

2.1.1

Get Connected.
Get Help.

211 as YOUR Resource For MCRH

October 14, 2024

With
Sarah Kile



Overview

211 Basics & How it Works

211 - 988 - 911

211 at Work - Improving Health

I NEED HELP.

NECESITO AYUDA.

انا بحاجة الى مساعدة.

DIAL 2-1-1

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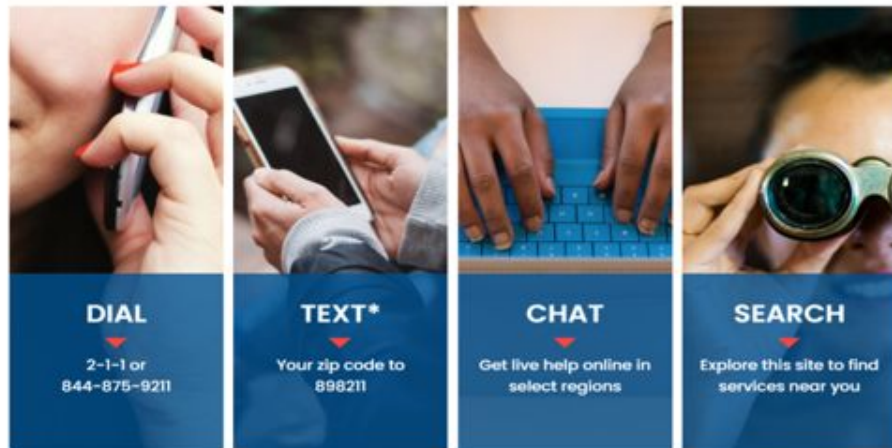
www.211.org

Seven Regional 211 Contact Centers Collaboratively Serving Michigan

2-1-1 designated by Michigan Public Service Commission

Nationally accredited contact centers available 24/7/365

Nationally trained & certified staff provide information, referrals, navigation and advocacy plus curate a comprehensive resource database to support Michiganders accessing available assistance



THE Resource Directory in Michigan

- Centralized Access to Services
- Comprehensive Information
- Timely and Relevant
- Tailored to Local Needs
- Emergency and Crisis Response
- Community Collaboration
- Working on Federated/Shared Directory Information



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Phone – 2-1-1

- Active Listening
- Assessing Needs
- Problem Solving
- Screening for Eligibility
- Referring to Applicable Resources
- Follow Up



Text – Zip Code to 898-211

- Access to Trained Staff through text
- Receive and store resource information
- Convenient connection
- Builds on previous conversations



Online – mi211.org

- Self-Paced & Guided Searching
- Quick Access to Resource Information



Chat – mi211.org

- Access to Trained Staff online
- Receive and store resource information
- Convenient connection

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211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



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www.Mi211.org

Let's find the help you need

Search our database of over 27,000 programs for Michiganders

I am looking for:

food, rent payment assistance, diapers, etc...

I live in zip code: ?

enter zip code...

FIND HELP

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Partnerships: Putting it all together

Need additional resources?

Find information about local and state resources that may be able to help during a Life Event.



Housing & Shelter

Shelters
Low-cost Housing
Home Repairs



Food

Food Pantries
Free or low-cost meals
Pet Food



Work & School

Unemployment
School Lunch Programs
Adult Education



Family Support

Having a Baby
Getting Married or Divorced
Becoming a Foster Parent

[Find Resources](#)

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Screening & Referral: Jackson Care Hub

511,605 SDoH screens completed

166,994 unique individuals screened

Average of 15,000+ screens per month in 2023

34,926 referrals made for services to more than 120 agencies

34 agencies receive referrals

132 additional agencies receive referrals via fax/phone

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www.Mi211.org/Home-Visiting

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Partnerships: Navigation & Bi-Directional Referrals



WISEWOMAN

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Dial 211



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www.Mi211.org/CIE