



## Michigan 2-1-1: Fact Sheet

- 2-1-1 is the health and human service equivalent of 9-1-1 to give or get help spearheaded by United Way
- 2-1-1 is currently active in Allegan, Berrien, Branch, Calhoun, Cass, Clare, Clinton, Eaton, Gladwin, Gratiot, Hillsdale, Ingham, Isabella, Kalamazoo, Kent, Jackson, Lenawee, Livingston, Macomb, Manistee, Mason, Midland, Monroe, Muskegon, Oakland, Oceana, Ottawa, St. Joseph, Van Buren, Washtenaw, and Wayne Counties and across the Upper Peninsula
- 2-1-1 development is underway in 26 additional counties
- 81% of Michigan's population and 82% of the nation's total population currently has 2-1-1 service
- 2-1-1 can be reached via landline, wireless, or VOIP
- 2-1-1 Call Centers are required to become nationally accredited; staff is extensively trained and nationally certified
- The FCC approved 2-1-1 for health and human service information & referral; 2-1-1 is legislated in the Michigan Telecommunications Act. In Michigan, 2-1-1 is regulated by the Michigan Public Service Commission.
- Calls are free to the user, answered 24/7/365 by professional Information and Referral specialists, translation service is available for non-English speaking callers
- The 2-1-1 database is comprehensive and up-to-date; for example, current Michigan 2-1-1 data bases maintain information on over 8,000 agencies with more than 35,000 public, non-profit and faith based health and human service programs
- During the 2009 tax season, over 11,000 callers were referred to free tax assistance sites for help in preparing their tax forms. If just 80% of the EITC callers filed, an estimated \$20,000,000 was claimed – a real economic stimulus.
- A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years
- University of Nebraska study sites cost savings for Nebraska between \$7.6 - 16.5 M annually resulting from such factors as, one call for multiple referrals, reduced overlapping information & referral costs and improved community planning through call data
- National Governors' Association cites "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"