

Michigan 211 Disaster Report

211

Get Connected. Get Help.™

March-April 2025 Northern Michigan Storms

Over the course of two weeks in late March and early April 2025, a storm front, extreme cold, and heavy winds led to a disaster declaration across much of Northern Michigan. Compared to the same dates last year, calls to 211 from the affected region increased nearly 2000%. Despite the failures in internet and cell service, website page views year-over-year increased by 5x (3,300 to 600). We received an especially high volume of calls from older adults, people with disabilities, and single parents.

This brief is meant to help decision makers understand, from 211's call data, what supports were available to those who called the 2-1-1 helpline and what needs could not be immediately met.

In the wake of the immediate crisis, 211 has begun intake for post-disaster case management, adding requests to Crisis Clean-Up systems, connecting residents to insurance processes and financial assistance, and tracking new and expiring resources. Through it all, in the coming months of recovery, we will be there 24/7 to connect Michiganders to the help they need.

COMMON NEEDS MET:

- » **Post-Disaster Clean-Up Crews: 811 (96% total need met)**
- » **Warming Centers & Shelter: 211 (83% total need met)**
- » **Food, Water & Meals: 192 (75% total need met)**

COMMON UNMET NEEDS:

- » **Gas Money: 60% unmet (46 requests unmet)**
Gas money assistance was available in Alpena and Otsego Counties, but not in Antrim, Charlevoix, Cheboygan Crawford, Montmorency, Oscoda counties.
- » **Food, Water & Meals: 25% unmet (64 requests unmet)**
Less access to meals was available in Alcona, Antrim, Alpena, Montmorency, Presque Isle. Less access to disaster drinking water was available in Antrim, Cheboygan, Crawford and Presque Isle Counties
- » **Warming Centers & Shelter: 4% unmet (40 requests unmet)**
Less access to warming centers was available in Antrim, Charlevoix, and Emmet Counties
- » **Emergency Generators: 100% unmet (23 requests unmet)**
Emergency generators were not available in any county until after the initial response. Cash assistance for gas generators was available in Otsego County during this period.

TOTAL REQUESTS THROUGH 211:
2,273

Collected March 29-April 13, 2025

TOTAL NEEDS BY COUNTY

Otsego	723
Cheboygan	454
Emmet	223
Montmorency	215
Crawford	151
Oscoda	129
Alpena	106
Presque Isle	96
Charlevoix	81
Alcona	48
Antrim	27
Mackinac	20

211 AND DISASTER RESPONSE

Michigan 211 is a recognized partner in the “Michigan Emergency Management Plan” developed by the Emergency Management and Homeland Security Division of the Michigan State Police, and is a member of Michigan Voluntary Organizations Active in Disasters. When public safety officials declare a disaster, 211 immediately initiates protocols for handling requests that allow us to make note of each request for help that is caused by a disaster. This is how we are able to provide real-time data on constituents’ needs.

With the ability to update a complex database of available resources in real-time, 211 is uniquely suited to respond to immediate crises statewide by providing both residents and emergency responders with consistent, accurate, and timely information. We are able to highlight where gaps in resources exist as they evolve throughout the recovery. **State funding for 211 contributes significantly to our ability to scale up and respond at this level.**

211 IS HERE FOR MICHIGAN 24/7, 365



Constituent Services

211 is here to help you when your constituents call for 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 the 211 resource database themselves on mi211.org.



District Data

Our legislative dashboard at the bottom of our “Legislators” webpage will show you what constituents in state legislative districts 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 211 disaster response questions, please contact

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211

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