



Michigan 2-1-1 Report on Performance: 2011

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 16.6 million referrals** in 2011.

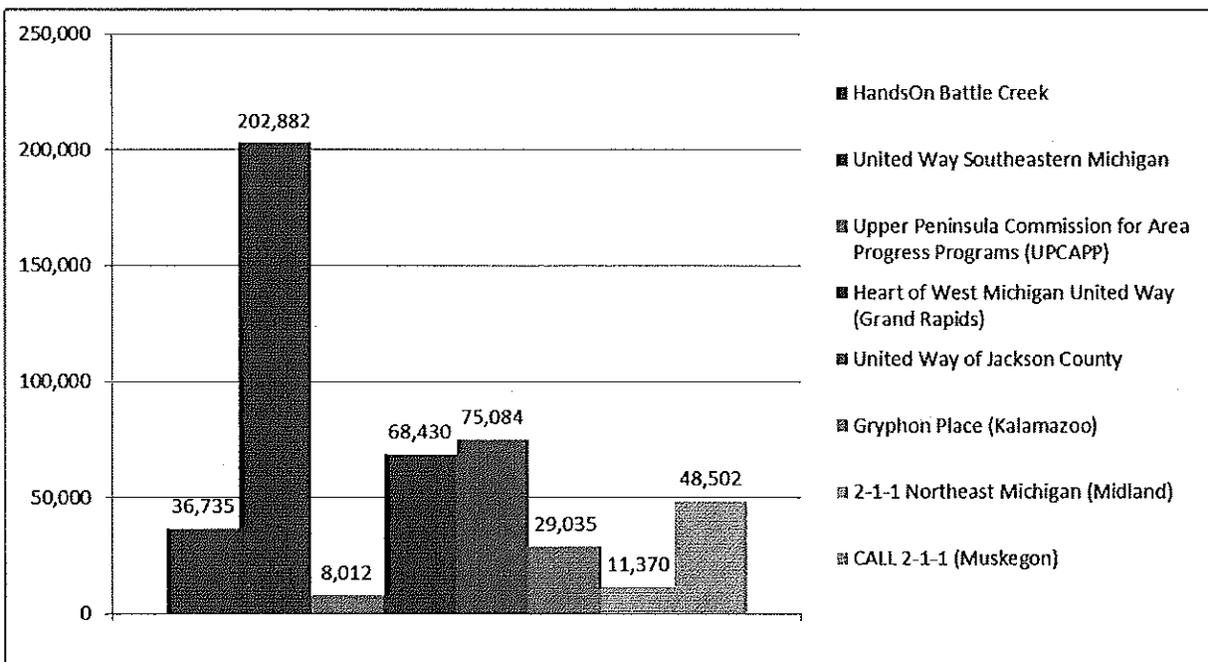
Michigan 2-1-1 Quick Facts

- 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 **480,000** phone-based referrals in 2011.
- In 2011 there were 10 new counties approved for 2-1-1 service delivery: Barry, Genesee, Ionia, Lake, Lapeer, Mecosta, Montcalm, Newaygo, Osceola, and Shiawassee. This brings state access to 90.5% of the population.

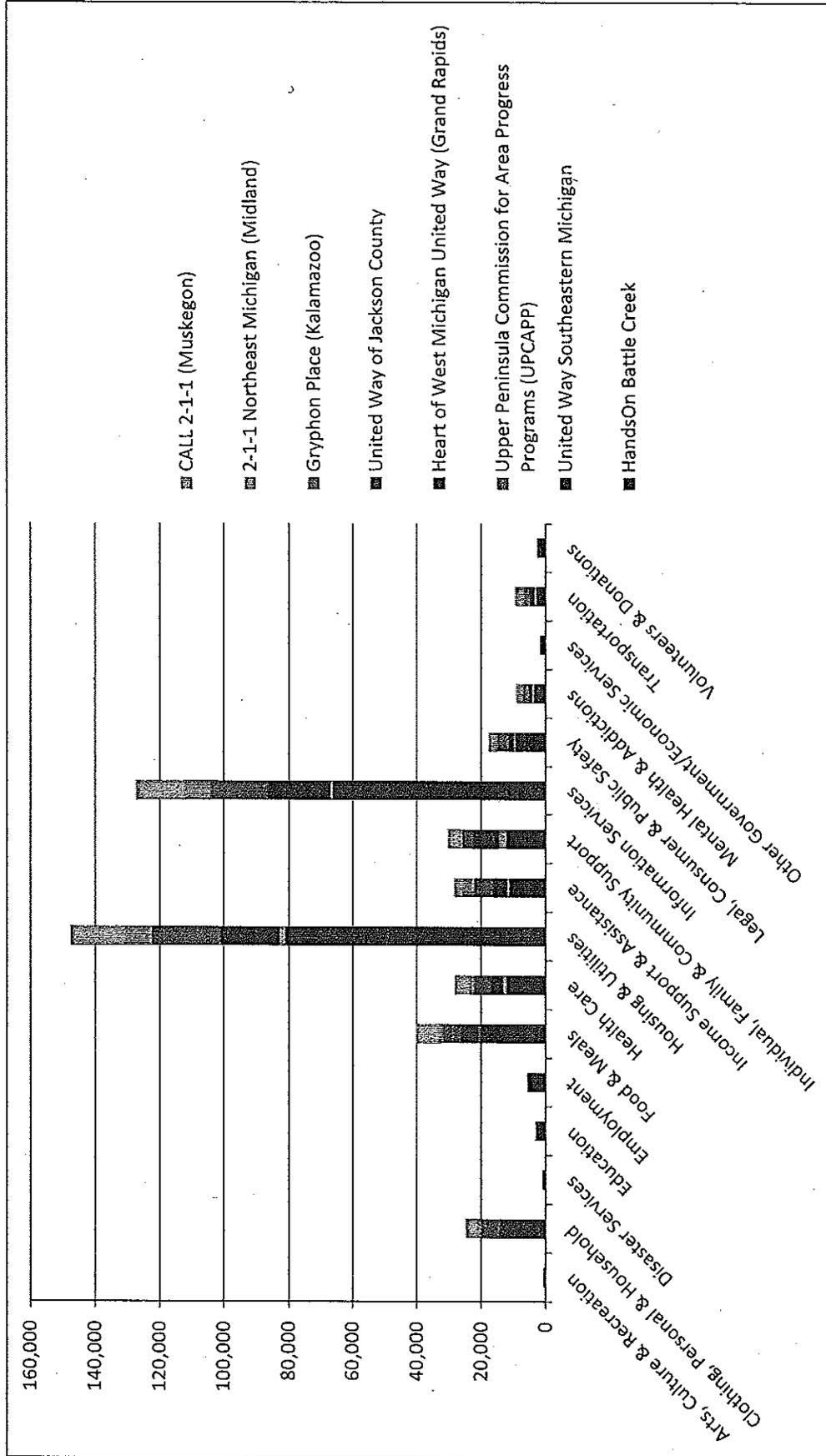
What's Next?

- 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 2011



Michigan 2-1-1 Calls Handled By Need – CY 2011



Michigan 2-1-1 Calls Referrals Provided – CY 2011

	HandsOn Battle Creek	UW SE Michigan	U.P. 211	Grand Rapids	UW Jackson County	Kalamazoo	NE Michigan	Muskegon	Total
Arts, Culture & Recreation	29	378	14	107	133	24	9	57	751
Clothing, Personal & Household	2,827	8,228	86	2,842	5,861	1,240	844	3,009	24,937
Disaster Services	316	462	9	48	133	43	16	41	1,068
Education	124	1,288	29	485	895	138	56	275	3,290
Employment	48	4,588	105	513	404	88	32	210	5,988
Food & Meals	6,290	14,104	375	5,531	5,535	1,325	1,800	5,139	40,099
Health Care	1,078	10,893	1,247	3,714	5,392	1,413	1,015	3,624	28,376
Housing & Utilities	10,478	70,588	1,674	18,227	21,419	8,482	4,287	12,462	147,617
Income Support & Assistance	1,324	10,057	435	4,496	6,014	3,380	482	2,320	28,508
Individual, Family & Community Support	1,363	10,712	2,430	7,863	3,417	1,283	208	3,254	30,530
Information Services	10,938	55,355	345	19,637	17,421	8,349	1,229	14,021	127,295
Legal, Consumer & Public Safety	831	8,557	435	1,733	3,523	1,158	385	1,247	17,869
Mental Health & Addictions	243	3,442	332	1,186	1,868	1,212	169	923	9,375
Other Government/ Economic Services	80	903	38	218	449	91	3	117	1,899
Transportation	634	2,370	376	1,461	1,852	601	781	1,560	9,635
Volunteers & Donations	132	957	82	369	768	208	54	243	2,813
Total Problem/Needs	36,735	202,882	8,012	68,430	75,084	29,035	11,370	48,502	480,050

2011 EITC Project Summary

Number of EITC callers referred	14,905
Number of I-Can E-file referrals	137
Number of callers referred to asset building programs	948
Number of callers referred to:	
Home Heating Credit	2,545
Child Tax Credit	9,888
Number of appointments scheduled	5,777
Number of reminders	4,752
Follow-up results:	
	96.6% satisfaction with 2-1-1 experience
	92.7% satisfaction with VITA experience

Current 2-1-1 Coverage Planned Expansion by Regional Call Center

