



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 **18.2 million direct referrals and 17.3 million web-based referrals in 2013.**

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 **7,900 agencies offering over 29,500 services** in over 180 languages.
- Provided 439,292 phone/text/email referrals in 2013 and over 140,000 web-based referrals for a total of **579,000 referrals to assistance in 2013**, equivalent to 11.2% of all households in Michigan. In addition the system worked with callers to find alternatives 51,561 requests for assistance where no service was available.
- Over 97% of Michigan's population has 2-1-1 access and online searchable resource databases are available statewide. Several counties in NW Michigan have temporarily suspended phone-based referrals due to local funding challenges. They continue to have access to the online 2-1-1 database.

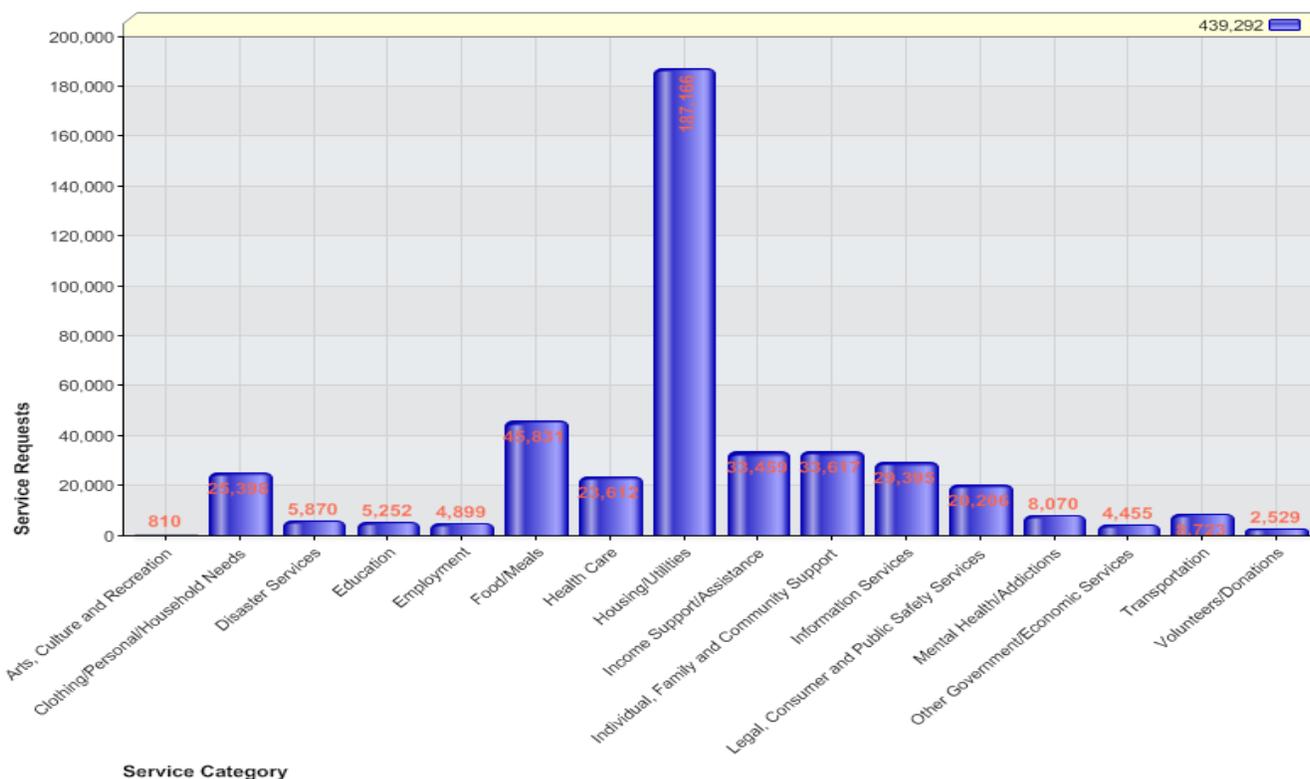
Recent Accomplishments

- March 2014 – Initial work completed on consolidating eight regional databases into a single unduplicated statewide, eliminating nearly 1,000 duplicate agency records while adding over 400 additional transportation-related resources.
- April 2014 - new MI211.org web site launches making it easier to find the information you need.
- June 2014 – New statewide contact management platform brings the eight 2-1-1 contact centers into an integrated system for handling and tracking calls, chat, text and email. Single statewide number, **1-844-875-9211**, to reach Michigan 2-1-1 information centers from anywhere in the U.S.
- Enhanced reporting of referral data to track community needs and usage patterns with expanded collection of demographic data.
- Secured over \$250,000 in private funding to expand 2-1-1 services and provide direct support to local communities needing assistance to maintain 2-1-1 phone-service.
- Partnered with DHS to coordinate flood relief assistance to victims of the August 2014 flooding victims in SE Michigan. The system handled over 5,000 calls between August 20 –September 30.
- Proposals are in process to MPSC to designate NE Michigan 2-1-1 as the regional home for 2-1-1 service in Iosco and Ogemaw Counties, leaving only St. Clair County without a designation.

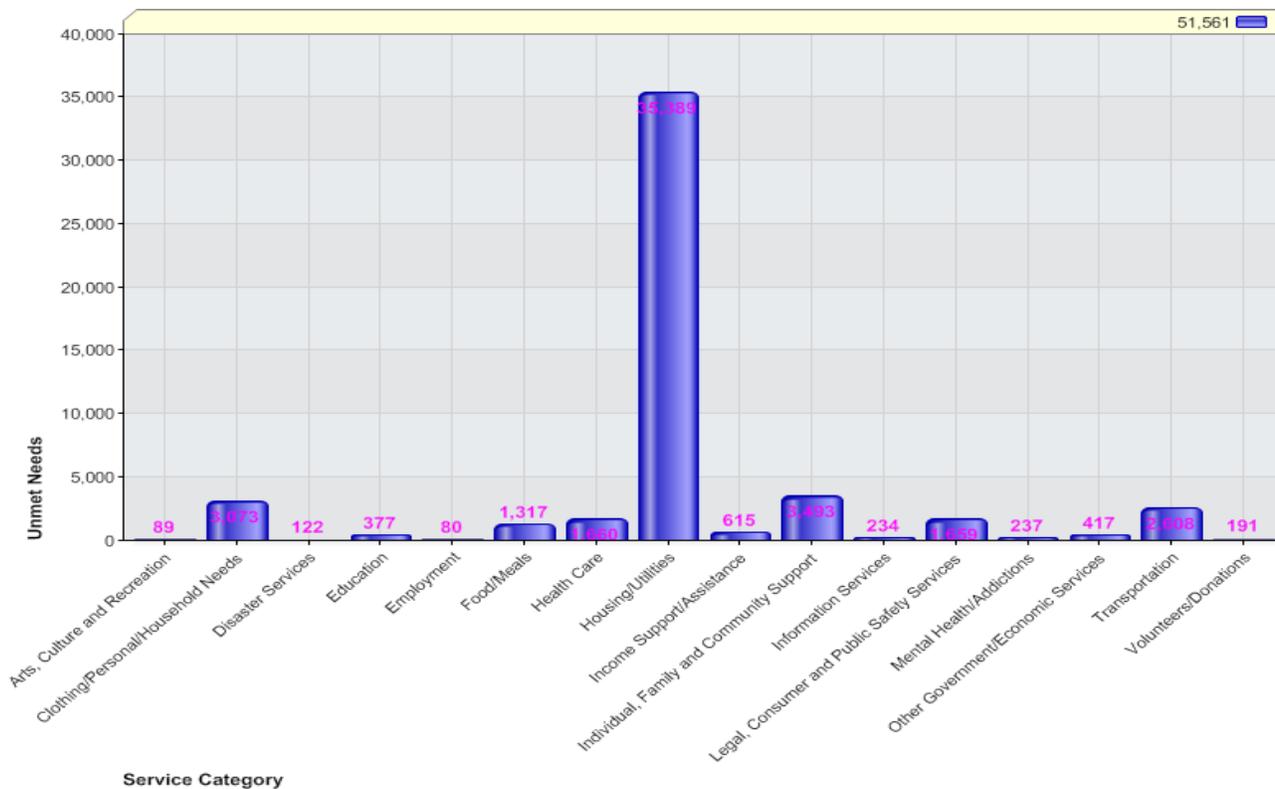
What's Next

- Implementing statewide quality assurance practices to track performance and improve the user experience with 2-1-1.
- Expand variety and depth of information resources on the Michigan 2-1-1 web site to supplement phone- and web-based referrals.
- Increase the number of 2-1-1 centers offering chat-based assistance.

Michigan 2-1-1 Callers Referrals by Need FY 2013



Michigan 2-1-1 Unmet Caller Needs FY 2013



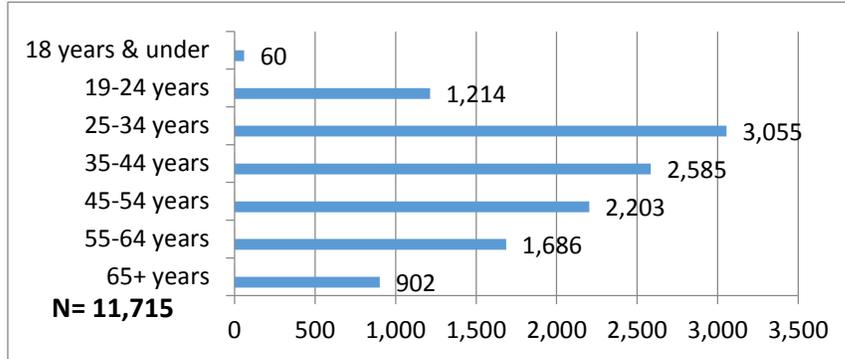
2-1-1 Demographic Data Collection CY 2013

Beginning in July 2014, Michigan 2-1-1 partners expanded their collection of demographic data from a randomized selection of callers. From July 1 – September 15 the Michigan 2-1-1 partners collected over 11,000 complete data sets of responses to seven demographic questions. In addition, using an automated caller response system, data on callers' veteran/military service status was collected from 277,986 callers.

1. Age

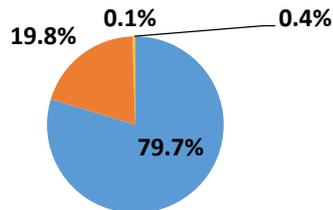
18 & under	0.5%
19-24	10.4%
25-34	26.1%
35-44	22.1%
45-54	18.8%
55-64	14.4%
65+	7.7%

Average Age 42.0



2. Gender

Female	79.70%
Male	19.80%
Other	0.10%
Refused to answer	0.80%



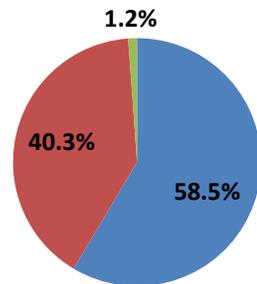
2-1-1 Caller Gender

- Female
- Male

N=13,704

3. Household composition

Married no children	5.2%
Married with children	11.4%
Partners no children	1.9%
Partners with children	4.3%
Single Person Household	30.90%
Single with children	42.90%
Nonfamily household	2.30%
Refused/No answer	1.40%



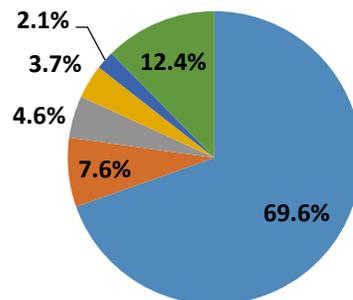
Household Composition

- Household with children
- Household w/o children
- Refused

N=13,101

4. Income

No Income	7.10%
Less than \$10,000	37.20%
\$10,000 - 14,999	21.00%
\$15,000 - 19,999	8.80%
\$20,000 - 24,999	5.40%
\$25,000 - 34,999	4.10%
\$35,000 - 49,999	1.80%
\$50,000 - 74,999	0.60%
\$75,000 - 99,999	0.20%
\$100,000 and over	0.20%
Refused to answer	13.70%



Income

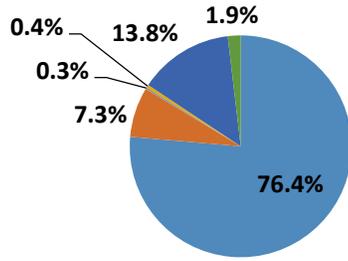
5,000

- \$15,000-\$19,999
- \$20,000-\$24,999
- \$25,000-\$34,999
- \$35,000 and over
- Refused to answer

N=12,003

5. DHS Client Status

Current DHS client	76.4%
Former DHS client	7.3%
Current foster care	0.3%
Former foster care	0.4%
Not applicable	13.8%
Refused to answer	1.9%



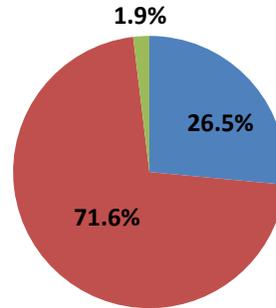
DHS Client Status

- Current DHS client
- Former DHS client
- Current foster care
- Former foster care
- Not applicable
- Refused to answer

N=12,422

6. Transportation Access

I am unable to use available transportation options	1.5%
I do not have access to transportation	11.5%
No transportation	0.2%
No money for bus fare or gas	0.1%
I get help from family or friends for transportation	13.2%
I have transportation	71.6%
No problems with transportation	
Refused to answer	1.9%



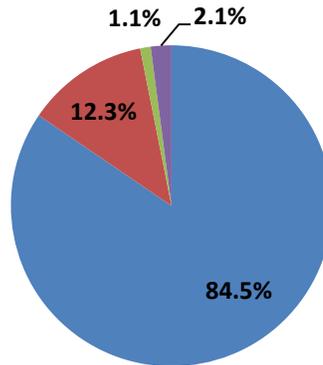
Transportation

- Needs help with transportation
- Has reliable access to transportation
- Refused to Answer

N=11,972

7. Medical insurance/Healthy Michigan?

Yes	84.5%
No	12.3%
Referral given	1.1%
Refused to answer	2.1%



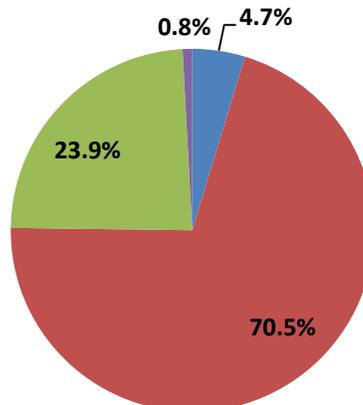
Medical insurance/Healthy Michigan?

- Yes
- No

N=12,182

8. Veteran Status

Yes	4.70%
No	70.5%
Declined to Respond	0.8%
Not Applicable	23.9%



Veteran/Military Service Status

- Yes
- No
- Not applicable
- Declined to Respond

N=277,986

Michigan 2-1-1 Energy Assistance Referrals & Unmet Needs: October 2012 – September 2014

Analysis of historical requests to Michigan 2-1-1 for energy assistance reveals a spike in requests for assistance coupled with a general lack of resources as indicated by unmet needs. The following bullet points and graphs illustrate these trends. The second page provides a breakdown of unmet needs by county indicating where the problems are worst.

- More calls received for energy assistance in the first seven months of 2014 than all 2013: (70,618 vs. 70,086)
- Each of the last three months of FY 2013 had the highest recorded number of unmet needs in Michigan 2-1-1 history.
- Four counties (Kent, Saginaw, Bay, and Wayne) account for 50% of all Michigan unmet needs in June-July 2014.
- Unmet needs (i.e. no referral was available) for Kent, Saginaw and Bay counties exceeded 80% in the last four months of CY 2014. Essentially all state and local resources were depleted in these communities until the beginning of the new fiscal year.
- There are multiple anecdotal reports of staff at 2-1-1s and energy assistance providers breaking down in tears with clients due to a complete lack of options to meet these needs.

