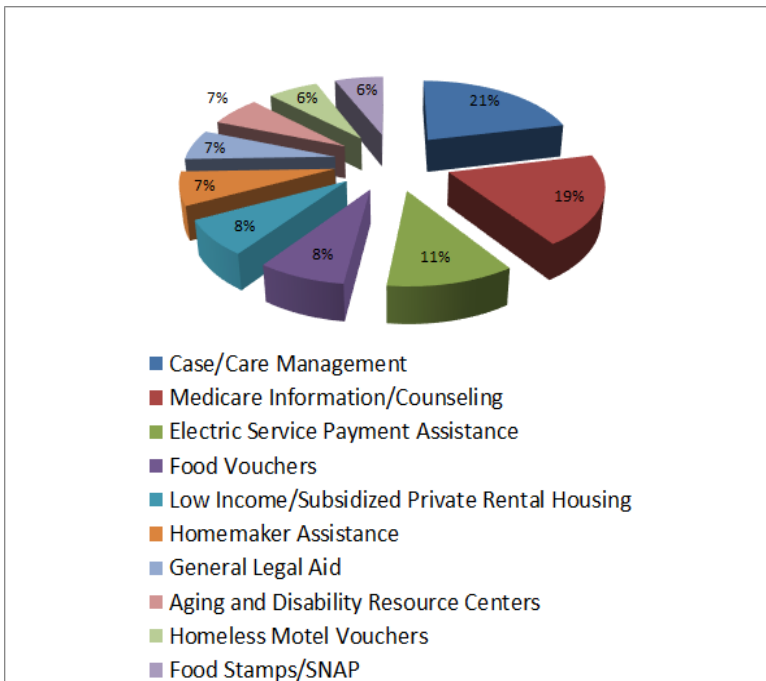


# Upper Peninsula 2-1-1 2022 Annual Report



## Top 10 Referred Services

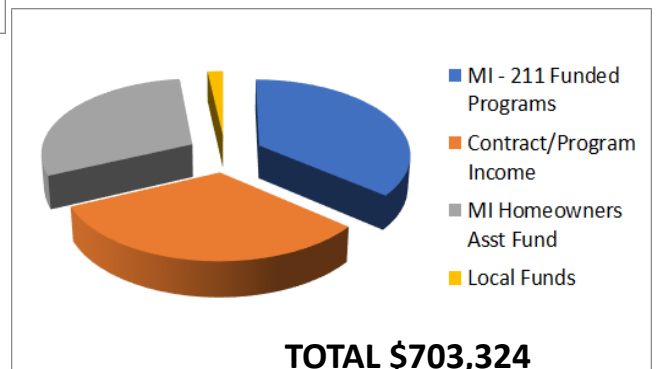


## About 2-1-1

On July 20, 2005 UPCAP Services was endorsed by the Michigan Alliance of Information and Referral System as a 2-1-1 Call Center for the 15 counties of the Upper Peninsula. By obtaining Michigan Alliance of Information and Referral System endorsement, the Upper Peninsula 2-1-1 Call Center was designated as the Upper Peninsula 2-1-1 Community Resource Information and Referral answering point by the Michigan Public Service Commission on October 18, 2005. The Upper Peninsula 2-1-1 Call Center began taking calls on May 1, 2006. Since that time we have taken over 190,000 calls.

During Fiscal Year 2022 (October 1, 2021-September 30, 2022), the Upper Peninsula 2-1-1 Call Center answered **15,420** calls. Six Call Specialists made 14,059 referrals to community services. The average length of a 2-1-1 call was 7.4 minutes.

## Upper Peninsula 2-1-1 ~ Revenues

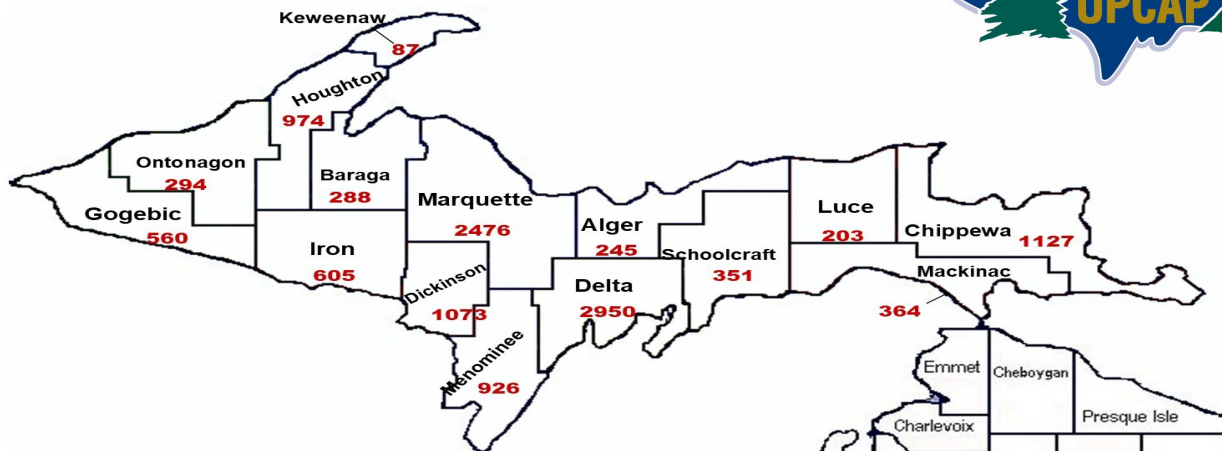


Of the Upper Peninsula

## Michigan Homeowner Assistance Fund

The Homeowner Assistance Fund was established under Section 3206 of the American Rescue Plan Act of 2021 to mitigate hardships associated with the coronavirus pandemic by providing \$242 million to prevent homeowner mortgage delinquencies, defaults, foreclosure, loss of utilities or home energy services and displacements of homeowners experiencing financial hardship on or after January 2020. The U.P. 2-1-1 signed a sub-agreement with Michigan 2-1-1 to support the statewide Michigan Homeowner Assistance Fund Program. This contract allowed our Call Center to hire up to four Call Specialist to help handle these particular calls. The Call Specialist assist callers Monday-Friday, 8am-4:30pm (EST). Customer Service Representatives are responsible for providing program details, providing status updates on in progress applications, and assistance completing applications for those who need help doing so. The Michigan Homeowner Assistance Fund program fully launched on February 14, 2022. Since the pilot and full launch, the Upper Peninsula 2-1-1 Call Specialist have handled 17,773 calls.

## Number of Calls by County



## Upper Peninsula 2-1-1 Call Regional and Statewide Collaborations

- ◆ Answering point for the Medicare/Medicaid Assistance Program (MMAP)
- ◆ Answering point for the Long Term Care Services
- ◆ Answering point for the Aging and Disability Resource Collaborative of the U.P.
- ◆ Memorandums of Understanding established with Emergency Management to be the answering point for non-emergency information during a disaster
- ◆ Established relationships with United Ways throughout the Upper Peninsula with a goal of enhancing and promoting each other's organizations
- ◆ Collaborate with the Housing Assessment and Resource Agency (HARA) program regarding homelessness in the Upper Peninsula
- ◆ Collaborate with the UP Veteran Program to handle Veteran Food Voucher registration for Upper Peninsula Veterans
- ◆ Answering point for information related to free tax assistance sites
- ◆ Continue working with Michigan Department of Health and Human Services through Michigan 2-1-1 on multiple contracts in funding 2-1-1
- ◆ Participate in State-Wide Operations Council focusing on Michigan 2-1-1's. 2-1-1's focus will be on system consistency, cost equity, date & technology, engagement, further collaboration, integration and continuous improvement
- ◆ Answering point for the Michigan COVID-19 Hotline and Michigan COVID-19 Vaccine Scheduling line
- ◆ Answering point for the Michigan Homeowner's Assistance Fund Customer Service Line

### Top 10 Unmet Needs

Automotive Repair & Maintenance	52
Community Shelters	44
Residential Snow Shoveling	43
Non-Emergency Medical Transportation	39
Electric Service Payment Assistance	36
Gas Money	36
Grocery Ordering/Delivery	27
LITC Programs	25
Rent Payment Assistance	24
General Paratransit/Community Ride Programs	23