

# Michigan 2-1-1 Talking Points - ALICE VISTA Partnership

## What is 2-1-1?

2-1-1 connects people to information, resources and services when they need help, 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, volunteerism and youth services and others.

People in need of assistance can access help by calling 2-1-1, visiting [www.mi211.org](http://www.mi211.org) or texting their zip code to 898-211.

## 2-1-1 Network

The Michigan 2-1-1 Network is a statewide collaboration of regional 2-1-1 center partners, coordinated by the Michigan 2-1-1 state office. Regional 2-1-1 centers and the Michigan 2-1-1 state office are legally designated by Michigan Public Service Commission (MCSC) to support access to 2-1-1 service in Michigan.

Michigan 2-1-1 state office supports statewide 2-1-1 collaboration and service delivery through shared infrastructure, funding assistance and best practice guidance.

**Coverage:** 2-1-1 is financially supported at both the local and state levels. Our goal is to provide consistent 2-1-1 service to all Michigan residents. 2-1-1 is available online throughout the state and accessible to residents of nearly all counties by dialing 2-1-1 or texting 898-211. Visit our website for more information on county specific coverage, [www.mi211.org](http://www.mi211.org)

## Resource Database Update Process

**Formal Update:** Industry best practice for resource management advise updating an organization's information at least once per year. 2-1-1 Resource Manager sends the information included in our database to an identified contact person for review and/or correction.

**Interim Update:** Revisions are made to 2-1-1's resource database daily to ensure it stays accurate and up to date. Through various methods, 2-1-1 Resource staff learn about changes and update the database as soon as possible. We always appreciate an extra eye or ear to help let us know of changes – please contact a Resource Manager directly or email [resources@mi211.org](mailto:resources@mi211.org) and we'll ensure the information is reviewed!

**Resource Management Best Practices:** Michigan 2-1-1 Resource Managers follow best practice and style guidelines provided by our accrediting body, the Alliance of Information and Referral Systems (AIRS) and the Michigan 2-1-1 Resource Managers Workgroup. These practices include indexing (assigning a specific keyword to an organization's services), style and formatting, resources included in the database and updating procedures. These practices are reviewed periodically with the goal of keeping the 2-1-1 database clear, concise, accurate, consistent and relevant for those we serve.

## MI Bridges Partnership

**What is MI Bridges?** The new MI Bridges Self-Service Portal enables residents to identify their needs and connect to community resources that meet those needs to improve stability over time. These resources include community programs and organizations through a partnership between MDHHS and Michigan 2-1-1 network. [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners)

**DHHS MI Bridges FAQ:** [https://www.michigan.gov/mdhhs/0,5885,7-339-71551\\_82637\\_83064---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71551_82637_83064---,00.html)