

Michigan 2-1-1

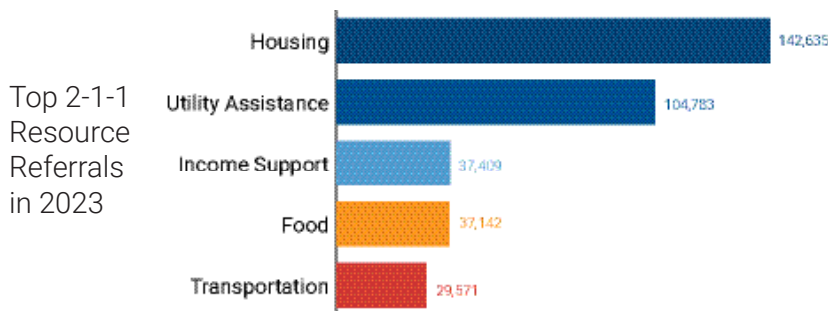
The “No-Wrong Door” Approach to Community Support for Michiganders in Need

Michiganders have a right to know about the resources available to them, but making a “wrong turn” and going “back to square one” can be discouraging and detrimental to vulnerable citizens. 2-1-1, a free-to-use, confidential service that connects anyone to the information, resources, and services they need from the public and private sectors, is integral to ensuring that there is “no wrong door” for getting help in Michigan.

2-1-1 is Michigan’s only comprehensive community resource information system. Clients can access confidential and compassionate assistance via phone, text, or web with well-trained, certified Community Resource Specialists through a statewide database of nearly 30,000 services through almost 7,000 local, state, and national agencies.

INTEGRAL TO OUR SAFETY NET AND DISASTER RESPONSE

On a daily basis, 2-1-1 is essential both to the safety net for all Michiganders and to our public safety and emergency response infrastructure. In 2023, 2-1-1 responded to over 430,000 requests for assistance - demonstrating 2-1-1 as a critical piece of public safety and emergency response infrastructure.



In the wake of disasters such as floods, deep-freezes, blackouts and more, **2-1-1 is consistently cited by civic leaders and officials as the place to go for critical information and support.** With the ability to update a complex database of available resources in real-time, 2-1-1 is uniquely suited to respond to immediate crises statewide with consistent, accurate, and timely information.

DISASTER RESPONSE BY THE NUMBERS

» **COVID-19:** 2020 - Present
Total Contacts: **349,962**

Provided testing, vaccine, and general information, including referrals for emergency rental, electric, gas, heating, water, and sewer assistance.

» **Sanford & Edenville Dam Break:** 2020
Total Contacts: **2,900**

Provided referrals for shelter, food, and water for displaced residents.

» **Houghton & Western Upper Peninsula Floods:** 2020
Total Contacts: **1,475**

Connected more than 10,000 volunteer hours for flood response.

» **Flint Lead Water Crisis:** 2014
Total Contacts: **23,000**

Provided general information and support, including over 12,000 water deliveries for residents.

A COLLABORATOR FOR GOOD

2-1-1 is a public-private partnership between local communities, United Ways and the State of Michigan, whose support for the system has deliberately risen over the past eight years and provided for stability and innovative practice.

2-1-1 offers transformational potential for creating a safety net with a true single point of entry for Michiganders. 2-1-1 accomplishes this through intentional local outreach and robust collaborations with public systems including MDHHS, MSHDA, and Veterans Affairs and with the nonprofit sector.

Michigan 2-1-1 bolsters the dollars the state invests into services and benefits for Michiganders by ensuring eligible citizens are connected to critical programs and resources they may not be aware of.

However, as demand increases, increased state support is necessary.

Currently, surges following a disaster place inordinate stress on 2-1-1 infrastructure. Any delay accessing essential services puts the safety and long-term well-being of Michiganders at further risk. An increased allocation would bolster 2-1-1's ability to serve all Michigan communities with the same standard of excellence and efficiency year-round while strengthening the necessary capacity to respond in times of public crisis.

BUDGET REQUEST \$7.05 Million Increase

Category	FY25 Total	FY25 Increase
Staffing/Capacity	\$8,030,000	\$6,523,418
Technical Infrastructure	\$920,000	\$426,582
Outreach & Awareness	\$100,000	\$100,000
Integrated Services Delivery Match	\$950,000	-
Total	\$10,000,000	\$7,050,000

*Current state General Funding is \$2,950,000

- **A significant increase in total capacity of the professionalized and credentialed workforce that sets 2-1-1 apart from third-party Information and Referral programs.** This will unlock improved contact handling, direct social navigation, surge capacity in response to disasters, quality assurance and analytics, and further integration of 2-1-1 work with state agencies.
- Integrated **innovative technology** across 2-1-1's omni-channel access points to maximize efficiency during disaster and emergency situations.
- New outreach to **increase community awareness** of 2-1-1 services and local community based organizations.