



## What is 2-1-1?

- 2-1-1 is Michigan's universal number to call for health and human services information and referrals.
- 2-1-1 is free for callers, 24/7/365 and includes multiple language interpreter services.
- 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.
  - *Examples of services include: utility bill assistance, foreclosure prevention, food pantries, prescription assistance, free tax preparation, health care, volunteer opportunities, mental health and addictions, child care resources, clothing, personal and household needs, transportation, disaster information, legal aid and more.*
- Over 450,000 2-1-1 calls are received annually, providing powerful real-time data on the needs of Michigan's residents and service delivery gaps.
- Over 90% of Michigan's population has 2-1-1 access with further expansion underway to make 2-1-1 available for all Michigan citizens. In addition, online searchable resource databases are available statewide.
- The Net Present Value of 2-1-1 is in excess of \$800 million over ten years for a fraction of the cost.
- To get help, or give help, call 2-1-1.

## How YOU Can Help With 2-1-1

- Visit your 2-1-1 Call Center to become familiar with how it works and the best ways to leverage the program.
- Receive 2-1-1 Call Center Data Report and use for caller and resource data for policy making.
- Invite constituents to call 2-1-1 for needed health and human services information.
- Refer to 2-1-1 databases as you assist constituent calls.
- Include 2-1-1 information in your constituent newsletter.
- Link people to the 2-1-1 website through your website.
- Avoid duplication with additional health and human service help-lines and databases.
- Consider how 2-1-1 can create efficiencies for future State of Michigan operations.

**For more information:  
[www.uwmich.org/2-1-1](http://www.uwmich.org/2-1-1)  
or call 517.664.9811**