



## 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, Calhoun, Cass, Clare, Clinton, Eaton, Gladwin, Gratiot, Hillsdale, Ingham, Isabella, Kalamazoo, Kent, Jackson, Lenawee, Livingston, Macomb, Mason, Midland, Monroe, Muskegon, Oakland, Oceana, Ottawa, St. Joseph, Van Buren, Washtenaw, and Wayne Counties and across the Upper Peninsula
- 2-1-1 is soon to be active in: Branch and Manistee Counties.
- 80% of Michigan's population and 80% of the nation's total population currently has 2-1-1 service
- 2-1-1 can be reached via landline, wireless, or VOIP
- A statewide 2-1-1 Business Plan is complete showing how all Michiganders could have sustainable 2-1-1 service with public funds matching the existing local non-profit funding commitment
- 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.
- 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 50,000 public, non-profit and faith based health and human service programs
- 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
- A report to Michigan's Legislature identified more than 700 toll-free telephone lines maintained by state agencies for public access to governmental services
- National Governors' Association cites "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"