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Report to the Michigan Department of Health and Human Services on Infrastructure, Data and Activities

FISCAL YEAR 2025

Michigan 2-1-1

Tel: 517-664-9811
330 Marshall, Suite 211
Lansing, MI 48912
Website: <https://mi211.org>



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BACKGROUND

ABOUT 2-1-1

2-1-1 connects people to information, resources and services when they need or want to give help. 2-1-1 provides local, statewide and national resources that range from employment, family support, food, government services, health, housing, public benefits, to volunteerism, youth services and more. People in need of assistance can access help by calling 2-1-1, visiting www.mi211.org or texting their zip code to 898-211.

ABOUT MICHIGAN 2-1-1 (MI 211)

The Michigan 2-1-1 (MI 211) state office is the coordinating body for a network of seven regional contact centers that help people in need of assistance to access services. MI 211 supports statewide collaboration and service delivery among regional partners through shared infrastructure, funding assistance, and best practice guidance. MI 211 is financially supported by public and private funds at the local, state and federal level.

Through a combination of donations, grants and contracts, MI 211 provides regional partners with support in the following areas:

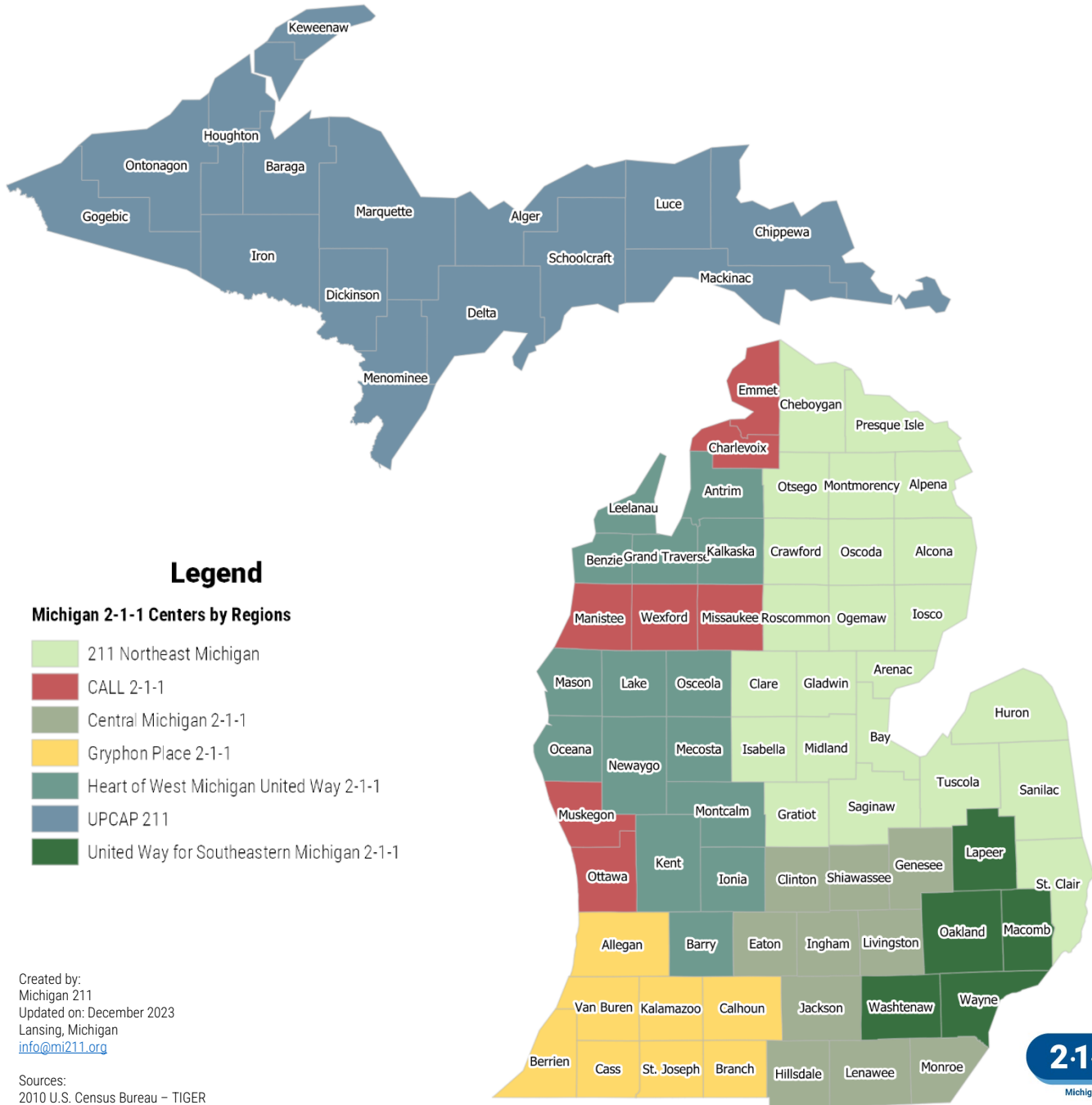
- Advocacy
- Data analytics, and reporting
- Legal and regulatory support
- Quality assurance
- Technical support
- Training

THE 211 NETWORK

Seven regional contact centers provide services statewide. These regional centers are:

- 2-1-1 Northeast Michigan
- Community Access Line of the Lakeshore (CALL) 2-1-1
- Central Michigan 2-1-1
- Gryphon Place 2-1-1
- Heart of West Michigan United Way 2-1-1
- UPCAP 2-1-1
- United Way for Southeastern Michigan 2-1-1

The 211 Network Map



ANNUAL ACTIVITIES AND ANALYTICS REPORT

Since 2017, Michigan 2-1-1 (MI211) has worked hand-in-hand with MDHHS in the development and deployment of the Michigan Integrated Service Delivery (ISD) project. This relationship opened the door for several infrastructure improvements for MI 211 including a move to a new resource database platform; development and enhanced functionality and flexibility of an independent, secure Application Program Interface (API); and a centralized data repository to expand its analytics and reporting capabilities. Our successful demonstration of coordination and capacity between MDHHS and the MI 211 statewide network has led to new opportunities to support the State of Michigan and Community Based Organizations, as well as providing additional sources of ongoing revenue for the system. Such partnerships implemented in FY25 include leveraging MI 211's resource database and API to enable guided self-service search of resources related to Fall Prevention support as well as enhancements to previous initiatives such as navigating HIV/STI services, Home Visiting programs, Maternal and Infant grief resources and Young adults facing a cancer diagnosis, with others on the horizon for implementation in FY26. Also, in FY25, the MI 211 Network launched an interoperable platform allowing 2-1-1 to document disaster/emergency response needs and list damage assessments, integrated with Crisis Clean Up and Michigan State Police (MSP). Continued partnerships include electronic referrals between 211 and the WISEWOMAN and Breast and Cervical Cancer Control Navigation Program (BCCCNP), from people in need of Home Visiting Programs, and continuing to serve as the Resource Repository for MIBridges, Michigan Crisis and Access Line (MiCAL), MSU Kinship Care Resource Center, as well as several local Community Information Exchange hubs. These projects have spurred interest in MI 211's demonstrated capability with additional partners and continue to solidify a long-held belief that there is substantive value to the 211 Resource Directory, and that if effectively maintained and promoted the potential is endless.

Each year, MI 211 prepares an annual performance report for the Michigan Department Health and Human Services (MDHHS). The 2025 report contains information on the status of the MI 211 infrastructure, caller and demographic data, as well as activities related to and required to be reported under the MDHHS General Fund (GF) and Integrated Service Delivery (ISD) project contracts. [This report covers the period from October 1, 2024, to September 30, 2025.](#)

CONNECTIONS REPORTS

The following sections provide trend data of connections to MI 211 services across multiple channels for reporting year October 1, 2024 - September 30, 2025.

Connections Overview

400,704 documented connections were handled by MI 211 partners in FY25, compared to 406,722 in the previous fiscal year. Contacts include connections by phone (93% of contacts), email, chat, text, mail, social media and in-person visits. **A connection** is an individual (or agency on behalf of an individual) connecting with 2-1-1 via phone, chat, email, or text. Each connection is counted separately if an individual connects multiple times with 2-1-1 during the reporting period. The ability of 2-1-1 to uniquely identify individuals is limited because individuals seeking assistance often do so anonymously. A connection may have one or more needs identified during the interaction. In addition to these connections, MI 211 provides Michiganders with a free online resource directory that offers a self-service search option to access information on over 27,000 programs by type of assistance and by zip code, available 24/7 (<https://mi211.org/>).

In FY25, the total number of requests received was **625,852**, an increase of 8% when compared to 578,446 received in FY24. The table below describes the top requests/reasons people contacted 2-1-1 in FY25 and FY24.

FY: 2025			FY: 2024		
Ranking	Top Reasons for Contacting 2-1-1	Percent	Ranking	Top Reasons for Contacting 2-1-1	Percent
1	Housing	26%	1	Housing	26%
2	Utility Assistance	21%	2	Information Services	18%
3	Information Services	18%	3	Utility Assistance	18%
4	Food/Meals	6%	4	Income Support/Assistance	7%
5	Income Support/Assistance	6%	5	Food/Meals	7%

Source: 2025 Michigan 211

Although the number of contacts handled decreased by 2% in FY25 (excluding web searches), requests increased by 8%. This suggests those contacting 211 in FY25 faced more hardships, recording multiple needs and reaching volumes similar to those experienced in FY21 and FY22. Seventy-seven percent (77%) of FY25 requests focused on the following Inform USA Problem/Need Categories: Housing, Utility Assistance, General Information Requests, Food/Meals, and Income Support/Assistance. Housing remains the top inquiry, increasing by 7% over FY24. However, requests for Utility Assistance (+24%), Clothing/Personal/Household Needs (+16%), Mental Health/Substance Use Disorders (+16%), Employment (+34%), and Disaster Services (+45%) saw even higher rate increases when compared to FY24. Monitoring these increases is essential as State and Federal funding priorities shift, program eligibility requirements change, and the rising cost of living continues to affect communities across Michigan.

The top service requested in each of these areas of need include Rent Payment Assistance (40,088, Housing), Electric Service Payment Assistance (82,998, Utility Assistance), Food Pantries (26,455, Food/Meals), VITA Program Sites (22,395, Income Support/Assistance), General Clothing and Furniture Provision (8,119, Clothing/Personal/Household Needs), General Counseling Services (798, Mental Health/Substance Use Disorders), Job Finding Assistance (2,416, Employment), and Post Disaster Cleanup Crews and Extreme Weather (Cold/Heat) Centers, Shelters, and Programs (2,603, Disaster Services).

The table below shows changes in service requests by Inform USA Problem/Need Categories over three Michigan fiscal years. It compares changes for FY25 vs. FY24 and FY25 vs. FY22.

Problem/Need Categories	FY25 Requests	FY24 Requests	FY25 vs. FY24	FY22 Requests	FY25 vs. FY22
Total Needs	625,852	578,446	8%	634,625	-1%
Housing	162,273	151,002	7%	145,105	11%
Utility Assistance	133,540	101,817	24%	112,534	16%
Information Services	109,595	105,819	3%	126,563	-15%
Food/Meals	40,136	40,343	-1%	33,570	16%
Income Support/Assistance	36,513	41,034	-12%	42,351	-16%
Clothing/Personal/Household Needs	31,380	26,288	16%	26,064	17%
Transportation	26,293	33,573	-28%	43,845	-67%
Individual, Family and Community Support	24,511	22,224	9%	22,650	8%
Legal, Consumer and Public Safety Services	21,550	22,328	-4%	24,470	-14%
Health Care	16,323	15,657	4%	31,948	-96%
Mental Health/Substance Use Disorders	7,329	6,151	16%	9,175	-25%
Employment	5,071	3,343	34%	2,252	56%
Disaster Services	3,778	2,084	45%	5,475	-45%
Other Government/Economic Services	2,858	2,937	-3%	4,262	-49%
Volunteers/Donations	2,501	2,056	18%	2,418	3%
Education	1,431	1,254	12%	1,315	8%
Arts, Culture and Recreation	770	536	30%	628	18%

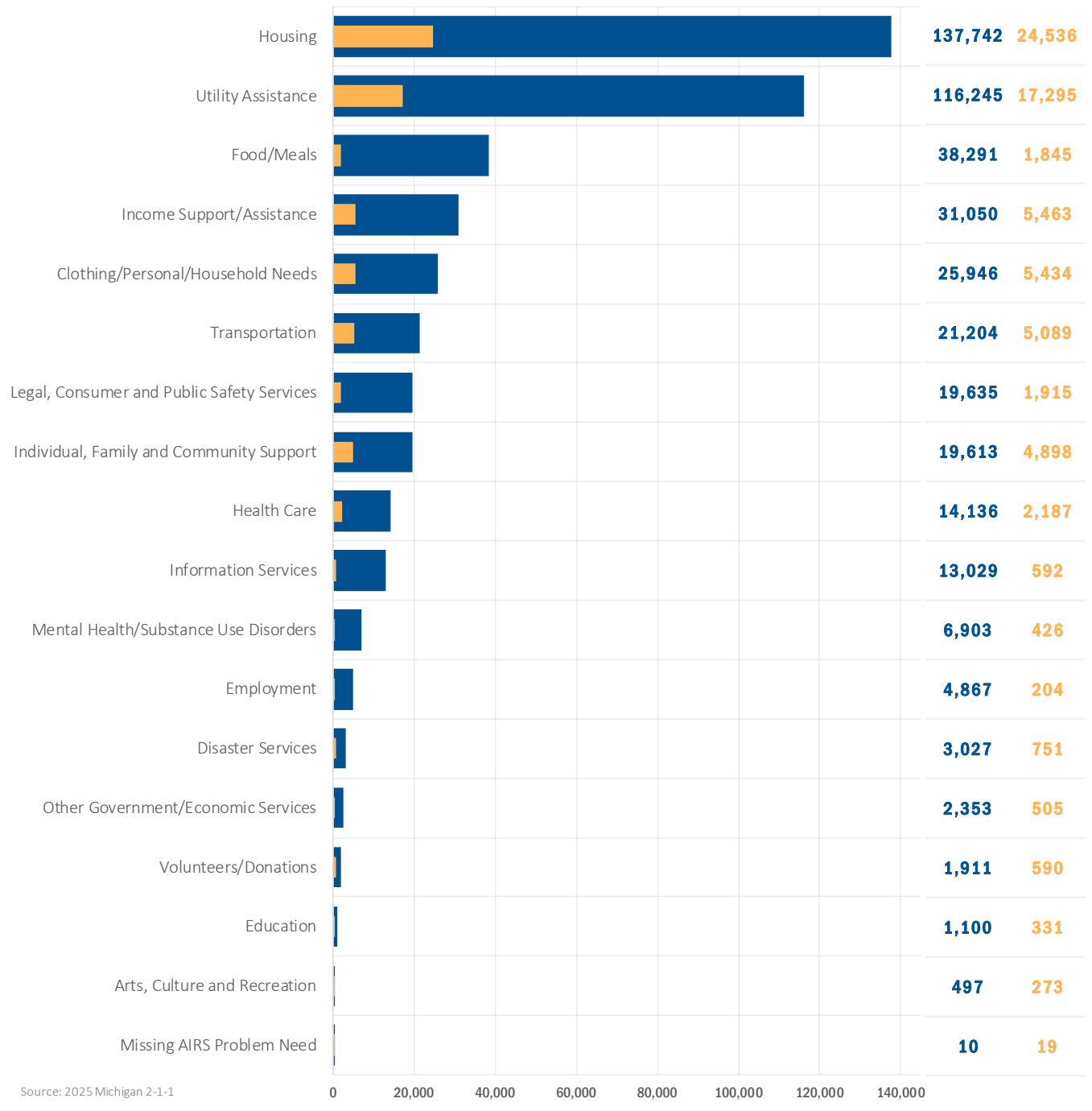
Information Services includes both specialized information and referral programs as well as general information requests that may not result in a referral (e.g., individuals calling to remind them of a tax appointment, explanation and discussion of programs). These requests are included within the Inform USA 'Information Services' Problem/Need Category, but also as general information inquires on page 8 of this report.

Referrals and Unmet Needs by Inform USA Problem/Need Categories

2-1-1 partners track callers' needs using both specific services and broader problem/need categories. This allows the system to track the total number of actions associated with a caller's problems, in addition to the number of referrals provided to callers. For example, a caller may call about both a utility shutoff notice and food insecurity. If they receive one referral for utility assistance and two for food pantries, the reporting system would count **1 call**, **2 Problem/Needs** (utility assistance and food/meals), and **3 referrals**. When there is no program or service to address a problem/need, or the information does not meet the caller's need, this is recorded as an **unmet need**. The chart on the next page depicts the ratio of referred and unmet needs by Inform USA (formerly the Alliance of Information and Referral Systems) Problem/Need Category. See Inform USA Problem/Need Categories list and Definitions in the Appendix for more information about each category.

Total Referred and Unmet Needs by Problem/Need Categories, FY 2025

Data Period: October 1st, 2024 - September 30th, 2025



In addition, the Michigan 211 Network handled approximately **95,288 general information inquiries** including but not limited to phone number requests, explanation of services, agency/program information, and VITA tax appointment and scheduling information.

Of the services referred, the table below shows the total number of referrals made for each Problem/Need Categories. Housing, Utility Assistance, and Food/M meal needs accounted for almost 71% of all referrals.

Problem/Need Categories: FY2025	Total Referrals	Percent of Total
Totals by Problem/Need Categories	693,433	100.0%
Housing	205,289	29.6%
Utility Assistance	203,871	29.4%
Food/Meals	79,664	11.5%
Clothing/Personal/Household Needs	40,276	5.8%
Income Support/Assistance	33,344	4.8%
Individual, Family and Community Support	23,475	3.4%
Transportation	23,298	3.4%
Legal, Consumer and Public Safety Services	22,863	3.3%
Health Care	18,400	2.7%
Information Services	13,903	2.0%
Mental Health/Substance Use Disorders	10,061	1.5%
Employment	8,370	1.2%
Disaster Services	3,554	0.5%
Other Government/Economic Services	2,495	0.4%
Volunteers/Donations	2,313	0.3%
Education	1,559	0.2%
Arts, Culture and Recreation	688	0.1%
Missing Problem/Need Category	10	0.0%

Source: 2025 Michigan 211

In FY25, **23.3% of all referrals (161,872) went to public providers**, which include Federal, State, and Local Governments, Local Health Departments, and Community Mental Health Authorities. **The remaining 77.6% of referrals (531,011) went to private providers**, such as community-based organizations (CBOs) and faith-based organizations. A small percentage of providers could not be determined (less than 0.1%).

When a 2-1-1 specialist is unable to refer an individual to a community program or service, the specialist identifies these as unmet needs. The percentage of unmet needs for all inquiries received in FY25 was 14%. This represents a slight increase from FY24 (12%) but doubles the number of unmet needs recorded in FY22 (7%). Like referrals, the top two unmet needs were for individuals and families seeking Housing and Utility Assistance, accounting for 58% of all unmet needs in FY25. Rent Payment Assistance (42%), Homeless Motel Vouchers (11%), Community Shelters (9%), Rental Deposit Assistance (6%), and At Risk/Homeless Housing Related Assistance Programs (4%) comprised 72% of all Housing-related unmet needs in FY25. While Electric (67%), Gas (10%), and Water (9%) Service Payment Assistance comprised 87% of all Utility Assistance-related unmet needs.

In relation to all needs, the top reasons for unmet needs include:

- A service was not available for the caller's need (33%)
- Various client ineligibility reasons including not meeting documentation or income requirements, previously assisted, not meeting target population requirements, or for some other reason (30%)
- The caller had an immediate need, and no resource was available (20%)
- Client refused referral (12%)

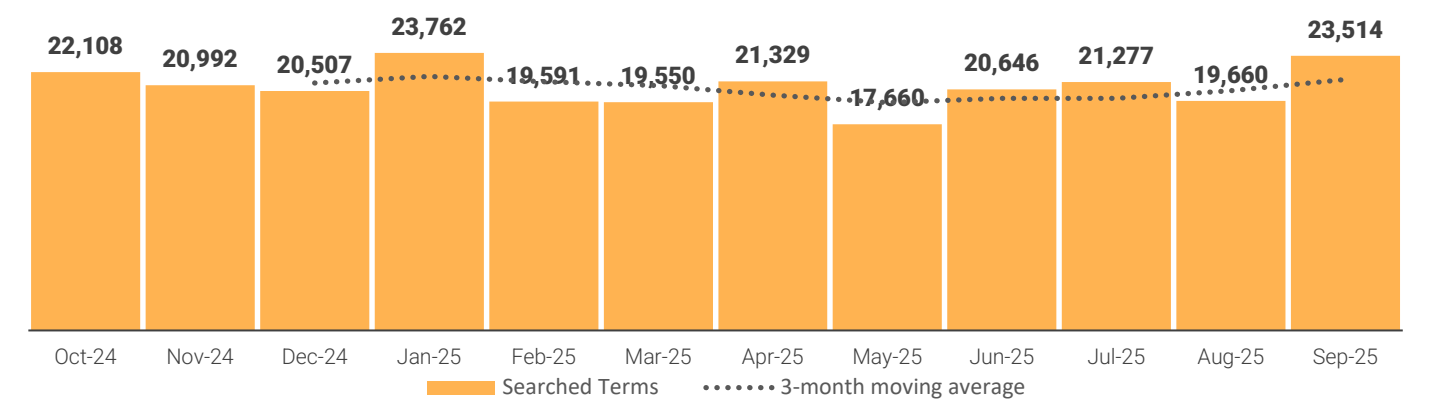
The table below compares outcomes from requests received in FY25 versus those received in FY22.

Problem/Need Categories	Referred Services	Percent	Unmet Needs	Percent
Totals				
FY25	457,559	86.3%	72,353	13.7%
FY22	478,215	92.6%	37,989	7.4%
Housing				
FY25	137,742	84.9%	24,536	15.1%
FY22	135,311	92.8%	10,453	7.2%
Utility Assistance				
FY25	116,245	87.0%	17,295	13.0%
FY22	108,277	95.6%	5,027	4.4%
Food/Meals				
FY25	38,291	95.4%	1,845	4.6%
FY22	32,416	96.8%	1,065	3.2%
Income Support/Assistance				
FY25	31,050	85.0%	5,463	15.0%
FY22	35,569	87.7%	4,967	12.3%
Clothing/Personal/Household Needs				
FY25	25,946	82.7%	5,434	17.3%
FY22	22,549	86.2%	3,595	13.8%
Transportation				
FY25	21,204	80.6%	5,089	19.4%
FY22	39,783	90.6%	4,115	9.4%
Legal, Consumer and Public Safety Services				
FY25	19,635	91.1%	1,915	8.9%
FY22	23,244	95.2%	1,163	4.8%
Individual, Family and Community Support				
FY25	19,613	80.0%	4,898	20.0%
FY22	18,470	84.5%	3,396	15.5%
Health Care				
FY25	14,136	86.6%	2,187	13.4%
FY22	30,116	94.5%	1,753	5.5%
Information Services				
FY25	13,029	95.7%	592	4.3%
FY22	8,898	98.1%	170	1.9%
Mental Health/Substance Use Disorders				
FY25	6,903	94.2%	426	5.8%
FY22	8,693	95.9%	372	4.1%
Employment				
FY25	4,867	96.0%	204	4.0%
FY22	2,198	97.7%	52	2.3%
Disaster Services				
FY25	3,027	80.1%	751	19.9%
FY22	5,160	94.1%	322	5.9%
Other Government/Economic Services				
FY25	2,353	82.3%	505	17.7%
FY22	3,859	91.6%	353	8.4%
Volunteers/Donations				
FY25	1,911	76.4%	590	23.6%
FY22	2,202	91.1%	215	8.9%
Education				
FY25	1,100	76.9%	331	23.1%
FY22	1,069	81.3%	246	18.7%
Arts, Culture and Recreation				
FY25	497	64.5%	273	35.5%
FY22	382	61.0%	244	39.0%
Missing Problem/Need Category				
FY25	10	34.5%	19	65.5%
FY22	19	3.8%	481	96.2%

PUBLIC SEARCHES REPORT (MI211.ORG ONLINE SEARCHES REPORT)

The MI 211 Resource Directory web search page (<https://mi211.org/>) provides Michiganders with a self-service search option to access information of over 27,000 programs by the type of assistance and by zip code. In this report, we use session ID to provide a more accurate count of services and resources searched per session. Searches conducted through our featured pages are not included in this report.

The snapshot below provides the number of distinct services or resources searched by unique session ID for FY25. The total number of unique searches for services/resources in our only social service directory database in FY25 was **250,596** (includes searches from the 211 Network websites). In general, web searches for 2-1-1 resources show **a steady growth with a monthly average increase of 1% and a 25% overall increase in total searches** when compared to FY24 (200,685).



Source: 2025 Michigan 211

The following are the top services/terms searched from October 1st, 2024, through September 30th, 2025. These **top 10 searches represent close to 45%** of all web searches conducted in FY25.

TOP 10 Services Requested via Web Search: FY2025	Total	Pct. Of All Web Searches
All web-search requests:	250,596	
Top web-search requests:	114,521	45.7%
Rent Payment Assistance	29,296	11.7%
Electric Service Payment Assistance	17,974	7.2%
At Risk/Homeless Housing Related Assistance Programs	14,823	5.9%
Food Pantries	14,819	5.9%
Utility Bill Payment Plans	9,933	4.0%
Mortgage Payment Assistance	7,383	2.9%
Rental Deposit Assistance	6,637	2.6%
Low Income/Subsidized Private Rental Housing	4,836	1.9%
Housing Search Assistance	4,717	1.9%
Gas Service Payment Assistance	4,103	1.6%

Source: 2025 Michigan 211

DEMOGRAPHIC REPORTS

Information on the contractually required demographic questions has been compiled from data provided by Michigan 211 Network partners. All demographic data covers the period between October 1st, 2024, and September 30th, 2025.

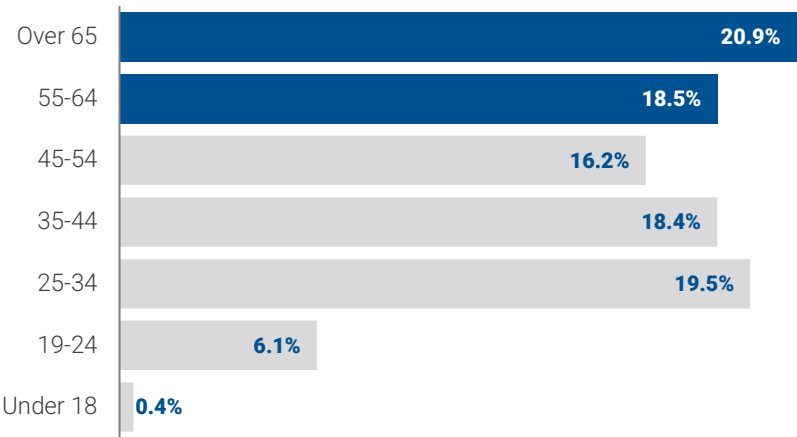
Age & Gender

When contacting 2-1-1, specialists asked individuals to provide their age and gender as part of the call intake process.

Nearly 40% of contacts reported being fifty-five or older.

Contact's Age	Percent Of Total	Contacts
Total Reported:	100.0%	146,905
Under 18	0.4%	635
19-24	6.1%	8,942
25-34	19.5%	28,593
35-44	18.4%	27,088
45-54	16.2%	23,850
55-64	18.5%	27,104
Over 65	20.9%	30,693

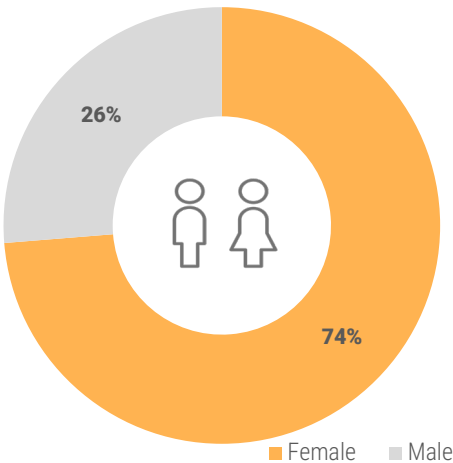
Source: 2025 Michigan 211



Most contacts reporting gender were **female**. **Less than 1% identified as transgender, non-binary, or other.**

Contact's Gender	Percent Of Total	Total
Total Reported:	100.0%	299,801
Female	73.6%	220,696
Male	26.2%	78,674
Transgender/ Non-binary/Other	0.1%	431

Source: 2025 Michigan 211



Sources:
Image created by Chanut is Industries
from Noun Project

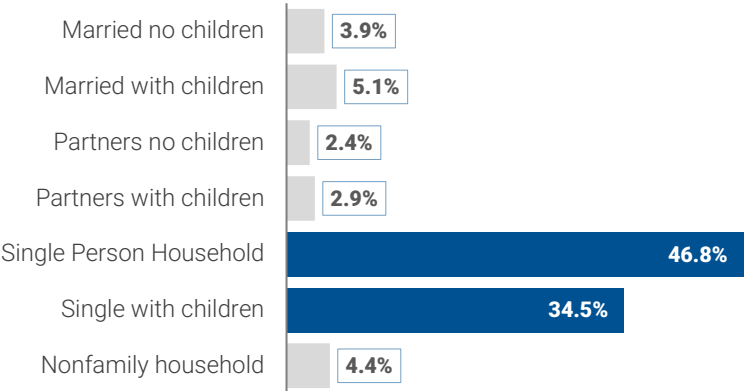
Other demographic information is provided by Michigan 211 Network partners through an optional survey. Collectively, the 211 Network completes a minimum of 10,000 demographic surveys with willing callers each year, and the results are reported in a statewide caller profile. Callers can respond with as much or as little information as they are comfortable providing, meaning that this data can be extrapolated within the category but not across categories.

Distribution of Household Composition

Over 80% of households were single or single with children. **Forty percent of contacts** reported having children in the household.

MDHHS Survey: Household Composition	Percent Of Total	Total
Total reported	100.0%	82,505
Married no children	3.9%	3,194
Married with children	5.1%	4,229
Partners no children	2.4%	1,964
Partners with children	2.9%	2,387
Single Person Household	46.8%	38,577
Single with children	34.5%	28,505
Nonfamily household	4.4%	3,649

Source: 2025 Michigan 211

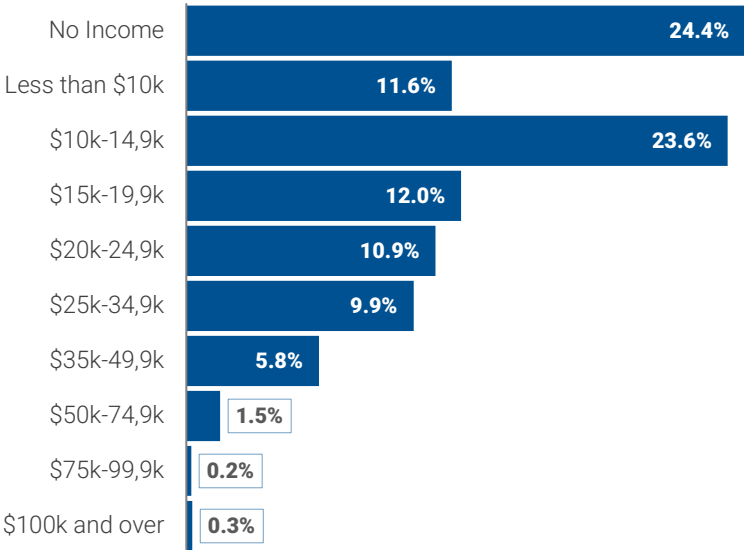


Distribution of Household Income

Eighty-two percent of households reported an annual income of 25k or less. The number of households reporting a household income 50k or more, **increased by 15%** when compared to last FY.

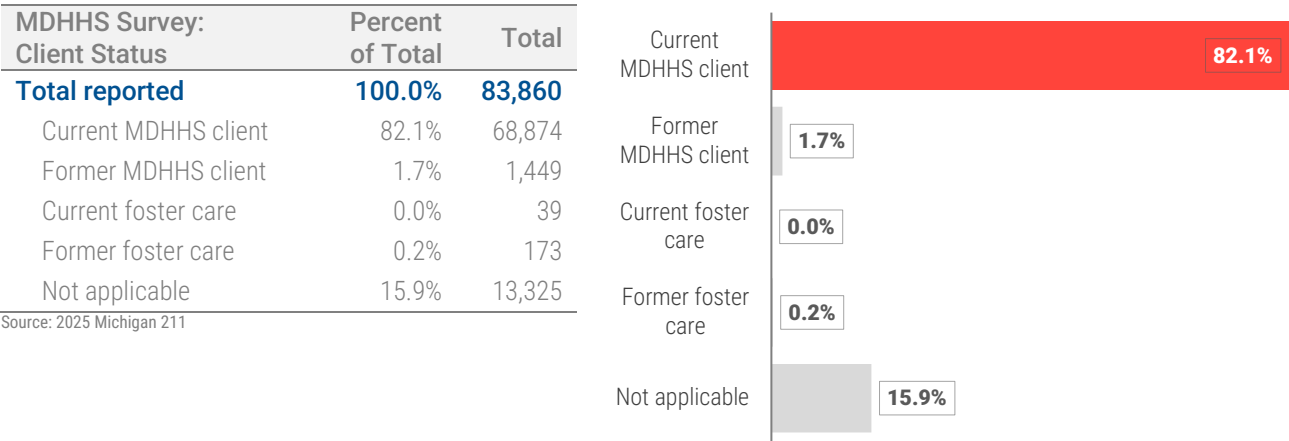
MDHHS Survey: Household Income	Percent of Total	Total
Total reported	100.0%	76,984
No Income	24.4%	18,752
Less than \$10k	11.6%	8,907
\$10k-14,9k	23.6%	18,166
\$15k-19,9k	12.0%	9,223
\$20k-24,9k	10.9%	8,363
\$25k-34,9k	9.9%	7,625
\$35k-49,9k	5.8%	4,452
\$50k-74,9k	1.5%	1,135
\$75k-99,9k	0.2%	162
\$100k and over	0.3%	199

Source: 2025 Michigan 211



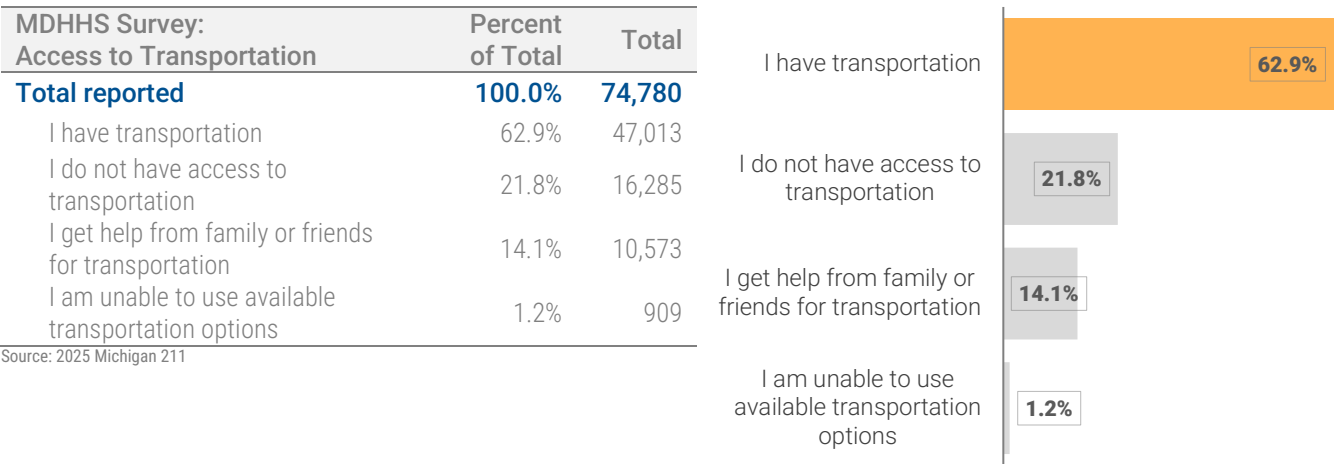
MDHHS Client Status

Most connections reporting DHHS status were **current MDHHS clients**.



Access to Transportation

Eighteen percent of households reported a transportation barrier.

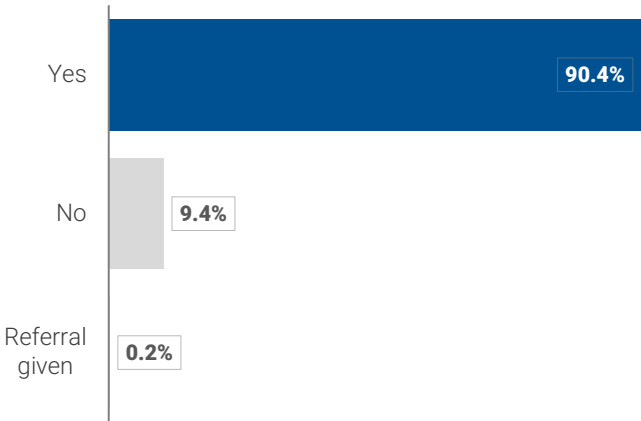


Access to Health Insurance Coverage

Most of those surveyed reported **having health insurance coverage**.

MDHHS Survey: Health Insurance Coverage	Percent of Total	Total
Total reported	100.0%	88,863
Yes	90.4%	80,351
No	9.4%	8,337
Referral given	0.2%	175

Source: 2025 Michigan 211

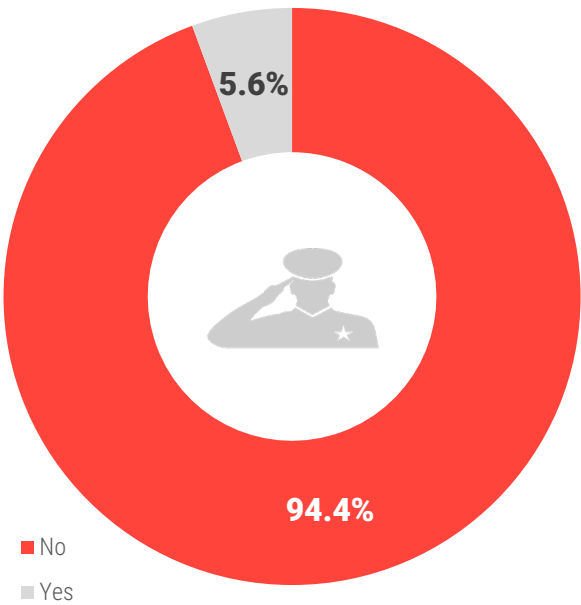


Veteran Status

The Regional 211 Network also collects information on contact’s Veterans’ status. **Close to 6% reported that someone in their immediate family ever served in the U.S. Armed Forces**

Veteran Status	Percent of Total	Total
Contacts Surveyed	100%	275,485
No	94.4%	259,985
Yes	5.6%	15,500

Source: 2025 Michigan 211



Sources:
Image created by Eric Pearine
from Noun Project

RESOURCE MANAGEMENT DATABASE REPORT

Resource Database Statistics

The ISD partnership supported additional resource management capacity across the Michigan 211 Network beginning in FY18, provided resource engagement efforts and dedicated staffing, as well as ongoing quality assurance efforts. As of September 30, 2025, the Michigan 211 Resource Directory contained the following:

Resources Database Management Statistics:	FY:2025	FY:2024	FY:2023
Percentage of Organizations Verified	81%	58%	80%
Active Organizations	6,832	6,946	6,914
Active Locations	13,801	13,641	13,595
Active Services	27,189	26,708	26,770
Inactive Services ^[1]	3,551	3,606	3,611
New Organizations	137	186	118
New Services	1,221	1,000	915
Verified Organizations (Formal Updates)	5,520	^[2] 4,004	5,504

Source: 2025 Michigan 211

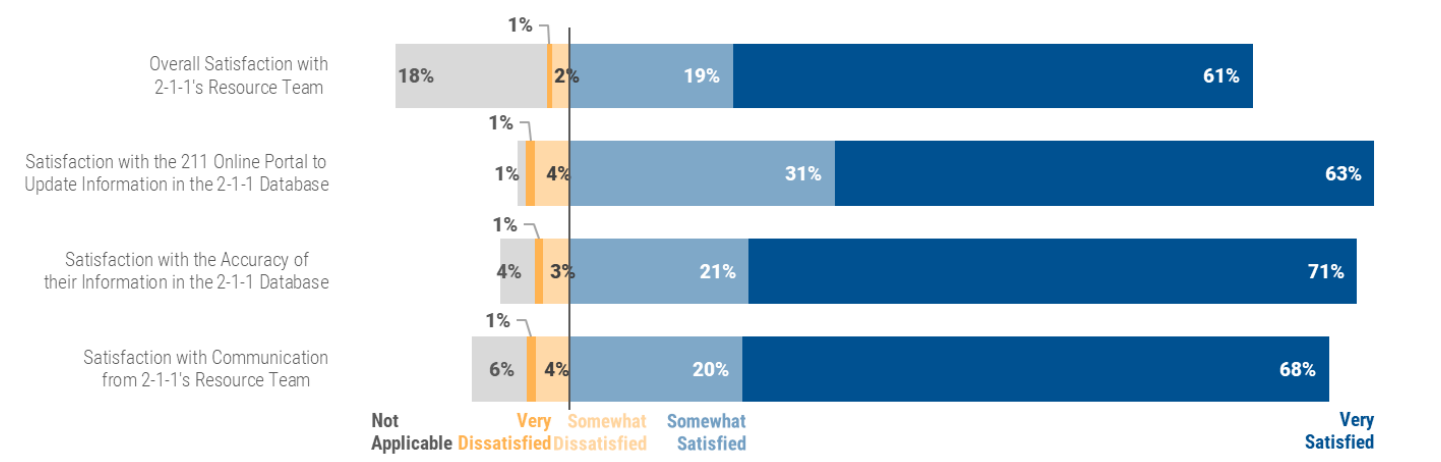
[1] Inactive records indicate services are not being provided on September 30, 2025. This includes seasonally active services like holiday meal programs and free tax preparation sites, or those that have reached their capacity or used all available funding and have asked 2-1-1 to temporarily suspend services.

[2] 2-1-1's software was determined to have inadequate verification functionality necessitating a custom-developed solution which launched September 2024. A pause of verifications was necessary in FY24 to facilitate transition.

Resource Engagement Survey

Each year 2-1-1 conducts a survey to service providers within the resource directory to understand their perception of engagement and satisfaction with the Michigan 211 Network's resource team. In September 2024, MI 211 launched a new verification tool for organizations to review and update their information in 211's database. The graph below depicts responses for FY25.

Most Service Providers were **satisfied** engaging with 2-1-1's Resource Team



Source: 2025 Michigan 211

Additional insights into Michigan 211 database curation efforts are included in the appendixes.

MICHIGAN 2-1-1 DISASTER AND EMERGENCY SERVICES REPORT

Disaster and Emergency Response/Recovery

FY25 included a busy period in late-winter/early-spring with the Northern Lower Peninsula Ice Storm and working through the launch of the Disaster Clearinghouse for MI 211, despite a relatively calmer period for natural disasters in the State of Michigan for the rest of spring and summer itself which is normally a busier period of disaster activity. We helped to support:

1. The Detroit water main break in February 2025 through United Way of Southeast Michigan (UWSEM) 211 center support of general inquiries and referrals.
2. From March 28 to March 29, 2025, up to 1.5" of ice coated over 12 counties in northern lower Michigan. Michigan 2-1-1, in support of four separate affected centers, helped to coordinate 2-1-1's response to the Northern Lower Peninsula Ice Storm, 2025. The focus in the first week was centered on sheltering, supporting both counties and the SEOC with shelter identification, operations, and referrals; then shifted towards clean-up referrals for the remainder of the disaster. 2-1-1 handled 3,247 contacts through April 30, 2025. MI211.org web searches peaked at 1,877 additional contacts.
3. It should also be noted, Michigan 211 supported Heart of Florida United Way 2-1-1 center in Orlando through Hurricane Milton in October of 2024.

Engagement with Emergency Management Partners

In addition to responding to disaster and emergency events, Michigan 2-1-1 began active outreach with local health departments and emergency management offices. This included presentations with Local Emergency Managers in person and via webinar including Region 6 and Region 8. Formalizing the relationship and response expectations has also been underway resulting in a MOU between Saginaw County Health Department and 211 Northeast Michigan, and 7 additional counties in discussion.

MI 211 participated in the MSEL (Master Scenario Events List) development for the Cobalt Magnet Exercise (a joint-nuclear incident exercise) by creating 'inject' for the event and joining a couple virtual meetings for coordination. Michigan 2-1-1's role was originally coordinated through MDHHS's SEOC Health Dept. Representative, but our active response for the exercise occurred with the EMHSD Voluntary Agency Liaison (VAL). During FY25, 2-1-1 also participated in statewide disaster coordination with DIFS, EGLE, and MEDC and locally through the Swiftwater AAR meeting, which identified MI 211 as a resource to develop a missing persons/reunification process to support local Emergency Managers. 2-1-1 continues coordination efforts with MDHHS Division of Environmental Health regarding extreme weather and air quality as well as regarding Public Health Emergency Preparedness.

MI 211 is a member of the MCCERCC (Michigan Citizen-Community Emergency Response Coordinating Council), which included working through fund evaluation in the Hazard Mitigation Committee (via the MiSTRLF – Michigan's Safeguarding Tomorrow Revolving Loan Fund) and engaged with the State of Michigan's THIRA (Threat and Hazard Identification Risk Assessment) and Recovery Planning Committee for the State EMP (Emergency Management Plan).

Technical Innovation – The Disaster Clearinghouse

Michigan envisioned creating a single-entry point/multiple output tool (Disaster Clearinghouse) that allows one entry of data during an information and referral call with 2-1-1 within MI 211's software and, with the caller's consent, seamlessly populate appropriate data with MI VOAD's (Michigan Voluntary Organizations Active in Disaster) coordination software, Crisis Cleanup as well as MSP/EMHSD's Damage Self-Assessment Form. During

one session with a client, 2-1-1 can produce a highly detailed dashboard of all needs (met and unmet), along with populating partner platforms for their own use for clean-up and damage assessment.

In FY25, the Disaster Clearinghouse tool went live, and all 2-1-1 front line and supervisory staff have been trained and participated in exercises and testing. Additionally, a data sharing agreement was executed with the State of Michigan to electronically exchange such data. The MI 211 Disaster Clearinghouse and partnership received nomination for a national award by Inform USA National Innovation Award for Disaster Response.

Additional functionalities are envisioned through future phases which include a missing-persons report (part of reunification), landing page notes section of critical topics/resources listing, dovetailing with long-term recovery software, and helping disaster response planning partners identify long-term strategies through service and resource gap analysis and other vulnerability index overlays.

ANALYTICS REPORT

The continued development of the MI 211 Data Warehouse; the adoption of new technologies and interoperability standards for regular 2-1-1 operations, and the development of new partnerships around Community Information Exchanges (CIE) have produced new reporting and analytical capabilities and opportunities for the MI 211 Network. A select number of projects and initiatives benefiting from these new capabilities are highlighted below:

1. **MI 211 and Statewide CIE-related projects:** analytics and reporting infrastructure support:
 - Completed phase 1 of the MI 211 Internal Data Portal. This portal provides MI 211 staff daily information, referrals, and unmet needs metrics at various levels of geography in Michigan. It is currently used to engage and inform potential statewide and regional partnerships.
 - Launched an internal partner dashboard with MDHHS's Children's Services Agency (CSA) Outreach Pilot. This tool allows project partners (Gryphon, MDHHS, Government Performance Lab, MI 211) to monitor the number of CSA service requests received for social navigation services, client journeys through their interaction with 211 social navigators (client outreach, referrals, unmet needs, follow up and completed services).
 - Created an internal partner dashboard to support the Aging and Fall Prevention Program, which provides project partners (MDHHS, Oakland University, MI 211) with search results information from the Aging and Fall Prevention [featured webpage](#). These include the number of aging and fall prevention related programs searched and outcomes (needs met or unmet), as well as providing a breakdown by category, resources, zip code and county.
 - Updates to existing statewide partners' applications and reporting tools:
 - Expansion of the MDHHS Home Visiting Initiative reporting to include additional prescreening questions, evidence-based models, and a partner dashboard (under development).
 - New and on-going technical and data support for statewide projects:
 - Improved SNAP Outreach follow-up documentation and reporting by standardizing data collection practices and data.
 - Provided additional data management support to The Harvard Kennedy School Government Performance Lab (GPL) evaluation team for CSA project final assessment.
 - Provided preliminary data assessment of 211 related resources and demographics to MPHI Safe Sleep project partners (GRYP, MPHI, MI211) to help define project metrics and data infrastructure support.
 - Re-occurring Resources Database Reporting for Service Gap Analysis and Quality Improvement.
2. **Regional 211 and CIE-related projects:** analytics and reporting infrastructure support:
 - New development and updates to existing applications and reporting tools:
 - Developed a public facing dashboard for CALL 211 (undergoing final review)
 - New component added to the Social Navigator tool that captures and reports intervention data for the Heart of West Michigan United Way 211 CIE Food Pilot in Kent County
 - Initial stages of technical assistance and data support:
 - Central Michigan 211 data and reporting assessment for the update and development of local reporting and dashboard tools
 - Leveraged the use of 211 data in various statewide and regional prevention efforts and conversations. Among those, the Michigan Maternal Mortality Surveillance Program (MDHHS) and the Disability Network of West Michigan – Lake County.

CONCLUSION

During 2025, the Michigan 211 Network remained agile to meet the needs of our communities, both in traditional health and human services, disaster/emergency response, as well as strengthening connections through Community Information Exchange (CIE) and Social Navigation efforts. Our commitment to quality—both internally and when working with external stakeholders remains unwavering. Each year of this partnership, we have committed to capitalizing on lessons learned to make the system stronger and better, and believe we continue to institute structures and processes, and nurturing community relationships necessary to do so. We thank MDHHS for the opportunities, support and encouragement of our work and look forward to a robust partnership in the years to come.

APPENDIX A: ATTACHMENTS

- Michigan 211 Independent Quality Assurance Report
- Michigan 211 Resource Engagement Survey Results
- Inform USA Problem/Need Categories and Definitions