



Get Connected. Get Answers.

SERVING NORTHEAST MICHIGAN

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To: All Media
From: 211 Northeast Michigan
Regarding: 2-1-1 Available Statewide
Release Date: IMMEDIATE RELEASE

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2-1-1 Available Statewide

Michigan, 2-1-1 is a free, easy-to-remember telephone number that connects people in need with people who can help—24 hours a day, 7 days a week. The Michigan Public Service Commission (MPSC) approved a request to include St. Clair County. St. Clair County will be able to dial 2-1-1 instead of 800-636-4211 starting the beginning of the New Year. Phone companies have put into motion the change of routing calls through 2-1-1.

“I am proud to say with our team serves over a million Michigan residents,” said Sarah Kile, executive director of Northeast Michigan 211. “The partnership with St. Clair County United Way is what made all the difference! Their dedication to serving people with high quality information and referral is astounding!”

Sally Talberg, chairman of the MPSC said “The Michigan Public Service Commission is particularly interested in 2-1-1 because we know more people call it for information related to utility services than for any other reason. It has proven to be a valuable resource that connects people with the information and resources they need, free of charge. Whether it’s information on who to contact for energy assistance or vital information during a crisis like the propane shortage or ice storm a few years ago, more and more people are relying on 2-1-1. It has become an indispensable partner in meeting the needs of Michiganians.”

Under the Michigan Telecommunications Act, the MPSC is charged with designating the digits 2-1-1 to community resource call centers. The MPSC action designated 211 Northeast Michigan Call Center as the 2-1-1 answering point for 23 counties in Michigan. For more information about the MPSC, please visit www.michigan.gov/mpsc.

For more information on community resources dial 2-1-1. Or, visit www.211nemichigan.org.

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St. Clair United Way Team with 211 Northeast Michigan’s Director. Brent Gillette (Campaign

Director and Labor Representative at United Way of St. Clair County), Sarah Kile (211 Northeast Michigan), Doug Dolph (United Way of St. Clair County Executive Director), Jim Larsen (President of the Board, United Way of St. Clair County), Joe Dams (Chair of the Citizens Review Committee and Board member United Way of St. Clair County).