

Real-Time Help for Real-Life Challenges

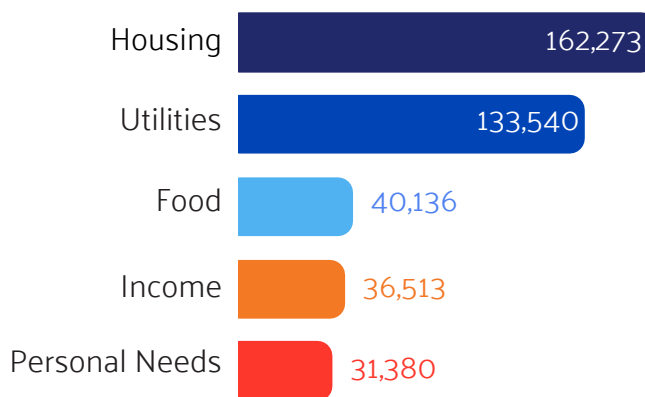
Michiganders have a right to know about the resources available to them, but it can be hard for people to know where to turn for the exact resource they need. **For 20 years, 211 has been the citizen’s resource for social services in Michigan.** Millions of clients have accessed confidential and compassionate assistance via phone, text, or web with the help of certified professionals through a statewide directory of **nearly 30,000 services** delivered by almost 7,000 local, state, and national agencies.

On a daily basis, 211 is essential both to Michiganders and to our public safety and emergency response infrastructure. In 2025, 211 responded to over 400,000 direct contacts for a wide range assistance, and recorded **over 2.1 million total needs** across our channels. 211 has mobilized to connect citizens to help in the 20 declared state disasters over the past decade, and additional storms, power outages, and flooding events without formal declaration.

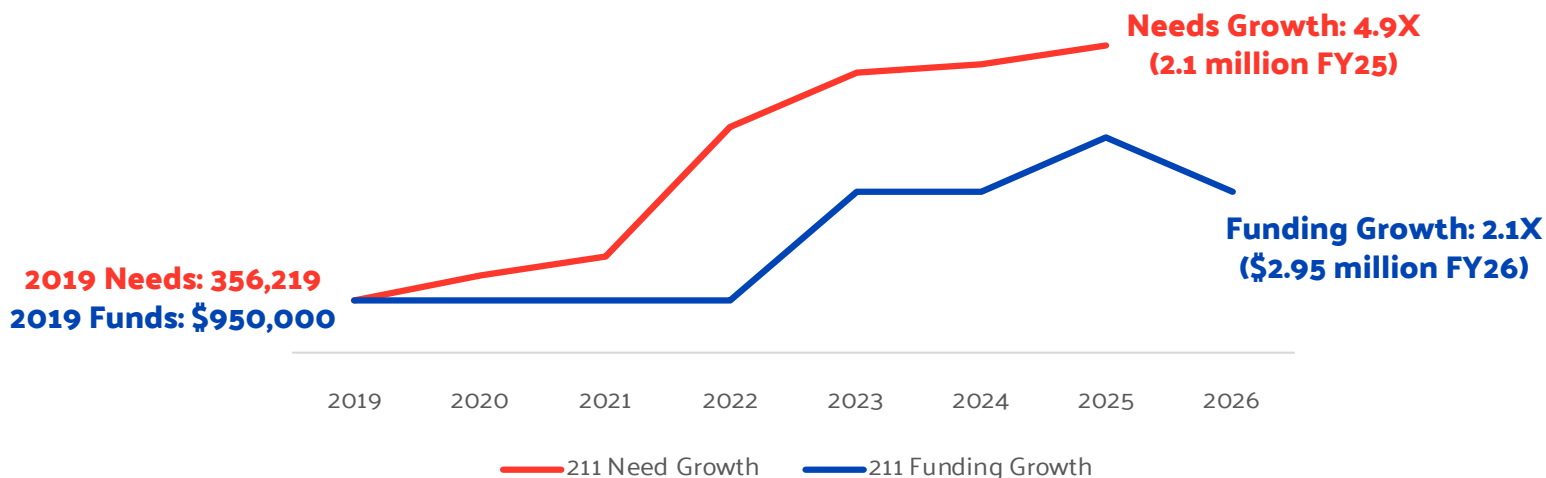
211 is Michigan’s partner for efficiently connecting residents to the solutions they seek. We are helping people in every corner of Michigan across every demographic break through the silos of local and statewide services provided by government and private agencies.

Last year, 211 callers reported the highest number of needs since the pandemic (FY22). Since 2019, needs have increased at a consistently greater rate than state funding. This is because the more 211 innovates to improve the efficiency and accessibility of services, the more demand we reach.

Top 211 Caller Requests FY25



211 Needs are Outgrowing Funding



Trendlines depict growth in 211 Needs and State General Funding indexed to 2019 and include 211 needs data from calls, texts, web chats, unique web searches, and “calls” to 211’s Application Programming Interfaces (APIs) with partner agencies. “Top 211 Caller Requests” graphic above on page presents data from calls specifically.

211: A COLLABORATOR FOR GOOD

211 is a public-private partnership between local communities, United Ways, and the State of Michigan. Our goal is to make sure there is a single point of entry, or “no wrong door”, for Michiganders who seek it. Because of our **history organizing over 30,000 services into a cohesive, nationally accredited directory**, we understand the work needed to engage with providers so this vision is possible.

We have leveraged recent public investment to develop tools that will **allow any agency to connect with each other, regardless of the tech they use, and without cost to Michiganders seeking help**. Michigan 211 seeks continued public investment to build on our progress made, and ensure that no sector, and no community, is left behind.

FY27 REQUEST
\$6.6 Million Total
\$3.65M increase from FY26

Category	FY27 Ask
Staffing/Capacity	\$3,250,000
Statewide Technical Infrastructure	\$3,235,000
Outreach & Awareness	\$115,000
Total	\$6,600,000

211 Is Here for You, 24/7/365



Constituent Services

211 is here to help you when your constituents call for your help with basic needs and financial assistance. When your staff do not know where to turn, they can refer the caller to 211, or look up resources themselves at mi211.org.



District Data

Our legislative dashboard at the bottom of our “Legislators” webpage will show you what constituents in your district are asking about when they call 211.



Community Support

211 can attend community events you hold to educate constituents about help that might be available to them.

See Our Legislative Dashboard
&
Constituent Services Training



For questions, please contact

Jennie Pollak, Executive Director, Michigan 211
jennie.pollak@mi211.org

Bobby Dorigo Jones, Director of ALICE & Public Policy
bobby.dorigojones@uwmich.org

211

www.mi211.org

330 Marshall Street
Suite 211
Lansing, MI 48912