

Local Health Department Leaders,

MDHHS is excited to announce a **new partnership with Michigan 211** to help support Michiganders with **COVID-19 quarantine and isolation needs**. In this new partnership, Michigan 211 will provide resource and benefit navigation support over the phone to assist residents with their recovery and address any challenges that might make it difficult for cases and contacts to self-quarantine or self-isolate. Challenges could include access to food, access to a safe place to stay, utilities, unemployment or communicating with an employer, medication, health care, or their ability to care for a loved one or a pet. As part of this effort, **Michigan 211 will:**

- Conduct needs assessments
- Identify available support programs and resources for individuals
- Assist callers with directly enrollment in applicable programs (where possible)
- Provide warm handoffs or a referral to applicable programs, when direct enrollment support is not possible

Michigan 211 is able to connect Michiganders to vital resources such as:

- Q-Cares boxes (quarantine supplies and daily essentials)
- Meal and prescription delivery
- Food assistance
- Primary care
- Health insurance or Medicaid
- Community mental health services
- Other MI Bridges benefits
- Local community-based resources

Local health departments can start taking advantage of this new Michigan 211 partnership in three ways:

1. Providing the direct phone number to COVID-19 cases and contacts as a referral. **The number to reach the 211 resource/benefit navigation line directly is 844-587-2485**, or callers may call the 211 main line (dial 2-1-1) and select the prompt for COVID support resources.
2. Providing a list of residents to Michigan 211 for outbound outreach (If you are interested in this option, please reach out to Chris Jackson with additional information on the pilot program).
3. In late July, as an enhancement to the MDHHS “Traceforce” contact tracing system, direct phone transfers will be enabled from Traceforce to 211.

MDHHS and 211 are offering this service to provide additional support to LHDs and individuals in quarantine and isolation, not to replace existing, locally-available resources and LHD partnerships. We encourage all LHDs to continue to refer to directly to local resources where applicable while also utilizing this new program through Michigan 211. For questions about the resource/benefit navigation support program, please contact Chris Jackson at MDHHS (JacksonC47@michigan.gov) or your [local 211 contact center](#).