



what matters.™

Access for All through 2-1-1

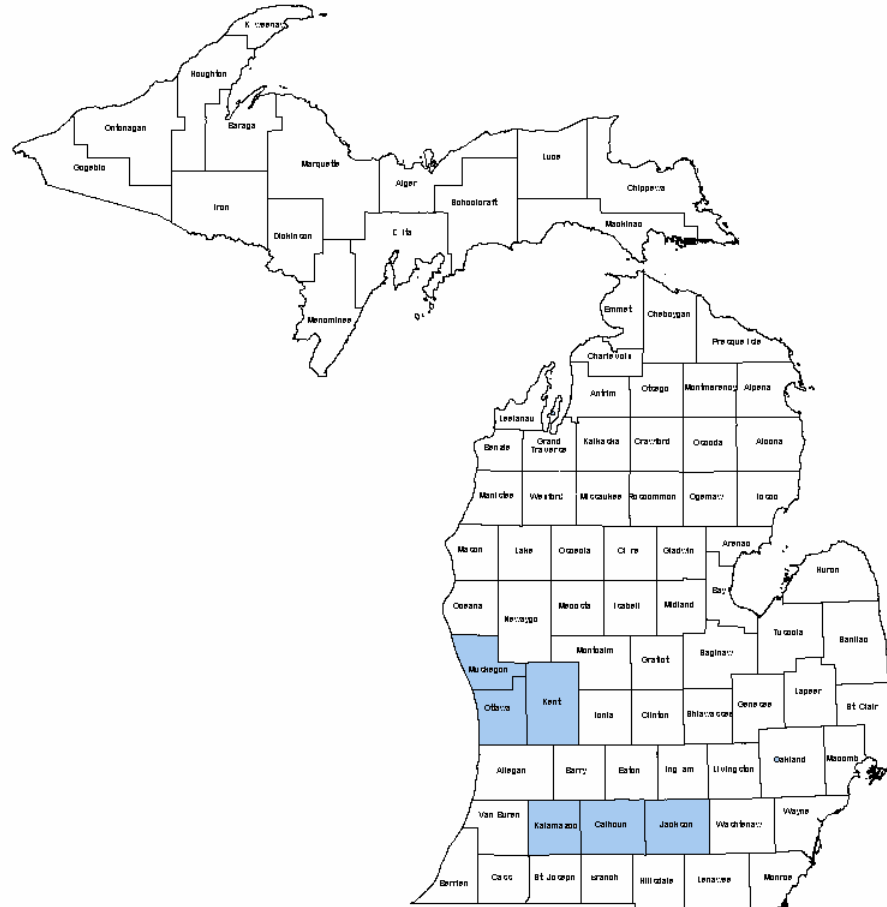
April 23, 2007

Expanding from 70% to 100%

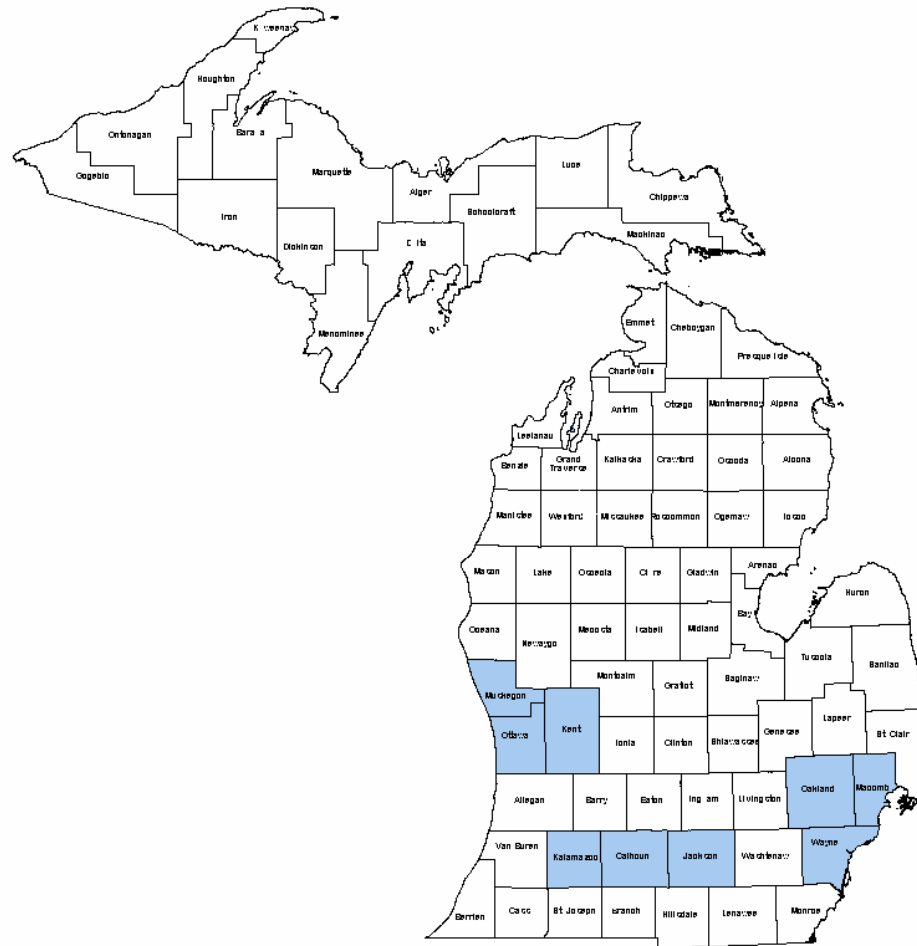


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- How has 70% coverage developed to date?
- Roadmap for achieving 100%
- Your vision for getting there

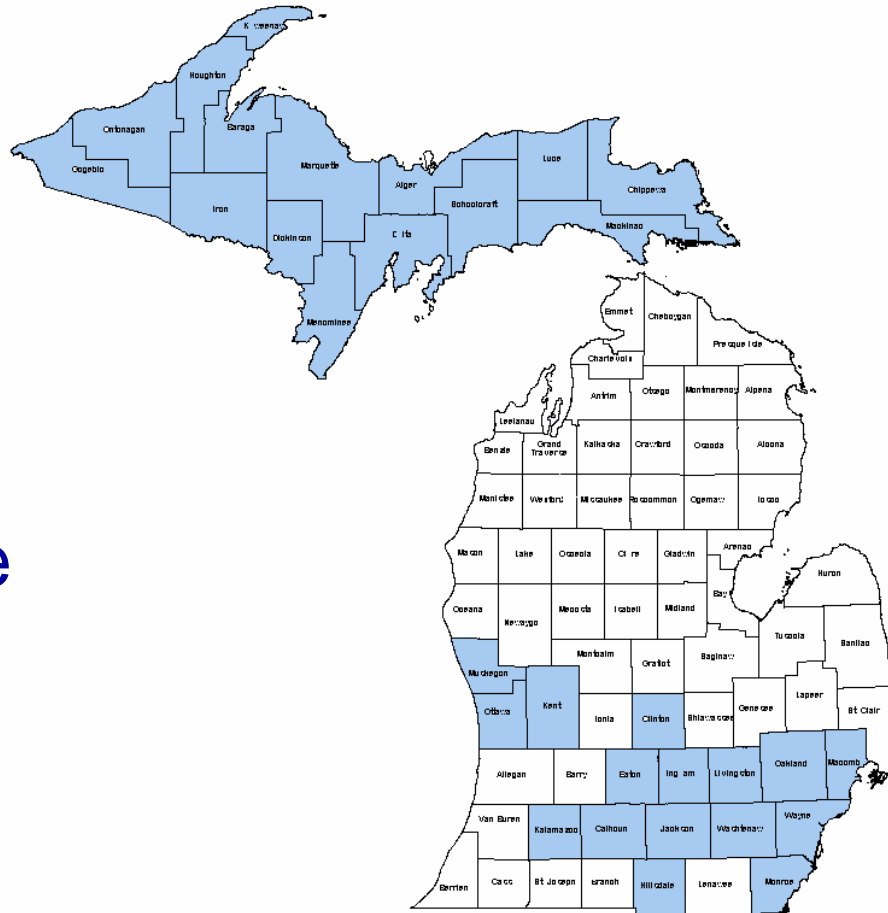


2004
16% coverage

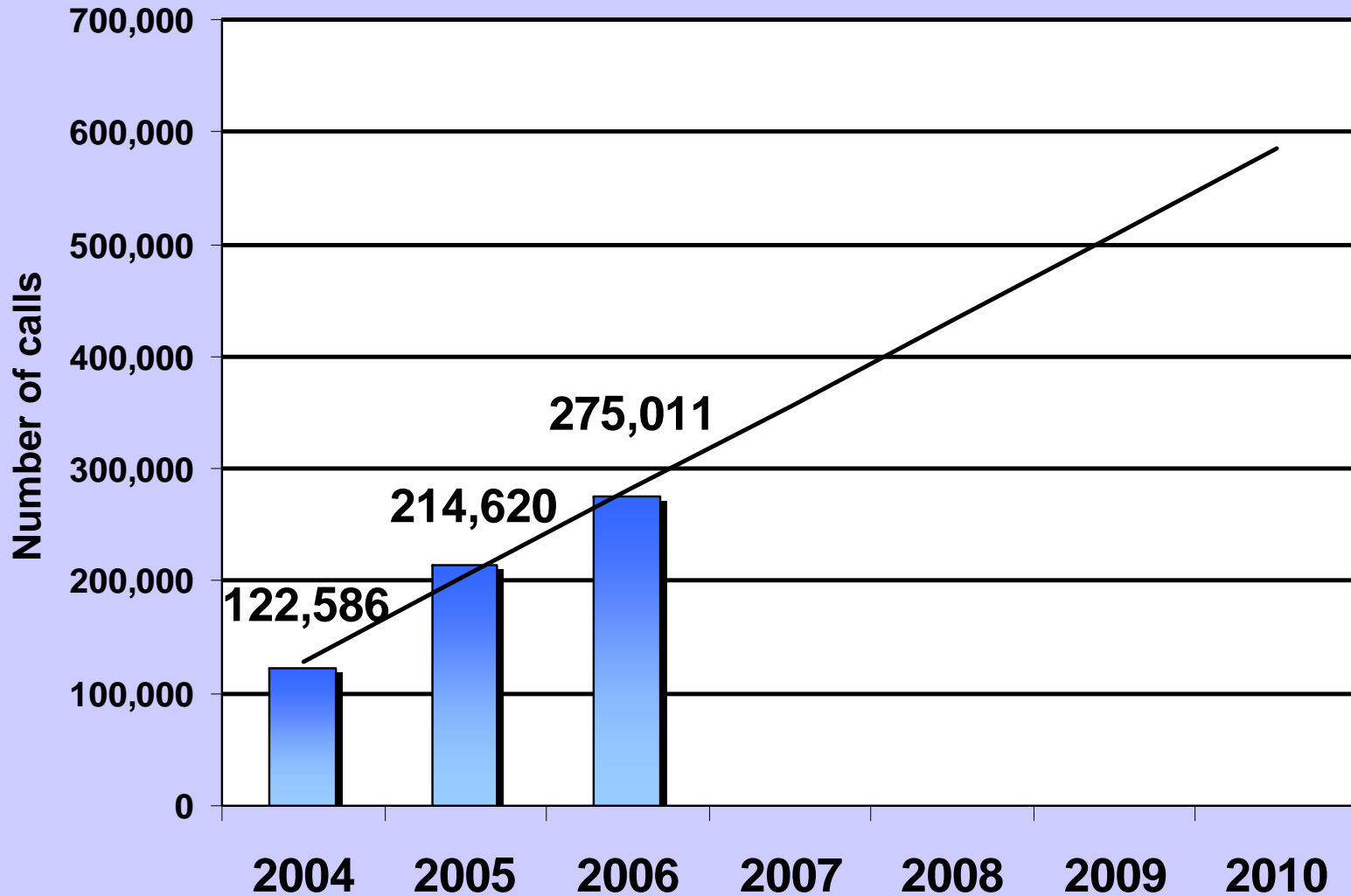


2005
60% coverage

TODAY
70%+ coverage



Michigan 2-1-1 Call Volume 2004-2006



National Standards



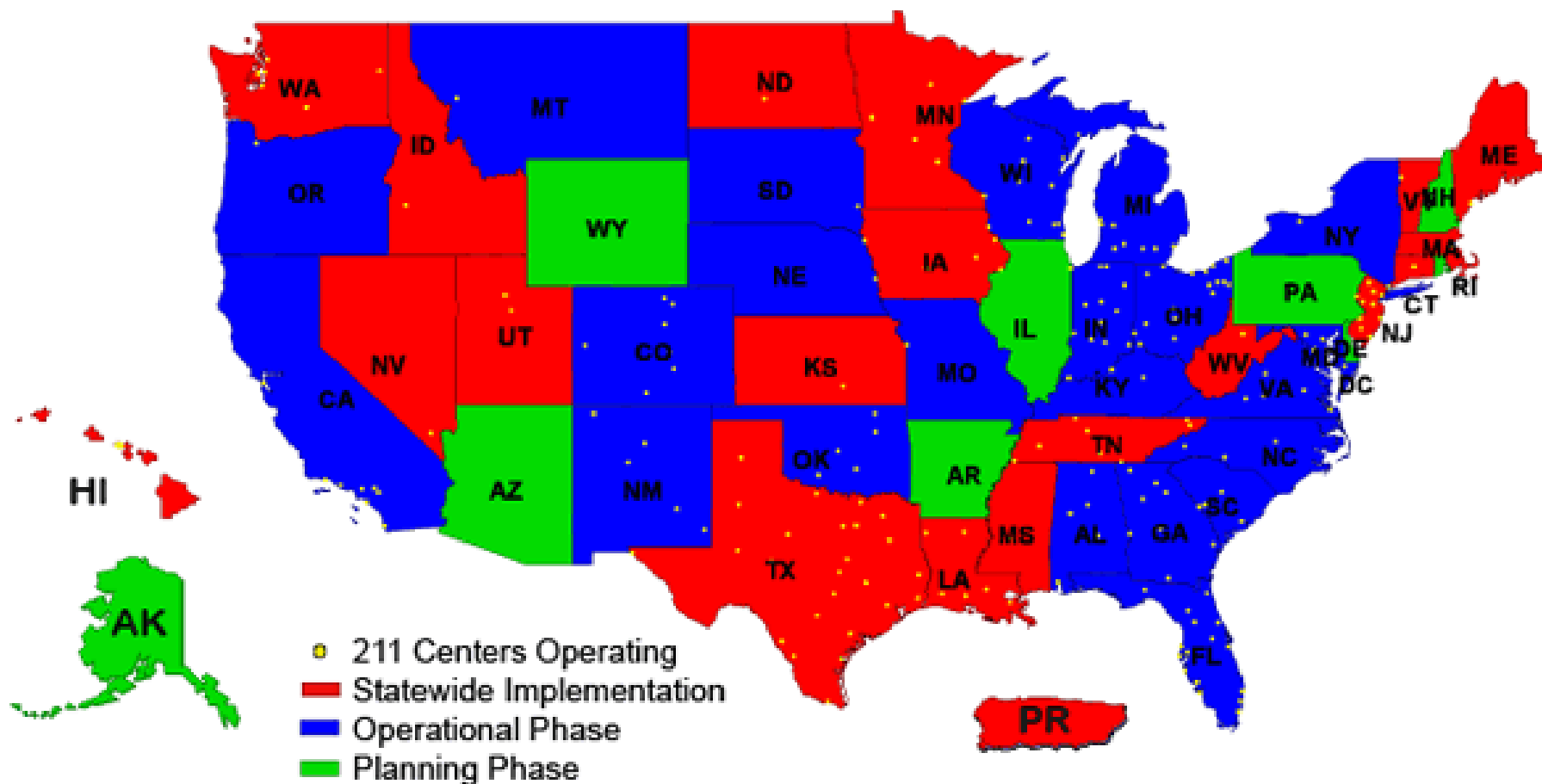
Professional I&R staff answering phone

24/7, free, serve special needs

Quality, comprehensive data base

Coordinated services with local health and
human service agencies

65+% of the Nation's Population has 2-1-1





Reaching 100%

The Michigan 2-1-1 Business Plan

- Statewide system through regional call centers
- \$10 million annual operating budget at full capacity
- Ultimately, a 50/50 partnership between State of Michigan and local communities



Michigan 2-1-1 Business Plan Calls for:



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Statewide system development:

- **Statewide database**
- **Telecommunications backbone**
- **Sustainable regional call centers**
- **Quality assurance / Training**
- **Agreement on operational standards**
- **Statewide data reporting**
- **Statewide workgroups**

Michigan 2-1-1 Business Plan Calls for:



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Local presence through an integrated system

- **Regional Call Centers** – cost efficient, standards-based
- **Resource Hubs** – database management & local contact point
- **Local Contact Points** – face of 2-1-1 in the community, data reporting, liaison with regional call center

What needs to be accomplished?



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- Continued collaboration to bring 2-1-1 to all of Michigan through regional call center system
- Start-up funding in unserved areas = 50¢ per capita
- Funding to continue statewide coordination, telecom and data system development
- Legislative support, state and federal to secure long term operational funding through a 50/50 public/private partnership



Getting to 100% - Next Steps



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Using support of Michigan 2-1-1 & Michigan Association of United Ways:

- Assemble group of community leaders to cast the vision and form 2-1-1 Taskforce
- Establish relationship among funding partners
- Learn how other communities have successfully implemented 2-1-1
- Tour Regional Call Center
- Identify plan for the community – what needs to happen so we can have 2-1-1?

An organized way to care...

2-1-1 is the **front door** to
health & human services

2-1-1 **gives voice** to the demand
for services so that a community
can speak as one



Unserved Areas

The Community Collaborative Perspective



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“...our Collaborative enthusiastically supports 211.

In our rural community access is a primary concern, the 211 system would be a welcome aid to our efforts. Having a centralized location for relevant community and agency information would reduce time invested in resource identification thus improving agency efficiency.

Additionally, 211 would provide a direct line for clients thus freeing considerable agency time for truly urgent or emergency needs.”

*Community Collaborative Coordinator
Kankaska County*



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“2-1-1 would be a godsend to rural Manistee County. It is very difficult to let people know all the resources available to them. 2-1-1 can do this quickly and efficiently. Such a service will save countless man hours as well as dollars for the agencies that have had to fend the "Where Do I Go for This" calls. All the agencies in Manistee look forward to the implementation of 2-1-1.”

*Community Collaborative Coordinator
Manistee County*

“Recently I have heard more and more discussion about the need for persons in the community to have access to service information. They don't know where to turn for help. They don't know how to match their need with what agency or organization might offer a service. With that said, I believe there is a greater need now for 2-1-1 than there ever has been before. I think it is related to the poor economy in Michigan. “

*Community Collaborative Coordinator
Wexford and Missaukee Counties*

Small groups

How would life be different if you had 2-1-1 in your community?

- As Funders?
- As Human Service Providers and Government Agencies?
- As Individuals & Families? (youth, seniors, people with disabilities, newcomers, low-income, etc.)





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Michigan 2-1-1 connects people with
information and resources
to build healthy, safe communities



Additional resources:

www.uwmich.org/membership/n_211.htm

- MI 2-1-1 Business Plan & other materials

www.airs.org

- Standards, certification & training information

www.211.org

- National status of 2-1-1, legislative updates & more

Questions??

Please contact:

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www.uwmich.org

