

Michigan 211 Report

(FY2016 Appropriation Act - Public Act 84 of 2015)

September 30, 2016

Sec. 307. (1) From the funds appropriated in part 1 for demonstration projects, \$500,000.00 shall be distributed as provided in subsection (2). The amount distributed under this subsection shall not exceed 50% of the total operating expenses of the program described in subsection (2), with the remaining 50% paid by local United Way organizations and other nonprofit organizations and foundations.

(2) Funds distributed under subsection (1) shall be distributed to Michigan 2-1-1, a nonprofit corporation organized under the laws of this state that is exempt from federal income tax under section 501(c)(3) of the internal revenue code, 26 USC 501(c)(3), and whose mission is to coordinate and support a statewide 2-1-1 system. Michigan 2-1-1 shall use the funds only to fulfill the Michigan 2-1-1 business plan adopted by Michigan 2-1-1 in January 2005.

(3) Michigan 2-1-1 shall refer to the department any calls received reporting fraud, waste, or abuse of state-administered public assistance.

(4) Michigan 2-1-1 shall report annually to the department and the house and senate standing committees with primary jurisdiction over matters relating to human services and telecommunications on 2-1-1 system performance, including, but not limited to, call volume by health and human service needs and unmet needs identified through caller data and customer satisfaction metrics.



Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR



Michigan 2-1-1 Status Report: October 1, 2015 – September 30, 2016

211 Database: Figures reflect a point-in-time count as of September 30, 2016

- **6,668 active agencies at 13,483 sites across Michigan**
 - 303 new agencies added with 735 new service delivery sites
 - 528 inactive agencies at 993 sites
- **6029 agencies were fully updated in the past 10 months**
 - 90.4% of all agency records received a full annual review and update, including all programs and services offered, in accordance with the national standard established by the Alliance of Information and Referral Systems.
- **25,625 active programs and services (3,195 inactive)**
 - 2,258 new programs and services added
 - 3,195 inactive programs and services

Note: Active agencies and sites are those that are providing services and assistance as of September 30, 2016. Inactive records indicate services are not being provided on September 30, 2016. This includes seasonally active services like Holiday Meal programs and free tax preparation sites, or those that have reached their capacity or used all available funding and have asked 2-1-1 to temporarily suspend providing referrals to new clients.

Calls and Referrals: **400,981 calls were handled by 2-1-1 partners compared** to 437,249 (8.3% decrease) for the same time period in the previous fiscal year. Although there was a significant decrease in the volume of calls, the number of referrals remained nearly unchanged – **663,540 referrals** compared to 676,593 (1.9% decrease) the previous year. This could indicate that while fewer Michigan residents need assistance, those that do need help are in even greater need. As is evident from number of referrals compared to the number of calls, most callers receive more than one referral.

Unmet Needs: Michigan 2-1-1 partners track callers' needs using a problem need code. This allows the system to track unique needs and can be considered a more accurate reflection of overall demand for services than the number of referrals provided to callers. For example, a caller may call about both a utility shutoff notice and a lack of food. If they receive one referral for utility assistance and two for food pantries, the reporting system would count:

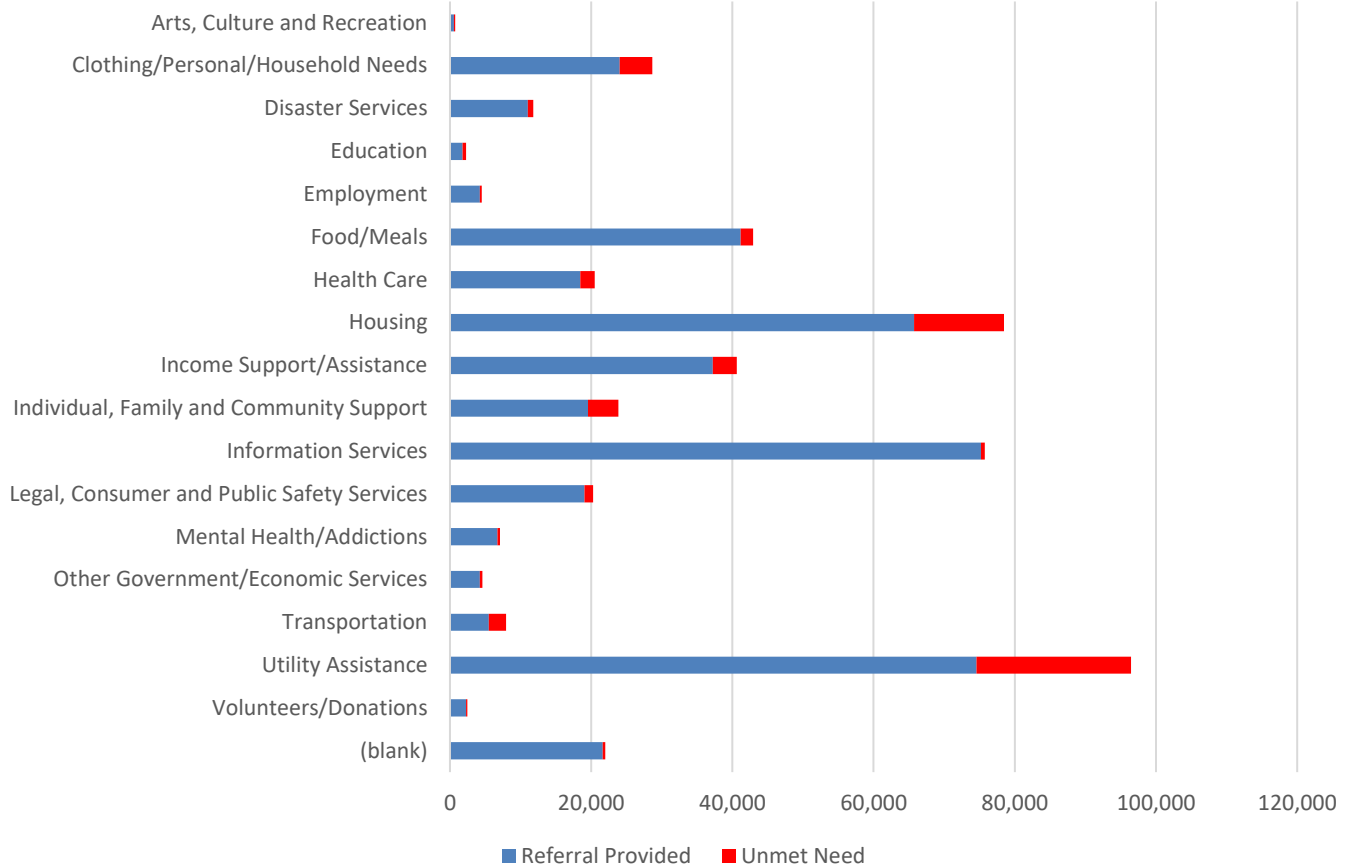
1 call, 2 Problem needs (utility assistance and food/meals), 3 referrals. When there is not a program or service to address a problem need, this is recorded as an unmet need.

Unmet needs record when a program or service is not available to assist a caller. Reasons for unmet needs include:

- Does not meet eligibility requirements
- Lack of transportation to access
- Service is not available when needed (e.g. outside regular business hours)
- There are not services available.

57,890 unmet needs were recorded in FY2015-16 or 11.8% of the 490,829 problem needs recorded.

FY 2015-16 Unduplicated Problem Needs and Unmet Needs
 N = 490,829 (432,939 Needs with referrals/57,890 Unmet Needs)



Web site Usage

Many people prefer to search online for services rather than dial 2-1-1 to talk with an agent. The Michigan 2-1-1 database is available for the public to search at www.mi211.org. Each of the regional 2-1-1 service providers also has its own web site that also provides a link to the statewide database. Web analytics reveal in FY 2015-16 there were:

Site visits to Michigan 2-1-1 state and local 2-1-1 partner sites:	235,789
Total online database searches:	260,097
Unique visitors to Michigan 2-1-1 web sites:	91,844
Average time spent on site per visit:	18.8 minutes

Flint Water Crisis Response

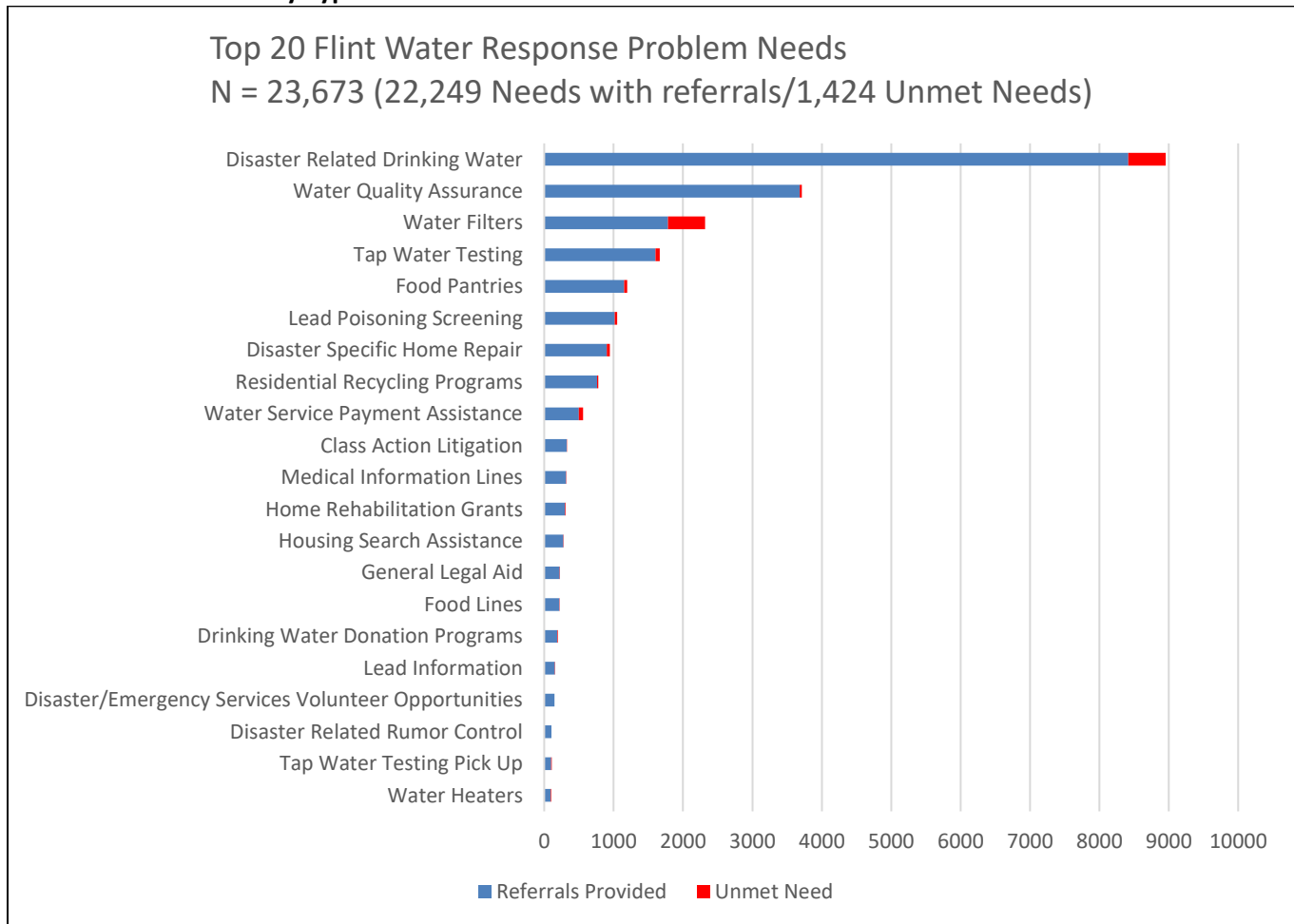
Includes Zip Codes 48420, 48423, 48458, 48502, 48503, 48504, 48505, 48506, 48507, 48509, 48532

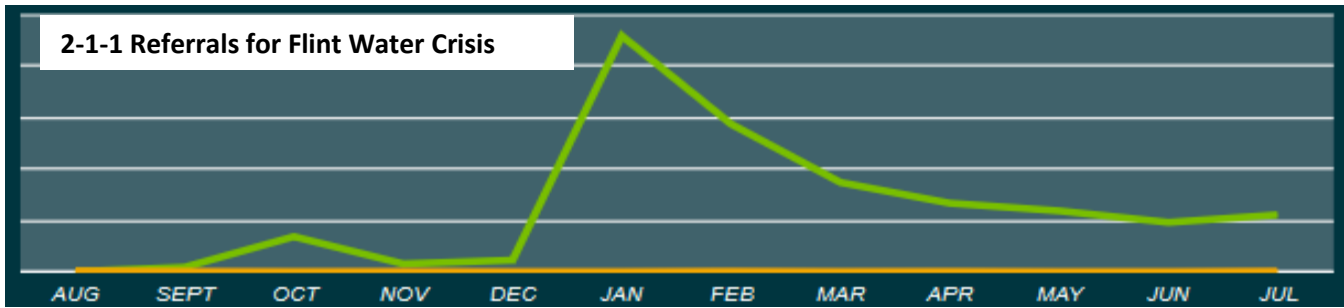
Michigan 2-1-1 has been active in responding to the Flint Water Crisis since October 2015 when United Way of Genesee County requested 2-1-1’s assistance to help local residents find water and other aid. From October 5 – December 31, 2015 Central Michigan 2-1-1 handled 1,596 requests for water-related needs from Flint residents. On January 6, 2016 the State of Michigan issued a disaster declaration and began heavily promoting 2-1-1 as the number to call for help.

From the time the state disaster declaration was issued, Michigan 2-1-1 partners have worked together to provide a rapid response to Flint residents. By bringing in additional capacity from other regions, answer times for Flint residents have averaged less than two minutes.

During the fiscal year 2-1-1 recorded over 39,085 problem needs from zip codes in the City of Flint. From January 6 – September 30, 2016 the 2-1-1 partners provided 45,221 referrals. Over half of these referrals (at least 25,000) were related to the water response. In total there were 23,673 unique water-related problem needs recorded, plus 1,424 requests for water-related assistance that 2-1-1 was not able to address, primarily requests for drinking water during the early days of the response. Over the nearly 9 months of data included in this report, unmet needs related to the water response were 6%, substantially below the statewide average of 10% for all types of calls.

Flint Water Crisis Calls by Type





Bottled Water Delivery

Through September 30, 2016 Central Michigan 2-1-1 has received and routed requests for over 11,000 deliveries.

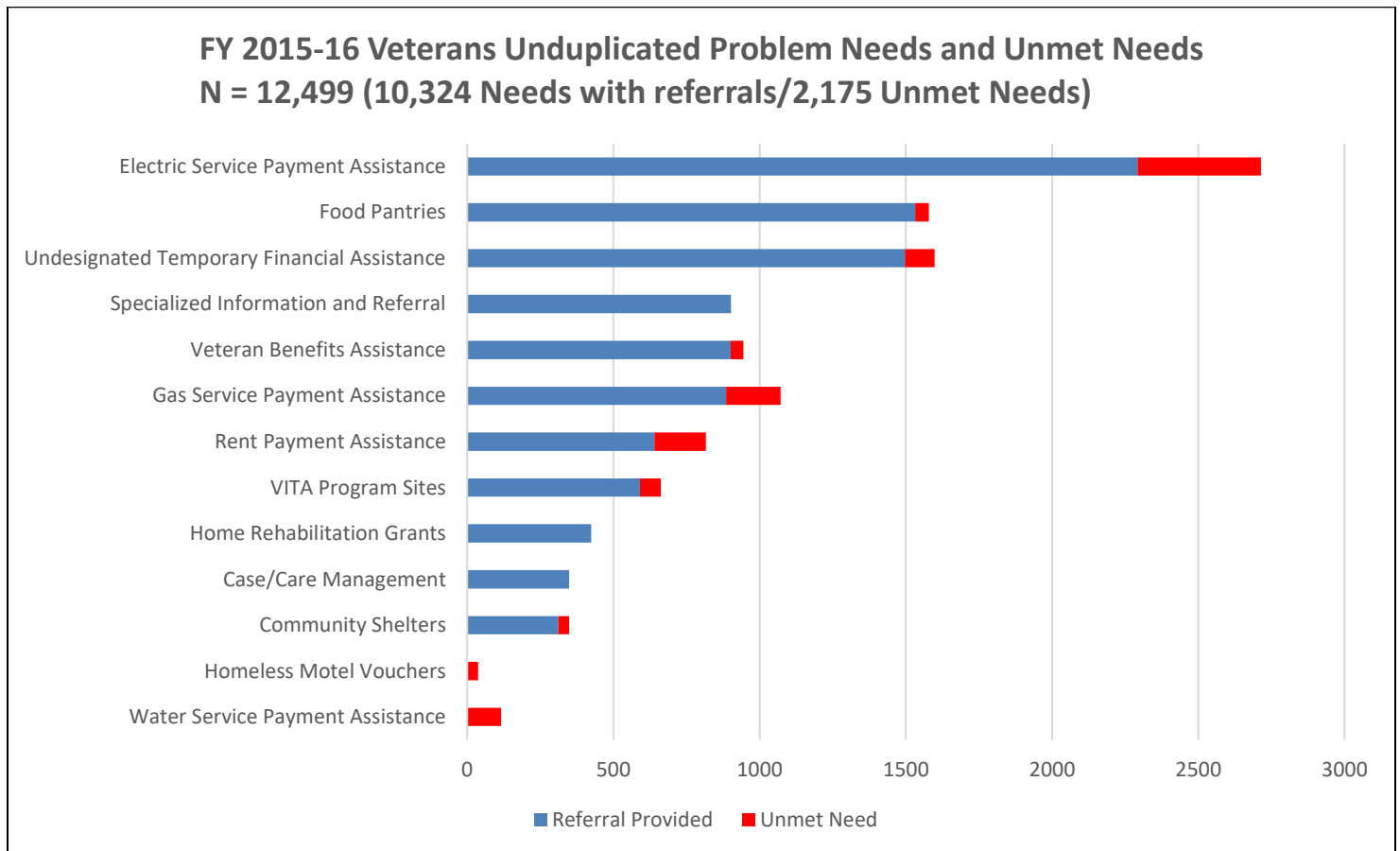
In addition to referrals for assistance, Central Michigan 2-1-1 has also worked since mid-January 2016 with Red Cross, Genesee County Sherriff’s office, and Michigan State Police to coordinate delivery of bottled water to Flint residents who are unable to reach a water distribution site -- primarily homebound seniors and disabled residents.

One challenge related to the water delivery service is the difficulty closing the loop to ensure households that request delivery actually receive a timely delivery. Residents are directed to call 2-1-1 to request water, but once the request is passed to the partner responsible for delivery, 2-1-1 has no further role. From the public perspective if anything goes wrong, it’s seen as a failure of the 2-1-1 service. 2-1-1 is advocating for changes to the current process to build in accountability by all parties to ensure residents’ needs are met.

2-1-1 and Veterans

Michigan 2-1-1 works closely with Michigan Veterans Affairs Agency to coordinate access to services for Michigan veterans. The 1-800-MICH-VET Helpline operates on the Michigan 2-1-1 platform and allows MVAA and local 2-1-1 partners to seamlessly transfer calls when one agency is not able to address the needs of the veteran caller. Gryphon Place, the 2-1-1 provider for SW Michigan, handles afterhours calls ensuring veterans have 24/7/365 access to a live answer from a trained professional to help meet their needs with both community-based and veteran-specific services.

To make certain veteran and military families receive all possible support, 2-1-1 agents are trained to ask callers, "Have you or a family member ever served in the military armed forces, National Guard, Reserves, or Coast Guard?" In FY 2015-16 the 2-1-1 agents asked this question 334,536 times, identifying 15,075 veteran and military family callers (4.51% of responses). This percentage aligns with other 2-1-1 providers across the U.S. that track these callers with an average of 4%-5% of all calls coming from veterans and military families.



In total there were 12,499 unduplicated problem needs recorded. 2-1-1 was able to provide 21,414 referrals to address 10,324 of these problem needs. There were an additional 2,175 unmet needs where 2-1-1 was not directly able to provide assistance to the veteran caller. In the vast majority of these cases, the callers were either transferred or referred to 1-800-MICH-VET to explore additional options for help that are specific to veterans.

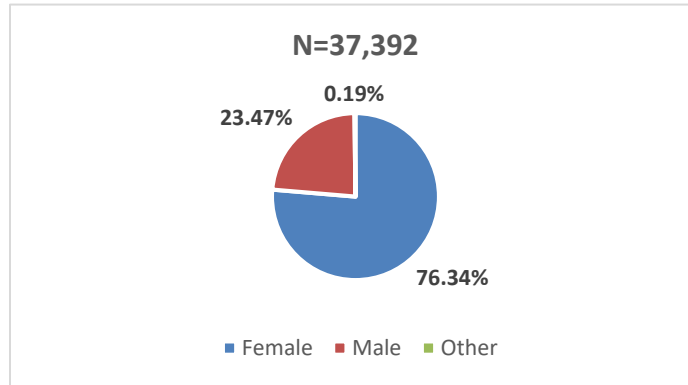
2-1-1 Demographic Data Collection FY 2015-16 (Oct. 1, 2015 – Sept. 30, 2016)

The Michigan 2-1-1 partners used randomizing software embedded in the inContact call management platform to flag a sample of callers for demographic data collection. Overall response rates to individual questions varied, but the data set for each category includes a minimum of 10,341 responses yielding a Margin of Error (MOE) of less than 1% with a confidence level of 99%.

1. Age

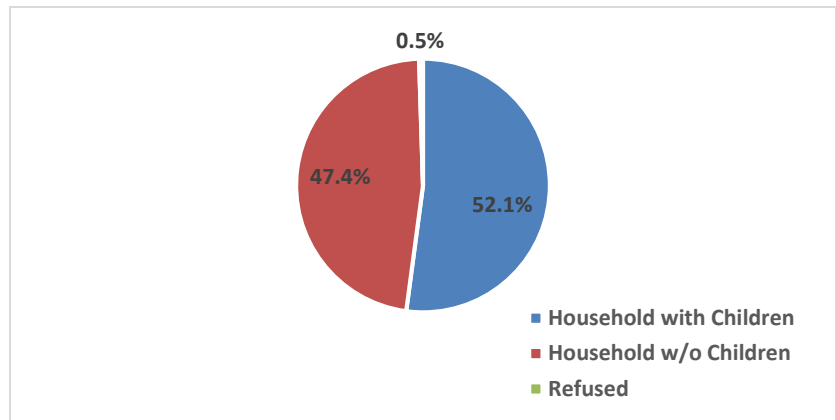
N=10,331	
18 & under	0.9%
19-24	8.6%
25-34	20.6%
35-44	17.5%
45-54	19.1%
55-64	19.4%
65+	13.8%
Average Age	46

2. Gender

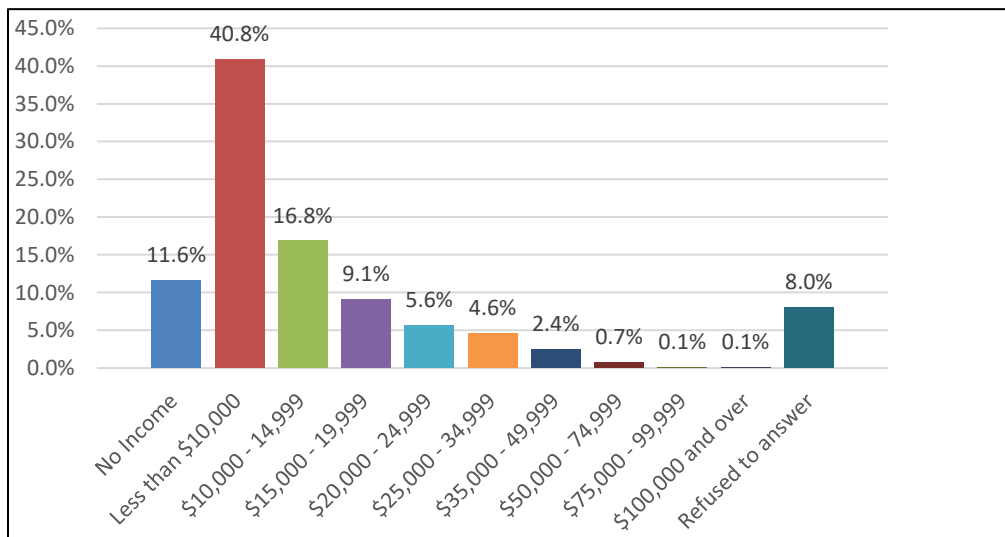


3. Household composition

N=12,808	
Married no children	5.7%
Married with children	10.7%
Partners no children	2.4%
Partners with children	4.9%
Single Person Household	33.3%
Single with children	36.5%
Nonfamily household	6.0%
Refused/No answer	0.5%



4. Income N = 10,430



5. DHHS Client Status

N=17,927

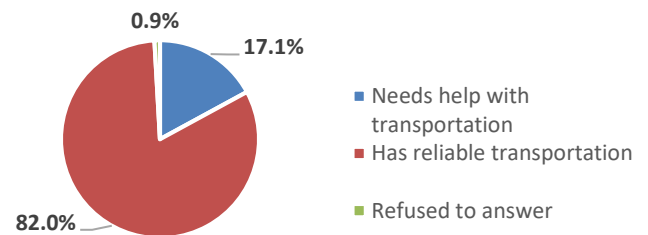
Current DHS client	83.1%
Former DHS client	3.7%
Current foster care	0.04%
Former foster care	0.3%
Not applicable	12.3%
Refused to answer	0.58%

6. Transportation Access

N=20,963

I am unable to use available transportation options	0.3%
I do not have access to transportation	7.5%
I get help from family or friends for transportation	9.24%
I have transportation	82.0%
Refused to answer	0.9%

Transportation Access



7. Medical insurance/Healthy Michigan?

N=23,572

Yes	91.2%
No	6.7%
Referral given	0.8%
Refused to Answer	1.3%