

# OneFAB

Information Delivered on One Page, Front And Back

Michigan 2-1-1

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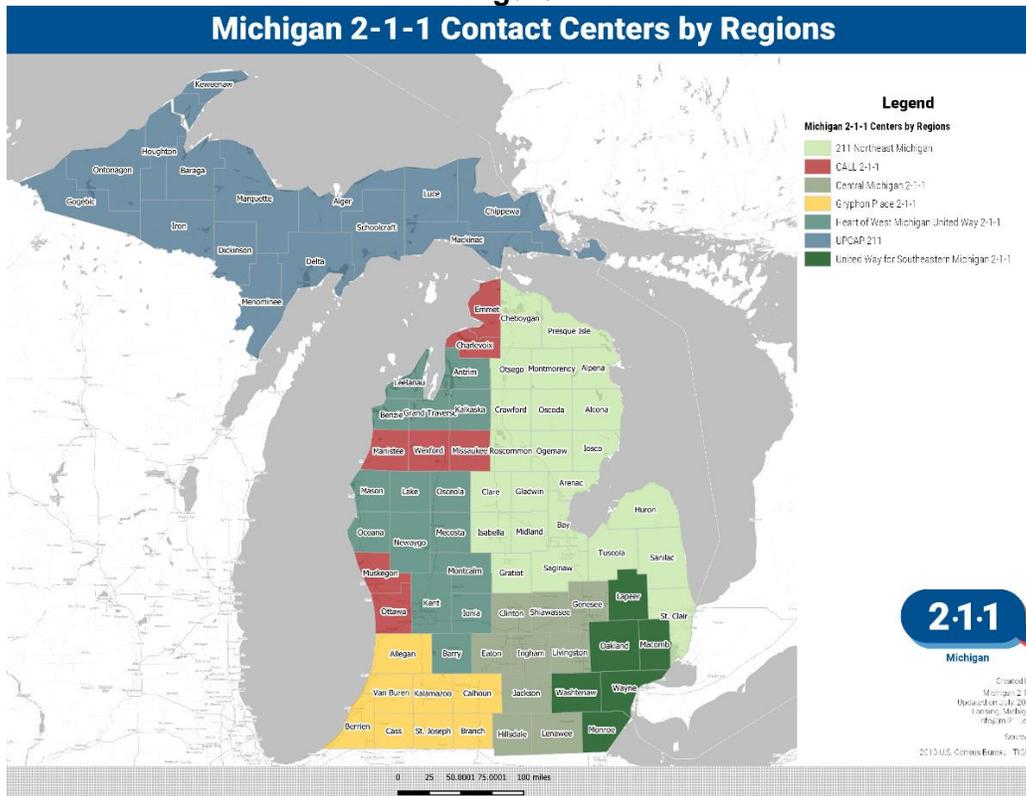
## 2-1-1 Program, Generally

There are a substantial number of health and human services programs and agencies throughout the United States, each with their own phone numbers, e-mail addresses, or other contact information. Accordingly, in 2000, the Federal Communication Commission designated the number "2-1-1" for community information and referral services. In many states, dialing "2-1-1" provides those in need of those services a shortcut to a referral or direct access to appropriate agencies and services. These services can include employment, family support, food, government services, health, housing, public benefits, and youth services.

## Michigan 2-1-1 Program

Michigan 2-1-1 (MI 211) is the coordinating body for a network of seven regional contact centers that help people who need assistance to access services. The organization is supported by local, State and Federal funding, as well as private funds. The MI 211 network includes seven regional contact centers that provide services statewide. The regional centers in Michigan are 2-1-1 Northeast Michigan, Community Access Line of the Lakeshore (CALL) 2-1-1, Central Michigan 2-1-1, Gryphon Place 2-1-1, Heart of West Michigan United Way 2-1-1, UPCAP 2-1-1, and United Way for Southeastern Michigan 2-1-1. The counties that are served by each of these regional centers are shown in [Figure 1](#).

Figure 1



## Appropriations and Usage

In each of fiscal years (FYs) 2022-23 and 2023-24, the Legislature appropriated \$2.95 million to MI 211. A five-year history of appropriations to MI 211 is shown in [Table 1](#). Boilerplate in the pertinent appropriations acts has generally required MI 211 to report call volumes by health and human service needs and unmet needs identified through caller data and number and percentage of callers referred to public or private provider types.

**Table 1**

| Michigan 211 Funding History |                       |                |  |
|------------------------------|-----------------------|----------------|--|
| Fiscal Year                  | Appropriation Amount* | Public Act     | Line-Item                                      |
| 2019-20                      | \$950,000             | PA 67 of 2019  | Demonstration Projects                         |
| 2020-21                      | \$950,000             | PA 166 of 2020 | Demonstration Projects                         |
| 2021-22                      | \$950,000             | PA 87 of 2021  | Policy and Planning Administration             |
| 2022-23                      | \$2,950,000           | PA 166 of 2022 | Community Services and Outreach Administration |
| 2023-24                      | \$2,950,000           | PA 119 of 2023 | Community Services and Outreach Administration |

\*These amounts reflect General Fund/General Purpose appropriations, not Gross amounts.

The FY 2022-23 report notes that at least 434,070 connections (i.e., an individual (or agency on behalf of an individual) contacts MI 211 via phone, chat, text, or e-mail) by MI 211 operators in FY 2022-23, down from 470,419 in FY 2021-22.<sup>1</sup> The vast majority of these, 93.7%, were by phone.<sup>2</sup> To put this into context, in FY 2022-23, an average of over 3.3 million (roughly one-third of) Michiganders were on some form of public assistance.

The categories of needs for which individuals/agencies contact MI 211 has changed since the previous fiscal year, likely because of the phasing out of many of the COVID-19 pandemic assistance and stimulus programs. For example, while overall requests for health care and COVID-19 diagnostic testing have decreased significantly (56% and 92%, respectively), food and meals requests have increased by 15%, likely because of the termination of additional supplemental nutrition assistance program benefits earlier in 2023. Also, employment requests have increased by 15%, and inquiries regarding employment and training centers increased by 126% in FY 2022-23. Housing-related inquiries also increased by 10%. In FY 2022-23, requests for rent payment assistance increased by 28%, and inquiries regarding temporary shelter, transitional housing, or housing assistance programs increased by 22% from the previous fiscal year. [Table 2](#) shows the top requests and reasons for which individuals/agencies contacted MI 2-1-1 over the last two fiscal years.

**Table 2**

| Fiscal Year 2021-22 |                                 |            | Fiscal Year 2022-23 |                                 |            |
|---------------------|---------------------------------|------------|---------------------|---------------------------------|------------|
| Ranking             | Top Reason for Contacting 2-1-1 | % of Total | Ranking             | Top Reason for Contacting 2-1-1 | % of Total |
| 1                   | Housing                         | 23%        | 1                   | Housing                         | 27%        |
| 2                   | Information Services            | 20%        | 2                   | Utility Assistance              | 19%        |
| 3                   | Utility Assistance              | 18%        | 3                   | Information Services            | 18%        |
| 4                   | Transportation                  | 7%         | 4                   | Income Support/Assistance       | 7%         |
| 5                   | Income Support/Assistance       | 7%         | 5                   | Food/Meals                      | 6%         |

Source: MI 2-1-1, "FY 2023: Report to the Michigan Department of Health and Human Services on Infrastructure, Data and Activities".

As noted above, boilerplate also requires MI 211 to report on unmet needs. According to the FY 2022-23 report, approximately 10% of inquiries with identified needs for the fiscal year went unmet; the most common identified needs that went unmet were housing and utility assistance (54% of all unmet need). For all identified unmet needs, the most common reasons for an unmet need were client ineligibility (32%), no service existed for the need (28%), and no immediate availability (20%).

<sup>1</sup> See Michigan 2-1-1, "FY 2023: Report to the Michigan Department of Health and Human Services on Infrastructure, Data and Activities". The information presented through the remainder of this publication was included in the referenced report.

<sup>2</sup> Because many call 2-1-1 anonymously, it is unknown how many individuals this represents; in other words, the number of connections is indicative of call volume.