

211 IMPACT REPORT

Across the U.S., 211 Community Resource Specialists responded to more than **16.8 million requests for help** in 2024. That's **45,000 calls, texts, e-mails, and web chats per day**.



211 is America's most powerful tool for identifying and responding to community needs.

As the nation's most comprehensive source of information about local resources and services, **211 is a 24/7 go-to resource in times of disaster, personal crisis, or daily challenge** – connecting people with locally available help. It's free, confidential, available in more than 180 languages, and accessible to 99% of the U.S. population.

Every day, **211 Community Resource Specialists help people** find local resources such as food, healthcare and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, childcare, caregiving and family services, crisis and emergency counseling, disaster assistance, and more.

If anyone you know needs help, encourage them to **call 211**, or visit **211.org**

MICHIGAN BY THE NUMBERS



201,965

Referrals for
housing assistance



170,829

Referrals for
utilities assistance



104,415

Referrals for
information services
assistance



84,109

Referrals for
food assistance



36,308

Referrals for assistance
with clothing, personal,
and household needs

