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Introduction

Recognizing that the state's budget crisis has severely affected the delivery of state-funded health and human service programs, Michigan's legislature passed language in this year's budget bill (Senate Bill 272, §584) ordering a study to determine whether systemic use and support of a 2-1-1 telephone contact system by Michigan's health and human services departments would provide cost savings for the State of Michigan while providing Michigan citizens more effective access to information regarding health and social services. The 2-1-1 number is the three-digit dialing code designated by the federal communications system for health and human service information and referral.

From Senate Bill 272, §584:

“The Department of Information Technology shall coordinate a study with the Department of Human Services, the Department of Community Health, the Department of Labor and Economic Growth, the Department of Education, and the Department of State Police identifying all information and referral services for state government, including, but not limited to, 1-800 help lines. The report will summarize the purpose, scope, and cost of each service and identify potential cost savings to the state of Michigan through the shared use of 2-1-1.”

By clearly setting out the case for 2-1-1, this study will be indispensable to policy makers, and will help to establish a strong basis for the public-private partnerships that will be needed in order to make 2-1-1 a reality for all Michigan residents. Statewide coverage will provide the foundation for systemic, sustainable improvement in access to health and human services and will reduce duplication and confusion of information and referral services where current help lines overlap. It will greatly increase the efficiency and efficacy of service providers, who will be able to spend their time providing services rather than redirecting inappropriate inquiries.

Finally, by providing a unique resource to those who shape public policy at the national level, this study will have an impact far beyond the state of Michigan, and will hasten the day that 2-1-1 becomes available to every citizen of this country.

Benefits of 2-1-1

Planning for and development of 2-1-1 across the nation has been predicated on the expectation that this service will help build healthier and safer communities in a number of important ways:

- **By providing access to services:** Operating in a fashion similar to the 9-1-1 emergency system, 2-1-1 will provide easy access to information and referrals for those seeking health and human services.
- **By building organizational capacity:** Cumulative call reports will enable communities to pinpoint areas of need and address gaps in service, thus enhancing a community's health and human services capacity as well as the likelihood of positive change.
- **By supporting workforce development:** The 2-1-1 system will help low-income people connect with education and training opportunities and find the means of addressing substance-abuse, child-care, and other issues that may be preventing their entry into the workforce.

In economic terms, 2-1-1 in Michigan has already proven it can make a substantive difference. For example, the Kent County Tax Credit Coalition used that county's 2-1-1 system to encourage eligible residents to request their help in applying for the Earned Income Tax Credit. As a result, the amount of tax reclaimed by Kent County taxpayers rose from less than \$200,000 to almost \$3 million.

At the moment, 60 percent of Michigan residents have access to 2-1-1 information and referral services. There are still, however, 59 counties that still lack such access. 2-1-1 stakeholders, working with representatives from a number of State of Michigan departments, have developed a business plan outlining a regionally organized statewide 2-1-1 system that would bring service to all of Michigan's communities. The implementation of this business plan, which calls for standards-based, cost-efficient, and sustainable 2-1-1 services for all of Michigan, will depend upon state funding.

This Study

This study is being conducted by Public Policy Associates, Incorporated, under the guidance of the Michigan Association of United Ways and the Michigan Department of Information

Technology. Liaisons from the Michigan Departments of Community Health, Labor and Economic Growth, Education, Human Services, and State Police are also working closely with the research team to identify and access information about toll-free telephone numbers and the potential use of 2-1-1 in their respective departments. Funding for this study has been provided by the Michigan Department of Community Health, Blue Cross Blue Shield of Michigan, Blue Care Network, UPCAP, Inc. (Upper Peninsula Commission for Area Progress, a private, nonprofit 2-1-1 provider for the Upper Peninsula), and Michigan 2-1-1 (Michigan Association of United Ways, United Way for Southeast Michigan, Midland County United Way, Washtenaw United Way, Jackson County United Way, Muskegon County United Way, Bay County United Way, Livingston County United Way, and Monroe County United Way).

The purpose of this study is to determine the fiscal feasibility of using 2-1-1 as a means of systematically improving access to health and human services throughout Michigan. This cost-benefit study will cover the following elements:

- Existing State of Michigan health and human service help lines, databases, and community resource directories
- Opportunities where the systemic use of 2-1-1 may increase cost efficiency while improving access to information and outreach to at-risk groups
- Potential sources of federal (and other) funding for both startup costs and sustained support

In addition, this analysis will attempt to determine whether systemic use of and financial support for 2-1-1 in Michigan will be cost-neutral in terms of the State budget. This information will provide data for state policy makers to justify implementation of an integrated statewide 2-1-1 system as a means of ensuring access to services at the lowest cost to communities.

It is important to note that all of the research tasks associated with this project have not been completed to date. This is an interim report that is designed to summarize the information and analysis completed to date and to identify the schedule of events that are being undertaken to complete the analysis that had been agreed to. Upon completion, it is anticipated that the study of 2-1-1 in Michigan—including a cost-benefit analysis of 2-1-1—will be distributed widely both here in Michigan and nationwide. Findings introduced in the completed study are expected to

influence decision makers during the 2006–07 State of Michigan budget process and to substantially support the formation of public-private partnerships necessary to the implementation of 2-1-1 throughout Michigan.

It is anticipated that the final study will be completed by September 30, 2006.

Background

In July 2000 the Federal Communications Commission assigned the three-digit dialing code 2-1-1 for the exclusive purpose of providing widespread access to community information and referral services. Once described as “elegant in its simplicity,” 2-1-1 is an easy-to-remember phone number linking callers in need to available health and human service programs and providing information important in preparing for and recovering from natural and man-made disasters. Today 190 active 2-1-1 systems operate in all or part of 38 states, the District of Columbia, and Puerto Rico, reaching more than 165 million Americans, over 55 percent of the United States population.

2-1-1 in Michigan

The Michigan 2-1-1 Business Plan proposes creation of an integrated statewide 2-1-1 system, that will make 2-1-1 services available to everyone in all of the state’s 83 counties at all times via Michigan-based telephone call centers and the Internet. *Michigan 2-1-1* will be a public-private partnership embodied in an independent 501(c)(3) organizations governed by a board of directors representing United Ways and 2-1-1 Call Centers, state government, business, private philanthropy, and the community.

Based on national trends and the state’s population, the *Michigan 2-1-1* system is projected to be handling almost 800,000 calls in its third full year of operation and over 3.6 million calls over the first five years of operation.

At the heart of the system will be the most comprehensive database of health and human services in the state, including those provided by nonprofit organizations and by government at all levels. Callers will be linked to one of seven regional call centers, staffed by nationally certified specialists

prepared to help them define their need and connect them with the community resources available to help. The database also will be publicly accessible through the Internet.

Regional 2-1-1 Call Centers. There will be seven regional 2-1-1 centers that will combine three functions:

- Serving as the call center for the region.
- Developing and managing the resource database for the region, working in cooperation with subregional resource hubs and county contact points.
- Acting as the primary focal point for leadership in developing 2-1-1 in the region—serving as the primary public face; managing the collection and analysis of call data; managing regional promotion in support of statewide promotional efforts; and building partnerships with funders, governments, nonprofit service providers, etc.

Each regional 2-1-1 call center will be staffed with trained and certified call specialists and resource specialists.

Resource Hubs. In six of the regions, excluding Southeastern Michigan, there will be one or more subregional resource hubs for a total of ten throughout the state. Each will be staffed with no more than the equivalent of one full-time staff person who will be trained and certified as a resource specialist. The responsibilities of the resource specialist will be to:

- Have primary responsibility for the development and maintenance of the resource database for their portion of the overall region, working in close collaboration and under the supervision of the regional 2-1-1 call center.
- Serve as the “face” of 2-1-1 in their portion of the overall region (e.g., in their home counties and, as appropriate, in immediately surrounding counties), promote 2-1-1, take the lead in analyzing call data and providing the results to policy makers and funders, build community partnerships in support of 2-1-1, etc.

County Contact Points. Ideally, there will be a primary contact point for 2-1-1 in each county not served by a regional call center or a resource hub. This will likely be a nonprofit service provider, a United Way, a local government agency, or even an individual who will work under the general supervision of the regional call center to serve as the “face” of 2-1-1 in the county by assisting in collecting and updating resource data, representing 2-1-1 in the county, promoting 2-1-1, helping disseminate call data on emerging and unmet needs, and other related activities.

Systemwide Functions. Resource development (fund-raising, government relations, and business development), marketing, database and Web management, system development, and technical support will be vested in a central office led by a full-time executive director.

Among the key benefits of *Michigan 2-1-1* will be:

- **Simple, quick, and available link** to connect people efficiently and effectively to appropriate services. An easy number to remember, it will be great for cutting through confusion about complex human services and publicizing, explaining and helping people access new programs. The 2-1-1 system will be available 24 hours per day, 7 days a week, and 365 days per year.
- **Partner in homeland security and emergency management** by providing easy access to information that needs to be communicated to citizens during emergencies.
- **Partner with state government** in helping create greater efficiencies in the delivery of health and human services.
- **Barometer for identifying needs or gaps in service** and communicating them to public and private decision makers and funders.

Methodology

As noted earlier, Section 584 of Public Act 146 requires a study be conducted to identify all information and referral services including, but not limited to, 1-800 help lines for the Michigan Departments of Human Services (MDHS), Community Health (MDCH), Labor and Economic Growth (MDLEG), Education (MDE) and State Police (MSP) in order to summarize the purpose, scope, and cost of each of these services. Beyond this, however, it has been determined that several related items need to be explored in order to provide both the context in which Michigan's 2-1-1 service will operate and identification of the potential applications for Michigan's 2-1-1 service and potential sources of funding to support it. Based on these requirements, four research tasks were conducted: (1) a scan of the 2-1-1 environment across the nation consisting of a summary of 2-1-1 programs in place or planned at this time; (2) additional detail on public funding for 2-1-1 programs that are in place in six selected states across the nation; (3) identification of current State of Michigan-supported toll-free telephone numbers and the purposes for which they are used; and (4) cost-benefit analysis of 2-1-1 applications in the five departments of Michigan government identified above. Descriptions of each of these tasks are provided below.

Research Tasks

Environmental Scan

Internet searches were conducted to identify all 2-1-1 programs throughout the United States. To the extent possible, each of the following items was collected for 2-1-1 projects for all states plus the District of Columbia:

- Date of launch
- Organizational initiative (public, private, or joint public-private)
- Program operator (e.g., state agency, United Way agency, etc.)
- Source and amount of funding
- Number of call centers

- Amount of the state covered
- Availability of a database
- Availability of 24-hour, 7-day per week service
- Availability of wireless and pay phone service
- Web site address (if available)

Funding: Detailed Information

Six states were chosen for additional analysis regarding their current status, current features and characteristics, and, most important, sources of funding. The six targeted states are Connecticut, Hawaii, New York, Texas, Vermont, and Washington.

Key informant interviews were conducted with the directors of the respective state agencies that are responsible for 2-1-1 in these states or, alternatively, state government officials familiar with 2-1-1 program development and funding in those states.

Additional information was also collected regarding the sources and amounts of funding reported by a number of local 2-1-1 programs around the nation. These data are included to provide additional insight into potential funding sources for Michigan's current 2-1-1 program and for sustained operation in the future.

State of Michigan Toll-Free Telephone Numbers

The Michigan Department of Information Technology provided listings of all toll-free telephone numbers that are operated by state government agencies in Michigan. These toll-free numbers were identified by governmental department and, in some cases, by the specific program or service provided. Toll-free numbers for which no stated program was provided were provided to research staff who called each unidentified number in order to determine if the number was currently in service and, if so, what program or service it serves.

Some of the toll-free numbers maintained by state government agencies are not used to provide information or services to state government clients or to other individuals requesting information. These are used for data transmission or mandated reporting such as by offenders on

parole. All other numbers, however, were briefly analyzed in order to summarize the types of state government social, health, and welfare services that incorporate the use of toll-free telephone numbers in their programs. A list of all toll-free State of Michigan telephone numbers are provided in Appendix A.

2-1-1 Opportunities Within Selected Michigan State Agencies

The key data-collection activity for this report is identification of the most important current and potential uses of 2-1-1 by five key Michigan state government departments: Education, Labor and Economic Growth, Community Health, Human Services, and State Police. Data-collection instruments were constructed for use in this process, and contacts were made with executive staff in each of the five targeted departments. Meetings were conducted with departmental representatives in order to solicit their assistance in having their staff use the data-collection instruments to identify the following items:

- *Toll-free number detailed information.* Data requested included the volume of calls, cost of maintaining toll-free telephone service and responding to requests for information, days and hours of coverage, special training (if any) for staff responding to these call, and the legal requirements (if any) to maintain these telephone services. The cost data collected for specific toll-free services are the key elements in developing a cost-benefit analysis for the introduction of 2-1-1 services to replace toll-free services in Michigan.
- *Potential uses of 2-1-1 services.* Departmental representatives were asked to identify potential enhancements to existing programs and expanded services to clients and other Michigan citizens that might benefit from use of the 2-1-1 program. Informants were also asked to identify new or planned future programs for which 2-1-1 may be useful.
- *Databases for use within the proposed 2-1-1 network.* Information was solicited regarding additional databases that may be accessed to provide additional information to 2-1-1 callers, especially at the local level. These databases are assumed, for the most part, to be maintained locally or regionally, such as the repositories of local educational services maintained by Michigan's intermediate school districts.

Information presented in the following paragraphs is drawn from data available through the nationwide 2-1-1 website along with individual state 2-1-1 Web sites. Due to the rapid development of 2-1-1 programs around the nation, some of this data may already be out of date.

According to information reported by individual states, most of the 2-1-1 programs around the nation have been established by and are overseen by nongovernmental organizations. These typically include United Way organizations in the respective states along with a number of legacy information and referral agencies. In some cases, the collaborative may also include the Association of Information and Referral Services (AIRS), a national professional association that provides training and certification for call centers, in an oversight and/or advisory capacity. Ten states report government-initiated programs established by executive order or by legislation. In these cases, nongovernmental organizations like the United Way are often called in to organize and oversee these programs. Ten states identified joint public-private origins for their 2-1-1 programs, and another 12 provided no information.

Once established, 2-1-1 programs are most commonly operated by a collaborative—that is, a group of public and private organizations—among which the United Way takes a lead role. The United Way is also identified as a system operator in 15 states that do not specifically identify their operations as collaboratives. Nonetheless, these states typically report that the United Way, in conjunction with either the state government and/or other organizations, is the operator. Six states explicitly identify 2-1-1 as a governmental operation, and four states identify previously established information and referral services as the focus of their respective initiatives. It is important to note that some states, such as Louisiana, employ multiple operators working together in a partnership, but do not refer to it as a collaborative.

States that currently have 100 percent 2-1-1 coverage include Connecticut, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, New Jersey, North Dakota, Texas, Utah, and Vermont, as well as the District of Columbia. Five states have at least 75% statewide coverage, seven more states (including Michigan) have at least 50% statewide 2-1-1 coverage, and 11 states have some 2-1-1 coverage but for less than half of their respective populations. According to www.211.org, approximately one-fourth of the states have no 2-1-1 coverage at all at the present time, but all of

them are currently developing databases or are in the planning stages. These states include Alaska, Arkansas, Arizona, Delaware, Illinois, Maryland, Massachusetts, Mississippi, New Hampshire, Pennsylvania, Rhode Island, and Wyoming.

There are three common models of operation for the 2-1-1 programs that are underway or are planned among the states: a centralized model with one major call center and database to which all 2-1-1 calls are directed; a decentralized model that directs 2-1-1 calls to centers located within designated regions around the state; and a hybrid model that employs some aspects of each organizing principle. The most popular model is the hybrid approach that has been identified by 30 of the 50 states plus the District of Columbia. Eleven states have a centralized model. These states tend to be some of the smaller states and they are predominantly eastern, including Maine, Connecticut, Vermont, Delaware, Rhode Island, and West Virginia. Nine states have a decentralized model; these states are generally medium to large in size and they are spread across the entire country.

Information on the most common request received through 2-1-1 is not readily available from most states at this time, but some interesting information has been reported in a few cases. Where reported, the top service requests are for information about utilities, substance-abuse prevention, housing, legal and tax assistance, outpatient mental health care/counseling, help-line counseling, financial assistance and support, food, furniture, clothing, employment, health insurance, holiday assistance, donation information, and volunteering information. Also, call center volumes appear to increase substantially when they switch from toll-free numbers to 2-1-1 access.

It is generally assumed that all 2-1-1 programs will eventually be available at all times (24 hours per day, 365 days per year) and through all generally available telephone media, including standard land line telephones, pay phones, and wireless or cell phones. Access will also be available via the Internet. Table 2 identifies the services that are currently available among the states, even if these services are limited to only part of that state at the present time. As noted earlier, the data in Table 2 may already underestimate the availability of 2-1-1 service due to the fast pace of development and change within 2-1-1 systems around the nation.

Table 2: Types of 2-1-1 Services Offered by States

Service Type	Number of States
Land line	37*
Internet	40
Wireless	11
Pay phone	4
Always available (24/7/365)	25

Source: www.211.org, June 2006.

* Land line access to 2-1-1 is also available in the District of Columbia and Puerto Rico.

Twenty-six states have official Web sites dedicated to their 2-1-1 initiatives. An additional 15 states have information about their 2-1-1 services on a Web site hosted by a separate party, and 9 states currently do not have a Web site. Of the 41 Web sites in service, 27 have a direct link to an online database.

Virtually all 2-1-1 programs receive their funding as a mix of federal, state, and local government funding, as well as grants and donations from corporations, foundations, agencies, businesses, nonprofits, and individuals. Fund-raising has also been utilized, most notably in Florida and South Dakota. The most common sources of funding are the United Way organizations and a number of private, nonprofit foundations such as the Lilly Endowment, Verizon Foundation, Bill and Melinda Gates Foundation, and the Kellogg Foundation. Federal government funding mainly comes through the Public Health and Bioterrorism Preparedness Act and at the state level through individual state departments of human resources and/or public health. Federal legislation (S1630 and HR3111) was introduced in September 2003 by Senators Clinton (D-NY) and Dole (R-NC) and Representatives Burr (R-NC) and Eshoo (D-CA) to support 2-1-1 with a dedicated revenue stream of \$200 million. In January 2005, Senators Elizabeth Dole (R-NC), Hillary Rodham Clinton (D-NY), and Richard Burr (R-NC) reintroduced The Calling for 2-1-1 Act in the 109th Congress, numbered S 211. This act would authorize \$150 million to assist states with implementing and sustaining 2-1-1 statewide. States would have to provide a 50 percent match to the grant, which could come from current 2-1-1 funding in the community, such as United Way funding, funding through other non-profits, state and local government, foundations and businesses. Funding would be administered by the U.S. Department of Health and Human Services. The Act closed the 108th Congress with 182 bi-

partisan congressional cosponsors, according to the United Way of American Public Policy Fact Sheet, February 2005.

Selected States

Six states—Connecticut, Hawaii, New York, Texas, Vermont, and Washington—were identified as having either implemented a statewide 2-1-1 program or substantially advanced their planning and development to warrant special attention. In addition, these states were chosen to incorporate diversity in size and location around the nation. In each case, the director of the statewide 2-1-1 program or another key informant was contacted and interviewed regarding the process by which 2-1-1 had been implemented and, in particular, how the 2-1-1 program in the state was being funded. To the extent these informants could respond, they were also asked to describe how they planned to maintain the financial basis for their respective programs in the future. All key informants were contacted during June 2006 and were asked to respond to a standard series of questions. A copy of the interview instrument may be found in Appendix D.

Connecticut

Contact: Mary Hogan, Vice President of Information Systems of United Way Connecticut

Organization: Connecticut 2-1-1 (formerly known as “Information/Referral Service”) was created in 1976 as a public/private partnership of United Way and the State of Connecticut. By the mid-1980s, this program had gained national recognition as a model information and referral system. In 1998, the governor and legislature supported the initiative for an easy-to-remember, three-digit 2-1-1 number for health and human service resources. The number went into effect in March 1999, replacing 1-800-203-1234. Connecticut was the first state in the nation to implement 2-1-1 on a statewide basis.

Funding: The budget for Connecticut 2-1-1 is \$4.0 million. Of the total amount appropriated, \$3.6 million (or 90%) is a combination of state and federal matching programs, including revenue from Department of Social Services Welfare Reform, Department of Social Services Child Care Infoline, Department of Public Health Suicide prevention training, Department of

Public Health Maternal & Child Health, Area Agency on Aging, and the Department of Justice Project Safe Neighborhood. The remaining \$400,000 revenue source is from the United Way of Connecticut.

Hawaii

Contact: Havinne Anderson, Program Director, Hawaii 211

Organization: Aloha United Way launched 2-1-1 in July 2002, making Hawaii the second state in the nation with statewide service. People can call 2-1-1 from all islands 24 hours a day, 7 days a week for information on more than 4,000 government and nonprofit programs and services. The most common service requests in the first year were for food, shelter, and financial assistance.

Funding: The annual revenue to meet the \$450,000 budget of Hawaii 211 comes from United Way. Additional funds are realized through contractual agreements with the State of Hawaii.

New York State

Contact: Linda Dailey, currently 2-1-1 director for United Way of America

Organization: The 2-1-1 Collaborative for New York State is cosponsored by the New York State Alliance of Information and Referral Systems and the United Way of New York State. This collaborative has developed a plan for the implementation of a statewide 2-1-1 information system for the entire state consisting of 10 to 12 regional call centers that will serve as hubs for 2-1-1 activities.

Funding: The 2-1-1 New York Collaborative supports the position that initial and ongoing funding for 2-1-1 services in New York State will employ a public-private partnership that will include both public funding streams (federal, state, and local government funding) and private funding streams (United Way, corporate, and other charitable gifts and endowments). The intent is to replace a patchwork of funding patterns that vary from place to place. Some are more dependent on governmental sources than others; some are more heavily supported by corporations and foundations. Others are supported by contributions from the United Way or

some combination of United Ways and their collaborative partners, including local fund-raising campaigns and sales of information directories. Their goal is to coordinate existing information and referral services throughout New York State.

The most important source of current funding is the New York Legislature. Within the past month, the New York Legislature approved a conference report that included funding through two separate line items totaling \$6.9 million to implement the statewide 2-1-1 system. Half was appropriated to the New York Department of Family Assistance, Office of Children and Family Services, “for services and expenses of the United Way of New York State for the planning and development, operating, and capital cost associated with a statewide 211 system.” The other half was appropriated to the department’s Capital Projects section for “services and expenses of United Way 2-1-1.”

Texas

Contact: Beth Wick, Director, 211 Texas I & R Services, HHS Commission

Organization: The 2-1-1 system in Texas is a governmental service within the Texas Health and Human Services Department (HHS), which serves as an umbrella agency for other information and referral services in Texas. The 211 Texas program is authorized and governed by the Texas Public Utilities Commission through a state mandate that sets their limits and boundaries.

The 211 Texas program consists of 25 area information centers throughout the state with 130 agents at the present time. The system has the capacity to ramp up to 275 agents in case of emergency.

Funding: The budget for 211 Texas consists of three components: administration, capital expenditures (telecom and database), and operation of the area information centers. These components are funded through a combination of state general revenue and federal matching funds.

Table 2: 211 Texas Funding Streams

211 Funding Component	FY 2005	FY 2006	FY 2007
Administration	\$ 220,000	\$ 389,000	\$ 540,000
Telecom and Database	\$1,900,000	\$1,600,000	\$ 2,060,000
Direct Operations	\$2,500,000	\$6,500,000	\$ 9,130,000
Total	\$4,620,000	\$8,489,000	\$11,730,000

Source: 211 Texas

For fiscal year (FY) 2005, the 211 Texas budget was funded entirely through general-fund revenues. For FY 2006 and FY 2007 funding consists of a mix of federal (55.3%) and state general-fund (44.7%) revenues. State and federal funds are pooled from five Texas state departments or agencies: Department of State Health Services, Department of Aging and Disability, Department of Assistance and Rehabilitative Services, Department of Family and Protective Services, and the Health and Human Services Commission. Federal funds are associated with programs in each of these agencies. An additional source of funding is the Summer Food Service Program that uses 2-1-1 to connect people in need with food resources during the summer months.

Vermont

Contact: Mary Ellen Mendl, Director, Vermont 211

Organization: Vermont became the second New England state to offer statewide 2-1-1 service in February 2005. Vermont 211 operates as a centralized community information and referral system for the state's 14 counties. Collaborative partners include the Vermont Agency of Human Services, Vermont Alliance of Information and Referral Services, area agencies on aging, Vermont Department of Libraries, Vermont E-911, Vermont Emergency Management, Vermont Network Against Domestic and Sexual Violence, and Vermont Association of Child Care Resource and Referral Agencies.

Funding: Vermont is in the second year of state funding for the statewide system. Of the \$50,000 appropriation, \$40,000 (or 80%) includes federal revenues that are typically required in health and human services programs, the same as in Texas. The amounts of federal revenue will vary from year to year, depending on the federal match for the particular year. The remaining

\$10,000 (or 20%) is from United Way funding. In addition to the aforementioned funding revenues, there are private dollars that are applied for and granted; however, these grants are generally of minimal amounts.

Washington State

Contact: Tom Page, director, WIN 211

Organization: The Washington Information Network 211 or “WIN 211” is a nongovernmental 501(c)(3) corporation that will be operating throughout the state of Washington by December 2006. Billboard advertising promoting use of the 2-1-1 network is already evident in the Seattle area.

Funding: Initial funding for planning and implementing Washington’s 2-1-1 program was provided by a combination of state government and foundation funds. The first appropriation for 2-1-1 occurred in the current legislative session and was provided in the Washington Department of Health and Human Services’ capital budget. Capital-budget projects in Washington are financed through special bond proceeds. One million dollars was authorized during the current session for use through June 30, 2007 for this project.

During a special session of the Washington Legislature earlier this year, a supplemental appropriation was approved, including \$2.5 million for the statewide WIN 211 program. These funds were a separate line item in the Emergency Management Division of the Washington Military Department. This appropriation also expires at the end of the biennial budget period in June 2007, but these funds were financed from their general fund.

An additional \$987,000 was received from the Bill and Melinda Gates Foundation in February 2006 to assist in staffing data management positions in each of the WIN 211 call centers. This is a three-year grant available through March 2009.

Washington is also looking for federal revenues to help, in part, sustain this program over the long term. WIN 211 is working closely with the state Emergency Management Division to review and possibly integrate 2-1-1 into the Washington State Bioterrorism Plan, thus making

them eligible to receive funding through the Department of Homeland Security. If successful, this will provide approximately one-third of the anticipated \$7.5 million annual cost of WIN 211. It is anticipated that the other two-thirds will be provided through an ongoing annual \$2.5 million state appropriation and \$2.5 million from United Way and local funding efforts.

Planning for 2-1-1 in Michigan

Use of Toll-Free Telephone Numbers by State Government Agencies in Michigan

Current Applications

One of the first steps in identifying the need for a 2-1-1 telephone system and the needs for which it will be put to use is to identify all toll-free numbers that are currently supported by state governmental agencies. Toll-free telephone lines are extensively used for the dissemination of information and referrals to various services by state government agencies in Michigan.

According to information provided by the Michigan Department of Information Technology, the State of Michigan maintained more than 700 toll-free telephone lines for public access to governmental services and information as well as for internal communications among state government employees, and Michigan's judiciary branch of government during the first half of 2006. A number of these toll-free lines are specifically dedicated to the transmission of digital information. Large usages of toll-free numbers at this time include various programs and initiatives within the Department of Labor and Economic Growth (136), the Department of Human Services (86), State Police (99), and the Department of Natural Resources (98). (See Table 3, below.)

Analysis of these toll-free numbers was conducted in order to determine what they are used for and if they are all operational at this time. Toll-free telephone numbers that were identified by department or agency but were not identified as to purpose or program were called by research staff in order to determine if, in fact, they are "live" lines and, if so, what their purpose is. Three calls were made to each unidentified toll-free number at different times of the day, and each call was allowed to ring six times before "no response" was recorded for that line.

Based on this and based on the identification provided for most of the toll-free telephone numbers identified by the Department of Information Technology, a number of telephone lines

that are not active, that are dedicated fax lines for transmitting documents among state offices, that are dedicated data transmission lines, or that are clearly used for internal communication among state government agencies were eliminated when compiling a second list of functional toll-free numbers maintained by the State of Michigan.

Table 3: Toll-Free Lines Maintained by the State of Michigan, by Department, Agency, and Branch, Spring 2006

Department	Toll-Free Lines
Agriculture	15
Attorney General	6
Civil Rights	3
Civil Service	6
Community Health	54
Corrections	17
Education	8
Environmental Quality	8
Executive	3
History, Arts, Library	10
Human Services	86
Information Technology	28
Labor and Economic Growth	136
Lottery	6
Economic Development Corporation	23
Management and Budget	22
Gaming Control Board	3
Military and Vets Affairs	3
Natural Resources	98
State	20
State Police	99
Transportation	57
Treasury	19
Judiciary	7
Total	737

Source: Michigan Department of Information Technology, 2006

Although the following list of toll-free telephone numbers arranged by functional activity or program was compiled principally from the label provided for each of these lines rather than

through calls to each line,¹ the project team believes that this list is reasonably representative of the information and referral activities that are currently transacted by each agency or department through this medium. The health category includes toll-free numbers for each of the local or regional public health agencies across the state, and the numbers listed for police, safety, and homeland security include toll-free access to various state police district headquarters, various tip lines, and the state police emergency management division. In contrast, DHS toll-free telephone numbers serve a variety of distinct programs, including home heating (energy) assistance, child care complaints, runaway assistance, the welfare fraud hotline, the adult protective services hotline, and a number of DHS field offices around the state.

Table 4: Public Access Toll-Free Lines by Functional Area or Activity, Spring 2006

Functional Activities	Toll-Free Lines
Arts, Tourism, Entertainment	22
Business & Economic Development	19
Disabilities & Rehabilitation	49
Education	10
Health	43
Housing	6
Labor	49
Legal Issues & Legal Assistance	34
Natural Resources & Environment	49
Police, Safety, Homeland Security	50
Social Services	73
Substance Abuse & Gambling	12
Transportation & Planning	52
Utilities	3
Voting & Elections	4
Total	475

Source: Public Policy Associates from data provided by MDIT, 2006

Currently supported, state-sponsored toll-free telephone numbers that may be among the most appropriate for incorporation within a statewide 2-1-1 system are the following:

¹ Each currently supported State of Michigan toll-free telephone line will be called in order to determine its purpose prior to completion of the final 2-1-1 report. The figures presented in the final tabulation of these telephone numbers will likely be different from those presented in this report.

Disabilities and Rehabilitation. Included are toll-free telephone numbers for 36 Michigan Rehabilitation Services (MRS) offices located around the state, the MRS Ticket to Work program, and toll-free lines for communication by individuals who are deaf or hard of hearing.

Education. Toll-free education lines provide public access to information about MEAP scores, scholarships, tuition loans, and related programs.

Health. The Michigan Department of Community Health currently provides among the broadest sets of information and services through the use of toll-free telephone numbers, including the Medicaid beneficiary hotline, a source for checking the backgrounds of long-term care employees, a health care fraud hotline, the Michigan Cancer Consortium, West Nile Virus Hotline, and prescription coverage and dental services for people who are HIV positive.

Housing. The Michigan State Housing Development Authority (MSHDA) maintains a number of toll-free numbers related to services for the homeless and subsidized housing for low-income residents.

Labor. Labor-related toll-free numbers include a line for agricultural labor (Department of Agriculture), unemployment services, employment services through Michigan Works!, occupational safety, and worker's compensation.

Legal Issues and Legal Assistance. In addition to access to the courts maintained by the Judiciary, the Michigan Department of Corrections maintains toll-free numbers for crime victims and the parole system, the Department of Treasury provides state tax information and assistance, and the Department of Labor and Economic Growth provides toll-free access to information about household and consumer finances, and mortgages.

Natural Resources and Environmental Quality. This category includes a number of pollution-related toll-free numbers, including the radon program, the Pollution Emergency Alerting System, and the water quality program, all run by the Department of Environmental

Quality (DEQ). DEQ also maintains a toll-free line for access to the home weatherization program.

Police, Safety, Homeland Security. In addition to accessing State Police headquarters and dispatch centers around the state, toll-free public safety telephone lines include the Consumer Complaint Hotline (Labor and Economic Growth), the children's ombudsman (Management and Budget), the Identify Theft Hotline (State Police), the Tobacco Tax Hotline (Treasury), and all of Michigan's emergency services programs.

Social Services. In addition to the Department of Human Services programs and information that are accessible through use of toll-free telephone numbers that are described above, other social service programs and information include access to the National Domestic Violence Hotline, nights and weekends emergency services, and child support enforcement.

Potential for 2-1-1 in Selected State Agencies

Selected State of Michigan Departments

As noted earlier, the Michigan Departments of Community Health, Education, Human Services, Labor and Economic Growth, and State Police were specifically asked to participate in this project. The most significant reason for their participation is that they are among the most prolific users of toll-free telephone numbers to disseminate information and refer Michigan citizens to various programs and services, and they were seen as being the agencies that would likely benefit the most from the implementation of a statewide 2-1-1 telephone system. A representative from each of these departments was asked to serve as a liaison to the Department of Information Technology in order to target the most appropriate programs for data collection within their departments for further research.

Information requested from these five departments includes the following:

- Current use of toll-free numbers to meet important programmatic goals, with particular emphasis on the volume of calls received, hours and days of coverage, legal requirements (if any) for this service, the level of expertise required to respond to calls, and the specific staff and financial resources required to maintain these phone lines. The latter information is

particularly important for developing a cost-benefit analysis comparing the transition from a toll-free system for disparate programs to a statewide 2-1-1 program for more broad-based information and referral.

- Suggestions for additional information and referral applications for 2-1-1 that may serve to expand and/or improve programs that already exist to serve the needs of Michigan citizens as well as suggestions for new programs, new services, or new initiatives that might use the 2-1-1 system. This information is important in order to specify the most immediate needs that may be served by a 2-1-1 program as well as identifying the untapped potential of new and innovative programs that 2-1-1 may help to facilitate.
- Identification of additional community resource or programmatic databases that could be used within the 2-1-1 system. The value of a statewide information and referral service is directly related to the depth and breadth of the database of program information and service providers that trained 2-1-1 technicians access in order to respond to the calls they receive. It is generally recognized that in addition to information resources maintained by state agencies, valuable information resources are also found at the local level—for example, within local community resource databases, intermediate school districts, or district public health agencies. These resources need to be identified and incorporated into the 2-1-1 databases if this program is to be truly effective throughout the entire state.

Data-collection instruments designed to capture these items may be found in Appendix D.

Data Collection to Date

Meetings have been conducted with liaisons from four of the five departments listed above, and data-collection efforts have gotten underway. Information collected to date mainly illustrate potential uses for 2-1-1 within existing department programs along with some suggestions regarding new and innovative uses for 2-1-1 that may be considered in the future. These data are presented below.

Data-collection efforts will continue through the next two months with the intent of acquiring volume, effort, and cost associated with some of the most important toll-free numbers currently maintained by agencies within these departments along with their suggestions as to additional applications for 2-1-1 and additional data resources that may be used by the 2-1-1 system.

Potential Uses in Current, Planned, and Future Programs

Department of Community Health

■ Aging and Long-Term Care

- The Office of Long-Term Care Supports and Services is exploring the use of 2-1-1 as a consumer point of entry for the Long Term Care Single Point of Entry pilot projects. The 2-1-1 service can provide a highly visible 24 hour per day public access for pilot projects.
- The Office of Services to the Aging (OSA) is considering providing easier public access to Area Agencies on Aging I&A that could be provided by a 2-1-1 program that funnels the appropriate calls to I&A. It would also allow the OSA to avoid database-maintenance duplication by providing a comprehensive health and human services database for AAA I&A.

■ Mental Health and Substance Abuse Services

- Crisis Intervention Hotlines – These services are required for Community Mental Health Centers. 211 services could be explored as an initial / complimentary point of contact for each of the 46 Community Mental Health (CMH) programs, 24 hours per day, and 365 days per year. Currently, some programs are subcontracting this service out of state. Such a service would require that a licensed mental health professional be available for consultation at all times.
- Community Mental Health Services – The 2-1-1 system may provide the opportunity for improved customer service (e.g., concierge service) for those seeking mental health services. The 2-1-1 system would provide general referral for local mental health services and provide neutral information about options available. Existing referral services are typically staffed by a mix of CMH staff and trained volunteers. The best example of this service currently is in Detroit. Telephone access to community mental health referral services is not available in their catchment area for all CMH agencies at this time, and where available, referral services are not available 24 hours per day, every day. Further, Medicaid may require 24-hour access to all community mental health programs in the future.

■ Public Health Prevention and Emergency Services

- The Office of Public Health Preparedness could benefit if 2-1-1 provided a scalable “Health Crisis Communication” solution. The public could have a “go to” number for accurate, scripted health crisis information, which would meet special population needs and provide rumor control. This service may also provide:
 - ◆ Triage for service request calls.
 - ◆ Coordination of volunteer requests.
 - ◆ Post emergency caller data for continuous improvement of the Health Crisis Public Communication system.

- The Public Health Administration’s Primary Care Initiative, using 2-1-1, could carry out their goal of providing a statewide resource information system that provides residents, primary care clinicians, and other professionals with easy access to comprehensive information about community resources. The initiative would include, but not be limited to, prevention, and/or chronic disease management directed at the five focus areas of the Primary Care Initiative: increased physical activity, healthy eating, tobacco prevention and cessation, asthma management, diabetes management.
 - The Public Health Administration could explore contract with 2-1-1 to serve as the statewide public health information clearinghouse.
- Children’s Health – Consider using 2-1-1 to serve as a front door and initial eligibility screening mechanism for MICHild, Healthy Kids, County Health Plans, and when initiated the Michigan First Health Plan.
 - Crime Victims – Explore using 2-1-1 to provide a front-end interface with the Crime Victims Program, and state supported Domestic Violence hotlines and other similar programs. The 2-1-1 system may serve to increase the program’s visibility and provide easy and confidential access to services for crime victims.
 - Health Facilities and Health Professions
 - Explore using 2-1-1 as a health professions hotline for complaints.
 - Consider evolving the nursing home hotline and a consumer complaint line for all regulated health care organizations to the 211 system. The 2-1-1 system could be the “front door” for receiving complaints, triggering the fulfillment process, and sending complaint forms for the consumer to complete. Further, the 2-1-1 system may serve as the main point of contact for special complaint situations. For example, there has been a national push to limit the use of restraints with patients. The 2-1-1 system may also serve as the high-profile point of access for the public to voice their complaints, as well as a call to action for a public-information campaign.
 - Health care employment and training outreach may also employ 2-1-1 service. The 2-1-1 databases would include health-profession training options and an interface with Michigan Works!

Department of Labor and Economic Growth

- Michigan State Housing Development Authority (MSHDA)
 - Homeless management information system—HUD funded.
 - Support services for homeless and special needs individuals
 - MSHDA five-year strategy supports formal relationship between 2-1-1 and local continuum of care planning bodies.
 - ◆ Access to information for people living in supportive housing.
 - ◆ Access to programs that allow people to remain in own homes.

- Bureau of Workforce Programs
 - Michigan Works!—2-1-1 may increase access for employers and potential employees to Michigan Works! programs across the state. Michigan Works! Agencies currently use toll-free numbers for all center around the state;
 - Michigan Works!– 2-1-1 may enhance the ability of Michigan Works! caseworkers to make client referrals; 2-1-1 may allow referral data to be available online at all Michigan Works! offices.
 - Michigan Works! Rapid Response Teams--2-1-1 will provide access to information and referral resources in order to assist in addressing the needs of displaced workers and families.

- Michigan Commission for the Blind
 - The Michigan Commission for the Blind (MCB) provides services and adaptive equipment to people throughout Michigan who are blind and visually impaired to help them achieve and/or maintain independence and employment. Services are provided at no cost to eligible clients. Services are provided in the client's home, at week-long Mini Adjustment Seminars at various locations during the year, and at the Michigan Commission for the Blind Training Center in Kalamazoo. MCB serves approximately 4,500 people who are blind and visually impaired each year. Although we look forward to having 211 help refer people who are blind and visually impaired to our MCB staff who are professionally trained in the field of blind rehabilitation services, we do not have phone lines, staff positions, or databases that could be eliminated due to services provided by 211. Therefore, we expect no cost savings to MCB from 211. It would be truly valuable, however, for 211 to refer blind and visually impaired individuals to MCB to receive our services, and for MCB staff to use 211 as a resource for MCB clients to obtain information about non-MCB services such as veteran's benefits, Social Security, housing, food stamps, transit services, etc.

- Michigan Commission on Disability Concerns
 - 2-1-1 may prove useful in keeping an accurate and comprehensive database of disability resources throughout Michigan.
 - The Michigan Commission on Disability Concerns (MDCD) is legislatively mandated to provide disability resources to those in need. MDCD currently employs a toll-free telephone number for access to this information, but introduction of 2-1-1 service could expand the usefulness and access to services throughout Michigan.
 - The 2-1-1 database could be used to populate the Disability Resources Web site (currently under development) and vice versa.

Department of Education

- Office of Special Education and Early Intervention Services. 2-1-1 may provide a simplified point of entry for several early childhood learning and special needs programs that are provided within the Department of Education.
 - Early-On Program – Early-On is designed to identify the parents of children 0 to 36 months of age who are experiencing development delays, who have disabilities, or who

have special needs in order to link these children with appropriate services. Referral information is taken and transmitted to the appropriate Intermediate School District (ISD); the ISD then responds to the individual (or the parents of the individual) who was referred. 2-1-1 may facilitate identification of the parents of these children and make it easier to link them with appropriate services within their own local areas.

- Project Find—Project Find is a federally funded system to connect individuals from birth to age 26 who are experiencing developmental delays, who have disabilities, or who have special needs, with appropriate educational services. Referral information is taken and transmitted to the appropriate Intermediate School District (ISD); the ISD then responds to the individual (or the parents of the individual) who was referred. 2-1-1 may facilitate the identification of and referrals for individuals who meet these criteria.

Statewide and Local/Regional Databases for Use in 2-1-1 Programs

- Project Great Start Database – Database of community resources, services, and support aids for children from birth through age five.
- Early-On Database – Database of services for families with children ages 0 to 36 months who are experiencing developmental delays, who have disabilities, or who have special needs.
- Project Find Database – Database of educational services for individuals from birth through age 26 with developmental problems, disabilities, or special needs.

Department of Human Services

- General information and referral services.
 - Provide clients and potential clients access to general Department of Human Services (DHS) information Provide up-to-date, accurate database of local services to DHS workers on their desktop computers allowing them to make efficient referrals to alternative community resources.
 - Provide local community resource coordinators access to additional resource information.
 - Serve as a supplementary resource to connect clients with services designed to reduce barriers to employment (also see DLEG).
- Prescreen callers referred to DHS for services such as Food Assistance Program, Medicaid, SER, and others.
- Central point of contact for specific programs and services. Examples include:
 - Information about community services for youth aging out of foster care.
 - Access to federally funded programs such as Earned Income Tax Credit and Food Assistance.
 - Prisoner reentry services including emergency services, peer counseling, temporary housing, recovery issues, family support, etc.

- Access to faith-based and non-faith-based community programs providing emergency services, including health services, counseling, housing support, adult education, substance-abuse treatment, furniture, utilities, family support, transportation, etc.
- Use 2-1-1 as a centralized point of contact for volunteers and community activities targeting those in need.

Statewide and Local/Regional Databases for Use in 2-1-1 Programs

- Department of Human Services county databases
- Databases maintained by all community resource coordinators
- Community Action Agencies (regional) databases
- Public health departments—all counties
- Community mental health agencies

Conclusions and Next Steps

Lessons Learned

The most important lessons learned through the early phases of this project are:

1. There is considerable interest in the use of toll-free telephone communications to enhance and expand information and referral services to Michigan residents in all economic and social situations, but especially to those Michigan residents who may be in need and, thus, need direction and assistance towards information and services that will help ameliorate their situations.
2. Familiarity with 2-1-1 programs is relatively high, and there is relatively broad recognition at this time that 2-1-1 has great potential to simplify and consolidate existing information and referral services offered both regionally and statewide. Moreover, there appears to be considerable recognition that 2-1-1 has the potential to provide information and referral services throughout Michigan more efficiently and effectively than through use of the current collection of diverse toll-free telephone numbers.
3. Once identified, key contacts in each of the targeted State of Michigan departments are willing and able to assist this research project to identify current toll-free telephone applications as well as potential applications to existing programs. There is also a willingness to propose new and interesting possible applications for information and referral services as well as public outreach and information collection that may help to improve existing services or identify duplication of services as well as needs that are currently not being met. This level of cooperation will be critical in completing the tasks that are required for the successful completion of this study.

Ongoing Research Activities

Although considerable research has already been conducted and substantial data have been collected, a number of tasks have not been completed at this time. Therefore, the following research activities will be required over the next several months.

1. *Toll-free telephone numbers in Michigan.* Some additional work is required to categorize and verify the support and purpose of Michigan's existing toll-free telephone numbers. While all unidentified or vaguely identified toll-free telephone lines were identified during this first phase of the research, several identified lines also need to be called in order to verify their use. Functional categorization of the supported toll-free numbers also needs to be reviewed and, where appropriate, changes in categorization will be made.
2. *Funding for 2-1-1 in selected states.* While most of the information collected regarding the current and future funding of 2-1-1 systems in Connecticut, Hawaii, New York, Texas, Vermont, and Washington has proved useful, some questions remain concerning the specific federal programs that are being used to fund 2-1-1 in each of these states along with some additional information regarding nongovernmental sources of funding. Some additional data collection from each of these states may be required to clarify or expand this information.
3. *Use of toll-free access in selected state departments.* This is the heart of the data-collection effort that defines this study. This part of the overall effort was delayed in getting started and has proved to be more difficult and time consuming than was originally expected, despite the fact that most of the liaisons to each of the targeted departments have expressed considerable support and are willing to help. Most difficult has been the effort to gather information on the volume of toll-free telephone calls received and answered within the five key departments (Education, Human Services, Labor and Economic Growth, Community Health, and State Police) along with information about the staffing effort required to provide this service and the estimated cost of this effort. These data are crucial for the preparation of a cost-benefit analysis of implementing a statewide 2-1-1 system in Michigan.

4. *Local/regional databases.* Additional effort will be needed to identify local and regional databases that are believed to contain data used for information and referral services that are not currently available in any centralized location within state government. Identification of these databases will contribute to a more complete and effective effort to direct people in need to the most appropriate sources regardless of their specific need or their geographic location.

5. *Cost-benefit analysis.* While varying levels of progress have been made in researching each of the important aspects of the need for a 2-1-1 system in Michigan and the likely uses to which it will be put, the ultimate purpose of this study is to confirm or disconfirm that 2-1-1 can be implemented throughout Michigan in a relatively efficient manner. A cost-benefit analysis based on the known costs and anticipated cost savings of 2-1-1 compared to the costs associated with the continued provision of information and referral services through the use of disparate toll-free telephone access will be the main research focus throughout the next two months.

Next Steps

In order to complete this study by the end of the 2005–2006 fiscal year (September 30, 2006), the following schedule will be implemented immediately.

July 7, 2006

- Deliver Interim Report to Senator Valde Garcia on behalf of the Michigan Legislature.

July 7–August 4, 2006

- Follow up with each departmental liaison and expand data collection of cost data associated with the largest/most prominent toll-free information and referral services conducted by the respective departments; also request any information available about other resource databases of which they may be aware.

- Contact six selected states for clarifying or additional information, if needed.

- Test all publicly accessible toll-free telephone numbers provided by the Michigan Department of Information Technology that have not been tested previously.

- Review and reorganize all publicly accessible toll-free telephone numbers by function or activity; ask for each departmental liaison to review this categorization.

August 7–September 8, 2006

- Conduct a cost-benefit analysis of the statewide 2-1-1 system.

September 11–September 15, 2006

- Prepare final report including the cost-benefit analysis, data included within the Interim Report dated July 7, 2006, and incorporating any additional information collected and analyzed during July and August 2006.

September 18–September 22, 2006

- Report reviewed by Michigan Department of Information Technology, Michigan Association of United Ways, and other stakeholders.

September 25–September 29, 2006

- Make any necessary revisions.
- Deliver final report to Michigan Legislature.

Appendix A: State of Michigan Toll-Free Numbers by Department and Purpose

Department	Purpose	Number
<i>HEALTH</i>		
Agriculture	Health Care Fraud Hotline	(800) 24-ABUSE
Community Health	Beneficiary Hotline	(800) 642-3195
Community Health	Long-Term Care Workforce Background Check Hotline	(877) 718-5547
Community Health	Medicaid and Children Special Health Prior Authorization Section	(800) 622-0276
Community Health	Medicaid Information Line	(800) 292-2550
Community Health	MI Cancer Consortium	(877) 588-6224
Community Health	Perinatal Hepatitis B Program	(800) 964-4487
Community Health	Prescription Coverage and Dental Services for People Who Are HIV Positive	(888) 826-6565
Community Health	Provider Fraud	(866) 428-0005
Community Health	West Nile Virus Hotline	(888) 668-0869
Community Health	WIC Complaint Hotline	(800) 225-5942
Community Health	WIC Help Line	(800) 942-1636
Community Health	Health Professionals recovery program	(800) 453-3784
Community Health	Information	
Community Health	Lead Hazard Remediation Program	(866) 691-5323
Community Health	Recipient Rights-Telecomm. Deaf Device	(800) 733-6742
Community Health	Recipient Rights-I & R Hotline	(800) 854-9090
Community Health	SOM MDCH Beneficiary Help Line	(866) 501-5656
Community Health	SOM MDCH Child Health Unit	(888) 322-4453
Community Health	SOM MDCH Crime Victim Hotline	(877) 666-3267
Community Health	SOM MDCH HPRP	(800) 453-3784
Community Health	SOM MDCH Medicaid Support Sect	(800) 800-7051
Community Health	SOM MDCH Off. Pub Health Prep	(866) 636-6324
Community Health	SOM Office of Recipient	(800) 558-8196
Community Health	SOM Office of Recipient	(866) 301-0014
Community Health	SOM Office of Recipient	(877) 367-2524
Community Health	SOM Office of Recipient	(888) 509-6006
Community Health	SOM Office of Recipient	(888) 509-7007
Community Health	SOM Office of Recipient	(888) 556-0488
Community Health	SOM Office of Recipient	(888) 556-0490
Community Health	SOM Office of Recipient	(888) 802-9499
Community Health	SOM Office of Recipient	(888) 802-9505
Community Health	SOM Office of Recipient Rights	(888) 503-9009
Community Health	SOM Office of Recipient Rights	(888) 505-7007
Community Health	SOM Office of Recipient Rights	(888) 556-4202
Community Health	Toxics Hotline (MI TOXIC)	(800) 648-6942
Community Health	Complaint Hotline (Complaint Invest. Unit)	(800) 882-6006
Corrections	Substance Abuse Services	(877) 727-6533
Labor & Econ Growth	Bureau of Health - Complaint Hotline	(800) 882-6006
Agriculture	Health Care Fraud Div.	(800) 242-2873
Human Services	CDC Information	(800) 342-2437
Human Services	Office of Legal Affairs	(800) 642-4878

Department	Purpose	Number
State Police	Office Behavioral Science and Psychological Help/Counseling	(888) 677-2999

DISABILITIES AND REHABILITATION

Labor & Econ Growth	Commission on Disability Concerns	(877) 499-6232
Labor & Econ Growth	Division on Deaf and Hard of Hearing	(877) 499-6232
Labor & Econ Growth	Michigan Relay Number for the Deaf	(800) 649-3777
Labor & Econ Growth	Michigan Rehabilitation Services - General Information	(866) 639-1869
Labor & Econ Growth	MRS - TTY	(888) 605-6722
Labor & Econ Growth	MRS	(800) 605-6722
Labor & Econ Growth	MRS - Central Office	(866) 367-0352
Labor & Econ Growth	MRS - Lansing	(800) 605-6722
Labor & Econ Growth	MRS - Lansing	(877) 901-7392
Labor & Econ Growth	MRS - Holland	(800) 481-7837
Labor & Econ Growth	MRS - Muskegon	(800) 810-4349
Labor & Econ Growth	MRS - Big Rapids	(800) 926-4110
Labor & Econ Growth	MRS - Reed City	(877) 305-0717
Labor & Econ Growth	MRS - Wayne	(877) 619-6648
Labor & Econ Growth	MRS - Monroe	(877) 619-6649
Labor & Econ Growth	MRS - Taylor	(877) 619-6650
Labor & Econ Growth	MRS - Detroit Grand River	(877) 619-6651
Labor & Econ Growth	MRS - Detroit Fort	(877) 619-6652
Labor & Econ Growth	MRS - Detroit Milwaukee	(877) 619-6653
Labor & Econ Growth	MRS - Detroit Porter	(877) 619-6654
Labor & Econ Growth	MRS - Detroit Schools	(877) 619-6656
Labor & Econ Growth	MRS - Detroit Mack	(877) 619-6657
Labor & Econ Growth	MRS - Flint	(877) 620-7912
Labor & Econ Growth	MRS - Port Huron	(877) 620-7929
Labor & Econ Growth	MRS - Caro	(877) 620-7938
Labor & Econ Growth	MRS - Oak Park	(877) 620-7939
Labor & Econ Growth	MRS - Pontiac	(877) 620-7942
Labor & Econ Growth	MRS - Clinton Twp	(877) 620-7943
Labor & Econ Growth	MRS - Roseville	(877) 620-7959
Labor & Econ Growth	MRS - Livonia	(877) 722-2424
Labor & Econ Growth	MRS - Grand Rapids	(877) 901-7365
Labor & Econ Growth	MRS - Alpena	(877) 901-7397
Labor & Econ Growth	MRS - Gaylord	(877) 901-7398
Labor & Econ Growth	MRS - Traverse City	(877) 901-9179
Labor & Econ Growth	MRS - Bay City	(877) 901-9181
Labor & Econ Growth	MRS - Mt. Pleasant	(877) 901-9185
Labor & Econ Growth	MRS - Saginaw	(877) 901-9186
Labor & Econ Growth	MRS - Kalamazoo	(877) 901-9187
Labor & Econ Growth	MRS - Battle Creek	(877) 901-9189
Labor & Econ Growth	MRS - Benton Harbor	(877) 901-9192
Labor & Econ Growth	MRS - Ann Arbor	(877) 901-9195
Labor & Econ Growth	MRS - Jackson	(877) 901-9196

Department	Purpose	Number
Labor & Econ Growth	MRS - Adrian	(877) 901-9198
Labor & Econ Growth	MRS - MI Accommodation Center (Marquette)	(800) 562-7860
Labor & Econ Growth	MRS - MI Accommodation Center (Farmington Hills)	(877) 901-7361
Labor & Econ Growth	MRS - MI Accommodation Center (Lansing)	(888) 271-8337
Labor & Econ Growth	MRS - Ticket-to-Work Program, Ticket Info Center	(888) 269-2244
Labor & Econ Growth	MRS - Division IV Toll Free	(800) 522-0012
History, Arts, Library	LOM service for blind and physically handicapped	(800) 992-9012

SOCIAL SERVICES

Human Services	Adult Foster Care Background Check Legislation Hotline	(877) 718-5542
Human Services	Adult Protective Services	(877) 963-6006
Human Services	Child Daycare Billing Hotline	(888) 281-3172
Human Services	Daycare Billing Line - DHS	(888) 779-2775
Human Services	Daycare Billing Line - DHS	(888) 826-1772
Human Services	DHS Welfare Department Unit	(800) 419-3328
Human Services	CSA Lansing	(800) 366-3404
Human Services	CSA Lansing	(866) 703-0889
Human Services	Detroit	(800) 383-7155
Human Services	Detroit	(800) 753-9157
Human Services	FIA - DIT	(800) 968-2644
Human Services	FIA - DIT TELECOM	(888) 236-2847
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(800) 813-8791
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(800) 814-6755
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(800) 817-0632
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(800) 817-0805
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(866) 627-0019
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(866) 627-0021
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(866) 627-0027
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(866) 627-0029
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(866) 713-0031
Human Services	FIA - MI State Disbursement Unit (child support enforcement)	(877) 464-3324
Human Services	FIA Families First	(800) 905-0332
Human Services	Kalamazoo	(800) 829-7763
Human Services	Traverse City	(800) 632-1097
Human Services	Adult Protective Services Hotline	(800) 996-6228

Department	Purpose	Number
Human Services	Child Abuse Parent Help Line	(800) 942-4357
Human Services	Child Support Enforcement	(800) 968-0991
Human Services	Child Welfare Licensing-Complaint Unit	(866) 856-0126
Human Services	Children's Line	(866) 729-0026
Human Services	Children's Trust Fund	
Human Services	Disability Determination Services:	
Human Services	Energy Assistance Hotline (Home Heating)	(800) 292-5650
Human Services	Energy: Payment information	(800) 444-5364
Human Services	Energy: Runaway Assistance program	(800) 292-4517
Human Services	Energy: SSI State Supplement	(800) 481-4774
Human Services	Family Independence Agency	
Human Services	Home Heating	(800) 292-5650
Human Services	MI State Disbursement Unit - Child Support Payments	(866) 540-0008
Human Services	National Domestic Violence Hotline	(800) 799-7233
Human Services	Runaway Assistance Program	(800) 292-4517
Human Services	Welfare Fraud Hotline	(800) 222-8558
Human Services	Nights and Weekends Emergency	(800) 627-7031
Human Services	Payment Information Line DHS	(800) 444-5364
Human Services	SOM DHS Alpena County	(877) 232-0006
Human Services	SOM DHS Arenac County	(877) 300-6042
Human Services	SOM DHS Bay County	(877) 874-1376
Human Services	SOM DHS Berrien County	(866) 436-0002
Human Services	SOM DHS BJJ Nokomis Challenge Center	(800) 622-0993
Human Services	SOM DHS Calhoun County	(877) 873-6342
Human Services	SOM DHS Cass County	(800) 382-4277
Human Services	SOM DHS Charlevoix/Emmet County	(800) 580-9844
Human Services	SOM DHS Cheboygan County	(800) 797-1644
Human Services	SOM DHS Child Support CFU	(866) 281-0031
Human Services	SOM DHS Child Support SE REG	(866) 438-8117
Human Services	SOM DHS Child Support SE REG	(866) 661-0005
Human Services	SOM DHS Delta County	(888) 264-6483
Human Services	SOM DHS Iosco County	(877) 362-8181
Human Services	SOM DHS Isabella County	(888) 617-2532
Human Services	SOM DHS Kalkaska County	(888) 238-6788
Human Services	SOM DHS Lenawee County	(866) 652-3222
Human Services	SOM DHS Livingston County	(800) 342-8121
Human Services	SOM DHS Maxey Training School	(800) 833-4905
Human Services	SOM DHS Mecosta/Osceola County	(888) 536-9266
Human Services	SOM DHS Menominee County	(800) 688-2932
Human Services	SOM DHS Reengineering & QC	(800) 859-5988
Human Services	SOM DHS Sanilac County	(866) 686-0166
Human Services	SOM DHS Tuscola County	(888) 673-9100
Human Services	SOM DHS Wexford/Missaukee County	(800) 684-2170
Human Services	SOM DHS Wexford/Missaukee County	(800) 704-1368
Military/Veterans Affairs	MIARNG - Family Relief Program	(866) 271-4404
Military/Veterans Affairs	Michigan Youth Challenge Academy	(800) 372-0523

Department	Purpose	Number
Corrections	Office of Community Corrections	(800) 300-1559

UTILITIES (GAS & ELECTRIC)

Labor & Econ Growth	Public Service Commission (PSC)	(800) 984-8868
Labor & Econ Growth	PSC - Toll Free	(866) 285-0045
Labor & Econ Growth	PSC - Toll Free	(866) 897-0078

HOUSING

Labor & Econ Growth	MSHDA - General Information and TTY	(800) 382-4568
Labor & Econ Growth	MSHDA	(866) 249-1449
Labor & Econ Growth	MSHDA	(877) 226-3862
Labor & Econ Growth	MSHDA	(888) 497-3982
Labor & Econ Growth	MSHDA	(866) 231-3971
Labor & Econ Growth	MSHDA	(866) 431-0215

BUSINESS SERVICES, ECONOMIC DEVELOPMENT

Labor & Econ Growth	SOM Consumer and Industry Services (CIS)	(866) 685-0006
Labor & Econ Growth	SOM Consumer and Industry Services	(866) 856-0126
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 241-0152
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 259-0002
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 366-0004
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 386-3995
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 500-0017
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 551-0005
Labor & Econ Growth	SOM CIS Bureau of Workers & Unemployment Compensation	(866) 654-1398
Labor & Econ Growth	SOM Consumer & Industry Services	(866) 285-0045
Labor & Econ Growth	SOM Consumer & Industry Services	(866) 897-0078
Economic Development	Business Start-Up	(877) 873-4567
Economic Development	SBTDC	(877) 873-4567
Economic Development	SOM MEDC SBTDC	(877) 873-4657
Transportation	Small Business Liaison	(866) 323-1264
Economic Development	General Information	(800) 878-7722
Economic Development	General Information	(888) 522-0103
EDC	Call Center, Toll Free	(800) 946-6829
EDC	Next Energy	(866) 252-0050

POLICE, SAFETY, AND HOMELAND SECURITY

Labor & Econ Growth	PSC - Consumer Complaint Hotline	(800) 292-9555
Labor & Econ Growth	BCC & Fire Safety - GNS Service	
Labor & Econ Growth	Fire Marshall Division - Arson Investigative Section	(888) 684-3473

Department	Purpose	Number
Management & Budget	Children's' Ombudsman	(800) 642-4326
Management & Budget	Children's' Ombudsman-TTY	(800) 649-3777
State Police	"EMD Today" - Emergency Management and Homeland Security Division - Public Information/Relations Unit	(888) 363-8632
State Police	Anonymous and Confidential (Felon) Tip Line	(877) 586-8477
State Police	Aviation Office	(877) 235-9622
State Police	Criminal Intelligence Voicemail Box	(877) 616-4677
State Police	Cyber Crimes and Internet Crimes Against Children Tip Line	(877) 529-2373
State Police	Cyber Crimes and Internet Crimes against Children Tip Line	(888) 799-8477
State Police	Emergency Management Division - General Information	(877) 634-8477
State Police	Fugitive Team Tip Line	(877) 589-8477
State Police	Identity Theft Hotline	(877) 644-3843
State Police	Information Hotline - requests	(866) 897-8477
State Police	Lansing Sex Offender Tip Line	(866) 501-7678
State Police	Law Enforcement Information Network (LEIN) Help Desk	(877) 264-2546
State Police	LEIN Help Desk	(877) 336-6123
State Police	Live Talk (automated machine)	(877) 475-0844
State Police	Live Talk (automated machine)	(888) 879-6458
State Police	Multijurisdictional Taskforce - Narcotics Unit	(877) 868-8477
State Police	Statewide Radio System Information Line	(888) 554-4622
State Police	Traffic Control - Sergeant's office	(877) 246-4222
State Police	Arson Tipline, Meth Tipline, School Violence Tipline	(800) 815-8477
State Police	Hemp Tip Line	(800) 235-4367
State Police	Arson Control Tip Line	(800) 442-7766
State Police	Detroit Dispatch	(866) 893-8477
State Police	Downtown Detroit Dispatch	(800) 495-4677
State Police	East Lansing Operations Center	(866) 876-8477
State Police	Gaylord Dispatch	(800) 824-7053
State Police	Michigan State Police Operations	(877) 445-8477
State Police	Negaunee dispatch	(866) 411-0018
State Police	Operations - HLLC	(877) 647-8477
State Police	Operations - HLLC	(877) 711-4144
State Police	Operations - Local Law Enforcement Headquarters	(877) 799-8477
State Police	Sault St. Marie Dispatch	(800) 793-1893
State Police	Special Information Center - Region 2	(800) 462-9956
State Police	Special Operations Division	(877) 585-8477
State Police	St. Ignace Dispatch	(800) 793-1883
State Police	State Emergency Operation Center	(800) 450-8477
State Police	State Police Headquarters, Special Operations Division	(800) 991-8477
State Police	State Police Headquarters, Special Operations Division	(800) 993-4677

Department	Purpose	Number
State Police	State Police Headquarters, Special Operations Division	(866) 901-8477
State Police	State Police Headquarters, Special Operations Division	(866) 902-8477
State Police	State Police Headquarters, Special Operations Division	(866) 999-4677
State Police	State Police	(877) 345-2547
State Police	State Police	(877) 443-8477
State Police	Traverse Narcotics Team	(800) 338-0868
Military/Veterans Affairs	MIARNG - Camp Grayling	(866) 213-3461
Treasury	Tobacco Tax Hotline	(800) 292-2824

TRANSPORTATION AND PLANNING

Transportation	Ann Arbor Transportation Authority	(877) 971-7665
Transportation	CATA Clean Rides	(877) 921-7665
Transportation	Community Rideshare	(877) 951-7665
Transportation	Construction Hotline - Freeway Projects	(800) 641-6368
Transportation	General Spring Weight/Load Restriction Bulletin	(800) 571-7622
Transportation	Metro Region Damage Claim Hotline	(877) 641-3913
Transportation	Pothole Hotline	(888) 296-4546
Transportation	Rideshare	(866) 510-7665
Transportation	Seasonal Load Limits Update	(800) 787-8960
State Police	Winter Travel Advisory	(800) 381-8477
Management & Budget	SOM DMB Tenant & Land Services	(866) 229-0037
Management & Budget	SOM DMB Real Estate Division	(888) 796-0829
Transportation	Central Region Planning Commission	(877) 956-7665
Transportation	Genesee County Planning Commission	(877) 936-7665
Transportation	Metro Region Damage Claim Hotline	(877) 641-3913
Transportation	Regional Planning Commission	(877) 931-7665
Transportation	Southwestern Region Planning Commission	(877) 959-7665
Transportation	Western Region (Region 13) - Regional County Planning Commission	(877) 953-7665
Transportation	Michigan Department of Transportation (MDOT)	(800) 465-6368
Transportation	SOM MDOT Aeronautics	(888) 256-5380
Transportation	SOM MDOT Alpena TSC	(877) 404-6368
Transportation	SOM MDOT Atlanta Garage	(877) 747-6368
Transportation	SOM MDOT Cadillac TSC	(800) 943-6368
Transportation	SOM MDOT Coloma TSC	(877) 321-6368
Transportation	SOM MDOT Communications	(866) 667-0001
Transportation	SOM MDOT Communications	(866) 884-0038
Transportation	SOM MDOT Crystal Falls TSC	(866) 584-8100
Transportation	SOM MDOT Engadine Garage	(866) 365-6368
Transportation	SOM MDOT Grand Region	(866) 815-6368
Transportation	SOM MDOT Grand Region	(888) 305-7283
Transportation	SOM MDOT Grayling TSC	(888) 811-6368
Transportation	SOM MDOT International Bridge	(866) 732-0005
Transportation	SOM MDOT Ishpeming TSC	(888) 920-6368
Transportation	SOM MDOT Jackson TSC	(866) 756-0127

Department	Purpose	Number
Transportation	SOM MDOT Kalamazoo SC	(800) 340-4499
Transportation	SOM MDOT Kalamazoo TSC	(877) 320-6368
Transportation	SOM MDOT Lake Linden Garage	(866) 803-6368
Transportation	SOM MDOT L'Anse Garage	(866) 840-6368
Transportation	SOM MDOT Maintenance Division	(800) 322-1659
Transportation	SOM MDOT Maintenance Division	(800) 448-7274
Transportation	SOM MDOT Maintenance Division	(800) 615-5392
Transportation	SOM MDOT Maintenance Division	(800) 654-8787
Transportation	SOM MDOT Maintenance Division	(800) 788-5565
Transportation	SOM MDOT Marshall TSC	(877) 324-6368
Transportation	SOM MDOT Newberry TSC	(866) 740-6368
Transportation	SOM MDOT North Region	(888) 304-6368
Transportation	SOM MDOT Oak Park SBL	(866) 323-4009
Transportation	SOM MDOT Saginaw SC	(800) 899-0784
Transportation	SOM MDOT Southwest Region	(866) 825-1674
Transportation	SOM MDOT St. Ignace Garage	(866) 350-6368
Transportation	SOM MDOT Traverse City TSC	(888) 457-6368
Transportation	SOM MDOT	(888) 872-1628

LABOR

Labor & Econ Growth	Employer Advocacy Program - General Information	(800) 638-3994
Agriculture	Labor Division	(877) 765-8388
Labor & Econ Growth	Michigan Employment Security Board of Review	(800) 738-6372
Labor & Econ Growth	Unemployment Insurance Agency:	
Labor & Econ Growth	Advocacy Program	(800) 638-3994
Labor & Econ Growth	Benefit Overpayment Collections/Restitution	(800) 638-6372
Labor & Econ Growth	Customer Relations-Claimants	(800) 638-3995
Labor & Econ Growth	Customer Relations-Employers	(800) 638-3994
Labor & Econ Growth	Employer Filed Claims	(866) 845-0077
Labor & Econ Growth	Fraud/Investigations	(800) 822-1122
Labor & Econ Growth	Internet Filed Claims (IFC)	(866) 500-0017
Labor & Econ Growth	MARVIN	(866) 638-3993
Labor & Econ Growth	MES Board of Review	(800) 738-6372
Labor & Econ Growth	Telephone filed claims (TFC)	(866) 500-0017
Labor & Econ Growth	Unemployed Worker Inquiries	
Labor & Econ Growth	Within 60 Days of Filing a Claim	(866) 500-0017
Labor & Econ Growth	New Claims	(866) 366-0004
Labor & Econ Growth	New Claims - IFC	(866) 551-0005
Labor & Econ Growth	After 60 Days or General Information	(800) 638-3995
Labor & Econ Growth	TRA Special Programs Unit	(866) 241-0152
Labor & Econ Growth	Work Opportunity Tax Credit/Welfare to Work	(800) 482-2959
Labor & Econ Growth	Employment Standards Administration	(800) 852-9868
Labor & Econ Growth	ESA - Toll Free	(800) 455-5228
Labor & Econ Growth	ESA - LESD Toll Free	(888) 253-6855
Labor & Econ Growth	Workforce Programs (BWP)	(888) 646-7562
Labor & Econ Growth	Employee Emergency Leave Request Hotline	(866) 804-0110
Labor & Econ Growth	Michigan Works! Hotline	(800) 225-3732

Department	Purpose	Number
Labor & Econ Growth	Labor Market Information - Job Vacancy Survey	(866) 637-1920
Labor & Econ Growth	Labor Market Information - Job Vacancy Survey	(866) 637-1925
Labor & Econ Growth	Michigan Jobs Commission	(800) 522-0012
Labor & Econ Growth	Workers' & Unemployment Compensation	(800) 565-9912
Labor & Econ Growth	Workers' & Unemployment Compensation	(888) 510-3525
Labor & Econ Growth	Workers' Compensation Agency	(888) 396-5041
Labor & Econ Growth	Career & Technical Prep - Toll Free	(877) 901-7360
Labor & Econ Growth	Dept. of Career Development (MDCD)	(877) 834-9683
Labor & Econ Growth	Career Development	(866) MY- GOALS
Labor & Econ Growth	Michigan Careers	(888) 253-6855
Labor & Econ Growth	MIOSHA Fatality or Catastrophe Hotline	(800) 858-0397
Labor & Econ Growth	MIOSHA Complaint Hotline	(800) 866-4674
Management & Budget	Employee Services Program-Detroit	(800) 872-5563
Management & Budget	Employee Services Program-Lansing	(800) 521-1377
Management & Budget	Retirement	(800) 269-1114
Management & Budget	SOM DMB Retirement	(800) 381-5111
Department of State	MI Job Vacancy Survey	(888) 587-3282
Civil Service	Civil Service	(877) 249-4137
Civil Service	Civil Service	(888) 399-1199
Civil Service	Civil Service	(888) 633-9002
Civil Service	Gen-Employment Info	(800) 788-1766
Civil Service	MI HR Service Center (State Employee HR info)	(877) 766-6447

LEGAL ISSUES AND LEGAL ASSISTANCE

Community Health	Admin Tribunal & Appeals Division	(877) 833-0870
Community Health	Appellate Assigned Counsel	(877) 296-2227
Community Health	Appellate Assigned Counsel	(888) 224-2722
Corrections	Agent Calls	(800) 877-5664
Corrections	Crime Victims Sacs Information	(877) 886-5401
Corrections	Parole Board	(866) 231-5784
Corrections	Parole Board Info Sys	(800) 242-7247
Labor & Econ Growth	SOAHR	(888) 405-3355
Labor & Econ Growth	Human Services Toll Free	(800) 648-3397
Labor & Econ Growth	Admin Tribunal & Appeals	(877) 833-0870
Judiciary	SOAHR	(800) 648-3397
Judiciary	Circuit Court System	(888) 339-1547
Judiciary	District Court System	(800) 572-1116
Judiciary	Jury System	(888) 339-1547
Judiciary	Probate Court System	(888) 339-1547
Judiciary	SOM Michigan Supreme Court	(888) 642-6878
Judiciary	SOM Michigan Supreme Court	(888) 866-6566
Judiciary	Trial Court System	(888) 339-1547
Labor & Econ Growth	Financial and Insurance Services	(877) 999-6442
Labor & Econ Growth	Toll-Free	(800) 393-7475
Labor & Econ Growth	Commissioner's Office	(877) 999-6442
Labor & Econ Growth	Field Examiners Toll-Free	(800) 445-7670
Labor & Econ Growth	Household Finance Info	(877) 598-0010

Department	Purpose	Number
Labor & Econ Growth	Mortgage & Consumer Finance	(866) 466-8895
Management & Budget	SOM DMB Financial Services	(866) 217-0058
Department of State	Office of Financial Management (OFM)	(866) 234-0304
Treasury	Income Tax Customer Service Line	(866) 848-0558
Treasury	Income Tax Information/Refund Status/Tablehop	(800) 827-4000
Treasury	Michigan Accts. Rec. Collection Sys (MARCS)	(800) 950-6227
Treasury	Michigan Guaranty Agency	(800) MGA- LOAN
Treasury	Tax Forms	(800) 367-6263
Department of State	Accounts Receivable Division	(877) 675-6708
Management & Budget	OFM Help Desk	(800) 856-6246
Management & Budget	OFM Help Desk	(888) 734-9749

EDUCATION

Education	MEAP	(877) 560-8378
Education	School finance and school law-Student issues (in-state only)	(888) 323-4231
Education	Supplemental Educational Services	(800) 828-6845
Treasury	MI High. Ed. Student Loan Auth/Fiscal Affairs	(888) MHESLA1
Treasury	Michigan Education Savings Program (MESP)	(877) 861-MESP
Treasury	Michigan Education Trust (MET)	(800) MET-4- KID
Treasury	Michigan Merit Award Program	(888) 95 MERIT
Treasury	Scholarships and Grants	(888) 447-2687
Treasury	Student Financial Aid (outside Lansing)	(877) 323-2287
Treasury	Tuition Incentive Program	(877) 323-3287

SUBSTANCE ABUSE AND GAMBLING

Agriculture	Racing Commissioner's Hot Line	(800) 973-5000
Agriculture	Child Support	(866) PAY-KIDS
Agriculture	Consumer Protection Complaints	
Information Technology	Michigan Gaming Control Board	(888) 636-6367
Labor & Econ Growth	Michigan Liquor Control Commission (MLCC)	(866) 893-2121
Labor & Econ Growth	MLCC - Toll Free	(800) 473-1497
Labor & Econ Growth	MLCC - Toll-Free Help Line	(800) 701-0513
Labor & Econ Growth	MLCC - Licensing	(866) 813-0011
Labor & Econ Growth	MLCC	(866) 665-0015
Gaming Commission	SOM Gaming Commission	(888) 223-3044
Gaming Commission	SOM Gaming Commission	(888) 639-9733
Gaming Commission	SOM Gaming Commission	(888) 639-9915

NATURAL RESOURCES AND ENVIRONMENT

Agriculture	Agriculture Emergency Line	(800) 405-0101
Agriculture	Animal Industry Department	(888) 565-8626
Agriculture	Fruit and Vegetable Inspection Office	(877) 858-3791
Agriculture	Ag. Pollution Emergency Hot Line	(800) 405-0101
Agriculture	Customer Service-Voice & TTY	(800) 292-3939
Agriculture	Emerald Ash Borer Hot Line	(866) 325-0023

Department	Purpose	Number
Agriculture	Food & Dairy	(800) 292-3939
Agriculture	Motor Fuel Quality Complaints	(800) 632-3835
Agriculture	Right to Farm Complaints	(877) 632-1783
Environmental Quality	Environmental Assistance Center	(800) 662-9278
Environmental Quality	Pollution, Emergency Alerting System (PEAS)	(800) 292-4706
Environmental Quality	Radon Program	(800) RADON GAS
Environmental Quality	Water Division	(866) 709-0019
Environmental Quality	Water Division	(866) 709-0039
Environmental Quality	Weatherization Project	(866) 496-0002
Labor & Econ Growth	MI Community Service Commission - Adopt a Part of MI	(888) 797-6272
Natural Resources	Fishing Hotline	(800) ASK-FISH
Natural Resources	Parks Central Reservation System	(800) 447-2757
Natural Resources	Report All Poaching (RAP)	(800) 292-7800
Natural Resources	SOM DNR Education & Outreach	(866) 221-3127
Natural Resources	SOM DNR Education & Outreach	(866) 253-0294
Natural Resources	SOM DNR Education & Outreach	(866) 731-0002
Natural Resources	SOM DNR Education & Outreach	(877) 747-0065
Natural Resources	SOM DNR Human Resources	(800) 644-9575
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0227
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0228
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0229
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0230
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0231
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0232
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0233
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0234
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0235
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0236
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0237
Natural Resources	SOM DNR Law Enforcement Division	(866) 826-0238
Natural Resources	SOM DNR Law Enforcement Division	(877) 276-2403
Natural Resources	SOM DNR Law Enforcement Division	(877) 546-0004
Natural Resources	SOM DNR Mt Clemens Field Off	(866) 418-0021
Natural Resources	SOM DNR Muskellunge Lk St Pk	(866) 418-0016
Natural Resources	SOM DNR Operations Svc Center	(866) 777-9662
Natural Resources	SOM DNR Parks & Recreation	(866) 410-0016
Natural Resources	SOM DNR Parks & Recreation	(866) 723-0303
Natural Resources	SOM DNR Parks & Recreation	(866) 723-0305
Natural Resources	SOM DNR Parks & Recreation	(866) 723-0319
Natural Resources	SOM DNR Parks Division	(866) 548-0025
Natural Resources	SOM DNR Pinckney Recreation Area	(866) 505-0010
Natural Resources	SOM DNR Tahquamenon Falls St Pk	(866) 418-0022
Natural Resources	SOM DMB Tenant & Land Services	(866) 229-0037

Department	Purpose	Number
<i>ARTS, TOURISM, ENTERTAINMENT</i>		
History, Arts, Library	LOM Foundation Events Line	(888) 469-8605
History, Arts, Library	LOM General Number	(877) 479-0021
History, Arts, Library	LOM Telephone Reference Desk	(800) 446-8717
History, Arts, Library	Michigan History Magazine	(800) 366-3703
History, Arts, Library	SOM Library of Michigan (LOM)	(800) 734-0454
History, Arts, Library	Michigan Film Office-toll free	(800) 477-3456
Lottery	Lottery Link-Winning Numbers	(800) 822-8888
Economic Development	Travel Division	(800) 676-1743
Economic Development	Travel Information	(800) 446-5364
Economic Development	Travel Information	(800) 543-2937
Economic Development	Travel Information	(800) 644-2489
Economic Development	Travel Information	(800) 644-3255
Economic Development	Travel Information	(800) 644-7669
Economic Development	Travel Information	(800) 644-8644
Economic Development	Travel Information	(800) 649-2835
Economic Development	Travel Information	(888) 522-0105
Economic Development	Travel Information	(888) 565-0025
Economic Development	Travel Information	(888) 565-0052
Economic Development	Travel Information	(888) 565-0053
Economic Development	Travel Information	(888) 565-0056
Economic Development	Travel Information	(888) 784-7328
Economic Development	TTY	(800) 722-8191
<i>VOTING AND ELECTIONS</i>		
State	Bureau of Elections	(800) 292-5973
State	Info Center	(800) 292-4204
State	Ishpeming Field Office	(800) 366-5885
State	Qualified Voter File Help Desk	(800) 310-5697

Appendix B: Status of 2-1-1 Programs in 50 States and the District of Columbia

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
AK	n/a	public-private partnership	State of Alaska and United Way	Substance Abuse and Mental Health Services Administration (SAMHSA) - \$600,000 earmarked	no information provided	still in planning stage/developing database	hybrid	n/a	n/a	none
AL	2001	The 211 Connects Alabama Steering Committee publicly developed the statewide 211 Connects initiative in and united UWAL's separate call centers under the 211 dial code and web-based software in 2001.	United Ways of Alabama (UWAL)	United Way	Autauga, Dallas, Elmore, Lee, Lowndes, Montgomery, Perry and Macon Counties (since March 2002); covers 11% of AL's population	Stage I (68% coverage by phone & internet, completed Summer 2005); Stage II (100% coverage, 24/7, to be completed Summer 2006)	hybrid	no information provided	coverage through dialing code 211 and/or the internet; 24/7 service	http://volunteer-info.org
AR	2005 (?)	no data	no data	Kellogg Foundation providing planning funds to United Way of Pulaski County. (Little Rock)	no data	Planning just getting under way in selected counties	no data	no data	no data	no data

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AZ	n/a	2004 - Gov. Janet Napolitano publicly creates the 211 Council by Executive Order.	The Governor's Council on 211	state appropriation (infrastructure only); grants; foundations; corporations; local governments; 211 Community Fund at the AZ Community Foundation (pools raised funds and disperses them to needy programs); USDA - \$832,343	none	0% coverage; Phase 1 (statewide , online database) was completed on 29-Jun-05; Phase 2 (est. urban and rural call centers beginning 2007) and Future Phases (enhance database, call center operations and 211 outreach) have yet to be realized	hybrid	AZ211 Online (est. 29-Jun-05) surpassed 140,000 visits in 6 mos.	n/a	http://www.az211.gov/ ; http://www.cirs.org/ ; http://www.azinfo.org
CA	11-Feb-05	211 California was a public-private endeavor - the CA Public Utilities Commission (CPUC) approved 211 implementation in 2003; Stakeholder Group (reps from state agencies, volunteer orgs.	CA Alliance of Information and Referral Services (CAIRS) and United Ways of CA (UWCA)	state appropriation and private funding	Ventura County (11/2/2005) ; Los Angeles, Orange, Riverside, San Diego, and Santa Barbara Counties (1/7/2005)	55% coverage (10 counties: Los Angeles, Alameda, Contra Costa, Orange, San Francisco , Ventura, Riverside, San Diego,	decentralized	no information provided	coverage through dial code 211 and/or internet; 24/7 service	http://www.cairs.org/211.htm

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
		human services, and NGOs) convened in Oct 2005.				Santa Barbara, Sacramento)				
CO	2003	Talks privately instigated by Colorado's United Ways beginning in 1999; the Colorado Public Utilities Commission (CPUC) approves plan in Oct-02.	Colorado 211 Collaborative	United Way of Denver - \$75,000; United Way of Larimer County 211 (NW CO) - \$29,000; IBM; Caring for Colorado Foundation; federal/state/local government funding; corporate, foundations, charity	Helpline at Mile High United Way, Helpline at Weld Co. United Way, FirstCall in Larimer Co., and Mesa Co. Health and Human Services	87% coverage, 7 call centers; SE region is expected to 'go live' in Spring 2006	decentralized	no information provided	coverage through dialing code 211 and/or the internet, 24/7 service	www.211colorado.org

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
CT	Jan-99	211 Infoline originated from a public-private partnership between the State of Connecticut and the CT United Ways beginning in 1976.	211 Infoline	211 Connecticut - \$434,153; United Way; nonprofits; state appropriation (DSS, DPH, & DOJ)	no pilot, rather a simple switch from a 10-digit, toll-free number (est. 1976) to 211	100% coverage, 1 call center	centralized	200,000 calls in 1999; 335,000 in 2005. Top service requests (Apr-06): utilities, substance abuse, housing, legal services, health and human services, information services, outpatient mental health care/counseling, helpline counseling, temporary financial aid, health insurance	coverage through dialing code 211 and/or internet; 24/7 service	www.211infoline.org
DC	4-Oct-04	Unknown	Maryland/D C/Northern Virginia 211 Collaborative	The Nonprofit Roundtable	none	100% coverage	centralized	no information provided	coverage through dialing code 211 and/or internet; 24/7 service	http://answersplease.dc.gov/answersplease/site/default.asp?answerspleaseNav=
DE	n/a	211 Task Force publicly recommended implementation of 24 hr hotline - Sep-03.	Delaware Helpline, Contact Delaware	state appropriation	none	delayed due to state budget constraints	centralized	n/a	n/a	none
FL	May-01	Senate Bill 1276 publicly adopted by FL State Legislature to implement 211 statewide in 2002.	Florida Alliance of Information and Referral Services (AIRS) and United Way of Florida (UWFL)	United Way of America, district/county/city governments, directory sales & fee-for-service contracts, fundraising, donations, grants, subsidies, state appropriation	Brevard	85% coverage, 15 call centers; statewide coverage is expected by June 2007	decentralized	around 1 million calls per year	coverage through dialing code 211 and/or internet; 24/7 service; cell phone service by the end of 2006	http://www.flairs.org/florida211networkplan.htm

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
GA	1997	private conception by the United Ways of Georgia	Multiple United Ways	United Way	CONTACT Chattanooga Valley, Inc.	9 call centers	decentralized	Top service requests: Holiday Assistance, Information, Financial Assistance & Support, Food, Furniture, Housing, Health, 211 Atlanta, Clothing, Employment, Donation Information, Volunteering	coverage through dialing code 211 and/or internet; 24/7 service	http://www.211scg.org/ ; http://www.unitedwayatlanta.org/ ; http://www.contact211.org/ ; http://www.communityconnection211.com/ ; http://www.ourunitedway.org/ ; http://www.unitedwaycg.com/211.cfm ; http://www.uwce.org/ ; http://www.211uwhc.org/ ; http://www.uwcsra.org/findhelp/211.shtml
HI	Jul-02	Privately launched by AUW.	Aloha United Way (AUW)	United Way	none	100% coverage, 1 call center	centralized	top service requests: food, shelter and financial assistance; 4000+ govt./nonprofit programs and services in database	coverage through dialing code 211 and/or internet; 24/7 service	www.auw.org/211
IA	no information provided	no information provided	Iowa Alliance of Information and Referral Services (AIRS)	United Way, Dept. of Human Services	no information provided	100% coverage; 8 call centers	hybrid	no information provided	coverage through dialing code 211 and/or internet; 24/7 service; cell phone access with the majority of in-state cell phone providers	www.211iowa.org

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
ID	5-Sep-02	There is a public-private partnership between the ID Dept. of Health and Welfare, the ID CareLine and UWTV to convert CareLine's facilities to 211.	Idaho CareLine ("Get Help" Component) and United Way of Treasure Valley ("Give Help" Component)	M.J. Murdock Charitable Trust - \$266,500; state appropriation; United Way	Treasure Valley	100% coverage, 1 call center	centralized	no information provided	coverage through dialing code 211 (M-F, 8am-6pm) and/or internet; also carried by six wireless providers (AT&T, Edge, Cricket, Nextel, Inland, and Sprint PCS)	www.idahocareline.org ; www.unitedwaytv.org/volunteercenter.asp
IL	unknown	Public inception: Feb-03 - IL House of Reps introduces legislation for a 211 network; 29-May-03 - leg. passes and 211 network is established; 19-Aug-03 - Gov. vetoes leg; Nov-03 - IL General Assembly overrides Governor	unknown	no information provided	no information provided	no information provided	hybrid	no information provided	no information provided	www.illinois211.org ; http://www.illinoisair.org/211ishere.htm (neither site is currently functional); http://www.ilga.gov/legislation/BillStatus.asp?DocTypeID=HB&DocNum=211&GAID=8&SessionID=50&LegID=14424 (online copy of 211 Bill)

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
IN	Nov-03	As a public-private partnership, IN211 seeks to leverage the private philanthropic funding with public funding. IN Gen. Assembly ruled in support of 211 in 2004.	Indiana 211 Partnership, Inc. (IN211, est. by IN Utility Regulatory Commission in 20-Feb-02)	IN Dept. of Health, Bioterrorism and Public Health Preparedness Grant; United Way of America, Breaking the Barriers Grant; Nina Mason Pulliam Charitable Trust; Cinergy Foundation - \$600,000 over 3 years; IN United Ways; Duke Energy; community foundations; grants; individual donors; public funding; IN Dept. of Health	no information provided	70% coverage; 12 call centers	hybrid	182,500 calls in 2005; top service requests: Housing, Food, Utilities, Telephone#/Address, Legal/Tax Assistance, Household Goods, Financial Aid, Holiday Assistance, Mental Health/Addictions, Donation/Volunteers	coverage through dialing code 211 and/or internet; limited 24/7 service; cell/pay phone service (provided by Centennial, T-Mobile, AT&T, Sprint, Verizon, Cingular, and Nextel)	www.in211.org
KS	23-Feb-06	no information provided	United Way of the Plains		no information provided	100% coverage	hybrid	no information provided	coverage through dialing code 211 (M-F, 7am-7pm) and/or internet	www.211kansas.org
KY	11-Feb-03	no information provided	United Way of KY (est. by KY PSC on 17-Aug-04)	United Way	United Way 211 Care Connection (4 counties in KY - Boone, Kenton, Campbell and Grant; plus 3 cos. in OH)	UW211 Care Connection retains its 4 cos., and United Way of the Bluegrass covers Clark County	hybrid	no information provided	coverage through dialing code 211 (M-F, 7:30am-6pm); 24/7 service; cell phone service (Cingular, Sprint, T-Mobile, Dobson Cellular, Bluegrass Cellular, Nextel); 859-977-0868 (TTY)	http://www.uwbg.org/initiatives/211 ; http://www.uwgc.org/index.cfm?fuseaction=home.viewPage&page_id=DF3D28EE-4757-12EB-A46219138FBE717E

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
						(Jun-05), with Bourbon, Scott, and KY's remaining 7 cos. coming in 12 mos.				
LA	06-Jul-02	LAUS, LAAIRS, and LANO privately collaborated to create a statewide 211 Business Plan. Legislation for statewide 24/7 service was approved in 2003.	LA Association of United Ways (LAUW), LA Alliance of Information and Referral Systems (LAAIRS), LA Assoc. of Nonprofit Orgs (LANO)	United Way	Lafayette, 232-HELP was the first agency converted to 211 service	100% coverage; 8 call centers	decentralized	no information provided	coverage through dialing code 211 and/or internet; limited 24/7 service	www.211louisiana.com ; http://www.guidetohumanservices.org/
MA	n/a	Private collaboration between Council of MA United Ways (COMUW) and the MA Assoc. of Info & Referral Services (MAIRS) to create Mass211, Inc. (1999)	Mass211, Inc.	COMUW, 26 individual United Ways, MAIRS, and the MA Exec. Office of Health and Human Services (EOHHS) - \$100,000; United Way of MA - \$1,000,000	n/a	Not currently operational due to lack of funding, however a statewide online database is in the works, and other institutions are	hybrid	n/a	n/a	none

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
						ready and awaiting proper fiscal allocation				
MD	n/a	A public-private collaboration between state and local organizations produced the 211 MD Task Force in Aug-00. 211 legislation (HB981) was enacted in 2004.	211 Maryland Task Force (est. by MPSC in Jan-03)	United Way	4 Pilot Centers cover 70% of MD - including Metro Washington and Baltimore, and parts of W MD and the Lower Eastern Shores	Currently addressing technical landline and wireless problems, as well as building a statewide database.	hybrid	n/a	n/a	http://www.uwcm.org/help/gethelp/fcfh/211/
ME	7-Feb-06	Private collaboration between United Ways in Maine and Ingraham	211 Maine, Inc. (est. by MPUC on 27-Jun-05)	state appropriation, 10 United Ways in Maine and Ingraham; local initiatives; businesses; foundations; Office of Information Technology - \$816,114 over 18 mos.	Washington and Cumberland Cos., 7-Feb-06	Statewide database available online, although 211 telephone services remain restricted to 4 cos. (Washington, Cumberland, Penobscot, and York)	centralized	no information provided	Coverage through dialing code 211 (8am-8pm) and/or internet; payphone service; 24/7, cell, cable, and internet services come Jul-05.	www.211maine.org

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
MI	1-Aug-02	Michigan 211, Inc. is a public-private partnership between MI United Ways and the MPSC (which is responsible for call center designation).	Michigan 211, Inc.	SBC, Blue Cross Blue Shield, W.K. Kellogg Foundation, MDCH OPHP, MI Assoc. of United Ways; state appropriation. Medicaid, HHS; CDBG through HUD; Comm. Ftdns.; HCAP	Kent and Calhoun cos., 7% coverage	60% coverage, 8 call centers; 70% coverage by 12/06; Washtenaw, Livingston and Monroe cos. to be added Summer 2006 and statewide coverage expected in Oct-07.	Hybrid	call volume increases an average of 60% when call centers switch from an 800# to 211	coverage through dialing code 211 and/or internet; 24/7 service	http://www.uwmich.org/membership/n211.htm
MN	Jan-03	no information provided	Minnesota 211 Statewide System	United Way	no information provided	100% coverage	hybrid	no information provided	coverage through dialing code 211 and/or internet; 24/7 service	www.211unitedway.org; www.unitedwaytwin cities.org
MO	n/a	no information provided	Heart of America United Way (HAUW, Kansas City)	United Way	Business Plan suggests service to 21 Cos. in the Kansas City Metro Area, including 16 in MO	Application currently under inspection by the MO Public Service Commission	hybrid	n/a	n/a	none
MS	n/a	public-private partnership	United Way of the Capital Area in collaboration with local United Ways, and	Kellogg Foundation	n/a	Planning stage - currently developing a database and partnershi	hybrid	n/a	n/a	none

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			the states of Arkansas and Louisiana			ps with local First Call for Help and I&R Systems.				
MT	Apr-06	no information provided	Montana 211 Coalition (unofficially)	United Way; DPH&HS coalition; Regional Community Mental Health Centers; MT Library Association; local/state/national government	First Call for Help provides 211 services in Missoula, Ravalli, and Mineral cos., but not under the 211 dial code	211 statewide process plan is being developed - will create 4 call centers.	hybrid	n/a	limited coverage through internet	http://access.hrcxi.org/data_access?template=firstcall
NC	Apr-01	UWNC private initiative in 1999.	United Way of North Carolina (UWNC, approved by NCPUC on 18-Nov-99); Regional United Ways are responsible for the individual call centers, and work with the American Social Health Association Call Center.	Families Together Inc.; state appropriation; United Way	no information provided	47% coverage, 4 call centers.	hybrid	60,000 calls in 2005.	coverage through dialing code 211 and/or internet; 24/7 service	http://www.nc211.org/

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ND	11-Feb-04	Private Efforts by North Dakota's MHAND.	Mental Health Association (MHAND, approved by PSC on 24-Sep-03)	United Ways of North Dakota; Dakota Medical Foundation, Challenge Grant - \$25,000	regional coverage through a conversion of MHAND's own 'HELP-line'	100% coverage	centralized	no information provided	coverage through dialing code 211 and/or internet; 24/7 service	http://www.mhand.org/211/index.asp
NE	11-Feb-04	Private , grassroots effort between the NE Health and Human Service System (NHHS) and United Way of the Midlands (UWM). In 1999, a legislative "Final 211 Report" recommended a pilot.	I&R Nebraska	US Dept. of Commerce - Technical Opportunity Program, various United Ways, Health Organizations, City funds, Bioterrorism	2002 - United Way of Midland's First Call for Help is converted into the NE 211 Pilot, and uses the 211 dialing code in 4 cos.	79.3%, 1 call center	hybrid	48,000 calls in 2005 - a 36% increase over 2004	coverage through dialing code 211 and/or internet; 24/7 service	http://www.ne211.org ; www.uwmidlands.org/assistance.htm
NH	n/a	Private partnership between 5 regional and statewide I&R and the United Ways of NH. NH Legislature's 211 Commission accepted 211 service design in Jun-02.	NH 211 Partnership	United Way	none	Awaiting funding	hybrid	n/a	n/a	none

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NJ	10-Feb-05	no information provided	NJ 211 Partnership (joint effort between AIRS of NJ and the United Ways of NJ in 2000; est. by NJ Board of Public Utilities on 3-Oct-02)	NJ United Ways, state appropriation (DHS), county grants, Verizon Foundation combined have donated \$2.2 million	no information provided	100% coverage, 10 call centers	hybrid	no information provided	coverage through dialing code 211 and/or internet; 24/7 service; cell phone service	www.nj211.org
NM	n/a	Private initiation by UWCNM, currently awaiting state funding and support. The New Mexico PUC officially approves of a statewide 211.	United Way of Central New Mexico	United Way	UWCNM launched "New Mexico 211" pilot in the 4 co. Albuquerque area under the auspices of a local number on 1-Oct-01	4 call centers all operating under local phone numbers (Albuquerque, Farmington, Hobbs, Roswell)	hybrid	no information provided	coverage through internet	http://www.uwcnm.org/ ; (505) 245-1735
NV	13-Feb-06	no information provided	Nevada 211	state appropriation; United Way	Service proved 8am-midnight to Washoe, Carson, and (the majority of) Clark cos. through 2 call centers	Awaiting funding and results from pilot	hybrid	no information provided	coverage through dialing code 211 (8am-midnight) and/or internet	http://www.nevada211.org/ ; http://www.uwsn.org/sup.php?id=179

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NY	Jan-05	The 211 NY Collaborative was privately convened in 1999 by New York State AIRS and the United Way of NYS.	211 New York Collaborative (est. by PSC in Jan-02)	state appropriation, United Way (Lilly Endowment and Best Buy, Inc.), individual donations, county governments, various foundations	Finger Lakes Region (Rochester, Jan-05)	conversion of existing I&R services to call centers has taken place in the Finger Lakes, Hudson Valley, and Taconic Regions, and Western NY; future statewide coverage through 10-12 call centers	hybrid	Finger Lakes received 140,000 calls in their 1st year - 40% more than received in the previous year.	coverage through dialing code 211 (limited) and/or internet	www.211ny.org
OH	12-Nov-02	OCIRP has privately worked for 211 implementation since 1999. PUCO finally approved OCIRP's petition to establish a 211 system on 21-Jun-01.	The Ohio Council of Info & Referral Providers (OCIRP) and the 211 Ohio Collaborative.	United Way, CDBG through Lake Co.	First Call Center - a conversion of the Helpline of Delaware and Morrow Counties.	73% coverage, 17 call centers	decentralized	no information provided	coverage through dialing code 211 and/or internet; 24/7 service; cell phone service through Sprint/Nextel, Verizon, Cingular, Cellular One, T-Mobile, and Centennial	http://www.ocirp.org/ ; http://www.211ohio.net/ ; Richard Stahl, (33) 762-5627 or rbstahl@infoinc.org
OK	11-Jul-03	Governor Henry publicly established 211 services in Jul-03.	Oklahoma 211 Advisory Collaborative (est. May-05 by state legislation -	state appropriation (DHS), United Way	3 pilot centers (est. May-05) cover almost 65%: 211 Tulsa Helpline,	still in pilot stage; planned statewide coverage by 2010, plus 3	decentralized	no information provided	coverage through dialing code 211 and/or internet; 24/7 service; cell phone service through T-Mobile and Pine Cellular in active areas	www.211Oklahoma.org ; www.211tulsa.com ; www.HeartLineOklahoma.org

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			SB 1405)		HeartLine 211, and SE OK 211	new rural centers planned for late 2006				
OR	unknown	The OR legislature passes HB 3443 directing the Office of Emergency Management to publicly establish a 211 system, Jul-05.	Oregon 211 Coalition	state appropriation - \$450,000; United Ways of America, Breaking the Borders Grant - \$100,000; Bill and Melinda Gates Foundation, Northwest Partners Grant, Oregon Safe Net (federal funding), various nonprofits, city governments	Portland metropolitan area (30% coverage)	still in pilot stage	hybrid	no information provided	coverage through dialing code 211 and/or online; limited cell/pay phone service	www.or211.org; Jeri Shumate, (503) 226-3099
PA	n/a	Private , informal regional and human service professional meetings organized by PAIR and UWP in late 2001. Currently seeking state support.	Pennsylvania 211 Collaborative (Pennsylvania Assoc. of I&R [PAIR] and the United Way of Pennsylvania [UWP]; first formal meetings held in Fall 2003)	United Way, state appropriation	none	no coverage	hybrid	n/a	n/a	http://www.pairinfo.org/PAIR211.htm
RI	n/a	no information provided	n/a	no information provided	n/a	still in planning	centralized	n/a	n/a	none

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						stage				
SC	Jul-02	Publicly instituted when the governor signed a bill requiring the SBCB to establish a statewide 211 system	State Budget and Control Board (SBCB)	United Way, local governments	Aiken, Lexington, Richland and Newberry Cos. (Jun-02); the Charleston area (Feb-03)	coverage in at least 7 counties	hybrid	no information provided	coverage through dialing code 211 and/or internet; 24/7 service	www.sc211.org
SD	18-Oct-01	Private implementation of the Sioux Falls call center by HELP!Line.	HELP!Line Center	fundraising	Sioux Falls	undetermined coverage beyond pilot program	hybrid	Sioux Falls answered 37,000 calls in 2005.	coverage through dialing code 211 and/or internet	www.211southdakota.org
TN	Jul-02	no information provided	Tennessee Alliance of Information and Referral Systems (TAIRS, officially est. by the TN Regulatory Authority as TN's 211 Collaborative)	state appropriation (through TN Regulatory Authority) of \$400,000 in statewide start-up costs	no information provided	36% coverage, 5 call centers; statewide by Jul-07	decentralized	no information provided	coverage through dialing code 211 and/or internet; limited 24/7 service	http://www.211tn.org/
TX	Fall 2002	THHSC publicly instituted the 211 number in Texas.	Texas Health and Human Services Commission (in collaboration with local I&R agencies)	state appropriation, Summer Food Service Program	no information provided	100% coverage, 25 call centers	hybrid	no information provided	coverage through dialing code 211 and/or internet; 24/7 service; limited cell/pay phone service	http://www.hhsc.state.tx.us/tirn/tirhome.htm

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UT	Dec-01	211 in Utah is a private endeavor, initiated by the state's United Ways and individual I&R call centers.	211 Utah	United Way, DHHS, state appropriation, foundations, corporations, private donation from companies & nonprofits, CNCS Americorps VISTA Grant, SSBG	none	100% coverage, 4 call centers	hybrid	51,085 calls in 2004 - 40% more than in 2001. 3,244 calls - Jan-02 vs. 6,366 - Jan-05.	coverage through dialing code 211 and/or internet; limited cell/pay phone service	http://www.informationandreferral.org/
VA	10-Feb-06	A public-private partnership between the VDSS and VAIRS was established to bring 211 to Virginia.	Virginia Dept. of Social Services and the Virginia AIRS	state appropriation (DSS), funding from the Virginia United Ways	10-Feb-06 - service launched in Richmond, Tidewater, Central VA, NW VA and SW VA	75% coverage, 5 call centers; planned expansion to N VA in 2007	hybrid	top service requests: mental health, housing, financial assistance, health/medical, basic immediate needs, other info, food, suicide, home care, government	coverage through dialing code 211 and/or internet	http://www3.irissoft.com/rich/default.asp ; http://www.vairs.org/
VT	11-Feb-05	Vermont 211 is a private program, run by the United Ways of Vermont.	United Ways of Vermont (est. by VT Public Service Board on 19-Nov-04)	United Way, private agencies	no information provided	100% coverage, 1 call center	centralized	no information provided	coverage through dialing code 211 (M-Th, 8am-8pm; F, 8:30am-4:30pm) and/or internet	www.vermont211.org

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WA	22-Feb-06	WIN 211, a private coalition of local I&R providers and United Ways, was incorporated in Aug-01. 211 legislation was approved on 15-Apr-03.	Washington Information Network 211 (WIN 211)	United Ways of Washington, AIRS, State of WA - \$1 mill. through Capital Funding Allocation and \$2.5 mill. through Emergency Mgt Div (Military Dept), Bill & Melinda Gates Foundation, DSHS, Employment Security Dept., Microsoft, Verizon Foundation, cities, Microsoft, nonprofits	2004 - King and Clark Cos.	10% coverage, 4 call centers	hybrid	no information provided	coverage through dialing code 211 and/or internet	http://www.win211.org/home.htm
WI	Jun-02	211 Wisconsin, Inc. is established in Aug-03, as a public-private partnership.	211 Wisconsin (est. by PSC on 11-Mar-04); membership to 211 WI includes: existing approved 211 sites, the Division of Public Health, United Way of Wisconsin, Wisconsin AIRS, the Wisconsin	United Way of Dane County; State of Wisconsin Dept. of Administration and Dept. of Health and Family Services; Public Health and Bioterrorism Preparedness Act	11-Jun-02 - Waukesha, Dane, Racine and Milwaukee Cos. activated	39% coverage, 9 call centers (all independently operated)	hybrid	A record 12,000 calls in 2004, after switching from a locally based help center. Impact now receives over 70,000 calls per year.	coverage through dialing code 211 and/or internet; 24/7 service (except 211 Winnefox)	http://www.wisconsinairs.org/211/index.html

State	Date Of Launch	Organizational Initiative (Public Vs. Private)	System Operators	Funding	Pilot Programs	Status	Design Model	Call Volume & Services Requested	Services (Landline, Internet, Wireless, Payphone Service, 24/7)	Important Numbers And Websites
			State Telecommunications Association and the PSC.							
WV	11-Feb-05	Jun-01 - PSC establishes the 211 Task Force, creating the 211 initiative in the public sphere.	WV 211 Collaborative (est. by the PSC in Mar-04); Lauttamus Communications (service provider, a for-profit call center)	WV Dept. of Human Resources - \$90,000 (for the development of a database, Jan-04); nonprofits	none	widespread coverage	centralized	no information provided	coverage through dialing code 211 and/or internet; 24/7 service	http://www.wv211.org/
WY	n/a	no information provided	no information provided	no information provided	none	still in planning stage	centralized	n/a	n/a	none

Appendix C: Data Collection Instruments

Detailed Information from Selected States

Michigan 2-1-1 Project

ENVIRONMENTAL SCAN: DETAILED INFORMATION FROM FIVE STATES

Interview Questions

Date _____ Time _____

Name _____

Title _____

State _____

Phone _____ E-mail _____

Questions

Review the project with the key informant; make sure they know why you are calling.

Verify their name, position, title, and contact information (make changes as needed)

Verify the 2-1-1 program information you obtained on line

Does this information still accurately reflect the 2-1-1 program in your state?

YES or NO

If not, in what way is 2-1-1 different in your state now? Probe for details:

- What services have been added?

- What geographic areas have been added?
- Has the volume of calls changed noticeably?
- Has additional funding been received? Has funding been lost? Explain--
- Has the legal status of the program changed (e.g. legislation, administrative rules)? In what way has it changed?

How long has this program been in existence?

What state agency or nongovernmental organization is responsible for running/managing this program?

What is the legal basis for this 2-1-1 program?

Is it mandated by state statute or state administrative rule? (If so, what law or rule?)

Is this mandated by federal legislation or administrative rules (If so, what program or legislation?)

Is this mandated by a combination of federal and state legislation or administrative rules? (If so, what laws or rules?)

How is this 2-1-1 program funded? Probe for details.

What is the total budget for this 2-1-1 project?

What state funds (if any) are directed to support this program?

What federal funds (if any) are directed to support this program?

How much funding is provided to support 2-1-1? (Note—you may have to get parallel data from the state and the feds if funding is received from different sources.)

What are the future plans to fund this 2-1-1 program? (e.g., how can this program be sustained financially over time?)

How difficult/easy was it to get this funding in the first place?—Get details of the process by which this was accomplished.

What advice do they have for us in terms of identifying and acquiring funding to support our 2-1-1 efforts?

Do you have any other information that would be helpful in promoting and developing a statewide 2-1-1 program in Michigan?

Thank you for your time and for the information you provided to me. This will be very helpful to us as we move this project forward.

If you would like further information about Michigan's progress, please contact Nancy Lindman at the Michigan Association of United Ways:

(517) 371-4360 extension 16

nlindman@uwmich.org