

*Next year, more  
than 50,000  
Tulsa area  
residents will  
use 2-1-1 Tulsa  
Helpline—your  
neighbors,  
friends,  
relatives...  
maybe even you.*

2-1-1 Tulsa Helpline is a program of the Community Service Council of Greater Tulsa



Community Service Council of Greater Tulsa  
16 East 16th Street, Suite 202  
Tulsa, Oklahoma 74119



A United Way member agency

Additional resources:

Oklahoma 2-1-1 Collaborative: [www.211oklahoma.org](http://www.211oklahoma.org)

2-1-1 Nationwide: [www.211.org](http://www.211.org)

**2-1-1 Tulsa Helpline**  
**A Better Way To Access**  
**Health & Human Services**



**TULSA** ★  
**2-1-1**™  
Get Connected. Get Answers.

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## What is 2-1-1?

**2-1-1** is to non-emergency assistance what 9-1-1 is to emergency response: a quick and easy way for people to access needed help by phone.

**2-1-1** is an easy-to-remember free dialing code (like 9-1-1), increasingly used in communities nationwide.



*More than 60,000 calls per year would be diverted from 9-1-1 to 2-1-1, freeing 9-1-1 dispatchers to respond to police, fire, and medical emergencies.*

**2-1-1** is answered 24/7 by people trained to assess callers' needs quickly and refer them to the most appropriate assistance.

**2-1-1** uses a comprehensive computerized database of more than 2,500 services from over 400 public and non-profit health and human service organizations in the Tulsa area (Tulsa, Creek, Rogers, Wagoner, Osage and Okmulgee Counties).

## 2-1-1 makes finding help faster.

- Decreasing more-costly calls to 9-1-1 when problems do not require that level of emergency response
- Reducing time, confusion and frustration in searching for help
- Promoting early access to help—preventing problems from becoming more serious and requiring more costly assistance
- Getting people to the right help the first time—with quicker results by people arriving for appointments well-prepared, knowing eligibility requirements and bringing the correct documents
- Providing compassionate and timely help when people are most vulnerable due to age, disability, limited English speaking skills, economic crisis or family problems



*Studies show people typically make seven to eight calls before reaching the service organization they need.*

## 2-1-1 helps keep us safe.

- Connecting victims of disasters quickly with emergency services
- Collaborating with law enforcement, fire departments, and homeland security to assure a coordinated response during community emergencies
- Serving as a trusted information clearinghouse for rumor control and community safety information
- Linking those offering help during emergencies to the appropriate response



*Inquiries about emergency services deployed after a national disaster can be answered promptly to reassure those in need.*

## 2-1-1 addresses people's most critical needs.

- Reaching out to assist families in financial crisis, people without health insurance, the homeless and those affected by substance abuse and mental illness
- Making critical help accessible for Tulsa's increasingly diverse population through multi-lingual staff and information about services for people of many different nationalities and cultures



*Most-frequent requests are for rent, mortgage and utilities, food, health care, and transitional housing for families.*

## 2-1-1 strengthens service delivery.

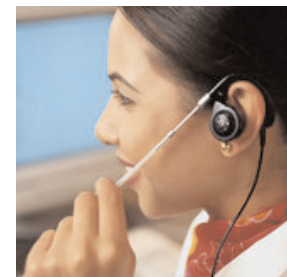
- Reducing staff time for intake and service delivery
- Streamlining provision of services by avoiding overlaps and duplication
- Providing after-hours support benefiting agencies and their clients while reducing the high cost of after-hours operations by individual agencies



*2-1-1 helps people access a wide range of services—24 hours a day, every day of the year.*

## 2-1-1 applies technology to modernize and inform the helping industry.

- Using advanced phone systems, computerized resource databases and computerized records about callers to make service delivery more efficient and less expensive
- Generating regular reports on emerging trends, gaps in services and needed improvements—essential information for planning, program coordination, and policy and funding decisions



*Families can use 2-1-1 as a one-stop clearinghouse to access a spectrum of support services for critical needs.*

## 2-1-1 has statewide impact.

- Organizing a statewide system through the Oklahoma 2-1-1 Advisory Collaborative—human service providers, United Ways, state agencies, business leaders and state government—making 2-1-1 happen across Oklahoma
- Guiding improved access to help—by 2008 almost 2/3 of Oklahoma's counties are projected to have 2-1-1 service
- Providing a backup system of support among communities—maintaining service continuity during major disasters and emergencies



*When there is an emerging issue, we'll see it before anyone else and have the data to back it up.*



For more information about 2-1-1 Tulsa Helpline, please contact Jim Lyall: 918.295.1241