

2-1-1 Helpline Timeline

2000-2001

FCC designates 2-1-1 code for use by non-profit information & referral programs
Community Service Council introduces 2-1-1 to Oklahoma
Venture Grant from Tulsa Area United Way to implement 2-1-1 in Oklahoma

2002-2004

Development begins at local & state levels
Corporation Commission passes 2-1-1 ruling
OK SB 1405 establishes the 2-1-1 Oklahoma Collaborative



2005

Helpline launched in Tulsa as Oklahoma's first 2-1-1
DAY ONE July 11, 2005 - first official call placed from TAUW
Annual call volume increases from 25,000 to 50,000+
2-1-1 Heartline in OKC launched in November



2006-2007

95,000 to 100,000 annual calls
Wireless connectivity to 2-1-1 for cell phones
2-1-1 Helpline expands from 6 to 12 counties
December 2007 Ice Storm-First major disaster response

2008-2009

110,000 to 140,000 annual calls
Achieves AIRS National Accreditation
Oklahoma 2-1-1 mainstreamed statewide with 7 call centers

2010-2011

150,000+ annual calls
February 2011 Blizzard storm response
2-1-1 Helpline service expands to 37 counties in Eastern Oklahoma
Helpline and Heartline transition to a common database
Launch 2-1-1 Oklahoma Website and on-line help database



2012-2013

150,000+ annual calls and web contacts
Point of entry for VA Supportive Services for Veteran Families
Affordable Care Act Health Care Navigator Services

2014-2015

1 million (1,057,852) calls in first decade of service
2-1-1 Helpline and Heartline transition to web-hosted phone system
After-hours DVIS services
Smoking study partnerships with university researchers
898-211 text services launched

