



MICHIGAN 2-1-1

A Statewide Network

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 **community resource specialists** help individuals find services and resources available locally

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

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



WHAT IS MICHIGAN 2-1-1?

- Michigan 2-1-1 Network (MI 211) is the **statewide collaboration** of seven regional 2-1-1 contact centers, coordinated by the Michigan 2-1-1 state office.
- Regional 2-1-1 centers and the Michigan 2-1-1 state office are **legally designated** by Michigan Public Service Commission (MPSC) to **support access to 2-1-1 service** in Michigan.
- Michigan 2-1-1 state office supports statewide 2-1-1 collaboration and service delivery through **shared infrastructure, funding assistance** and **best practice guidance**.



MICHIGAN 2-1-1 SERVICE

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 Quality and Value:

- Regional centers are nationally accredited and staff are AIRS certified
- Call handling and database management metrics (Ex: Records and entries are verified by local personnel **at least yearly**)

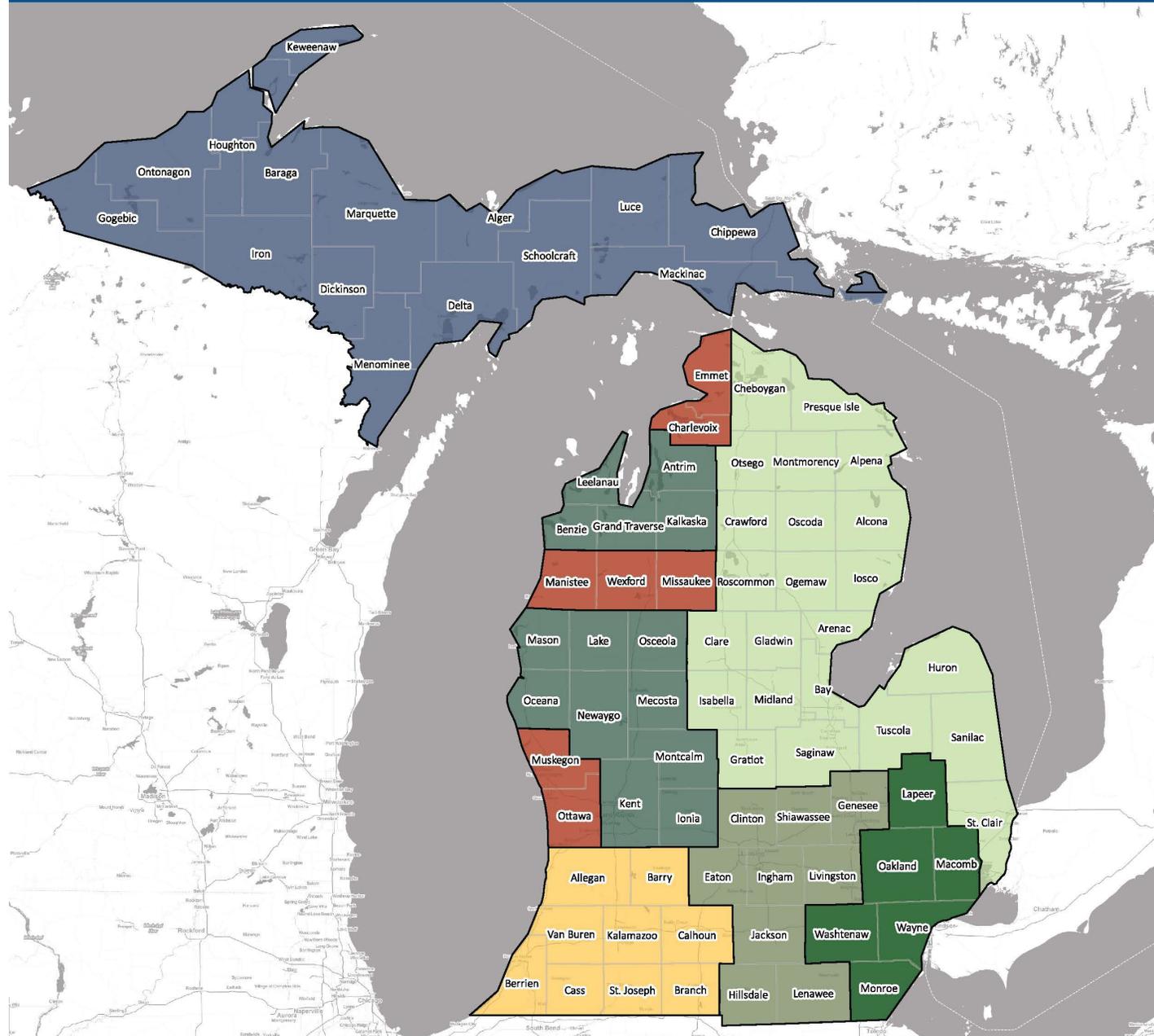


MICHIGAN 2-1-1 ACCESS

- Coverage area displayed on map
- Dial 2-1-1
- Text 898211
- 24/7/365 Access
- www.mi211.org



Michigan 2-1-1 Contact Centers by Regions



Legend

Michigan 2-1-1 Contact Centers by Regions

- 211 Northeast Michigan
- CALL 2-1-1
- Central Michigan 2-1-1
- Gryphon Place 2-1-1
- Heart of West Michigan United Way 2-1-1
- UPCAP 211
- United Way for Southeastern Michigan 2-1-1



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Sources:
2010 U.S. Census Bureau - TIGER

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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 primary needs and help callers discover secondary needs. Referrals are provided based on callers location and available resources.



By web: clients search by topic area, services 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 resources based on their need and location.



MICHIGAN 2-1-1 DATABASE CONTENT: A COMPREHENSIVE UP-TO-DATE REPOSITORY

- Over **7,000** agencies at **14,250** sites with over **36,700** programs and services are accessible through the MI 211 Resource Database
- **Every agency** is assigned a **certified database curator** to help ensure accurate and up to date information about the programs and services they provide



IN CLOSING

- Michigan 2-1-1 serves **the citizens of Michigan** through relationships with community partners supported by a network of **seven regional contact centers**
- Michigan 2-1-1 connects residents to **community resources** that are **accurate** and **up-to-date**
- Michigan 2-1-1 is accessible **24/7/365** by phone and web, text hours vary by county

