

An Introduction to the 2-1-1 Online Database January 14th 2015



What is 2-1-1?



- 2-1-1 is a free, easy to remember phone number available 24/7/365 providing comprehensive information and referral to a wide variety of health and human services to people in need
- Confidential, anonymous
- Answered by person specially trained in assessing for need, problem solving, screening for eligibility and referring to applicable resources
- Alliance of Information and Referral Systems (AIRS) accredited





Central Michigan 2-1-1

- Launched in 2004 serving Jackson County, expanded beginning in 2007 to serve Clinton, Eaton, Ingham, Hillsdale, Lenawee, Livingston, Genesee & Shiawassee Counties.
- Part of a Statewide and Nationwide 2-1-1 Movement

Available Services

- Food
- Toiletries
- Transportation
- Housing and utility resources
- Rent payment assistance
- Budget management
- Tax preparation assistance
- Credit counseling
- Housing and temporary shelter
- Job search/placement
- School-related programs
- Support groups
- Mortgage foreclosure assistance
- And more...



2-1-1 Online Database



- Same information that our Information & Referral Specialists use to make referrals
- Updated in real time as the 2-1-1 Resource Specialists add and update information
- Indexed with a controlled vocabulary system, the AIRS/211 LA County Taxonomy of Human Services

Accessing the Database

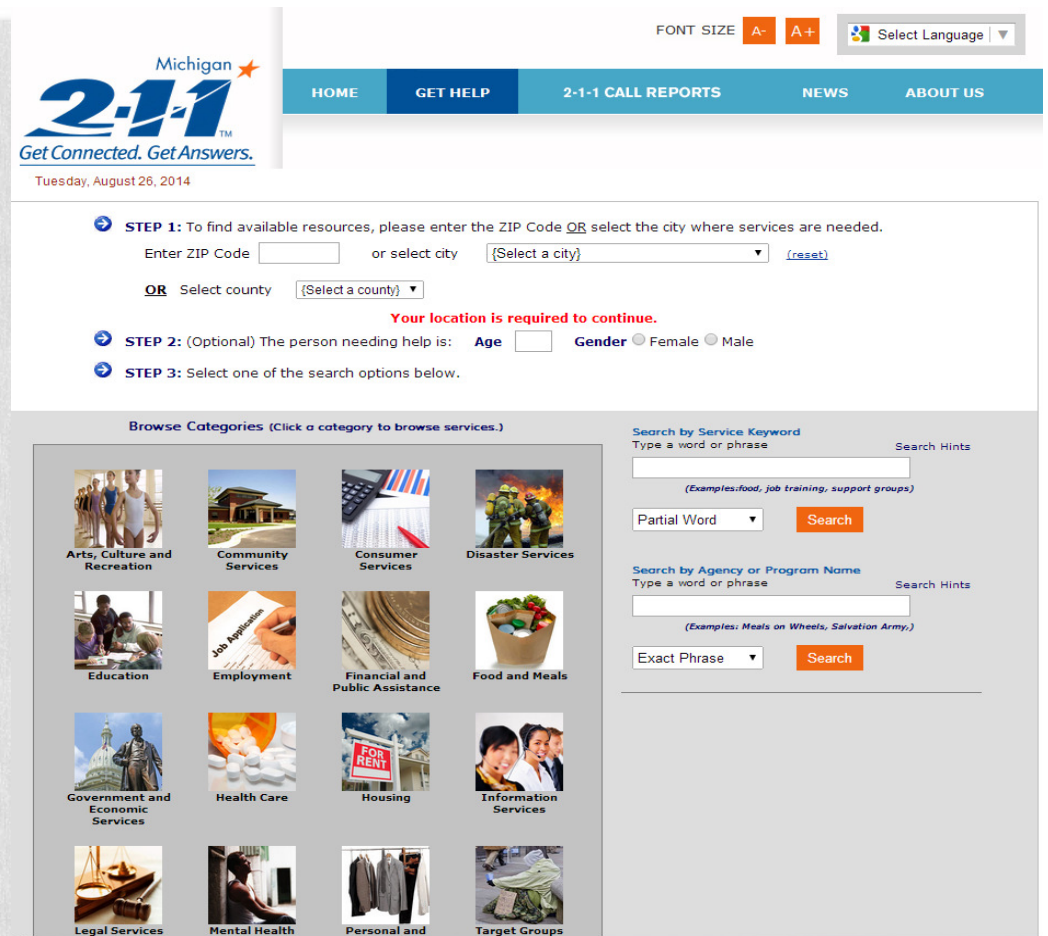
www.centalmichigan211.org

Please tell us a little about yourself. After you've made your selections, just click TAKE ME TO THE DATABASE and we'll send you to our free online resource directory.

I am seeking resources * for a client for myself, a friend or a loved one

I am looking for services in the following counties * Clinton Eaton Genesee Hillsdale Ingham Jackson Lenawee Livingston Shiawassee

TAKE ME TO THE DATABASE



The screenshot shows the Michigan 2-1-1 website interface. At the top right, there are options for FONT SIZE (A-, A+) and a language selection dropdown (Select Language). A navigation bar contains links for HOME, GET HELP, 2-1-1 CALL REPORTS, NEWS, and ABOUT US. The date Tuesday, August 26, 2014 is displayed below the logo.

The main content area is divided into three steps:

- STEP 1:** To find available resources, please enter the ZIP Code OR select the city where services are needed. It includes input fields for ZIP Code and city, and a dropdown for county selection.
- STEP 2:** (Optional) The person needing help is: Age (input field), Gender (radio buttons for Female and Male).
- STEP 3:** Select one of the search options below.

Below the steps, there are two search options:

- Search by Service Keyword:** Includes a text input field, a dropdown menu set to "Partial Word", and a "Search" button. Examples provided are "food, job training, support groups".
- Search by Agency or Program Name:** Includes a text input field, a dropdown menu set to "Exact Phrase", and a "Search" button. Examples provided are "Meals on Wheels, Salvation Army".

A "Browse Categories" section is also present, featuring a grid of 16 service categories with representative images and labels: Arts, Culture and Recreation; Community Services; Consumer Services; Disaster Services; Education; Employment; Financial and Public Assistance; Food and Meals; Government and Economic Services; Health Care; Housing; Information Services; Legal Services; Mental Health; Personal and; and Target Groups.

Searching the Database

- Enter a ZIP Code or select a city/county from the dropdown menu
- Three ways to search
 - Category Search
 - Service Keyword Search
 - Agency or Program Name Search

Category Search

- 19 main top categories with many subcategories, ex:
 - Education
 - Employment
 - Health Care
 - Housing
- Graphical icons help those with lower literacy levels and written at a 7th grade reading level



Browse Service Categories

This search is restricted to the following categories:
[Start Over](#) [Search hints](#)

Find the help you need > Food
 Programs that provide free or in-kind food

Food and Meals
[\(change category\)](#)



Food Lines [close](#)
 Food programs that provide boxes or bags of food on a first come, first served basis for eligible people who line up, usually on a designated date at a specified time, to receive service. [close](#)

- [Child and Adult Care Food Programs](#) 
- [Commodity Supplemental Food Program](#) 
- [Community Gardening](#) 
- [Community Meals](#) 
- [Congregate Meals/Nutrition Sites](#) 
- [Emergency Food Clearinghouses](#) 
- [Farmers Markets](#) 
- [Food Banks/Food Distribution Warehouses](#) 
- [Food Cooperatives](#) 
- [Food Lines](#) 
- [Food Pantries](#) 
- [Food Production Support Services](#) 
- [Food Supplements](#) 
- [Food Vouchers](#) 
- [Formula/Baby Food](#) 
- [Fresh Food](#) 
- [Home Delivered Meals](#) 

Agency or Program Name Search

- Searches the name of an Agency, Site/Location, or Program Name and all of their AKA names
- This option is most helpful when you know exactly what you're looking for
 - Contact information for an agency
 - Services provided by an agency

Find the help you need > **ingham county health department**

9 Locations with names matching your search term. Providers are listed by priority/proximity

INGHAM COUNTY HEALTH DEPARTMENT

BIRCH HEALTH CENTER

812 East Jolly
Suite 112
Lansing, MI 48910

(517) 244-8030 Main
(517) 676-7318 Fax
<http://www.chc.ingham.org>

[view
map](#)

Ingham County
1 mile from you

click for more info on [AFFORDABLE CARE ACT INFORMATION/COUNSELING](#)

click for more info on [GENERAL MEDICAL CARE](#)

INGHAM COUNTY HEALTH DEPARTMENT

5303 South Cedar Street
Human Services Building
Lansing, MI 48911

(517) 887-4311 Main
<http://hd.ingham.org>

[view
map](#)

Ingham County
1 mile from you

click for more info on [AFFORDABLE CARE ACT INFORMATION/COUNSELING](#)

(517) 449-7373 Main
(517) 648-3059 Main

click for more info on [CANCER DETECTION](#)

BCCCP FOR THE UNINSURED

(517) 887-4364 Main Breast and Cervical Cancer Control Program
(877) 221-6505 Toll Free

click for more info on [CHILDBIRTH EDUCATION](#)

(517) 272-4129 Main Childbirth Education

click for more info on [COMMUNICABLE DISEASE CONTROL](#)

click for more info on [COMMUNITY CLINICS FOR CHILDREN](#)

click for more info on [COMMUNITY DISASTER SERVICE CENTERS/HOTLINES](#)

(517) 887-5312 Main

click for more info on [EXPECTANT/NEW PARENT ASSISTANCE](#)

NURSE-FAMILY PARTNERSHIP PROGRAM

Service Keyword Search

- Searches on all services that are indexed with a Taxonomy term
 - All words
 - Any words
 - Exact phrase
 - **Partial word**
- Not used like “Google” searching; less is better

Viewing a Listing

- Main search results show a summary view, including Agency Name and basic contact information
- Click the blue service term for program details including:
 - description of the service
 - eligibility criteria
 - application instructions
 - any required documentation
 - any associated fees
 - location information
 - program hours
 - languages offered
 - contact person
 - update date
- Print options
- Send to phone or email options

This search is restricted to community resources serving 48911.

[Previous Page](#) [Start Over](#) [Print Page](#)

[Map all](#) Sort list by: [Agency name](#) | [City](#) | [Distance](#)

Find the help you need > **Home Based Parenting Education**

Programs that visit the homes of parents who want to acquire the knowledge and skills to be effective in their parenting role and provide parenting education services in the family setting. The programs may focus on teen parents; parents who need to develop skills to handle a difficult child; families who want to learn school-readiness activities to share with their child; individuals for whom parenting is a new experience; families at risk for child abuse, neglect or out-of-home placement; or others who have issues that are most effectively resolved in the home environment.

5 Locations offering the requested services to residents of the 48911 postal code. Providers are listed by priority/proximity

INGHAM COUNTY HEALTH DEPARTMENT

5303 South Cedar Street
Human Services Building
Lansing, MI 48911

(517) 887-4311 Main
<http://hd.ingham.org>

[view](#)
[map](#)

Ingham County
1 mile from you

click for more info on [EXPECTANT/NEW PARENT ASSISTANCE AND HOME BASED PARENTING EDUCATION](#)
FAMILY OUTREACH SERVICES

(517) 272-4120 Main Debbie Edokpolo
(517) 272-4122 Main Lisa Chambers

click for more info on [HOME BASED PARENTING EDUCATION](#)
HOME BASED PARENTING EDUCATION FOR NATIVE AMERICANS

COMMUNITY MENTAL HEALTH AUTHORITY OF CLINTON, EATON, AND INGHAM COUNTIES

812 East Jolly Road Suite G-10
Lansing, MI 48910

(517) 346-8200 Main
(877) 333-8933 Administrative Customer Service
(517) 346-8460 Crisis Line 24-hour
(800) 372-8460 Toll Free crisis line
(888) 800-1559 Toll Free
<http://www.ceicmh.org>

[view](#)
[map](#)

Ingham County
1 mile from you

click for more info on [HOME BASED PARENTING EDUCATION](#)
PARENT INFANT PROGRAM
(517) 346-8318 Main Access
(517) 887-5250 Main

INGHAM COUNTY HEALTH DEPARTMENT

5303 South Cedar Street
Human Services Building
Lansing, MI 48911

(517) 887-4311 Main
<http://hd.ingham.org>

[view
map](#)

Ingham County
1 mile from you

click for more info on [EXPECTANT/NEW PARENT ASSISTANCE AND HOME BASED PARENTING EDUCATION](#)

FAMILY OUTREACH SERVICES

(517) 272-4120 Main Debbie Edokpolo

(517) 272-4122 Main Lisa Chambers

[hide details](#)

[print service details](#)

[send to phone or email](#)

[view parent agency](#)

Service description: Provides a home visitor component of the Michigan Community Health Division of the Ingham County Health Department. The programs goals focus on enhancing family functioning, providing prenatal education and strategies to promote a healthy pregnancy, promote positive parent-child interactions and relationships and supporting healthy childhood growth and development.

Eligibility: Must be an Ingham County resident or live in Lansing in Clinton or Eaton County who is pregnant or a parenting family with infants/children up to age three. Families must be Medicaid eligible to receive the home-based services of a FOS advocate (currently 185% of Federal Poverty guidelines for pregnant women and newborns).

Application process: Call for appointment

Documents required: Call for more information

Fees: None

Payment method: Not applicable

Service hours: Mon-Fri 8am-5pm (Closed for lunch 12noon-1pm)

Contact person: Debbie Edokpolo or Lisa Chambers

Services: Expectant/New Parent Assistance, Home Based Parenting Education

Site area served: Ingham County

Site hours: Mon-Fri 8am-5pm (Closed for lunch 12noon-1pm)

Location: Located at the corner of Cedar and Jolly in the Human Services Building. Enter door #3, 2nd Floor. The building is on CATA Bus Route #5.

Last Updated: Nov 05, 2014

Other services at this location

- [AFFORDABLE CARE ACT INFORMATION/COUNSELING](#)
- [CANCER DETECTION | BCCCP FOR THE UNINSURED](#)
- [CHILDBIRTH EDUCATION](#)
- [COMMUNICABLE DISEASE CONTROL](#)
- [COMMUNITY CLINICS FOR CHILDREN](#)
- [COMMUNITY DISASTER SERVICE CENTERS/HOTLINES](#)
- [EXPECTANT/NEW PARENT ASSISTANCE | NURSE-FAMILY PARTNERSHIP PROGRAM](#)
- [FLU VACCINES | FLU SHOT CLINICS](#)
- [FOOD VOUCHERS/NUTRITION EDUCATION | PROJECT FRESH](#)

Update Process

- Formal Updates
 - Agency reviews database information annually
- Interim Updates
 - ANY changes; Program changes, contact information, phone numbers, hours, funding, etc.

Contact Information



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Jennie Pollak
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Central Michigan 2-1-1
(517) 796-4548

jennifer.pollak@lifewayscmh.org

