



Michigan 2-1-1: Fact Sheet

- 2-1-1 is the health and human service equivalent of 9-1-1 to give or get help
- 2-1-1 is currently active in Calhoun, Kalamazoo, Kent, Jackson, Macomb, Muskegon, Oakland, Ottawa, and Wayne Counties and across the Upper Peninsula
- 60% of Michigan's population and 46% of the nation's total population currently has 2-1-1 service
- 2-1-1 service is planned to be active in Washtenaw, Livingston and Monroe summer '06
- A statewide 2-1-1 Business Plan is complete, calling for all Michiganders to have service in 2007
- 2-1-1 Call Centers are nationally accredited; staff is extensively trained and nationally certified
- The FCC approved 2-1-1 for health and human service information & referral; 2-1-1 is legislated in the Michigan Telecommunications Act.
- Call volume increases an average of 60% when call centers switch from 1 800 to 2-1-1
- Calls are free to the user, answered 24/7/365 by professional Information and Referral specialists
- Translation service is available for non-English speaking callers
- In Atlanta 2-1-1, the nation's most established and largest call center, the fastest growing type call is from the caller who wants to Give Help
- 2-1-1 databases are comprehensive and up-to-date; for example, Kent County's 2-1-1 data base has over 1,000 agencies representing over 4,000 different health and human service programs
- A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years
- University of Nebraska study sites cost savings for Nebraska between \$7.6 - 16.5 M annually resulting from such factors as, one call for multiple referrals, reduced overlapping information & referral costs and improved community planning through call data
- National Governors' Association cites "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"

The W.K. Kellogg Foundation, Blue Cross Blue Shield of Michigan
and Michigan Association of United Ways are sponsors of Michigan 2-1-1.

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