

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

FISCAL YEAR 2026

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2·1·1 Michigan

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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 (MI211)

The Michigan 2-1-1 (MI211) state office is the coordinating body for a network of seven regional contact centers that help people in need of assistance to access services. MI211 supports statewide collaboration and service delivery among regional partners through shared infrastructure, funding assistance, and best practice guidance. MI211 is financially supported by public and private funds at the local, state, and federal level.

Through a combination of donations, grants, and contracts, MI211 provides regional partners with support in the following areas:

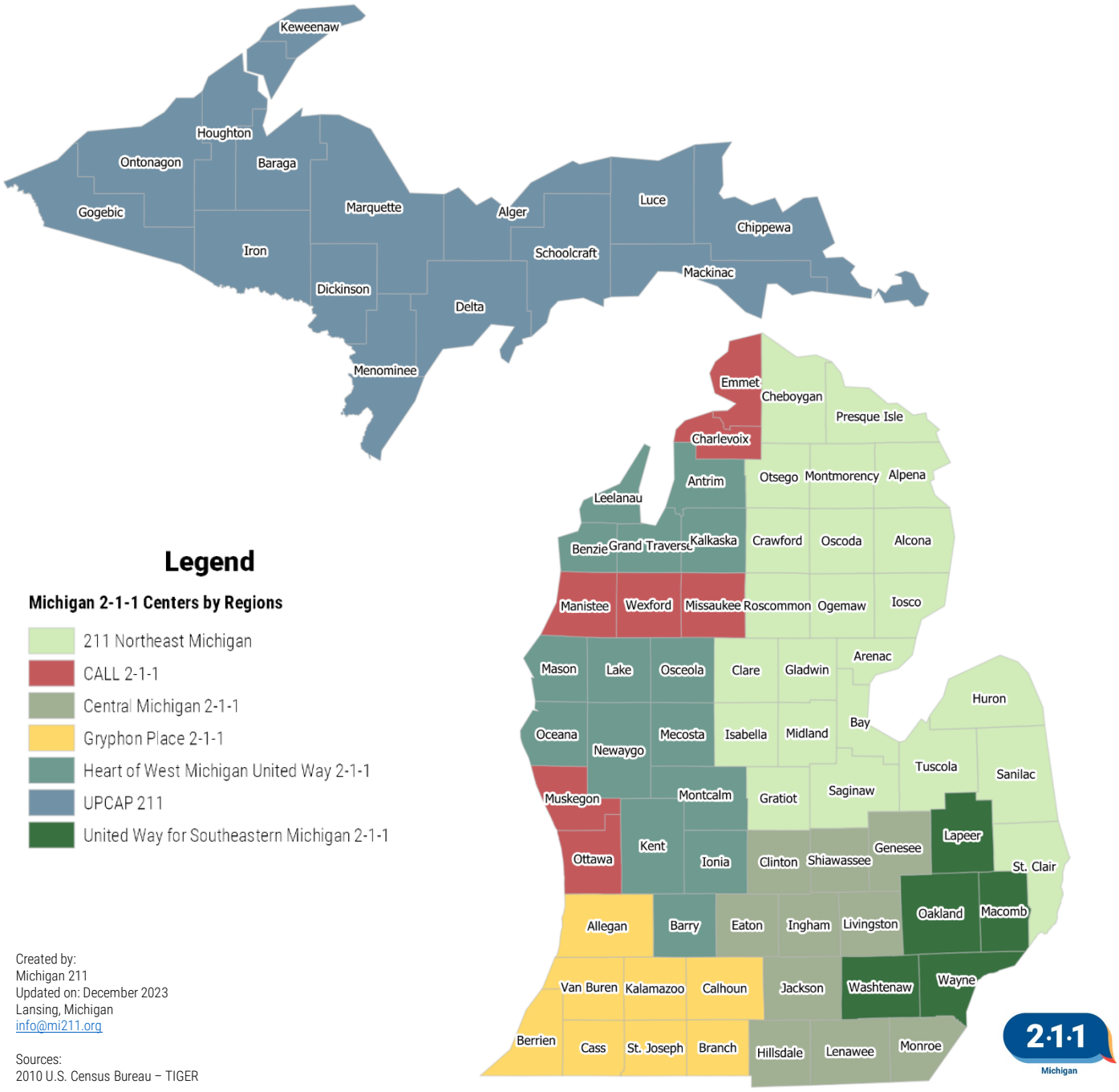
- Advocacy
- Data analytics, and reporting
- Legal and regulatory support
- Quality assurance
- Technical support
- Training

THE MICHIGAN 2-1-1 NETWORK

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

- 211 Northeast Michigan
- Community Access Line of the Lakeshore (CALL) 211
- 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 Michigan 2-1-1 Network Map



Created by:
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Updated on: December 2023
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Sources:
2010 U.S. Census Bureau – TIGER

EXECUTIVE SUMMARY

Since 2017, Michigan 2-1-1 (MI211) has worked together with MDHHS in the development and deployment of the Michigan Integrated Service Delivery (ISD) project and support to the MI Bridges platform. Our successful demonstration of coordination and capacity between MDHHS and the Michigan 2-1-1 Network has afforded Michiganders access to accurate, up-to-date information about health and human services and strengthened 211's ability to bring to fruition collaborative, innovative partnerships in the human service sector. Through robust data interoperability and trusted regional contact centers, MI211 continues to deliver measurable impact and critical decision-making data across Michigan.

Each year, MI211 prepares an annual performance report for the Michigan Department of Health and Human Services (MDHHS). The 2026 report contains information on the status of the MI211 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, 2025, to September 30, 2026.

Highlights of MI211's FY26 Report include:

- MI211 serves as the state's primary real-time radar for community distress and social resource connection. In Fiscal Year 2026, the Michigan 2-1-1 Network handled 402,038 documented connections and managed 681,480 total requests for assistance—a 9% increase over FY25. High costs of living and safety-net transitions drove significant shifts in community needs, while expanded cross-sector partnerships and data infrastructure enhancements positioned MI211 as a crucial infrastructure asset for state agencies, health systems, and emergency managers.
- Total community requests rose to 681,480. Basic needs dominated overall inquiries: Housing (26%), Utility Assistance (24%), and Food/Meals (6%) accounted for more than half of all requests.
- Connections made through digital options (text and online chat) increased by 31%, serving 12,264 Michiganders.
- Twelve percent of requests resulted in an unmet need (72,297 requests). Nearly doubled from FY22 levels (7%). Unmet housing needs rose 9.4% to 26,828, while unmet transportation assistance surged 27.1%, driven by severe mobility barrier rates for auto repair and gas money.
- Public engagement via mi211.org reached 292,133 web searches. Up +20% from FY25.
- The MI211 Resource Directory maintained 26,099 active services across 6,655 organizations. Data verification quality improved significantly, reaching an 83% verification rate for directory organizations. Provider satisfaction remained high, with 95% satisfied with database accuracy.
- Responding to severe spring storms, tornadoes, and widespread flooding across Michigan, the Michigan 2-1-1 Network assisted 757 residents, providing 2,797 referrals. MI211 also formalized a key partnership with Airbnb.org for short-term emergency disaster housing.
- Enhancing MI211 data management practices through a more robust, centralized, transformation-ready data hub for all its data assets. Five data assets targeted to take advantage of this enhanced data hub. Three dedicated dashboards for new web-based partner portals.
- MI211 expanded its Resource Directory API to support 12 local, regional, and statewide partners, including cross-sector collaborations with healthcare providers and Collaborative Quality Initiatives (CQIs), to seamlessly connect clinical care teams directly to patients' non-medical social drivers of health.

CONNECTIONS REPORTS

The following sections provide trend data on connections to MI211 services across multiple channels for the reporting year October 1, 2025 - September 30, 2026.

CONNECTIONS OVERVIEW

During FY26, the Michigan 2-1-1 network handled 402,038 documented connections, up from 400,704 in the previous fiscal year. Contacts include connections by phone (93% or 373,068 contacts), email, chat, text, mail, social media, and in-person visits. In FY26, more people sought support through messaging platforms. While phone calls remained the main contact method for MI211, text messaging grew by 38%, and online chat increased by 20%. Overall, these digital options helped 12,264 Michiganders connect to resources, a year-over-year growth of 31%.

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, MI211 provides Michiganders with a free online resource directory that offers a self-service search option to access information on over 26,000 programs by type of assistance and by zip code, available 24/7 (https://mi211.org/).

In FY26, the Michigan 2-1-1 Network received 681,480 total requests, a 9% increase over FY25 (625,852) and 7% higher than FY22 pandemic levels (634,625). The table below ranks the top five requests/reasons people contacted 2-1-1. These categories accounted for 77% of all requests, and their ranking remained the same as FY25.

FY: 2026			FY: 2025		
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	24%	2	Utility Assistance	21%
3	Information Services	15%	3	Information Services	18%
4	Food/Meals	6%	4	Food/Meals	6%
5	Income Support/Assistance	5%	5	Income Support/Assistance	6%

Source: 2026 Michigan 2-1-1

Beyond the top five, a growing second tier points to critical "emerging needs" as families face compounding expenses as underlying household distress broadened significantly. Beginning in FY22, 2-1-1 saw a dramatic increase in need from Michiganders and changes in the emergency relief environment. The following highlights comparative data from FY22 to present reflecting this growth of “emerging needs.”

These shifts show more Michiganders turning to 2-1-1 for practical everyday survival–whether families are seeking case/care management support to navigate state benefit systems, finding a job or seeking higher wages to shelter against inflation, or repairing a broken car before a minor mechanical issue leads to job loss and a complete loss of household income.

Housing has remained the top need, increasing 9% over FY25 and 22% over FY22. Utility Assistance rose 43% and Food/Meals increased 30% since FY22, driven by higher costs and reductions to federal safety-net programs, such as SNAP, Medicaid, and ACA coverage. Compared to FY25, requests for Individual, Family, and Community Support grew 25% (+35% since FY22), Employment assistance rose 15% (+160% since FY22), and Clothing/Personal/Household Needs increased 8% (+30% since FY22).

The table below shows changes in service requests by Inform USA Problem/Need Categories over three Michigan fiscal years. It compares changes for FY26 vs. FY25 and FY26 vs. FY22.

Problem/Need Categories	FY26 Requests	FY25 Requests	FY26 vs. FY25	FY22 Requests	FY26 vs. FY22
Total Needs	**681,480**	**625,852**	**9%**	**634,625**	**7%**
Housing	176,838	162,273	9%	145,105	22%
Utility Assistance	160,705	133,540	20%	112,534	43%
Information Services	105,241	109,595	-4%	126,563	-17%
Food/Meals	43,475	40,136	8%	33,570	30%
Income Support/Assistance	36,550	36,513	0%	42,351	-14%
Clothing/Personal/Household Needs	33,827	31,380	8%	26,064	30%
Individual, Family and Community Support	30,585	24,511	25%	22,650	35%
Transportation	23,640	26,293	-10%	43,845	-46%
Legal, Consumer and Public Safety Services	23,591	21,550	9%	24,470	-4%
Health Care	17,381	16,323	6%	31,948	-46%
Mental Health/Substance Use Disorders	7,798	7,329	6%	9,175	-15%
Arts, Culture and Recreation	6,126	770	696%	628	875%
Employment	5,849	5,071	15%	2,252	160%
Volunteers/Donations	3,400	2,501	36%	2,418	41%
Disaster Services	2,716	3,778	-28%	5,475	-50%
Other Government/Economic Services	2,272	2,858	-21%	4,262	-47%
Education	1,486	1,431	4%	1,315	13%

Source: 2026 Michigan 2-1-1

Notably, targeted community initiatives also drove localized spikes outside basic needs: Arts, Culture, and Recreation requests surged 696% in FY26, fueled by DiscoverWorks, a full-day summer enrichment program led by United Way for Southeastern Michigan to prevent youth learning loss.

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

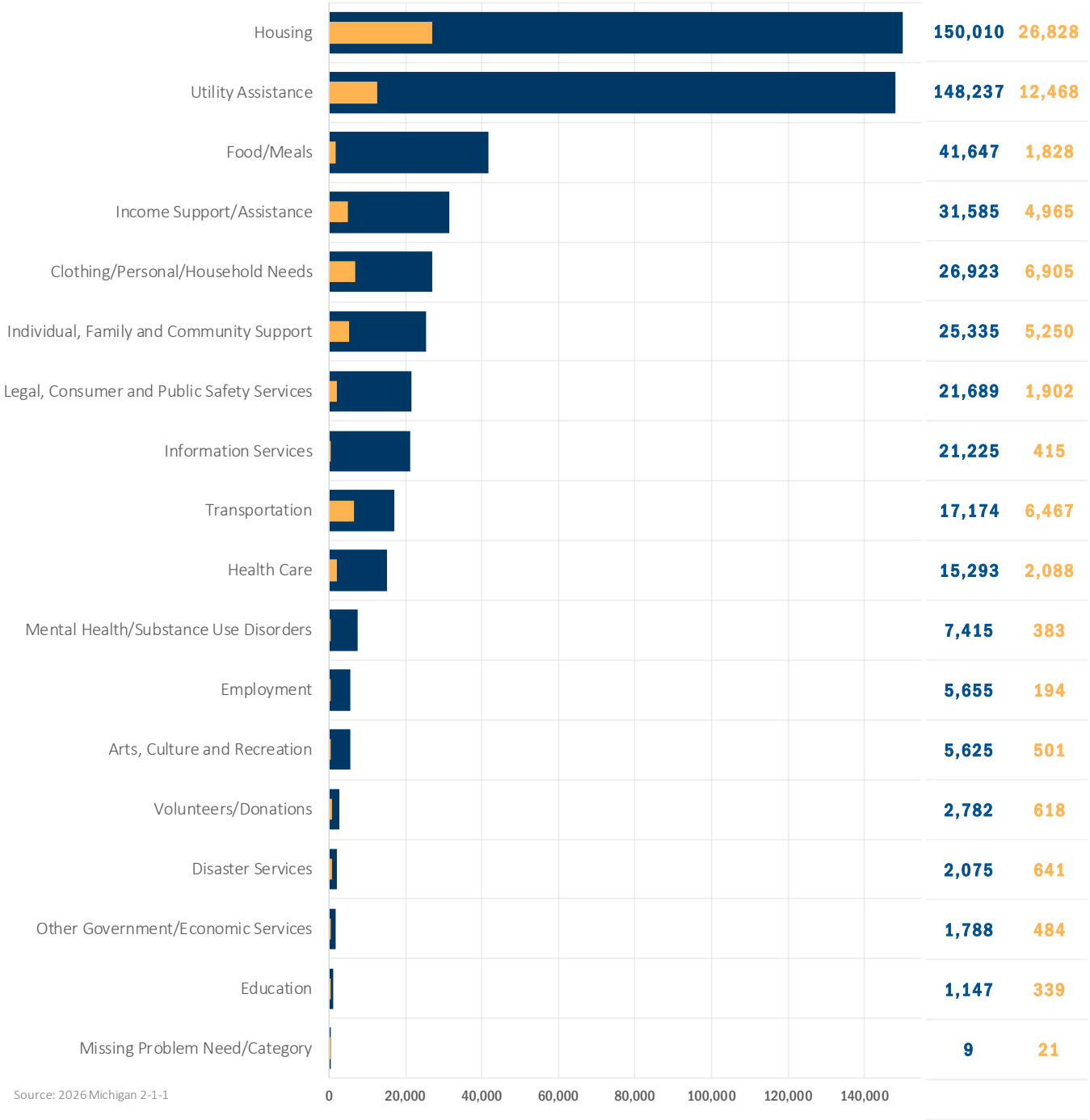
Referrals and Unmet Needs by Inform USA Problem/Need Categories

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 2026

Data Period: October 1st, 2025 - September 30th, 2026



Source: 2026 Michigan 2-1-1

The table below compares outcomes from requests received in FY26 versus those received in FY22.

Problem/Need Categories	Referred Services	Percent	Unmet Needs	Percent
Totals				
FY26	525,614	87.9%	72,297	12.1%
FY22	478,215	92.6%	37,989	7.4%
Housing				
FY26	150,010	84.8%	26,828	15.2%
FY22	135,311	92.8%	10,453	7.2%
Utility Assistance				
FY26	148,237	92.2%	12,468	7.8%
FY22	108,277	95.6%	5,027	4.4%
Food/Meals				
FY26	41,647	95.8%	1,828	4.2%
FY22	32,416	96.8%	1,065	3.2%
Income Support/Assistance				
FY26	31,585	86.4%	4,965	13.6%
FY22	35,569	87.7%	4,967	12.3%
Clothing/Personal/Household Needs				
FY26	26,923	79.6%	6,905	20.4%
FY22	22,549	86.2%	3,595	13.8%
Individual, Family and Community Support				
FY26	25,335	82.8%	5,250	17.2%
FY22	18,470	84.5%	3,396	15.5%
Legal, Consumer and Public Safety Services				
FY26	21,689	91.9%	1,902	8.1%
FY22	23,244	95.2%	1,163	4.8%
Information Services				
FY26	21,225	98.1%	415	1.9%
FY22	8,898	98.1%	170	1.9%
Transportation				
FY26	17,174	72.6%	6,467	27.4%
FY22	39,783	90.6%	4,115	9.4%
Health Care				
FY26	15,293	88.0%	2,088	12.0%
FY22	30,116	94.5%	1,753	5.5%
Mental Health/Substance Use Disorders				
FY26	7,415	95.1%	383	4.9%
FY22	8,693	95.9%	372	4.1%
Employment				
FY26	5,655	96.7%	194	3.3%
FY22	2,198	97.7%	52	2.3%
Arts, Culture and Recreation				
FY26	5,625	91.8%	501	8.2%
FY22	382	61.0%	244	39.0%
Volunteers/Donations				
FY26	2,782	81.8%	618	18.2%
FY22	2,202	91.1%	215	8.9%
Disaster Services				
FY26	2,075	76.4%	641	23.6%
FY22	5,160	94.1%	322	5.9%
Other Government/Economic Services				
FY26	1,788	78.7%	484	21.3%
FY22	3,859	91.6%	353	8.4%
Education				
FY26	1,147	77.2%	339	22.8%
FY22	1,069	81.3%	246	18.7%
Missing Problem/Need Category				
FY26	9	30.0%	21	70.0%
FY22	19	3.8%	481	96.2%

Of the services referred, the table below shows the total number of referrals made for each Problem/Need Category. Utility Assistance, Housing, and Food/Meal needs accounted for 73% of all referrals.

Problem/Need Categories: FY2026	Total Referrals	Percent of Total
Totals by Problem/Need Categories	**860,846**	**100.0%**
Utility Assistance	314,948	36.6%
Housing	224,458	26.1%
Food/Meals	89,646	10.4%
Clothing/Personal/Household Needs	42,486	4.9%
Income Support/Assistance	33,909	3.9%
Individual, Family and Community Support	29,561	3.4%
Legal, Consumer and Public Safety Services	25,940	3.0%
Information Services	22,616	2.6%
Transportation	20,357	2.4%
Health Care	19,700	2.3%
Mental Health/Substance Use Disorders	10,769	1.3%
Employment	10,284	1.2%
Arts, Culture and Recreation	6,180	0.7%
Volunteers/Donations	3,474	0.4%
Disaster Services	2,853	0.3%
Other Government/Economic Services	1,906	0.2%
Education	1,750	0.2%
Missing Problem Need/Category	9	0.0%

Source: 2026 Michigan 2-1-1

In addition, the Michigan 2-1-1 Network handled approximately 82,595 general information inquiries, including but not limited to phone number requests, explanations of services, agency/program information, and VITA tax appointment and scheduling information.

In FY26, 21% of referrals (176,897) were made to public providers, including Federal, State, and local governments; local health departments; and Community Mental Health Authorities. The remaining 79% of referrals (682,959) were made to private providers, such as community-based organizations (CBOs) and faith-based organizations. A small percentage of providers could not be determined (~0.1%).

Unmet Needs Analysis

An unmet need occurs when a 2-1-1 community resource specialist is unable to refer an individual to a community program or service. In FY26, 12% of all inquiries resulted in an unmet need (72,297 requests). While this marks a slight improvement from FY25 (14%), it remains nearly double FY22 levels (7%).

In addition, 2-1-1 specialists record the reason why the need was unmet. Overall unmet needs held flat year-over-year (0.1%) but have surged 90.4% since FY22. Grouping individual unmet need reasons (17 in total) into broader categories reveals severe structural shortages: "Service not available" (34.8%; 25,152 requests) and "No immediate resource available" (21.4%; 15,468 requests) account for over half of all unmet needs in FY26. Compared to FY22, unmet needs due to services not available for the caller's need increased by 85.3%, while inability to provide a resource for a caller's immediate need grew by 130.8%.

Unmet Need Reason Categories	FY26: Total	FY26: %Shared	FY25: Total	FY22: Total	YoY % Change (FY25 to FY26)	4-Yr % Change (FY22 to FY26)
Unmet Totals	**72,297**	**100.0%**	**72,340**	**37,980**	**-0.1%**	**90.4%**
Service not available	25,152	34.8%	24,114	13,575	4.3%	85.3%
Client ineligibility (various reasons)	20,225	28.0%	21,805	9,617	-7.2%	110.3%
No immediate resource available	15,468	21.4%	14,365	6,701	7.7%	130.8%
Client refused referral	7,730	10.7%	8,361	2,869	-7.5%	169.4%
Services inaccessible (various reasons)	3,707	5.1%	3,679	5,214	0.8%	-28.9%
Missing Unmet Need Reason	15	0.0%	16	4	-6.3%	275.0%

Source: 2026 Michigan 2-1-1

Housing and Utility Assistance needs accounted for 54% of all unmet needs in FY26. Compared to FY25, overall unmet housing requests rose 9.4% to 26,828, led by Rent Payment Assistance (11,118 unmet; 27.3%) and Motel Vouchers (66.4%). Since FY25, Rent Payment Assistance grew 8.8% (+286% since FY22), and Motel Vouchers increased by 22.7% (+45.9% since FY22). Conversely, unmet Utility Assistance fell 27.9% to 12,468 requests. Electric, Water, and Gas Service Payment Assistance accounts for 87% of all unmet requests. All but Gas Service Payment Assistance experienced declines YoY but were sharply higher since FY22. Meanwhile, material goods and transportation related needs are outpacing other problem need/categories. Unmet Clothing/Personal/Household Needs increased 27.1% (+92.1% since FY22), driven by Automotive Repair (2,149 unmet, 51.4%). Since FY25, Automotive increased by 48% (+172% since FY22). Similarly, unmet Transportation Needs rose 27.1% to 6,467 unmet, specifically related to Gas Money (1,491 unmet; 48.4%), Auto Payments (827 unmet; 61.9%), and Auto Insurance Assistance (508 unmet; 87.1%).

Problem/Need Categories	FY26: Total	FY26: % Unmet	FY26: %Shared	YoY % Change (FY25 to FY26)	4-Yr % Change (FY22 to FY26)
Unmet Totals	**72,297**	**12.1%**	**100.0%**	**-0.1%**	**90.4%**
Housing	26,828	15.2%	37.1%	9.4%	156.7%
Utility Assistance	12,468	7.8%	17.2%	-27.9%	148.1%
Clothing/Personal/Household Needs	6,905	20.4%	9.6%	27.0%	92.1%
Transportation	6,467	27.4%	8.9%	27.1%	57.2%
Individual, Family and Community Support	5,250	17.2%	7.3%	7.2%	54.6%
Income Support/Assistance	4,965	13.6%	6.9%	-9.1%	0.0%
Health Care	2,088	12.0%	2.9%	-4.5%	19.2%
Legal, Consumer and Public Safety Services	1,902	8.1%	2.6%	-0.6%	63.5%
Food/Meals	1,828	4.2%	2.5%	-0.8%	71.8%
Disaster Services	641	23.6%	0.9%	-14.6%	99.1%
Volunteers/Donations	618	18.2%	0.9%	4.7%	187.4%
Arts, Culture and Recreation	501	8.2%	0.7%	83.5%	105.3%
Other Government/Economic Services	484	21.3%	0.7%	-4.2%	37.5%
Information Services	415	1.9%	0.6%	-29.8%	144.1%
Mental Health/Substance Use Disorders	383	4.9%	0.5%	-10.1%	21.6%
Education	339	22.8%	0.5%	2.4%	37.8%
Employment	194	3.3%	0.3%	-4.9%	273.1%
Missing Problem Need/Category	21	70.0%	0.0%	10.5%	-95.6%

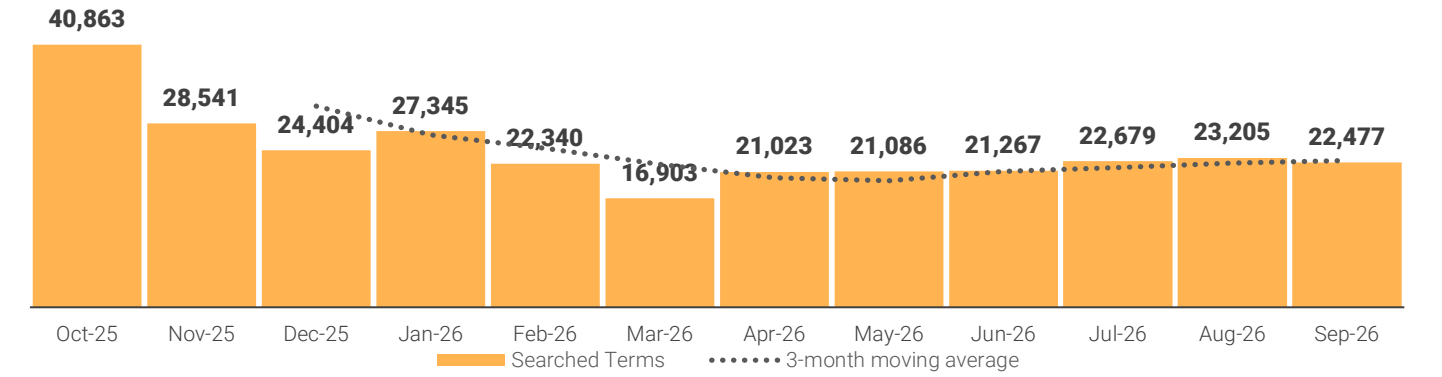
Source: 2026 Michigan 2-1-1

PUBLIC SEARCHES REPORT (MI211.ORG ONLINE SEARCHES REPORT)

The MI211 Resource Directory web search page (https://mi211.org/) lets Michiganders self-serve to find information on over 27,000 programs by assistance type and 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/specialized pages (e.g., Home Visiting, Breast Cancer and Young Adults, HIV/STI Services, etc.) are not included in this report.

In FY26, public engagement through MI211's online resource directory totaled **292,133** web searches, averaging 24,344 per month. After a peak in October (40,863 searches), web searches stabilized in the spring and grew steadily through the summer (+5.2% average MoM growth from April to August). **Overall, web search traffic increased by 20%** when compared to FY25 (244,025 searches), indicating that Michiganders increasingly use digital channels (resource directory web search, text, chat) to find critical housing, food, and utility resources.

Total Web Searches:	Avg. Mo. Searches:	Peak Volume Month:	Spring/Summer Growth:	Avg. MOM Change:
292,133	**24,344**	**October 2025**	**+5.2%**	**-4.7%**
(+20% vs FY25)	*(searches/month)*	*(40,863 searches)*	*(April-August)*	*(Full FY26)*



Source: 2026 Michigan 2-1-1

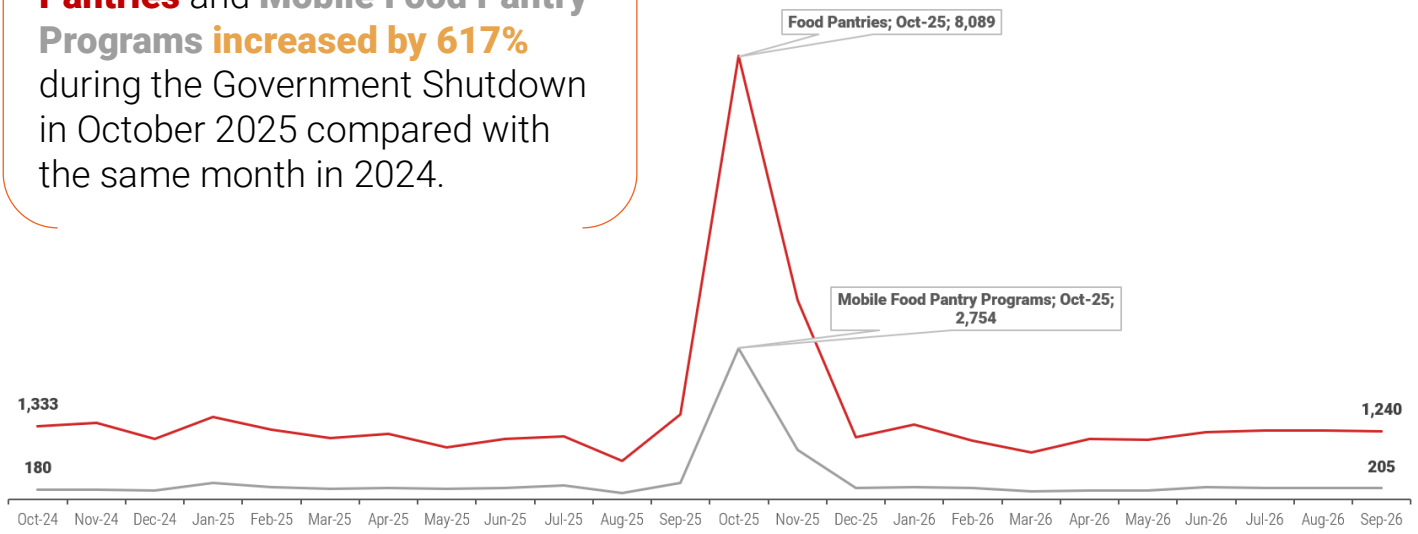
The following are the top services/terms searched from October 1st, 2025, through September 30th, 2026. These **top 10** searches represent **44%** of all web searches conducted in FY26.

TOP 10 Web Searches:	FY2026	Pct. Of Total	FY2025	Pct. Change (YOY)
Total Web Searches:	**292,133**		**244,025**	**19.7%**
Top Web Searches:	**129,758**	**44.4%**	**107,136**	**21.1%**
Rent Payment Assistance	29,055	9.9%	28,480	2.0%
Food Pantries	23,280	8.0%	14,385	61.8%
Electric Service Payment Assistance	22,381	7.7%	17,353	29.0%
At Risk/Homeless Housing Related Assistance Programs	14,091	4.8%	14,410	-2.2%
Utility Bill Payment Plans	12,100	4.1%	9,633	25.6%
Rental Deposit Assistance	6,297	2.2%	6,424	-2.0%
Gas Service Payment Assistance	6,271	2.1%	4,009	56.4%
Mobile Food Pantry Programs	5,604	1.9%	2,493	124.8%
Automotive Repair and Maintenance	5,540	1.9%	2,749	101.5%
Mortgage Payment Assistance	5,139	1.8%	7,200	-28.6%

Source: 2026 Michigan 2-1-1

October 2025 Federal Government Shutdown drastically increased the number of searches recorded on MI211's resource directory web search page. Web searches for food pantries in October 2025 surged 507% (8,089 searches) when compared to October 2024 (1,333 searches). Similarly, searches for Mobile Food Pantry Programs jumped 1,430% (2,754 searches) when compared to October 2024 (180 searches).

Combined, web searches for **Food Pantries** and **Mobile Food Pantry Programs** **increased by 617%** during the Government Shutdown in October 2025 compared with the same month in 2024.



Source: 2026 Michigan 2-1-1

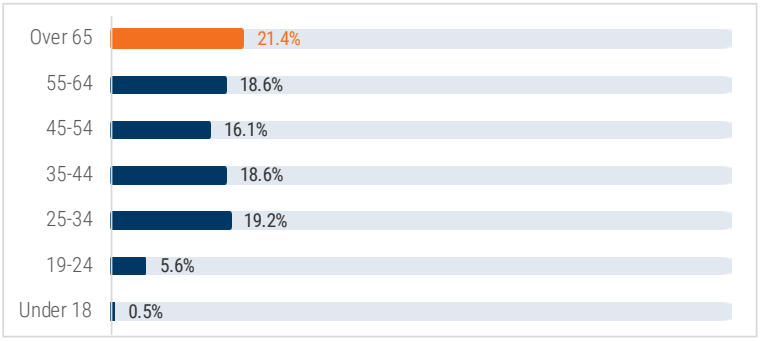
Starting FY26, MI211 implemented data audits to detect abnormal spikes in web searches from possible internet crawlers. Identified fake searches are dropped from production and are not included in the analysis. This may cause a discrepancy from last year's report when referencing web search counts in FY25.

DEMOGRAPHIC REPORTS

Information on the contractually required demographic questions has been compiled from data provided by the Michigan 2-1-1 Network partners. All demographic data covers the period between October 1st, 2025, and September 30th, 2026.

Age & Gender

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

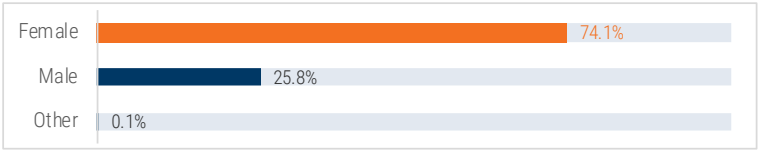


	FY25	FY26	% Change (YOY)
Over 65	30,693	41,850	36.4% ▲
55-64	27,104	36,276	33.8% ▲
45-54	23,850	31,349	31.4% ▲
35-44	27,088	36,327	34.1% ▲
25-34	28,593	37,569	31.4% ▲
19-24	8,942	10,979	22.8% ▲
Under 18	635	944	48.7% ▲

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

Response Rate: 49%

Source: 2026 Michigan 2-1-1



	FY25	FY26	% Change (YOY)
Female	220,696	233,480	5.8% ▲
Male	78,674	81,117	3.1% ▲
Other	431	298	30.9% ▼

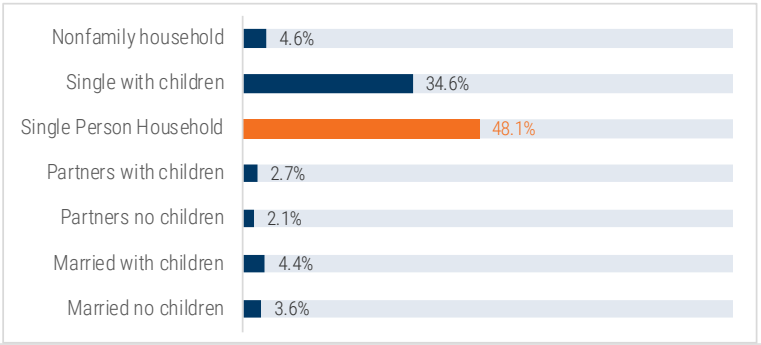
Most contacts reporting their gender were female.

Response Rate: 78%

Source: 2026 Michigan 2-1-1

Other demographic information is provided by the Michigan 2-1-1 Network partners through an optional survey. Collectively, the Michigan 2-1-1 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



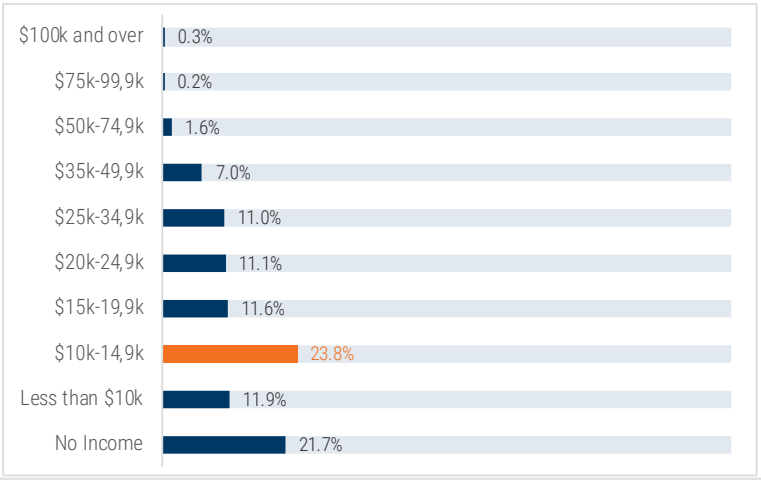
	FY25	FY26	% Change (YOY)
Nonfamily household	3,649	5,220	43.1% ▲
Single with children	28,508	39,515	38.6% ▲
Single Person Household	38,577	55,036	42.7% ▲
Partners with children	2,389	3,113	30.3% ▲
Partners no children	1,964	2,350	19.7% ▲
Married with children	4,229	4,995	18.1% ▲
Married no children	3,195	4,097	28.2% ▲

Most households (80%) were single or single with children, and **41%** reported having children in the household.

Response Rate: 28%

Source: 2026 Michigan 2-1-1

Distribution of Household Income



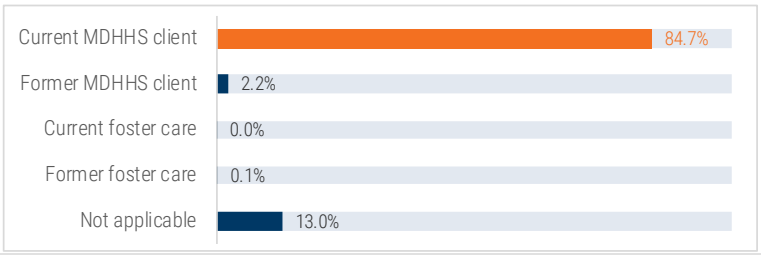
	FY25	FY26	% Change (YOY)
$100k and over	199	284	42.7% ▲
$75k-99,9k	162	204	25.9% ▲
$50k-74,9k	1,135	1,587	39.8% ▲
$35k-49,9k	4,452	7,113	59.8% ▲
$25k-34,9k	7,625	11,150	46.2% ▲
$20k-24,9k	8,363	11,301	35.1% ▲
$15k-19,9k	9,223	11,789	27.8% ▲
$10k-14,9k	18,166	24,186	33.1% ▲
Less than $10k	8,907	12,073	35.5% ▲
No Income	18,752	22,136	18.0% ▲

Most households (80%) reported an annual income of $25k or less. Households with incomes of $50k or more **increased by 39%** compared to last FY.

Response Rate: 25%

Source: 2026 Michigan 2-1-1

MDHHS Client Status



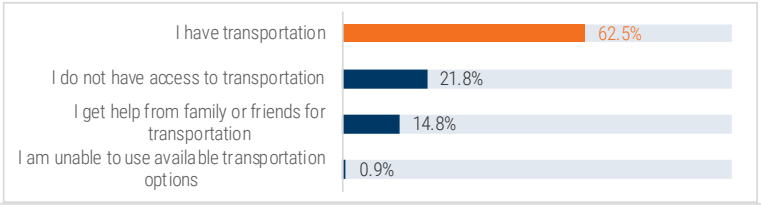
	FY25	FY26	% Change (YOY)
Current MDHHS client	68,874	92,775	34.7% ▲
Former MDHHS client	1,449	2,423	67.2% ▲
Current foster care	39	30	23.1% ▼
Former foster care	173	134	22.5% ▼
Not applicable	13,325	14,204	6.6% ▲

Most connections reported being **current MDHHS clients.**

Response Rate: 27%

Source: 2026 Michigan 2-1-1

Access to Transportation



	FY25	FY26	% Change (YOY)
I have transportation	47,013	64,302	36.8% ▲
I do not have access to transportation	16,285	22,391	37.5% ▲
I get help from family or friends for transportation	10,573	15,206	43.8% ▲
I am unable to use available transportation options	909	975	7.3% ▲

Close to 23% of households reported a transportation barrier.

Response Rate: 26%

Source: 2026 Michigan 2-1-1

Access to Health Insurance Coverage



	FY25	FY26	% Change (YOY)
Yes	80,351	107,905	34.3% ▲
No	8,337	12,750	52.9% ▲
Referral given	175	306	74.9% ▲

Most respondents reported **having health insurance coverage (89%).**

Response Rate: 30%

Source: 2026 Michigan 2-1-1

Veteran Status



	FY25	FY26	% Change (YOY)
No	259,985	282,490	8.7% ▲
Yes	15,500	17,000	9.7% ▲

Source: 2026 Michigan 2-1-1

Close to 6% reported that someone in their immediate family has ever served in the U.S. Armed Forces.

Response Rate: 74%

RESOURCE MANAGEMENT DATABASE REPORT

Resource Database Statistics

The ISD partnership supports resource management capacity, resource engagement efforts and dedicated staffing, as well as ongoing quality assurance efforts across the Michigan 2-1-1 Network. As of September 30, 2026, the MI211 Resource Directory contained the following:

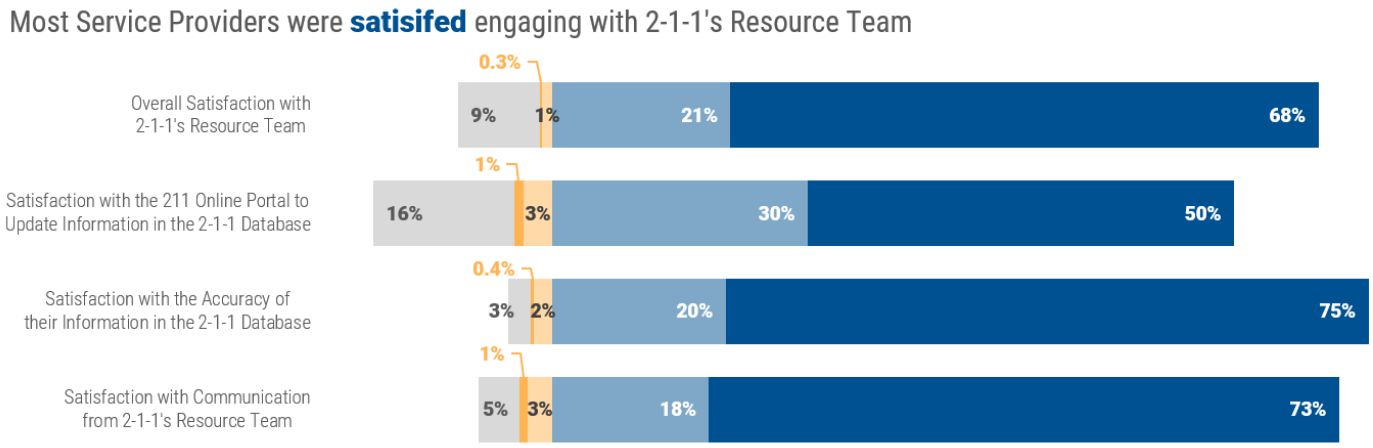
Resources Database Management Statistics:	FY-2026	FY-2025	FY:2024
Percentage of Organizations Verified	**83%**	**81%**	**58%**
Active Organizations	6,655	6,832	6,946
Active Locations	13,123	13,801	13,641
Active Services	26,099	27,189	26,708
Inactive Services[1]	3,673	3,551	3,606
New Organizations	142	137	186
New Services	909	1,221	1,000
Verified Organizations (Formal Updates)	5,536	5,520	4,004[2]

Source: 2026 Michigan 2-1-1

[1] Inactive records indicate services are not being provided on September 30, 2026. 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 in September 2024. A pause of verifications was necessary in FY24 to facilitate transition.

Resource Engagement Survey

Each year, MI211 conducts a survey to service providers within the resource directory to understand their perception of engagement and satisfaction with the Michigan 2-1-1 Network's resource team. In September 2024, MI211 launched a new verification tool for organizations to review and update their information in 211's database. The graph below depicts responses for FY26.



Source: 2026 Michigan 2-1-1

Additional insights into MI211 database curation efforts are included in the appendixes.

MI211 DISASTER AND EMERGENCY SERVICES REPORT

Disaster and Emergency Response/Recovery

During FY26, the Michigan 2-1-1 Network responded to complex, severe weather set across several counties for an extended period of time during the Spring of 2026. While the remainder of the year was relatively calmer, impacted residents had prolonged needs during the disaster recovery phase.

1. On March 6, four tornadoes, ranging from EF0-EF3, struck the Southwest of Michigan. The final, EF3 tornado, hit Union Lake, resulting in 4 deaths and 12 injuries
2. March 7th-8th, central-lower Michigan experienced heavy rains and strong winds that moved through from Grand Rapids up and through Saginaw. Regional 211 centers began utilizing the new Disaster Clearinghouse tool in live response/recovery.
3. Beginning on March 15th, a large cold front with heavy precipitation swept into northern Michigan. Snowfall exceeded 4 feet in the Upper Peninsula, and ice totals reached half an inch. Many counties were without power for up to a week.
4. As the recovery from the ice storm wound down, with power restored to most locations, another front moved through the state around April 4th/5th, with reported tornadoes causing additional flooding in mid-Michigan, exacerbating already heavily hit areas around the Grand Rapids/Saginaw corridor
5. Starting around April 8th, heavy rain fell throughout the state, flooding many rivers past record levels, and affecting multiple dams, especially in Newaygo and Cheboygan counties. Rain totals for this period averaged between 4 and 10 inches, with a high of 15 inches, over a ten-day period. MI211 directly supported nearly a dozen counties and municipal emergency managers with technical and data work, in addition to our public communications, referrals, unmet needs identification, and overall statewide engagement
6. By April 28th, the SEOC had fully deactivated from active work when the Cheboygan Loch and Dam complex was no longer deemed to be in immediate threat of failure
7. MI211 officially moved into 'steady state' operations by the end of April; however, a handful of cases lasted into May (with reporting ending on May 3rd), and some lingering cases entered as late as May 18th

During the above events, the Michigan 2-1-1 Network assisted 757 residents, providing 2,797 referrals to support and documenting 776 unmet needs. In addition, through the Disaster Clearinghouse, 236 cases were electronically sent directly to the Emergency Management and Homeland Security Division (EMHSD) for damage self-assessment, and 235 cases were sent to Crisis Cleanup for volunteer assistance through MI VOAD.

Once the active support phase eased and long-term recovery was in place, MI211 conducted an after-action review to identify areas for improvement that have since been resolved or are in the process of remediation to strengthen the Michigan 2-1-1 Network's response and coordination in times of disaster.

Engagement with Emergency Management Partners

In addition to responding to disaster and emergency events, MI211 and the Michigan 2-1-1 Network continued active outreach with state and local partners, including emergency management offices, local health departments, and other disaster partners to strengthen coordination and formalize relationships and response expectations.

Locally, 2-1-1 engagement and partnership integration planning occurred with several communities, notably Bay, Ingham, Lake, Livingston, Midland, Oceana, and Saginaw Counties, the City of Grand Rapids, EM Regions 1 and 5 in Southeastern Michigan, and through LEO's Rural Prosperity Roundtable in the Wexford and Kalkaska County area.

Statewide, MI211 engaged with the MI Refugee Emergency Preparedness and Resilience (MI-REPR) Program, in partnership with the Office of Global Michigan and Cherokee Federal, and coordinated with DHHS/Environmental Health Bureau for heat emergencies and EMHSD support for extreme heat responses. During the Spring storm response/recovery, MI211 formalized an agreement with Airbnb.org for immediate, short-term disaster housing support for impacted residents, bridging offers to help by other Michiganders.

MI211 participated in the 2025 Hazard Mitigation Annual Plan update and review process as a 2025 Stakeholder Preparedness Review (SPR) and as a subject matter expert for the 2025 Capability Assessments – Public Information and Warning section, and the MEMP Recovery Plan update meetings (3 total) – RSF Workgroups for Community Assistance, Health Education and Human Services, and also participated in the Eye of the Storm exercise with EMHSD.

MI211 continues to serve in a leadership capacity with several state and national emergency response groups, including as a member of the MCCERCC (MI Citizen-Community Emergency Response Coordinating Council); the Executive Committee for MI VOAD (MI Voluntary Organizations Active in Disaster); Inform Michigan statewide training conference presentation and Inform USA leadership for disaster-related workgroup and Standards review.

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 MI211'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, MI211 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 FY26, the Disaster Clearinghouse was utilized for the first time to respond to complex, severe weather events across several counties for multiple events. Through this innovative tool, MI211 successfully exchanged resident information with MSP/EMHSD and MI VOAD. Several enhancements have already been completed in FY26 to increase connectivity and improve reporting and overall staff use and we have additional development planned into FY27 as we incorporate partner feedback and innovative coordination.

MI211 ANALYTICS AND DATA INFRASTRUCTURE REPORT

The expansion of the MI211 Data Warehouse, adoption of modern data-sharing standards, and ongoing community partnerships expanded reporting capabilities across the Michigan 2-1-1 Network. These infrastructure updates allow MI211 to reduce the time and effort required to generate static and interactive reporting for our partners, provide analytical support to our internal and external teams, and share data with state agencies, health systems, and research partners. Key initiatives and infrastructure updates from the past year include:

Central Data Hub Updates

MI211 implemented a more robust, centralized, transformation-ready data hub for all its data assets to mature its data management practices. These updates standardize 2-1-1 data across sources to support regular reporting and analysis.

1. Key Drivers:
   a. System Integration: Establishes a data structure aligned with long-term network reporting needs.
   b. Data Pipeline Efficiency: Provides centralized, reusable pipelines, reducing setup time and downstream data errors.
   c. Data Integration: Consistent data schema across data sources to enhance reporting.
   d. Data Validation: Cleaned and validated data ready for reporting.
   e. Transparency: Increased focus on data systems and data assets documentation.

2. Data Assets Targeted:
   a. Contact Documentation (iCarol): Captures most needs assessments and outcomes, demographics, and phone-based follow-ups gathered from clients.
   b. Telephony Systems (NICE inContact): Captures inbound and outbound call volume, routing, and dispositions.
   c. Online Directory Searches (mi211.org): Tracks public search queries on the MI211 website.
   d. Resource Directory Application (RMUI): Serves as the primary database for verified community resources.

3. Data Quality Assurance and Monitoring:
   a. Traffic Audits: Identify automated web traffic spikes from possible internet crawlers. Identified fake searches are dropped from production data assets.
   b. Data Verification: Flags missing export dates in contact logs to maintain complete contact records.

Reporting & Analytics Projects

1. Resource Directory Gap Analysis: Identified unserved geographic areas and unlisted programs, informing targeted database curation & engagement as well as the design and development of featured pages.
2. Record Formatting Standardization: In support of the resources team, evaluated organization acronyms in the directory for closer adherence to the MI211 style guide.
3. Contract KPI monitoring: Pilot development of a near real-time Power BI Scorecard to modernize monitoring of various MDHHS contract metrics.
4. Federal Shutdown Reporting: Deployed a dedicated report during the October federal government shutdown to track related inquiries, specific needs, and outcome statuses.
5. Disaster Response Clearinghouse: Improved design and updated reporting interface in display crisis cleanup requests and non-emergency information-only interactions.
6. Direct Data Connections: Enabled direct access to a Power BI semantic model for partners, allowing staff to import standardized tables into their Power BI instance.

Leveraging the Use of MI211's Data

211 engages with funders, community and advocacy groups and research organizations to leverage the use of 211 data in local, regional and statewide efforts. Statewide examples include:

1. Michigan Health & Hospital Association (MHA): Presented community need trends at MHA's Health Access series to inform hospital care coordination efforts working with local community groups.
2. Michigan Kinship Care Center & Chapin Hall: Shared MI211 resources, need, and unmet need data with Chapin Hall to support a statewide analysis of kinship care gaps.

CONCLUSION

At its heart, the Michigan 2-1-1 Network is where real help happens—serving as the vital pulse connecting Michiganders with resources during challenging times with the care, dignity, and stability they deserve. In Fiscal Year 2026, the Michigan 2-1-1 Network demonstrated remarkable agility and strength, answering the call during moments of personal hardship, nurturing community relationships, and building upon lessons learned to institute structures and processes to make the system stronger

Through expanding cross-sector partnerships, advanced data interoperability, and locally connected Regional 2-1-1 Partners, the Michigan 2-1-1 Network has elevated social service navigation into a powerful safety net for Michiganders. Every connection made, resource verified, and partnership forged reinforces a stronger, more resilient Michigan. We are grateful to the Michigan Department of Health and Human Services for their continued trust and collaboration and remain committed to powering a more connected state for years to come.

APPENDIX A: ATTACHMENTS

- MI211 Independent Quality Assurance Report
- MI211 Resource Engagement Survey Results
- Inform USA Problem/Need Categories and Definitions