The Community Service Council's 211 Eastern Oklahoma is a 24/7, free connection hub for critical information on community resources and services across 37 counties. Individuals in need of resources and services are quickly connected to highly-trained specialists with access to a continuously updated database of more than 7,600 vetted community services.

In community emergencies, such as the historic flooding that devastated parts of Tulsa in 2019, 211 Eastern Oklahoma also operates as a community safety net and clearinghouse for disaster resources, responding to over 2,800 requests for flood-related assistance during this time.

In 2019, 211 Eastern Oklahoma served nearly 170,000 Oklahomans who reached us in one of four ways - phone, chat, text or online search - to be connected to community information quickly and accurately for when they needed it most.

### 2019 IMPACT AT-A-GLANCE

**169,455**

OKLAHOMANS SERVED*

*including website searches

**100,237**

UNIQUE WEBSITE VISITS

**59,237**

UNIQUE CALLS

**2,522**

UNIQUE INCOMING TEXTS

**61**

LIVE CHATS Nov. - Dec. 2019

**3,255**

TRIAGE CALLS For partner agency

**19,561**

UNIQUE OPT-INS to receive news alerts via 211EOK.org

**2,819**

2019 FLOOD SUPPORT May 7 - June 9, 2019

**59,237**

2019 DATA DASHBOARD

DATABASE UPDATES 94% as of Jan. 2020

AVERAGE HOLD TIME 82 SECONDS

DROPPED CALL RATE 13%

**169,455**

TOTAL INCOMING REQUESTS FOR HELP

### TOP 5 NEEDS

Top reasons Oklahomans contacted us in 2019:

- Utility Assistance
- Housing
- Food/Meals
- Healthcare
- Individual/Family Support

**2,819**

2019 FLOOD SUPPORT May 7 - June 9, 2019

**3,255**

TRIAGE CALLS For partner agency

**61**

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**FEBRUARY 11, 2020 | CSCTULSA.ORG/211EOK | TULSA, OK**
In 2017, Community Service Council deployed Oklahoma’s first closed-loop, outcomes-based referral network through a groundbreaking partnership with Unite Us. Starting with veterans, the network grew to include the All Doors Open coordinated entry system in 2018. Today the network continues to grow as we look to expand our reach into a statewide system. At the heart of the network is the Coordination Center, operated by 211 Eastern Oklahoma, providing robust screening and assessment, direct to provider referrals, and outcome follow-up.

**COORDINATION CENTER METRICS**

- 4,936 clients served (1,671 veterans & veteran families)
- 7,812 service episodes
- Resolved = 59%
  - 30% of the time clients are self-resolving
- Unresolved = 41%
  - Top 2 reasons needs went unresolved: Unable to Contact (44%) and No Applicable Services Available (21%)

*Bsince launch in 2017

**BENEFITS**

**CLIENTS** benefit from a collaborative network that allows partners to send and respond to referrals seamlessly, and a safety net that prevents them from falling through the cracks.

**PARTNERS** receive insight into who is being referred and where referrals are originating from, requiring less time spent screening people out of services.

**THE COMMUNITY** benefits from quantifying needs and gaps using outcome data.

- **COMMUNITY-WIDE COLLABORATION**
- **SIMPLER NAVIGATION**
- **NO WRONG DOOR ACCESS**

**TOP 10 COUNTIES**

served by 211 Eastern Oklahoma in 2019:

- Tulsa
- Creek
- Muskogee
- Rogers
- Wagoner
- Okmulgee
- Washington
- Pittsburg
- Pontotoc
- Osage

**When you don’t know where to turn, we’re here.**

**CALL**

2-1-1 for live help

**CHAT**

live at 211EOK.org

**TEXT**

ZIP code to 898-211

**SEARCH**

online at 211EOK.org