Volunteerism and 2-1-1

Supporting Your Community’s Disaster Recovery

July 26, 2018
Leading volunteerism in the State of Michigan for 25 years.

2.1 million volunteers

219 million hours
Michigan Community Service Commission

- Convener
- Connector
- Resource Generator
Listening Tour: 10 Prosperity Regions
MI 2-1-1 Quick Facts

- 7 information centers
- Statewide scalable call/contact management platform
- 24/7/365 access
- Over 180 languages available
- 5 Counties with limited 2-1-1 service due to lack of funding
Front Door To Health and Human Services

- **Statewide** coverage
- **765,000+** annual contacts
  - Utility Assistance
  - Housing & shelter
  - Food
  - Healthcare and mental health
  - Employment assistance
  - Childcare
  - Education
  - Household needs
- **Special and Vulnerable Populations**

7,200 Agencies
14,000 Sites
28,000 Programs
Lansing, MI Food Pantries
What is Our Mission for Disaster Recovery?

When disasters strike, this is what we do in our communities to help recovery
A Resource In Times of Disaster

- Coordinate with State and Federal entities
- Volunteer and donations management
- Call center support
- Help guide long-term recovery efforts
The Details of Disaster Recovery

What has this recovery support looked like?
SE MI Flooding, August 12-15, 2014
13,555 Contacts for Assistance by end of 2014
Flint Drinking Water Data

23,000 calls for support – scheduled 12,000 water deliveries
2017 SE MI Windstorm
Handled 1,372 calls

2018 Southern MI Flooding
250 homes recorded for recovery assistance
Mid-MI Flooding, June 23 – Sept. 20, 2017
1,264 calls handled – 756 Claims of Damage
2018 Western UP/Houghton Flooding
Handled 1,475 calls – 10,000+ volunteer hours in first 2 weeks
Looking to the Future
What can we do now to help your community prepare for the disasters of tomorrow?

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