

***Michigan 2-1-1***

**DHS Earned Income Tax Credit  
Demonstration Project  
FY10**

Michigan 2-1-1 connects people with information and resources to build healthy, safe communities



# Get Help      Give Help



# About 2-1-1:

2-1-1 provides Information and Referrals 24/7/365

Calls typically last 3 – 5 minutes

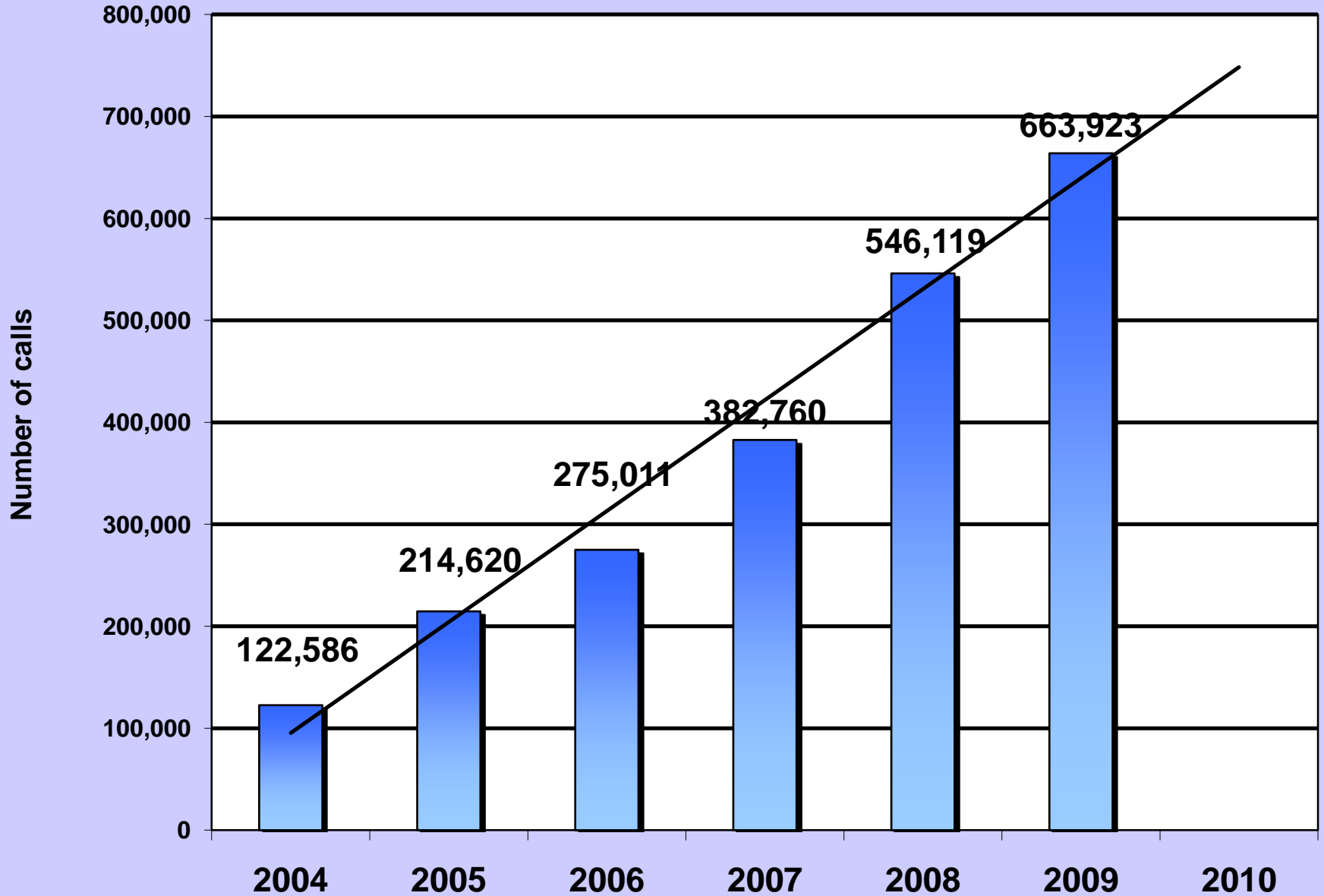
Our Information and Referral Specialists:

- Help the callers ***tell their story***, understand and prioritize their needs.
- Identify and offer them ***appropriate resources***.
- Provide ***advocacy*** for those needing extra support to access services.
- ***Follow up*** on 100% of crisis calls, such as those for emergency shelter or housing assistance, and 10% of non-crisis calls.





# Michigan 2-1-1 Call Volume 2004 - 2009





# Tax Help Starts Here



*Dial* **2-1-1**  <sup>TM</sup>

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# Earned Income Tax Credit Project

2-1-1 or toll-free access to free tax assistance preparation sites throughout Michigan

14,947 EITC referrals

368 free tax preparation sites in database (VITA, AAS, AARP, CAA & more)

Call Specialists trained to screen and identify callers that could be eligible for the EITC & CTC

Publicizing EITC, pre-screening for eligibility, referring tax volunteers, collecting data



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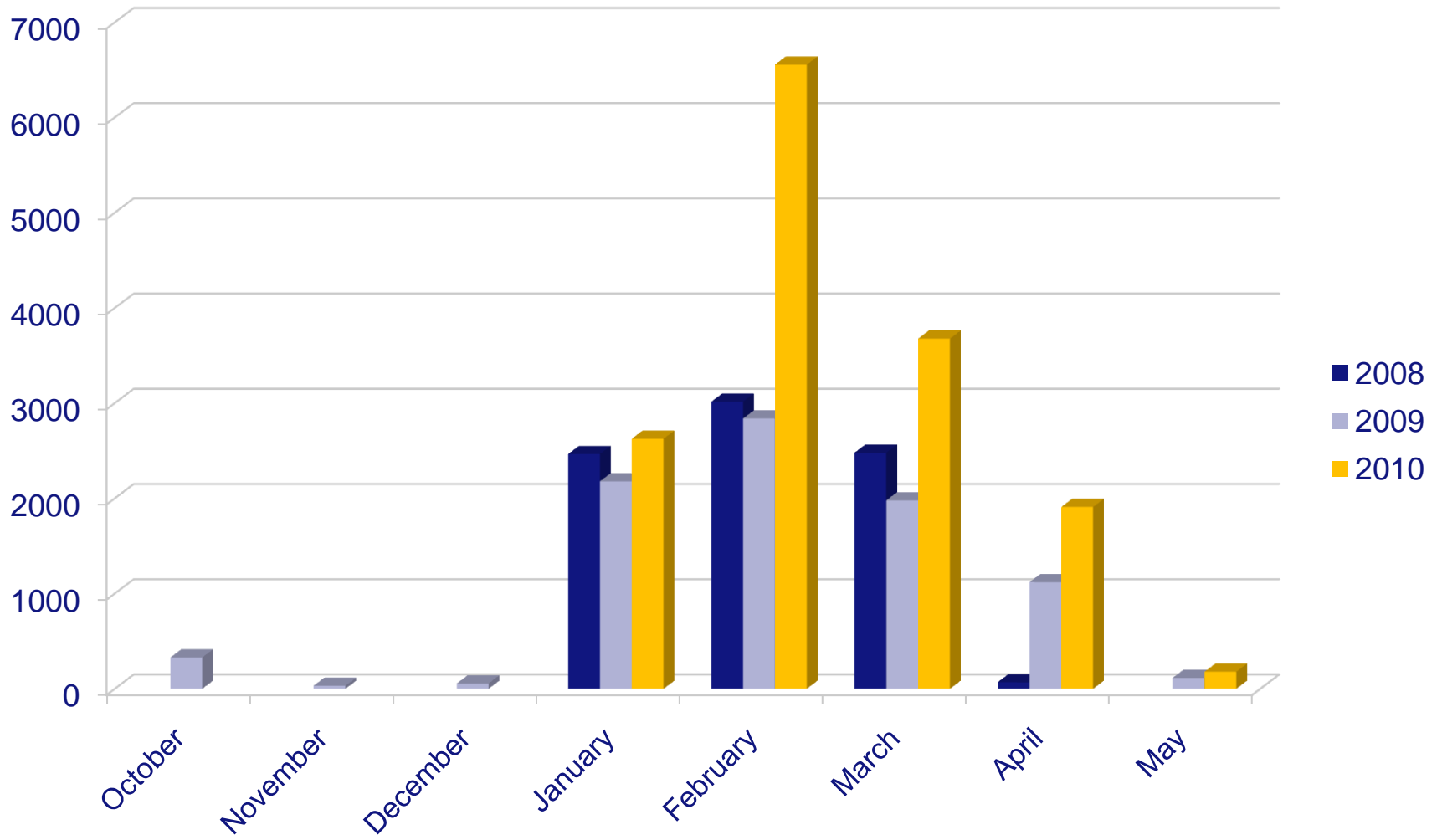




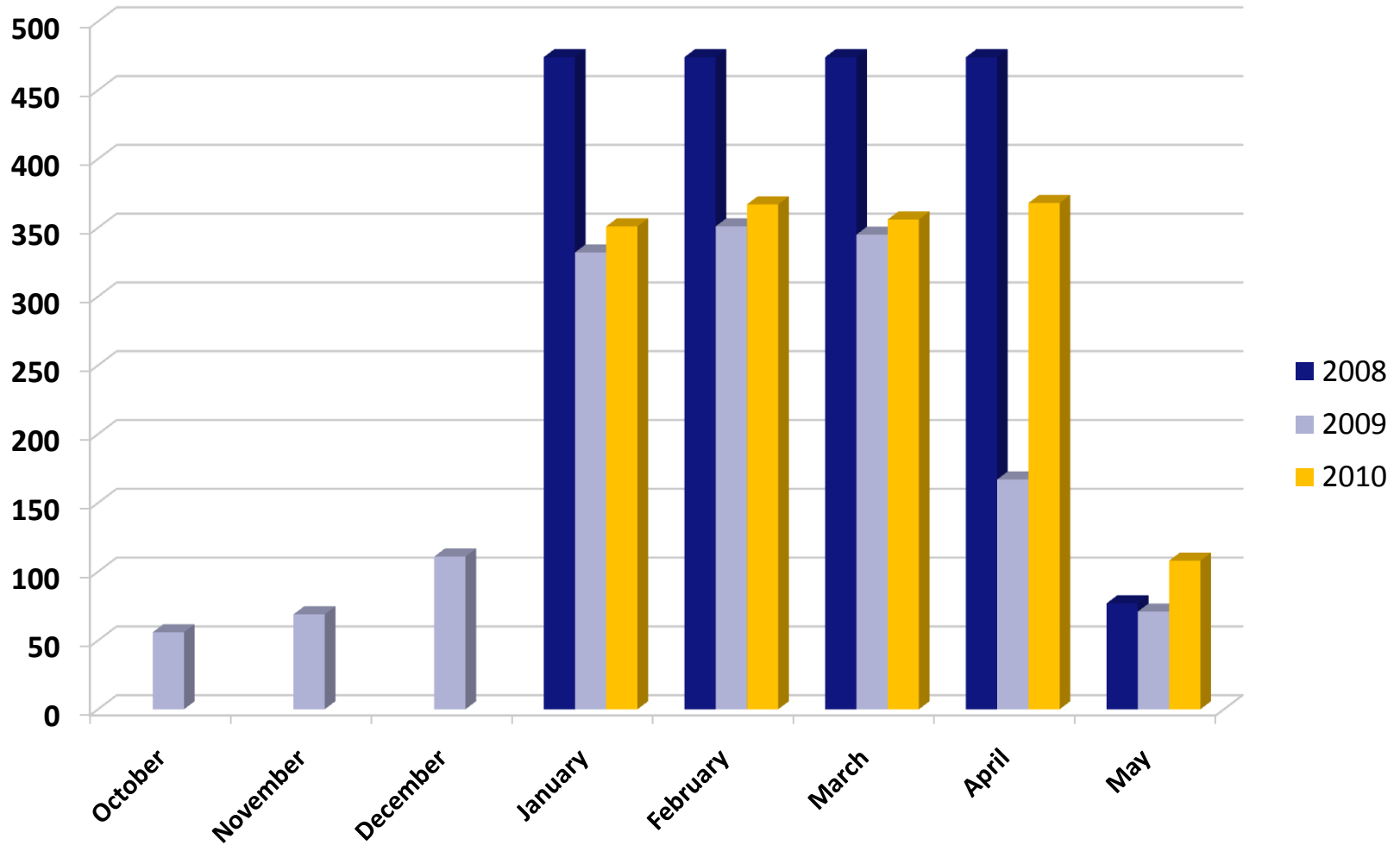
# Quick EITC Data

EITC Callers	14,947
Child Tax Credit Referrals	1,975
Home Heating Credit Referrals	2,528
Energy Tax Credit Referrals	1,839
First Time Home Buyer Tax Credit Referrals	1,877
Unmet Needs	587
EITC VITA Sites	368
Average federal EITC refund (2008) - Michigan	\$2,031
Average state EITC refund (2008) - Michigan	\$204

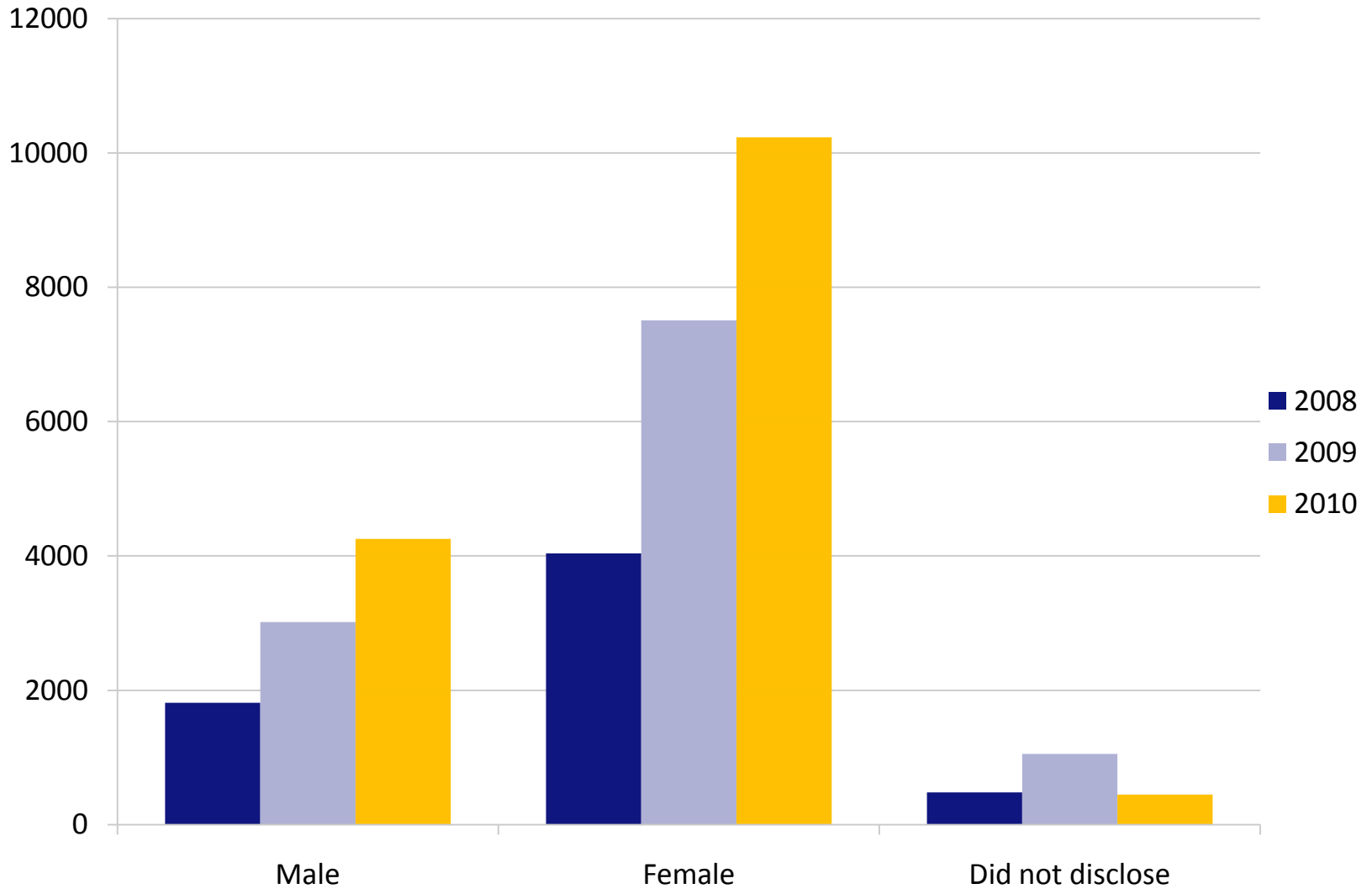
# EITC Callers



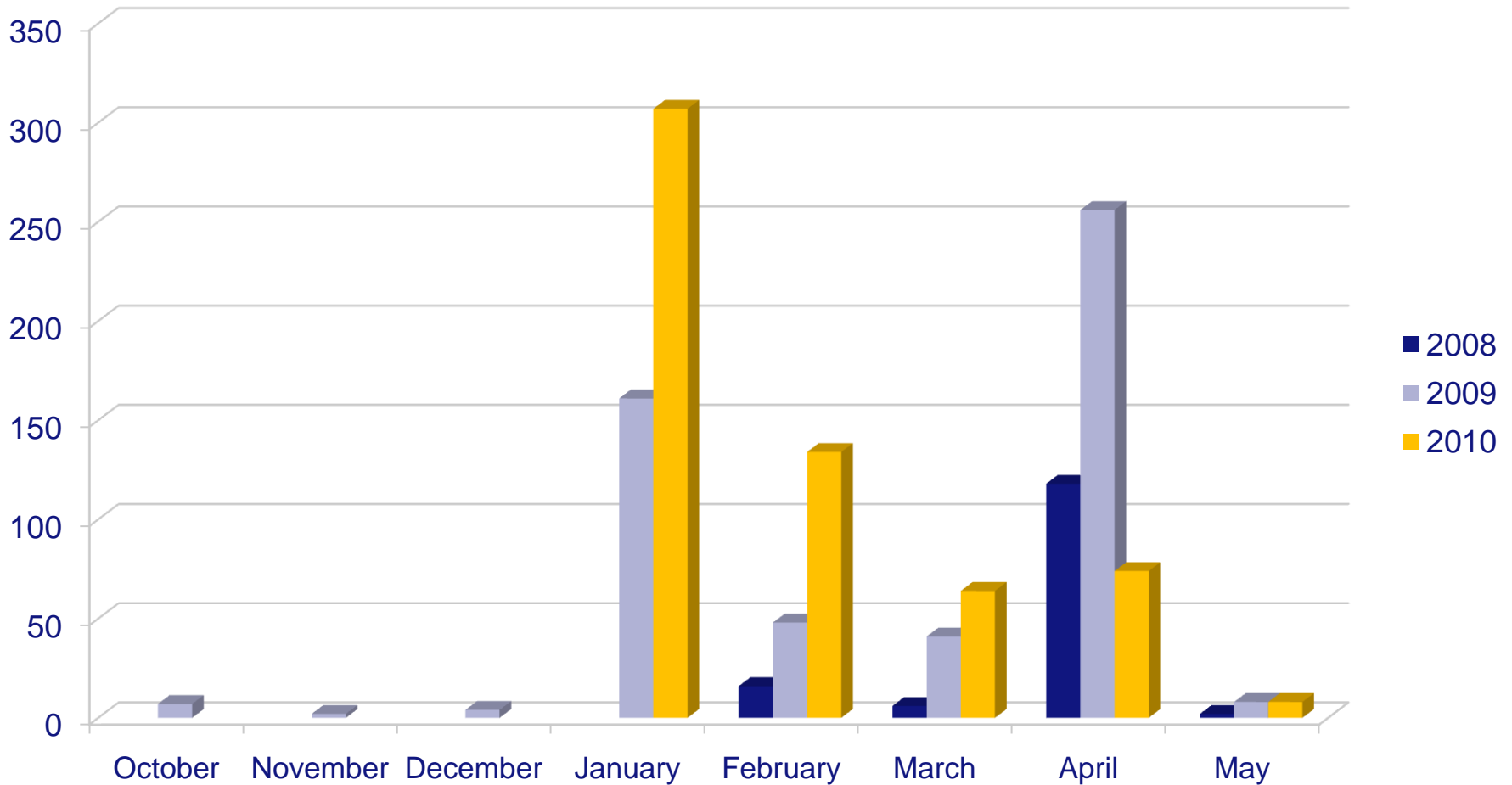
# Number of Tax Assistance Sites



# EITC Callers by Gender



# Unmet needs\*



\* Unmet needs are recorded when a caller cannot be referred. Reasons for unmet needs range from a service being full or unavailable to having no transportation to access the service to being ineligible for the program. January callers could not be referred to sites as they were not open.

# Added value - comprehensive service to callers

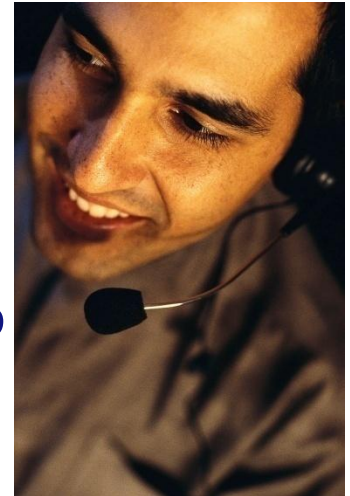


2-1-1 callers requesting financial assistance or help with basic needs were offered the opportunity to learn about the EITC

Callers requesting information about EITC were assessed for referrals to additional community resources such as health care access, food, mortgage foreclosure assistance and any of the thousands of resources in 2-1-1 Call Center databases

2,852 EITC callers referred to asset building programs

Trained 2-1-1 Call Specialists work with callers using creative problem-solving techniques to identify both short and long-term solutions



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# Potential EITC refunds captured by using 2-1-1

Based upon 2008\* average EITC refund of \$2,031

***If just 80%*** of 2-1-1 callers pre-screened and referred to free tax assistance sites completed filings, then:

\$24,285,885 in Federal EITC refunds would enter the Michigan economy plus \$2,439,350 in Michigan EITC = \$26,725,235

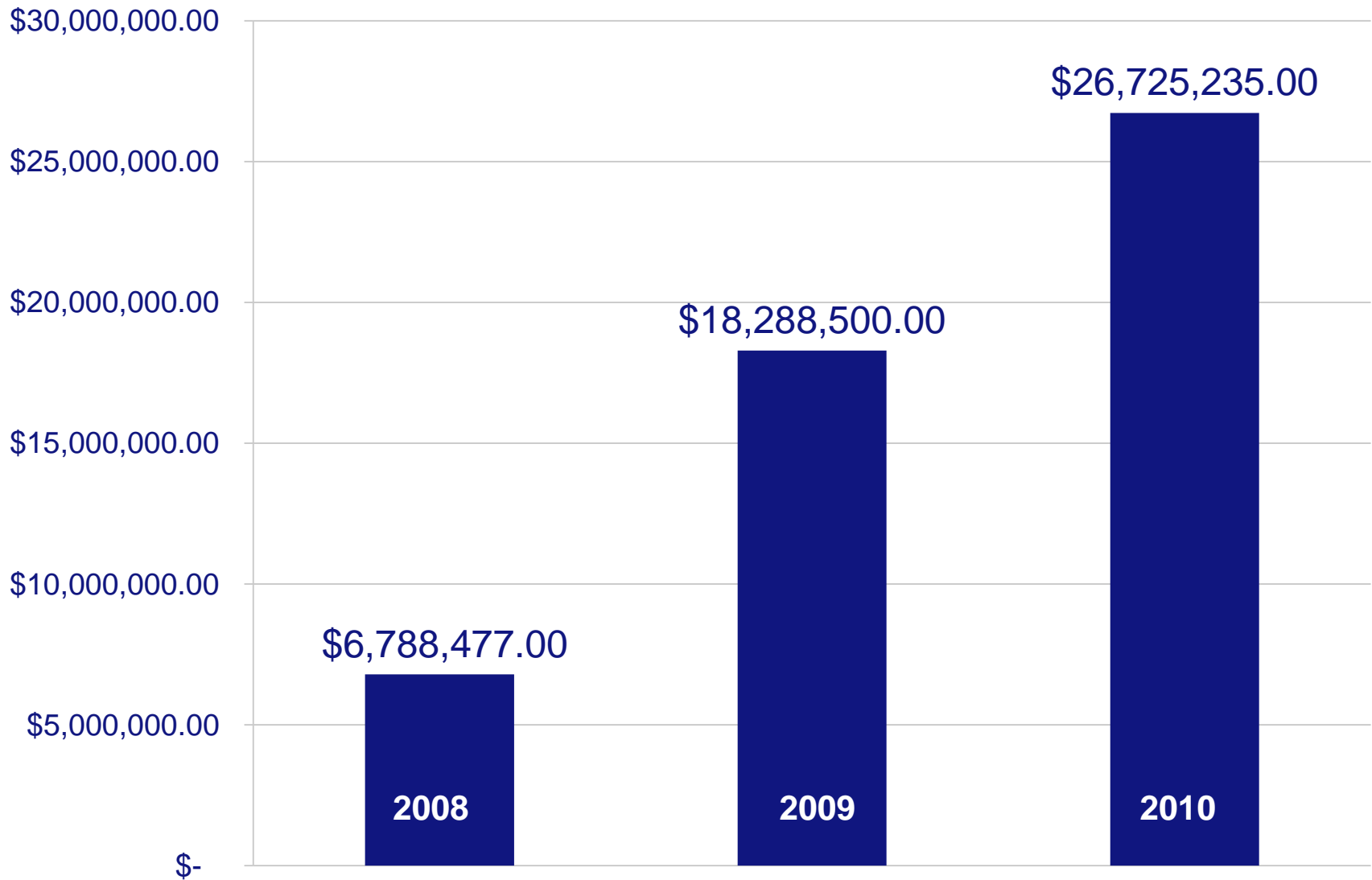
Compare to 2008 with \$18,288,500 anticipated

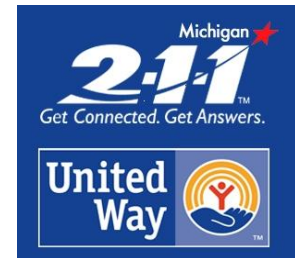
\*latest figure available





# Anticipated EITC Benefits Claimed





# Michigan 2-1-1 Call Centers

C.A.L.L. 2-1-1

Central Michigan 2-1-1

Gryphon Place 2-1-1

Hands On Battle Creek 2-1-1

Heart of West Michigan United Way's 2-1-1

United Way for Southeastern Michigan's 2-1-1

United Way 2-1-1: NE Michigan Call Center

UPCAP 2-1-1



# Questions??



Please contact:

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Michigan 2-1-1

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[www.uwmich.org/2-1-1](http://www.uwmich.org/2-1-1)

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