

United Way of
Northwest Michigan



FOR IMMEDIATE RELEASE

Date: September 11, 2018
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2-1-1 Returns to Antrim, Benzie, Grand Traverse, Kalkaska and Leelanau Counties

Traverse City, MI – In many states, dialing 2-1-1 provides individuals and families in need with a shortcut through what can be a bewildering maze of health and human service agency phone numbers. By simply dialing 2-1-1, those in need of assistance can be referred, and sometimes connected, to appropriate agencies and community organizations.

United Way NW Michigan announced Wednesday, September 11, 2018 that it is bringing back the free, multilingual and confidential 2-1-1 health and human service hotline effective September 21, 2018 with added features.

2-1-1 connects individuals with local community-based organizations across the state offering thousands of different programs and service for people seeking answers. Last year more than half a million Michigan residents turned to 2-1-1 for health and human service information and referrals or assistance after disaster emergencies.

2-1-1 is a free, confidential hotline available 24 hours a day, 365 days per year connecting callers with organizations and programs offering assistance with housing, utilities, elder care, mental health and other essential services. In addition to dialing 2-1-1 for assistance, help is available via mobile app, or email to the 2-1-1 call center. A new service is a text option - text 898-2-1-1 and a United Way 2-1-1 operator will be available to respond to the message from 7 a.m. to 7 p.m. Monday through Friday.

Ranae McCauley, Executive Director of United Way NW MI stated that, “We are grateful that we can bring a robust 2-1-1 service to our region. The United Way 2-1-1 service is responsive to the needs of working families, allowing them to call, chat, email or text when the time is right for their busy schedules.”

2-1-1 is available to approximately 270 million people, or about 90% of the total U.S. population. It covers all 50 states (including 41 states with more than 90 percent coverage), the District of Columbia, and Puerto Rico. To find out whether 2-1-1 services are offered in your area and to obtain more information, visit www.211.org.

<https://youtu.be/SxQeXn-LZeo>

About United Way of Northwest Michigan

United Way of Northwest Michigan Serves the five county region of Antrim, Benzie, Grand Traverse, Kalkaska, and Leelanau by providing funding and volunteer resources to support critical community needs in education, health, and basic needs. By connecting and mobilizing the caring power of our local communities, United Way advances the common good. For more information about United Way, or to make a donation, please visit www.unitedwaynwmi.org or call 231-947-3200.

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