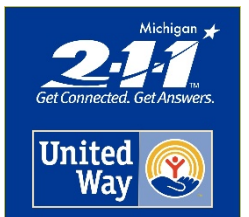
A detailed map of the Lansing, Michigan area and surrounding regions. The map shows major highways like I-496, I-96, and I-69, as well as local roads. Landmarks such as Capital Region International Airport, Delta Center, and various townships are labeled. A red location pin is placed in the central part of the map, near the airport and downtown area. The map also shows the Grand River and other geographical features.

IN CLOSING

- Michigan 2-1-1 has **extensive and established** relationships with community partners
- Michigan 2-1-1 is **trusted and engaged** in the community
- Michigan 2-1-1's database and resource managers offer the **best quality data available**
- All partners offer a **proven track-record of success**



QUESTIONS?



FOR MORE INFORMATION

Contact Michigan 2-1-1:

Tom Page, Executive Director

Tom.Page@mi211.org

or

517-664-9811

Keisha Crenshaw-Walker, State Training Coordinator

Keisha.Crenshaw-Walker@mi211.org

or

517-664-9804

Or visit:

www.mi211.org

