

Navigating 2-1-1 Michigan:

2-1-1 Michigan website: <https://www.mi211.org/>

2-1-1 Michigan allows Michiganders to search the database of over 27,000 programs

On the main page you have the option to:

- Type key words for what resources you are looking for (i.e. food, rent payment assistance, diapers, etc.)
- Type the zip code you are looking for resources in

If you go to LANGUAGES in the top right corner it allows users to have the website translated into over 180+ languages.

If you go to the MENU in the top right corner it allows you to do the following:

- **Get Help:**
 - Michigan 2-1-1 makes it easy to find the help you need, close to home. Whether that's connecting people with food and shelter. Finding childcare or elder care. Or help for addiction or depression. We can tell you where to turn in a family crisis or natural disaster. Or help you search for a specific agency or resource. Whatever you need, help can be a call, text, or keystroke away.
 - **There are two ways to search:**
 - **By Location:** Enter your County to get needed resources
 - **Document Library:** Search online for helpful documents from state and federal programs. This then allows you to search online for helpful documents from state and federal programs.
- **About 2-1-1:**
 - **About Michigan 2-1-1**
 - Michigan 2-1-1 is a free service that connects Michigan residents with help and answers from thousands of health and human services agencies and resources right in their communities—quickly, easily, and confidentially. What's more, we use statistical data (not personally identifiable information) from calls and web visits to help shed a light on the nature of social needs in Michigan for government officials and decision-makers across the state.
 - **Get Connected**
 - When Michigan residents need help with childcare, mounting bills, shelter for the night, and more, 2-1-1 offers a one-stop connection to



thousands of local agencies and resources that can help—24 hours a day, 7 days a week.

- Dial: 2-1-1 OR 844-875-9211
 - Text: Your zip code to 898211
 - Chat: Get live help online in select regions
 - Search: Explore this site to find services near you
- **Seven Regional Contact Centers:** Seven regional Contact Centers across Michigan are staffed with trained specialists who provide information, referrals, and advocacy when people in their region need help or have help to offer.
- **UPCAP 2-1-1:**
 - **SERVICE AREA:** UPCAP’s 2-1-1 connects residents with help and information in the 15 counties of Michigan’s Upper Peninsula: Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, and Schoolcraft.
 - **RESOURCE MANAGER :** Melissa Kositzky 906-217-3005
kositzkym@upcap.org
 - (800) 338-1119
 - **CALL 2-1-1:**
 - **SERVICE AREA:** CALL 2-1-1 connects residents with help and information in these western Michigan counties: Charlevoix, Emmet, Manistee, Missaukee, Muskegon, Ottawa, and Wexford.
 - **RESOURCE MANAGER :** Sara Johnson 231-733-8615
sara@call-211.org
 - (877) 211-5253
 - **HEART OF WEST MICHIGAN UNITED WAY 2-1-1:**
 - **SERVICE AREA:** Heart of West Michigan United Way 2-1-1 connects residents with help and information in Antrim, Barry, Benzie, Grand Traverse, Kalkaska, Leelanau, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, Oceana, and Osceola counties.
 - **RESOURCE MANAGER :** John Mitchell 616-752-8648
jmitchell@hwmuw.org
 - (800) 887-1107



- **2-1-1 NORTHEAST MICHIGAN:**
 - **SERVICE AREA:** 2-1-1 Northeast Michigan connects residents with help and information in these northeast Michigan counties: Alcona, Alpena, Arenac, Bay, Cheboygan, Clare, Crawford, Gladwin, Gratiot, Huron, Iosco, Isabella, Midland, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, Roscommon, Saginaw, Sanilac, St Clair, and Tuscola.
 - **RESOURCE MANAGER :** Hollie Hawkins 989-638-5643
Hawkins@211nemichigan.org
 - (888) 636-4211

- **UNITED WAY FOR SOUTHEASTERN MICHIGAN 2-1-1:**
 - **SERVICE AREA:** United Way for Southeastern Michigan 2-1-1 connects residents with help and information in these six counties: Lapeer, Macomb, Monroe, Oakland, Washtenaw and Wayne.
 - **RESOURCE MANAGER :** Nyesha Motley
Nyesha.Motley@liveunitedsem.org
 - (800) 552-1183

- **CENTRAL MICHIGAN 2-1-1:**
 - **SERVICE AREA:** Central Michigan 2-1-1 connects residents with help and information in these central Michigan counties: Clinton, Eaton, Genesee, Hillsdale, Ingham, Jackson, Lenawee, Livingston, and Shiawassee.
 - **RESOURCE SPECIALIST :** Terrina Liogghio 517-789-1238
terrina.liogghio@lifeayscmh.org
 - (866) 561-2500

- **GRYPHON PLACE 2-1-1:**
 - **SERVICE AREA:** Gryphon Place 2-1-1 connects residents with help and information in these southwest Michigan counties: Allegan, Berrien, Branch, Cass, Calhoun, Kalamazoo, St Joseph, and Van Buren.
 - **RESOURCE MANAGER :** Nadine Bryant nbryant@gryphon.org
 - (800) 563-5432 Kalamazoo County
 - (800) 310-5454: Allegan, Berrien, Cass, Van Buren Counties
 - (800) 250-5628: Calhoun, St Joseph, Branch Counties



- **2-1-1 In Other States:**
 - We're part of a national system of 2-1-1 organizations reaching 94% of the U.S. Every year, 2-1-1 specialists answer millions of calls, texts, web chats, and emails and provide free and confidential help, referrals, and information to people in need across the country. You can search for information for any state's 2-1-1 at: 211.ORG
- **2-1-1 Counts:**
 - Each year, 16 million people across the country dial 2-1-1 for help with basic needs or emergency services. 2-1-1 Counts provides real-time, searchable and visualized data from calls to centers across the U.S. Visit 2-1-1 Counts for a snapshot of needs by ZIP code, region, or call center as recently as yesterday. 2-1-1 Counts makes it easy to check trends, compare regions, and share information with community leaders and service agencies. VISIT 2-1-1 COUNTS
- **Providers:** Our database holds information on thousands of health and human services agencies and programs across Michigan, allowing providers to find services for their clients, find partners for collaborative projects, identify funding opportunities, and more.

Beyond providing referrals to agencies and programs, we also submit data from more than 500,000 contacts annually to the national 2-1-1 Counts database. 2-1-1 Counts offers searchable and visualized real-time data by ZIP code, region, or call center to help agencies assess needs, evaluate expansion projects, or see the demographics of need in their communities.

- **Text & Chat:** The availability and hours for text and online chat support varies from regional center to regional center. Click on your county on the map below and see the availability of chat and text in your region.

Remember: If you need help outside these hours, you can always call 2-1-1, 24/7.

- To text: Text your zip code to 898211.
- To chat: Select your region below to see if your regional center has an online chat option.
 - **UPCAP 2-1-1:**
 - Text available 7 am–5 pm, Mon–Fri.
 - Chat is unavailable at this center



- **CALL 2-1-1:**
 - Text available 8 am–4:30 pm, Mon–Fri
 - Chat available 8 am–4:30 pm, Mon–Fri

- **HEART OF WEST MICHIGAN UNITED WAY 2-1-1:**
 - Text is available 8 am–5 pm, Mon–Fri
 - Chat is available 8:30 am–5:30 pm Mon–Fri

- **2-1-1 NORTHEAST MICHIGAN:**
 - Text available 24/7
 - Chat available 9 am–5 pm, Mon–Fri

- **UNITED WAY FOR SOUTHEASTERN MICHIGAN 2-1-1:**
 - Text available 7 am–5 pm, Mon–Fri
 - Chat available 7 am–10 pm (Mon–Fri) and 4–10 pm (Sat–Sun)

- **CENTRAL MICHIGAN 2-1-1:**
 - Text available 8 am–8 pm, Mon–Fri
 - Chat available 8 am–8 pm, Mon–Fri

- **GRYPHON PLACE 2-1-1:**
 - Text available 24/7
 - Chat available 4–10 pm, Mon–Fri

