



### What is 2-1-1?

2-1-1 is a free and easy-to-remember telephone number that makes a critical community connection to get help and give help. Dialing 2-1-1 connects callers to trained specialists with access to multi-lingual translations. With a database of thousands of community and government services, the specialists can identify the right solution to the caller's problem.

### Why 2-1-1?

2-1-1 makes it easier for people needing assistance to navigate the complex health and human services system. Every day, thousands of Oklahoma families search for emergency assistance, food or shelter. Many times people have trouble accessing the services they need because they don't know who or where to call. People who want to give back to the community through volunteerism, donations or civic involvement now have resources to link them with opportunities. During community emergencies, Oklahomans have one number to call to receive accurate information about open shelters, where to apply for aid or how to give help.

### 2-1-1's Benefits

Confusing and frustrating searches for help are eliminated through this free and confidential service. Over time, demand on the 9-1-1 system is being reduced because callers have one number to call for community information, freeing 9-1-1 to respond to police, fire and medical emergencies. It is now easier for vulnerable people (those who are elderly, disabled, non-English speaking, incapacitated by crisis, illiterate, new to their communities, etc.) to find services that promote self-sufficiency. Callers will be given agency eligibility requirements and information concerning the correct documents to bring when seeking help, thereby arriving for their appointments better prepared — saving interview time and return visits while achieving effective results. Compiled information from calls provides a social barometer for assessing where needs are greatest in the community.

### 2-1-1 in Oklahoma

The Oklahoma Corporation Commission has passed regulations for the operation of 2-1-1 in Oklahoma. The Oklahoma 2-1-1 Advisory Collaborative has participation from state agencies, United Ways, information and referral programs and the telephone industry to assure continued development of 2-1-1 in local communities throughout the state. As of April 2008, Oklahoma became the 21st state to boast 2-1-1 coverage in 100% of the state.

### 2-1-1 Helpline Serves 12 Counties

The 2-1-1 call center based in Tulsa serves Adair, Cherokee, Creek, McIntosh, Muskogee, Okfuskee, Okmulgee, Rogers, Sequoyah, Tulsa, Wagoner and southern Osage County. 2-1-1 connectivity is available 24 hours a day, every day, through landlines and cellular phone services.

2-1-1 Helpline is a program of the Community Service Council of Greater Tulsa, a United Way member agency.

## Contact Information

### 2-1-1 Helpline

P.O. Box 52847  
Tulsa, OK 74152

[www.211tulsa.org](http://www.211tulsa.org)

Alternate Numbers for 2-1-1:

918-836-HELP (4357)  
877-836-2111

Jim Lyall - Director  
918-295-1241  
[jlyall@csctulsa.org](mailto:jlyall@csctulsa.org)

Donnie House - Service Manager  
918-295-1227  
[dhouse@csctulsa.org](mailto:dhouse@csctulsa.org)

Keith Anderson - Resource Manager  
918-295-1228  
[kanderson@csctulsa.org](mailto:kanderson@csctulsa.org)

2-1-1 Information Services  
918-295-1284  
[211info@csctulsa.org](mailto:211info@csctulsa.org)

Contact Information Services for details about inclusion in the 2-1-1 resource database or to request a presentation and/or materials.

### Oklahoma 2-1-1 Collaborative

Access information about 2-1-1 coverage in Oklahoma at [www.211oklahoma.org](http://www.211oklahoma.org).

Lori Linstead - State Director  
OK 2-1-1 Collaborative  
Okla. Dept. of Human Services  
(405) 522-0266  
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### 2-1-1 Nationwide

On July 21, 2000, the Federal Communications Commission assigned 211 as the abbreviated telephone number for consumer access to community information and referral services.

For more information about 2-1-1 Nationwide and Federal Legislation (S1630, HR3111), visit [www.211.org](http://www.211.org).

