

# An Introduction to the 2-1-1 Online Database **August 28<sup>th</sup> 2014**



# 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

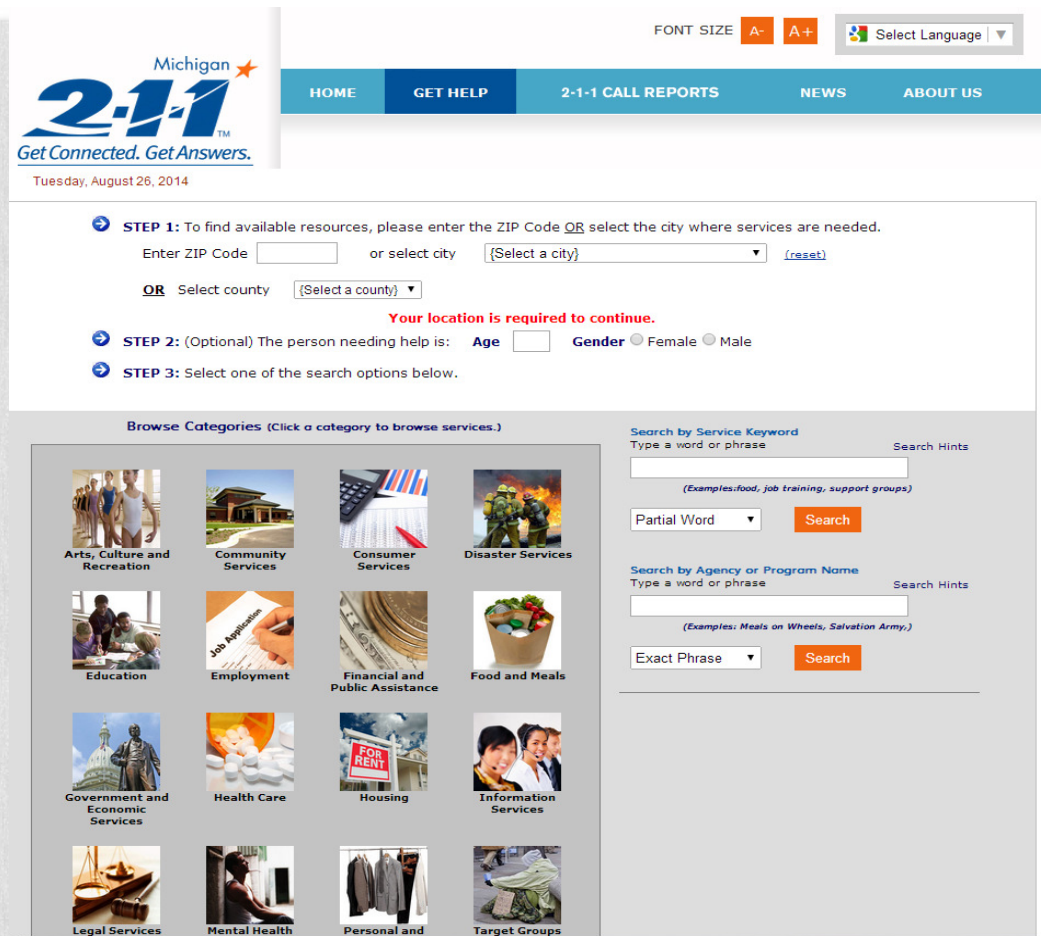
[www.centalmichigan211.org](http://www.centalmichigan211.org)


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



Michigan   
**2-1-1**™  
 Get Connected. Get Answers.  
 Tuesday, August 26, 2014

FONT SIZE    ▾

















HOME GET HELP 2-1-1 CALL REPORTS NEWS ABOUT US

➤ **STEP 1:** To find available resources, please enter the ZIP Code **OR** select the city where services are needed.  
 Enter ZIP Code  or select city    
**OR** Select county

➤ **STEP 2:** (Optional) The person needing help is: **Age**  **Gender**  Female  Male

➤ **STEP 3:** Select one of the search options below.

**Browse Categories (Click a category to browse services.)**

 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	 Target Groups

**Search by Service Keyword**  
 Type a word or phrase    
 Search Hints  
 (Examples: food, job training, support groups)  
 Partial Word ▾

**Search by Agency or Program Name**  
 Type a word or phrase    
 Search Hints  
 (Examples: Meals on Wheels, Salvation Army.)  
 Exact Phrase ▾

# 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 7<sup>th</sup> 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

## **LIFEWAYS**

1200 North West Avenue  
Jackson, MI 49202

(517) 780-3332 Main Customer  
Services & Recipient Rights  
(517) 789-1209  
Administrative Business Line  
(517) 796-9426 Fax  
(517) 789-2492 TDD/TTY  
(866) 630-3690 Toll  
Free Customer Services & Recipient  
Rights  
<http://www.lifewayscmh.org>

[view  
map](#)

Jackson County  
1 mile from you

click for more info on [COLD WEATHER SHELTERS/WARMING CENTERS AND EXTREME HEAT COOLING CENTERS](#)

click for more info on [COMMUNITY MENTAL HEALTH AGENCIES](#)

click for more info on [FAMILY CAREGIVER SUBSIDIES](#)  
FAMILY SUPPORT SUBSIDY PROGRAM

click for more info on [GENERAL HEALTH EDUCATION PROGRAMS FOR PEOPLE WITH DIABETES PATH \(PERSONAL ACTION TOWARDS HEALTH\)](#)

click for more info on [MEDICAID APPLICATIONS](#)

click for more info on [MENTAL HEALTH INFORMATION/EDUCATION](#)  
MENTAL HEALTH FIRST AID

click for more info on [MENTAL HEALTH RELATED SUPPORT GROUPS](#)  
THE TRAVELER'S GUIDE GROUP  
(517) 769-4542 Main - Laurie Snow  
(517) 769-4542 Main - Sarah Reynolds  
(517) 780-3338 Main - Rhonda Sayles

click for more info on [MENTAL HEALTH RELATED SUPPORT GROUPS](#)  
LIVE WELL SUPPORT GROUP

click for more info on [MENTAL HEALTH RELATED SUPPORT GROUPS](#)  
SHARED JOURNEY  
(517) 796-4502 Main - Laurie Snow  
(517) 796-4542 Main - Sara Reynolds

# 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 49202.

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

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

**Find the help you need > [Food](#) > [Food Pantries](#)**

Programs that acquire food products through donations, canned food drives, food bank programs or direct purchase and distribute the food to people who are in emergency situations. Some pantries deliver food to people whose disabilities or illnesses make it difficult for them to leave home.

24 Locations offering the requested services to residents of the 49202 postal code. Providers are listed by priority/proximity

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**SOCIETY OF SAINT VINCENT DEPAUL JACKSON AREA THRIFT STORES**

**SAINT VINCENT DEPAUL -- SAINT MARY CONFERENCE**

301 South Mechanic Street Jackson, MI 49201	(517) 788-3424 Main <a href="http://www.svdpjackson.com">http://www.svdpjackson.com</a>	<a href="#">view</a> <a href="#">map</a>	Jackson County 1 mile from you
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[click for more info on \[FOOD PANTRIES\]\(#\)](#)

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**SOCIETY OF SAINT VINCENT DEPAUL JACKSON AREA THRIFT STORES**

**SAINT VINCENT DEPAUL -- SAINT JOSEPH CONFERENCE**

717 North Waterloo Street Jackson, MI 49202	(517) 782-6990 Main <a href="http://www.svdpjackson.com">http://www.svdpjackson.com</a>	<a href="#">view</a> <a href="#">map</a>	Jackson County 1 mile from you
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[click for more info on \[FOOD PANTRIES\]\(#\)](#)

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**CITY OF ZION**

1275 Wayne Street Jackson, MI 49202	(517) 789-7910 Main	<a href="#">view</a> <a href="#">map</a>	Jackson County 1 mile from you
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[click for more info on \[FOOD PANTRIES\]\(#\)](#)

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**SOCIETY OF SAINT VINCENT DEPAUL JACKSON AREA THRIFT STORES**

**SAINT VINCENT DEPAUL -- SAINT JOHN CONFERENCE**

711 Francis Street Jackson, MI 49202	(517) 783-1295 Main Queen's Conference	Answered by <a href="#">view</a> <a href="#">map</a>	Jackson County 1 mile from you
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[click for more info on \[FOOD PANTRIES\]\(#\)](#)

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**SALVATION ARMY (THE) -- JACKSON**

806 East Pearl Street Jackson, MI 49201	(517) 782-7185 Main (517) 782-7185 ext. 117 Main Conant, Volunteer Contact (517) 782-0106 Fax <a href="http://www.sajackson.org">http://www.sajackson.org</a>	Kim <a href="#">view</a> <a href="#">map</a>	Jackson County 1 mile from you
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[click for more info on \[FOOD PANTRIES\]\(#\)](#)

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## SALVATION ARMY (THE) -- JACKSON

806 East Pearl Street  
Jackson, MI 49201

(517) 782-7185 Main  
(517) 782-7185 ext. 117 Main Kim  
Conant, Volunteer Contact  
(517) 782-0106 Fax  
<http://www.sajackson.org>

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

Jackson County  
1 mile from you

click for more info on [FOOD PANTRIES](#)

[hide details](#)

[print service details](#)

[send to phone or email](#)

[view parent agency](#)

**Service description:** Provides food to those in need.

**Eligibility:** Jackson County residents, eligible every 60 days

**Application process:** Walk ins accepted; general application needs to be completed

**Documents required:** Photo identification and social security cards for all member on the household the first time visiting or if adding new members to the household. If clients have already received assistance in the past and all household members have been entered into the system then photo identification for adults and social security cards for children is sufficient.

**Fees:** No fees

**Payment method:** Not applicable

**Service hours:** Food Pantry open Mon-Thurs 8:30am-11am and 1pm-3pm; Fri 8:30am-2pm

**Languages:** Spanish

**Contact person:** Ryan Porter

**Services:** Food Pantries

**Site area served:** Jackson County

**Site hours:** Mon-Fri 8:30am-12pm and 1pm-4:30pm

**Location:** Located one block north of East Michigan Avenue on East Pearl Street, between North Perrine Street and North State Street just west of the Allegiance Health campus.

**Last Updated:** Mar 12, 2014

### Other services at this location

- [CASE/CARE MANAGEMENT FOR UTILITY ARREARAGE | ARREARAGE CASE MANAGEMENT PROGRAM](#)
- [COMMODITY SUPPLEMENTAL FOOD PROGRAM | COMMODITIES](#)
- [DAY CAMPS | SUMMER DAY CAMP](#)
- [FOOD AND PERSONAL CARE DONATION PROGRAMS](#)
- [FOOD LINES | FRESH FOOD INITIATIVE](#)
- [FORMULA/BABY FOOD/DIAPERS](#)
- [RECREATIONAL FACILITIES | COMMUNITY CENTER](#)
- [SPECIAL EVENT SUPPORT VOLUNTEER OPPORTUNITIES](#)
- [UTILITY ASSISTANCE](#)

# Contact Information



Jennie Pollak

2-1-1 Manager

Central Michigan 2-1-1

(517) 796-4548

[jennifer.pollak@lifewayscmh.org](mailto:jennifer.pollak@lifewayscmh.org)

