

# Michigan 2-1-1 ONLINE RESOURCE SEARCH

Online Database User Manual

# A New Way to Search for Resources

**Michigan 2-1-1 launched a newly redeveloped web resource search with a goal of making it easier for residents to find essential community services through enhancements to the searchable database. The newly enhanced features include:**

- **A consistent statewide search that is accessible from [mi211.org](http://mi211.org) or the website of any of the regional 2-1-1 centers in Michigan**
- **A user friendly guided search**
- **A service keyword search**
- **An agency and program name search**
- **An easy point of access for service providers**

**This manual gives detailed instructions for using the online resource database search options.**

# Online Resource Database Search

The all new resource search can be accessed from [www.mi211.org](http://www.mi211.org) or the website of your local Michigan 2-1-1 Contact Center, which makes access to the search easy and convenient. The search page will appear as shown here.

**Use these fields to enter information about the person seeking help.**

**Find the help you need.**

These fields are optional, but provide better search results

Enter ZIP Code  or Enter City  [\(reset\)](#)

Age  Gender  Female  Male

**211**  
GET CONNECTED  
GET HELP

Guided Search

- Top 25 Services
- Bill Payment Assistance
- Community Services
- Disaster Services
- Education
- Employment and Financial Support
- Food
- Give Help
- Health Care
- Housing and Utilities
- Mental Health and Substance Abuse
- Personal and Household Items
- Target Populations
- Transportation
- View All Services

Other Search Options

Service Keyword

Agency/Programs

Search

Search

Service Providers

If you are a service provider who wishes to be added to our database or to update current information, please click here.

[Service Provider Tools](#)

**Select an icon to use the guided search.**

**Service Keyword and Agency/Program search can be found here.**

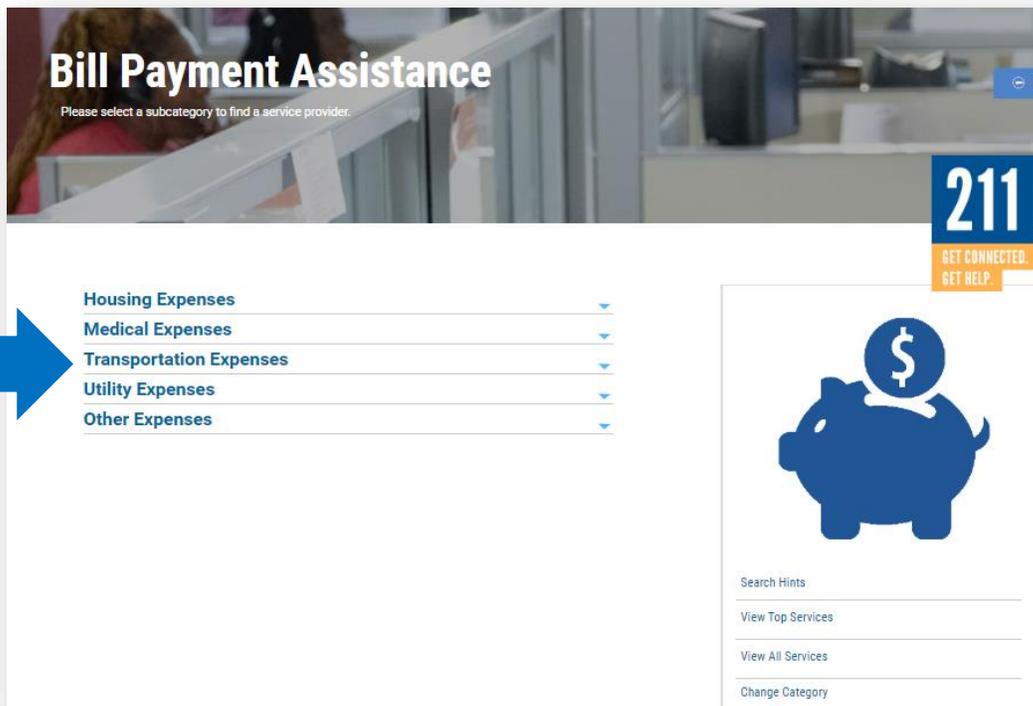
**Click here for Service Provider access.**

# Guided Search

The first option is the Guided Search. There is an icon for each category. Click an icon to view sub categories.



Clicking on the Bill Payment Assistance category will display the screen below.



Select a subcategory to reveal a list of searchable services.

**This is a list of searchable terms under the sub-category Utility Expenses.**

- Housing Expenses ▼

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- Medical Expenses ▼

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- Transportation Expenses ▼

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- Utility Expenses ▲

  - Discounted Internet Service ?
  - Discounted Telephone Service ?
  - Electric Service Payment Assistance ?
  - Gas Service Payment Assistance ?
  - Heating Fuel Payment Assistance ?
  - Water Service Payment Assistance ?

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- Other Expenses ▼

Select a term to search for resources.



**Clicking Electric Service Payment Assistance will display a list of resources serving the zip code entered. Results display in order of distance from the zip code. If no zip code is entered all available resources will display alphabetically.**

This search is restricted to resources serving the 48033 postal code

14 Matching Service Providers

GET CONNECTED.  
GET HELP.

**Salvation Army (The) - Eastern Michigan Division**  
 Salvation Army (The) - Farmington Hills Corps Community Center  
 (2 miles from selected location)  
 27500 Shiawassee Street | Farmington Hills, MI 48336 | (248) 477-1153  
 UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (MICHIGAN ENERGY ASSISTANCE PROGRAM)  
 Provides one-time payment assistance and self-sufficiency supports for those needing utility assistance.  
[View More Info](#)

UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (LOW-INCOME SELF-SUFFICIENCY PROGRAM)  
 Provides a two-year, monthly bill credit of up to 40% of monthly energy charges for low income customers. Enrollees will have access to further energy-saving tips and/or resources. Customers also receive forgiveness of their total arrears, gradually ...  
[View More Info](#)

UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (CONSUMERS AFFORDABLE RESOURCE FOR ENERGY)  
 Provides a two-year, monthly bill credit of up to 40% of monthly energy charges for low income customers. Enrollees will have access to further energy-saving tips and/or resources. Customers also receive forgiveness of their total arrears, gradually ...  
[View More Info](#)

**Southfield Human Services Department**  
 (3 miles from selected location)  
 FINANCIAL ASSISTANCE FOR LOW INCOME INDIVIDUALS AND FAMILIES (EMERGENCY RELIEF PROGRAM)  
 Provides referrals, consultations, and limited one-time financial assistance to residents. Assists with funding to prevent court ordered evictions and utility shutoffs.  
 26000 Evergreen Road | Southfield, MI 48076 | (248) 796-4540  
[View More Info](#)

**United Way For Southeastern Michigan**  
 Uwsem - Mdhts - Livonia  
 (7 miles from selected location)  
 27260 Plymouth Road | Redford Township, MI 48239  
 UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (LOW-INCOME SELF-SUFFICIENCY PROGRAM (LSP))  
 Provides a two-year, monthly bill credit of up to 40% of monthly energy charges for low income customers. Enrollees will have access to further energy-saving tips and/or resources. Customers also receive forgiveness of their total arrears, gradually ...  
[View More Info](#)

Sort list by: Agency name | City | Distance

Map all

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Print Page

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Save to Favorites

---

Email Link

---

Start Over

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**Refine Search Results**

ZIP Code

City  [\(reset\)](#)

Located in County  ▼

(Location is optional, but provides better search results.)

Age

Gender  Female  Male

Use these fields to refine results by zip code, city, county, age, and gender.

The panel shown below is displayed on the right of the screen. Here the results can be sorted, mapped, printed, refined, bookmarked, and shared.

The screenshot shows a search results interface with several interactive elements. At the top, there is a sorting option: "Sort list by: Agency name | City | Distance". Below this are five action buttons: "Map all", "Print Page", "Save to Favorites", "Email Link", and "Start Over". Each button has a corresponding icon. Below the buttons is a "Refine Search Results" section with input fields for "ZIP Code" (48033) and "City" (Southfield), a "(reset)" link, a "Located in County" dropdown menu (set to "{Select a county}"), and a note "(Location is optional, but provides better search results.)". There are also input fields for "Age" and "Gender" (with radio buttons for "Female" and "Male"). An "update" button is located at the bottom of the refine section. Blue callout boxes with arrows point to these elements, providing instructions on how to use them.

Click 'Map all' to view results on a map.

Click 'Print Page' to print the list of search results.

Click 'Save to Favorites' to bookmark this search.

Click 'Email Link' to email a hyperlink to these search results.

Click 'Start Over' to begin a new search.

The list can be sorted by agency name, city, or distance.

Use these fields to refine results by zip code, city, county, age, and gender.

To refine search based on selections, click 'Update'.

The left side of the page displays a list of service providers that match the selected search criteria.

Select 'View More Info' to see resource details.

**14 Matching Service Providers**

**Salvation Army (The) - Eastern Michigan Division**  
Salvation Army (The) - Farmington Hills Corps Community Center  
(2 miles from selected location)  
27500 Shiawassee Street | Farmington Hills, MI 48336 | (248) 477-1153  
UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (MICHIGAN ENERGY ASSISTANCE PROGRAM)  
*Provides one-time payment assistance and self-sufficiency supports for those needing utility assistance.*  
[View More Info](#) 

UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (LOW-INCOME SELF-SUFFICIENCY PROGRAM)  
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[View More Info](#) 

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[View More Info](#) 

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*Provides referrals, consultations, and limited one-time financial assistance to residents. Assists with funding to prevent court ordered evictions and utility shutoffs.*  
26000 Evergreen Road | Southfield, MI 48076 | (248) 796-4540  
[View More Info](#) 

**United Way For Southeastern Michigan**  
Uwsem - Mdhhs - Livonia  
(7 miles from selected location)  
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UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (LOW-INCOME SELF-SUFFICIENCY PROGRAM (LSP))  
*Provides a two-year, monthly bill credit of up to 40% of monthly energy charges for low income customers. Enrollees will have access to further energy-saving tips and/or resources. Customers also receive forgiveness of their total arrears, gradually ...*  
[View More Info](#) 

UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (MICHIGAN ENERGY ASSISTANCE PROGRAM (MEAP))  
*Provides one-time payment assistance and self-sufficiency supports for those needing utility assistance.*  
[View More Info](#) 

**Selecting 'View More Info' will display resource details as shown below.**

Information about the location of this site will appear here.

Further down will be all the information needed to access this service.

Click a link to view one of the other services offered at this location.

**Salvation Army (The) - Eastern Michigan Division**  
Salvation Army (The) - Farmington Hills Corps Community Center  
(2 miles from selected location)  
27500 Shiawassee Street | Farmington Hills, MI 48336 | (248) 477-1153  
UTILITY SERVICE PAYMENT ASSISTANCE (2019/2020) (MICHIGAN ENERGY ASSISTANCE PROGRAM)  
*Provides one-time payment assistance and self-sufficiency supports for those needing utility assistance.*

[Close Details](#)

[parent agency](#) [email/text](#) [print](#)

MICHIGAN ENERGY ASSISTANCE PROGRAM  
**Services:** Electric Service Payment Assistance  
[www.salmich.org](http://www.salmich.org)

**ELIGIBILITY** - Must have a past due balance or shut off notice (or propane tank at or below 20%)  
- Must have applied for and received approval through DHHS for SER (State Emergency Relief) assistance  
- Must meet the household income guidelines at or below 150% FPL

**APPLICATION PROCESS** - Apply through MIBridges/DHHS for SER (State Emergency Relief)  
- After submitting SER application, select/choose Salvation Army as the 'MEAP grantee/Community Partner Agency'  
- Call for additional information/instruction (or for assistance in completing the SER application process within MIBridges)

**DOCUMENTS REQUIRED** - DHHS approval for SER  
- ID verification for application (there are a number of different documents accepted)  
- Social Security Number for all household members  
- Income and assets verification

**FEES** No fees

**PAYMENT METHOD** Not applicable

**PROGRAM SERVICE AREA** Zip codes 48033, 48034, 48075, 48076, 48165, 48178, 48331, 48333, 48334, 48335, 48336, 48374, 48375, 48376, 48377, and 48393

**SERVICE HOURS** Same as site

**SITE HOURS** - Mon-Fri 9am-4:30pm  
- Closed for lunch 12noon-1pm

**LOCATION** Located near the intersection of Shiawassee St. and Inkster Rd.

**ACCESSIBILITY** Wheelchair Accessible Service Area

**Services:** Electric Service Payment Assistance, Gas Service Payment Assistance, Heating Fuel Payment Assistance

**Other Service Groups/Programs at this Location**

[FOOD PANTRY](#)

[GENERAL CLOTHING PROVISION](#)

[UTILITY SERVICE PAYMENT ASSISTANCE \(2019/2020\) - CONSUMERS AFFORDABLE RESOURCE FOR ENERGY](#)

[UTILITY SERVICE PAYMENT ASSISTANCE \(2019/2020\) - LOW-INCOME SELF-SUFFICIENCY PROGRAM](#)

These links will allow you to print, email, or text the information. Click 'parent agency' to view the agency info and a list of all services offered.

**Other Service Groups/Programs at this Location**

[FOOD PANTRY](#)

[GENERAL CLOTHING PROVISION](#)

[UTILITY SERVICE PAYMENT ASSISTANCE \(2019/2020\) - CONSUMERS AFFORDABLE RESOURCE FOR ENERGY](#)

[UTILITY SERVICE PAYMENT ASSISTANCE \(2019/2020\) - LOW-INCOME SELF-SUFFICIENCY PROGRAM](#)

**Other Locations offering this Service**

[SALVATION ARMY \(THE\) - DEARBORN HEIGHTS CORPS COMMUNITY CENTER](#)  
26700 West Warren Avenue

[SALVATION ARMY \(THE\) - DETROIT - CONNOR CREEK CORPS](#)  
3000 Conner Street

[SALVATION ARMY \(THE\) - DETROIT - GRANDALE CORPS COMMUNITY CENTER](#)  
11325 Montrose Street

[SALVATION ARMY \(THE\) - DETROIT - TEMPLE CORPS COMMUNITY CENTER](#)  
3729 West Chicago

[SALVATION ARMY \(THE\) - DOWNRIVER CORPS COMMUNITY CENTER](#)  
1258 Biddle Ave

[SALVATION ARMY \(THE\) - MONROE CORPS COMMUNITY CENTER](#)  
815 East First Street

[SALVATION ARMY \(THE\) - MOUNT CLEMENS CORPS COMMUNITY CENTER](#)  
55 Church Street

[SALVATION ARMY \(THE\) - PLYMOUTH CORPS COMMUNITY CENTER](#)  
9451 South Main Street

[SALVATION ARMY \(THE\) - PONTIAC CORPS CITADEL](#)  
469 Martin Luther King Junior Boulevard South

[SALVATION ARMY \(THE\) - ROYAL OAK CORPS COMMUNITY CENTER](#)  
3015 North Main Street

[SALVATION ARMY \(THE\) - WARREN COMMUNITY CENTER](#)  
24140 Mound Road

[SALVATION ARMY \(THE\) - WAYNE/WESTLAND CORPS COMMUNITY CENTER](#)  
2300 South Venoy Road

Just below the list of other services offered at this location, is a list of other locations for the same agency. These are locations that offer the service that was used in the search.



Selecting one of the locations will display a page, as shown below, with information on that site and the searched service. Links to the other services provided at the location will display at the bottom of the page.

The blue button shown here is a link to the agency's website.



**SALVATION ARMY (THE) - EASTERN MICHIGAN DIVISION**

**SALVATION ARMY (THE) - DEARBORN HEIGHTS CORPS COMMUNITY CENTER**

26700 West Warren Avenue Dearborn Heights, MI 48127

**MICHIGAN ENERGY ASSISTANCE PROGRAM**

Provides one-time payment assistance and self-sufficiency supports for those needing utility assistance.

[Website](#)

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**Phone**  
(313) 563-4457 | Intake  
(313) 563-4457 | Phone for Web/API display

**SERVICE HOURS:**  
Same as site

**SITE HOURS:**  
- Mon-Fri 10am-4pm  
- Closed for lunch 12noon-1pm

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**ELIGIBILITY:** - Must have a past due balance or shut off notice (or propane tank at or below 20%)  
- Must have applied for and received approval through DHHS for SER (State Emergency Relief) assistance  
- Must meet the household income guidelines at or below 150% FPL

**APPLICATION PROCESS:** - Apply through MIBridges/DHHS for SER (State Emergency Relief)

**GET DIRECTION**  
**GET HELP.**

[Get Directions](#)

[Print Page](#)

[Save to Favorites](#)

[Email Link](#)

[Agency Information](#)

# Other Search Options

Near the bottom of the initial search page are two other search options: **Service Keyword** and **Agency/Programs**.

The screenshot shows a search interface with the following elements:

- Header:** "Find the help you need." with a sub-header "These fields are optional, but provide better search results".
- Search Fields:** "Enter ZIP Code 48033 or Enter City Southfield (reset)", "Age", "Gender • Female • Male".
- 211 GET CONNECTED GET HELP** logo.
- Guided Search:** A grid of 18 icons representing various services: Top 25 Services, Bill Payment Assistance, Community Services, Disaster Services, Education, Employment and Financial Support, Food, Give Help, Health Care, Housing and Utilities, Mental Health and Substance Abuse, Personal and Household Items, Target Populations, Transportation, and View All Services.
- Other Search Options:** Two input fields: "Service Keyword (enter keyword)" and "Agency/Programs (enter name)", each with a "Search" button.
- Service Providers:** A link "If you are a service provider who wishes to be added to our database or to update current information, please click here." and a "Service Provider Tools" button.

Use these fields for Service Keyword and Agency/Programs searching.

# Service Keyword Search

**Start typing a keyword into the Service Keyword field and a list of related search terms will appear. To search select the desired term when it appears on the list of options.**

Other Search Options

Service Keyword

Agency/Programs

Service Providers

If you are a service provider who wish  [please click here.](#)

- Bill Payment Locations
- Burial/Cremation Expense Assistance {Burial/Cremation Bill Payment Assistance}
- Camperships {Camp Attendance Bill Payment Assistance}
- Dental Care Expense Assistance {Dental Bill Assistance}
- Dental Care Expense Assistance {Dental Bill Help}
- Dental Care Expense Assistance {Dental Bill Payment Assistance}
- Dental Care Expense Assistance {Dental Bill Payment Help}
- Dental Care Expense Assistance {Help With Dental Bills}
- Discounted Electric Service {Electric Bill Discounts}
- Discounted Gas Service {Gas Bill Discounts}
- Discounted Gas Service {Natural Gas Bill Discounts}
- Discounted Internet Service {Internet Bill Discounts}
- Discounted Telephone Service {Cell Phone Bill Discounts}
- Discounted Telephone Service {Telephone Bill Discounts}
- Electric Service Payment Assistance {Electric Bill Assistance}
- Electric Service Payment Assistance {Electric Bill Help}
- Electric Service Payment Assistance {Electric Bill Payment Assistance}
- Electric Service Payment Assistance {Electric Bill Payment Help}
- Electric Service Payment Assistance {Electricity Bill Payment Help}
- Electric Service Payment Assistance {Electricity Bill Assistance}
- Electric Service Payment Assistance {Electricity Bill Help}
- Electric Service Payment Assistance {Electricity Bill Payment

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**After making a selection click the 'Search' button on the right. The search results will appear the same as they do for the Guided Search (see pages 4-7 of this guide).**

Other Search Options

Service Keyword

Agency/Programs

# Agency/Programs Search

**Start typing an agency or program name or acronym in the Agency/Programs field and a list of matching agencies and/or programs will appear.**

Other Search Options

Service Keyword  [Search](#)

Agency/Programs  [Search](#)

Service Providers

If you are a service provider who wish [please click here.](#)

[Service Provider Tools](#)

- MDHHS
- MDHHS - DISABILITY DETERMINATION SERVICE - DETROIT AREA
- MDHHS - LAPEER COUNTY OFFICE
- MDHHS - MACOMB COUNTY - MOUNT CLEMENS DISTRICT OFFICE
- MDHHS - MACOMB COUNTY - STERLING HEIGHTS DISTRICT OFFICE
- MDHHS - MACOMB COUNTY - WARREN DISTRICT OFFICE
- MDHHS - MONROE COUNTY OFFICE
- MDHHS - OAKLAND COUNTY - CHILDREN'S SERVICES AND COUNTY ADMINISTRATION
- MDHHS - OAKLAND COUNTY - MADISON HEIGHTS DISTRICT OFFICE
- MDHHS - OAKLAND COUNTY - PONTIAC DISTRICT OFFICE
- MDHHS - OAKLAND COUNTY - SOUTHFIELD DISTRICT OFFICE
- MDHHS - WASHTENAW COUNTY OFFICE

**Select the desired agency or program and click the search button the right to search.**

Other Search Options

Service Keyword  [Search](#)

Agency/Programs  [Search](#)

**For agencies (or service providers) the results will display all sites and services.**

This search is restricted to resources serving the 48033 postal code

**GET CONNECTED.  
GET HELP.**

**1 Matching Service Provider**

**Michigan Department Of Health And Human Services**  
**Mdhhs - Oakland County - Southfield District Office**  
 25620 West Eight Mile Road | Southfield, MI 48033 | (248) 262-6400  
 ADOPTION EVALUATION/PLACEMENT (MICHIGAN'S ADOPTION SERVICES)  
*Finds permanent adoptive placements for foster children as soon as possible following termination of parental rights. When possible, these placements are with families that have existing relationships or attachments to the children. Attempts are ma...*  
[View More Info](#)

ADOPTION EXPENSE ASSISTANCE FOR CHILDREN WITH SPECIAL NEEDS (ADOPTION SUBSIDY PROGRAM)  
*Provides financial assistance and/or medical subsidy to adoptive families to support the placement of children in Michigan's foster care program who have special needs. Support subsidy assists with the payment of expenses related to caring for and r...*  
[View More Info](#)

ADOPTIVE PARENT/CHILD SEARCH (CENTRAL ADOPTION REGISTRY)  
*Maintains statements from former birth parents and adult former siblings consenting to or denying access to identifying information in adoption records.*  
[View More Info](#)

ATTENDANT SUBSIDIES AND IN HOME ASSISTANCE REGISTRIES (HOME HELP AND INDEPENDENT LIVING SERVICES)  
*Gives support to individuals who are unable to care for themselves adequately at home by providing funds to hire helpers to assist with activities of daily living (ADL) and instrumental activities of daily living (IADL). Activities of daily living i...*  
[View More Info](#)

Sort list by: Agency name | City | Distance

Map all

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Print Page

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Save to Favorites

---

Email Link

---

Start Over

---

**Refine Search Results**

ZIP Code

City

[\(reset\)](#)

Located in County

(Location is optional, but provides better search results.)

Age

**For programs the results will display a list of service providers that offer the selected program. See pages 4-7 of this guide for information on the search results page.**

This search is restricted to resources serving the 48033 postal code

**GET CONNECTED.  
GET HELP.**

**15 Matching Service Providers**

**Mackinac County Department Of Health And Human Services**  
 (245 miles from selected location)  
 UTILITY SERVICE PAYMENT ASSISTANCE (SER (STATE EMERGENCY RELIEF))  
*Provides limited short-term assistance to individuals and families facing emergencies. Covered services may include: electric service payment assistance, gas service payment assistance and heating fuel payment assistance. Applications are processed a...*  
 199 Ferry Lane | Saint Ignace, MI 49781 | (906) 643-9550  
[View More Info](#)

**Menominee County Department Of Health And Human Services**  
 (279 miles from selected location)  
 UTILITY SERVICE PAYMENT ASSISTANCE (SER (STATE EMERGENCY RELIEF))  
*Provides limited short-term assistance to individuals and families facing emergencies. Covered services may include: electric service payment assistance, gas service payment assistance and heating fuel service payment assistance. Applications are pro...*  
 2612 10th Street | Menominee, MI 49858 | (906) 863-9965  
[View More Info](#)

**Schoolcraft County Department Of Health And Human Services**  
 (279 miles from selected location)  
 UTILITY SERVICE PAYMENT ASSISTANCE (SER (STATE EMERGENCY RELIEF))  
*Provides limited short-term assistance to individuals and families facing emergencies. Covered service may include: electric service payment assistance, gas service payment assistance and heating fuel payment assistance. Applications are processed as...*  
 300 Walnut Street | Courthouse Room 175a | Manistique, MI 49854 | (906) 341-2114  
[View More Info](#)

**Chippewa County Department Of Health And Human Services**  
 (281 miles from selected location)  
 UTILITY SERVICE PAYMENT ASSISTANCE (SER (STATE EMERGENCY RELIEF))  
*Provides limited short-term assistance to individuals and families facing emergencies. Covered service may*

Sort list by: Agency name | City | Distance

Map all

---

Print Page

---

Save to Favorites

---

Email Link

---

Start Over

---

**Refine Search Results**

ZIP Code

City

[\(reset\)](#)

Located in County

(Location is optional, but provides better search results.)

Age

Gender  Female  Male

# Service Provider Tools

The 'Service Provider Tools' button, on the lower left of the initial search page, will display a page where service providers can get listed, request a password to access their record(s), or log in to update information. For more information on service provider tools please see the Service Provider User Guide.

Other Search Options

Service Keyword  [Search](#)

Agency/Programs  [Search](#)

Service Providers

If you are a service provider who wishes to be added to our database or to update current information, please click here.

[Service Provider Tools](#)



## Service Providers

[Back](#)

**211**  
GET CONNECTED.  
GET HELP.

**Ways to Contact Us**

**Phone:** Helpline: 2-1-1 or (844) 875-9211  
Text: Your zip code to 898211

**Mail:** 2-1-1 Michigan

**Email:**



**Submit Your Info Online**

If you are a service provider interested in being included in the Michigan 2-1-1 Resource Directory

[Get Listed](#)

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Service providers must have a user name and password to access your organization's information on our site. Click here to request a user name and password

[Request Password](#)

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Registered service providers click here to update your information.

[Service Provider Login](#)

# Contact Us

**If you're having trouble searching, dial 2-1-1 to speak with a Specialist 24/7 for help.**

**2-1-1 strives to maintain an accurate, updated resource database. Resource information is updated daily, however if you come across information that needs to be updated, please email [resources@mi211.org](mailto:resources@mi211.org).**



**Get Connected. Get Help.™**