

# UNITED WAY FOR SOUTHEASTERN MICHIGAN 2-1-1

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2-1-1 Resource Manager



United Way  
for Southeastern Michigan



# AGENDA

- About 2-1-1
- 2-1-1 During Covid-19
- Our Website
- Questions
- Online Database Training
- Contact



# WHAT IS 2-1-1?

- 2-1-1 is a **free & confidential**, information and referral service available throughout the **US and parts of Canada**.
- **Information & Referral (I&R)** is the art and science of bringing people and services together.
- I&R **resource databases** contain detailed descriptions of the programs and services provided by **community, social, health, and government organizations**.
- 2-1-1 **Community Care Advocates (CCAs)** help individuals find services and resources available to them locally.



# THE 2-1-1 USER EXPERIENCE: WHAT TO EXPECT



Community Care Advocates identify resources for **primary** needs and help callers discover **secondary needs**



**TEXT 898-211** to engage with a Community Care Advocate



Chat, email us, or search our **online database** by topic area, services need and location to find available resources in their area.

**2·1·1**

for Southeastern Michig

# 2-1-1 TOP REFERRALS



Utilities



Food



Housing &  
shelter



Employment  
assistance



Childcare



Education



Healthcare  
& Mental  
Health



Household  
needs

# 2-1-1 During Covid-19

- MI Bridges Navigation for those in Quarantine and Isolation
- Covid-19 Testing Information and Scheduling
- Statewide Covid-19 Hotline
- MEAP Utility Assistance is virtual



# OUR WEBSITE

- Visit [www.UnitedWaySEM.org/get-help](http://www.UnitedWaySEM.org/get-help) to:
- Live **chat** with a Community Care Advocate
- Send us an **email**
- Search **online database** of programs



CALL 2-1-1



LIVE CHAT NOW



EMAIL US



SEARCH DATABASE

# SERVICE-PROVIDER TOOLS

On our website, organizations can:

- [Order](#) 2-1-1 materials
- Review our [Inclusion Policy](#)
- [Request an application](#) to be included in database
- [Email](#) the Resource Team



ORDER 2-1-1 MATERIALS



DATABASE INCLUSION POLICY



REQUEST 2-1-1 DATABASE  
APPLICATION



EMAIL US



# QUESTIONS



# CONTACT INFORMATION

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The logo consists of the numbers '2-1-1' in a white, bold, sans-serif font, centered within a dark blue rounded rectangle. The rectangle has a slight shadow and a small red and white graphic element on its right side.

**2-1-1**

for Southeastern Michiga