

Arizona State Office of Rural Health (SORH) Webinar Series



The SORH provides technical assistance to rural stakeholders to disseminate research findings, policy updates, best-practices and other rural health issues to statewide rural partners and stakeholders.



Arizona State Office of Rural Health



THE UNIVERSITY OF ARIZONA
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

Center for Rural Health

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- Audience is muted during the presentation.
- Enter your questions into the chat box.
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recording will be posted on the AzCRH www.crh.arizona.edu/ and SWTRC www.southwesttrc.org/

Today's presentation:



THE UNIVERSITY OF ARIZONA
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH
Center for Rural Health

211: What is it and how can it be useful to you?



TJ Reed
Manager of Community Navigation and Homeless Initiatives
Crisis Response Network

2·1·1

Arizona

**What it is and
how it can be
useful to you**



Agenda



211 History and Overview

Health and Human Services

Social Determinants of Health

Accessing Service

211 Data

211 Specialty Programs

211 Nationally



- A free and confidential service that helps people across North America find the local resources they need 24 hours a day, 7 days a week
- Every day thousands of people across North America turn to 211 for information and support
- 211 is covered in all 50 states, the District of Columbia and Puerto Rico. Some 211's provide statewide services and others provide services in a particular area or county



211 Arizona



Mission

Community Information and Referral Services transforms lives by linking individuals and families to vital community services throughout Arizona.

Vision

All Arizonans are easily connected to available health and human services in their communities.

History



1964

- Community Information and Referral Services was founded

1979

- Incorporated as a private, nonprofit 501(c)(3) organization

2017

- Crisis Response Network acquired the program

Spring 2020

- Asked by the Governor of Arizona to assist by providing a COVID-19 hotline via 211

Summer 2020

- Services expanded to 24/7 live answer as a result of a new partnership/funding from Department of Economic Security (DES)

211 Information and Referral

- 211 serves as a key source of integrated information **connecting people and services** in an effort to meet the vital needs of Arizonans.
- An information and referral line providing critical resources and support to people in need
- An informational resource for individuals and families living in Arizona



Resources

211 provides resources across a range of topics including:

- Food assistance
- Shelter and housing options
- Utility assistance
- Financial assistance
- Employment
- Health care and vaccination assistance



The 211 Team



Resource Specialists

- Research and verify resources to provide critical information for callers and database users
- Collaborate with internal and external customers to ensure 211 is able to provide relevant and useful resources to the community
- Frequently edit and maintain information within the databases to ensure the information is accurate and up-to-date

Program Specialists

- Provide phone-based information, resources and referrals to the community 24/7/365
- Collaborate with callers to identify their needs, develop a plan and connect them to appropriate community resources
- Accurately document all customer interactions including identified needs and referrals

Health and Human Services



- Program Specialists assess callers and their needs and then determine the services/programs that can provide the most appropriate help
- Community services, social services and health services are all part of 'human services'
- Health and Human Services may be provided by governments, nonprofit organizations, faith communities and commercial businesses

Types of Health and Human Services



Basic Needs

Criminal justice
and legal
services

Healthcare

Income
support and
employment

Individual and
family services
(e.g.,
childcare)

Services for
veterans and
military
families

Mental health
and substance
use disorders

Services for
person with
disabilities

Disaster and
emergency

Social Determinants of Health



Many factors contribute to our health. **40 percent of our health is determined by social factors.** Conditions in the places where we live, love and laugh affect a wide range of health risks and outcomes. These conditions are known as Social Determinants of Health (CDC, 2018).

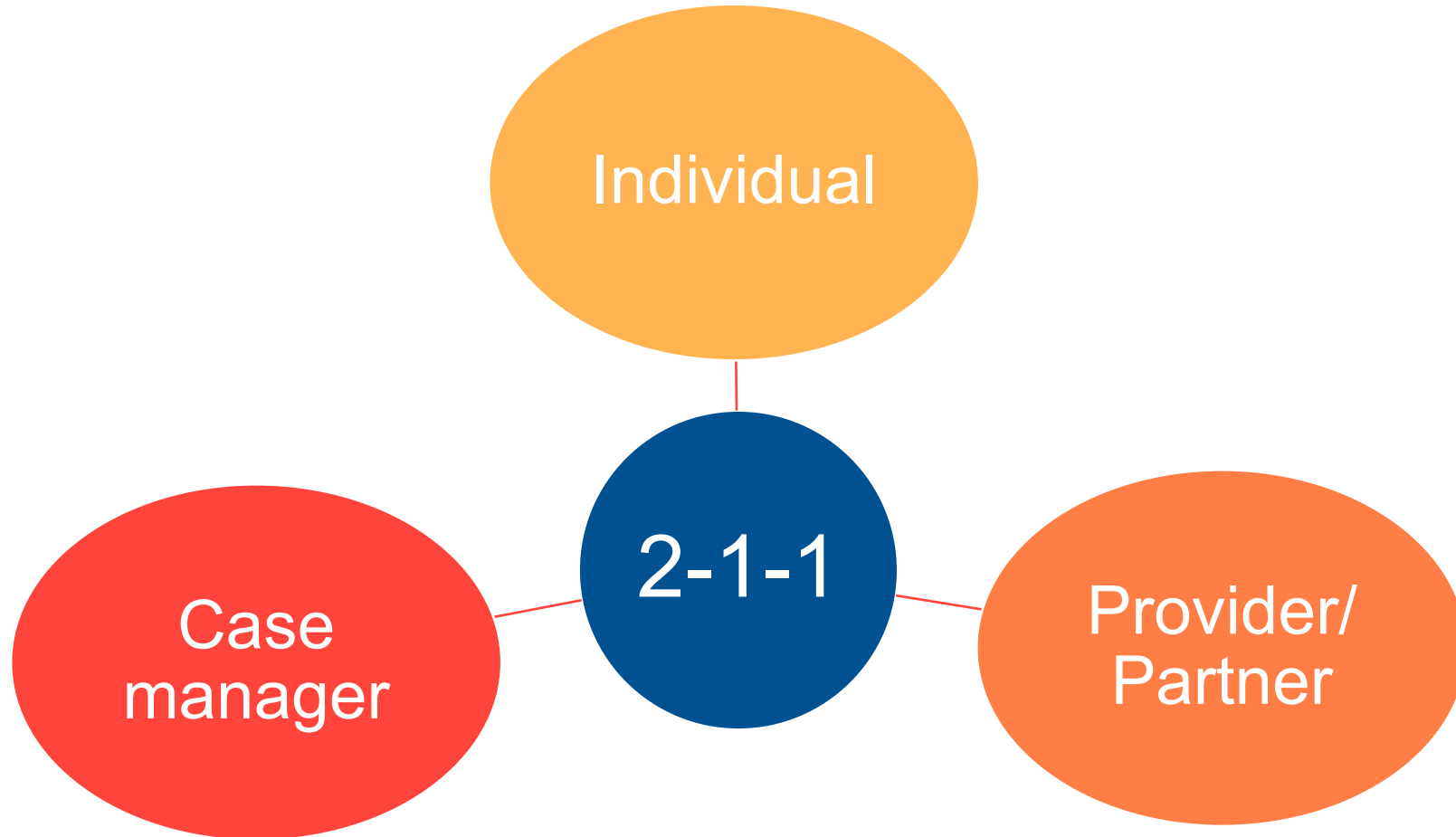




It can be challenging to access community resources to ensure good health. 2-1-1 Arizona informs the community of what's available, how to connect, how to apply and overcome those barriers to access.

When Social Determinants of Health are addressed, individuals are able to gain/maintain independence which **promotes hope and empowerment for themselves and their community.**

Accessing Service



Accessing Service as an Individual



Online

- Visit www.211arizona.org
- Can use computer, tablet or phone to access service
- Website available in English and Spanish



By Phone

- Call 2-1-1, available 24/7/365
- Option to use automated system or speak with a live specialist
- Bi-lingual specialists and hundreds of additional languages available via real-time interpreter services

Speaking with a Specialist

The Specialist will:

- Gather information from the caller
- Determine the caller's needs
- Provide the most appropriate resources
- Identify any possible underlying needs to best assist the caller
- Follow up with the caller when appropriate

Providing personal and demographic information is always optional, but it allows the Specialist to provide the most accurate information, normally based on callers location.



Accessing Service as a Case Manager



- A case manager can access service on behalf of their client
- Client does not have to be present for case manager to access service
- Service is available 24/7 online or via phone
- Specialist is able to provide the same information and resources to the case manager as they would to the client

Adding Provider/Partner Information



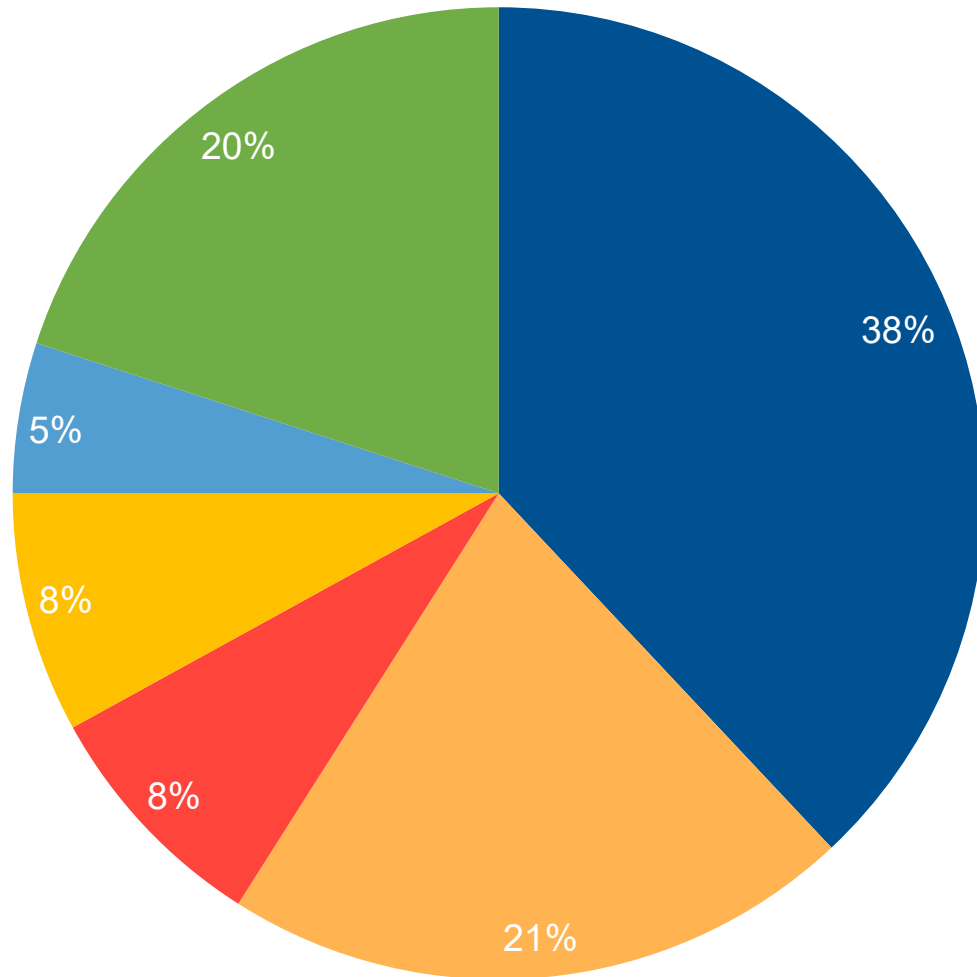
We are here to help connect people to you!

- Visit www.211arizona.org
- Click on 211 Agency Verifications from the home page
- You will then be able to add or update your agency information
- Once your information has been added, our Specialists will be able to provide your information to callers

211 Data



Why are people calling 211?



■ Housing and Shelter

■ Utilities


■ Disaster

■ Food Assistance

■ Healthcare

■ All Other Services

Timeline of 211 Live Answer Services



March 20, 2020
COVID-19
Hotline
8am-8pm

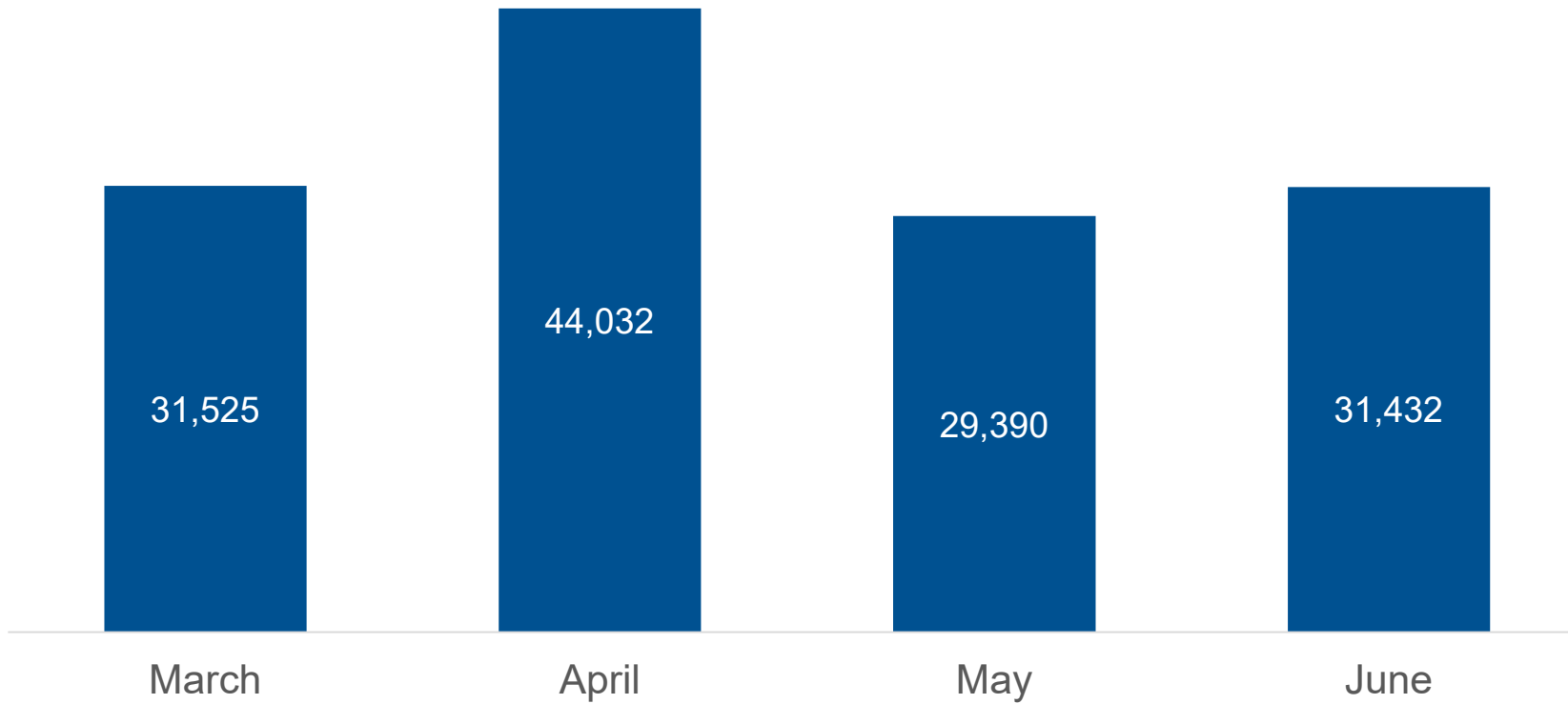
April 20, 2020
Eviction
Prevention
8am-8pm

April 30, 2020
2-1-1 General
Line
8am-8pm

June 22, 2020
Crisis
Counseling
8am-8pm

July 1, 2020
2-1-1 General
Line
24/7

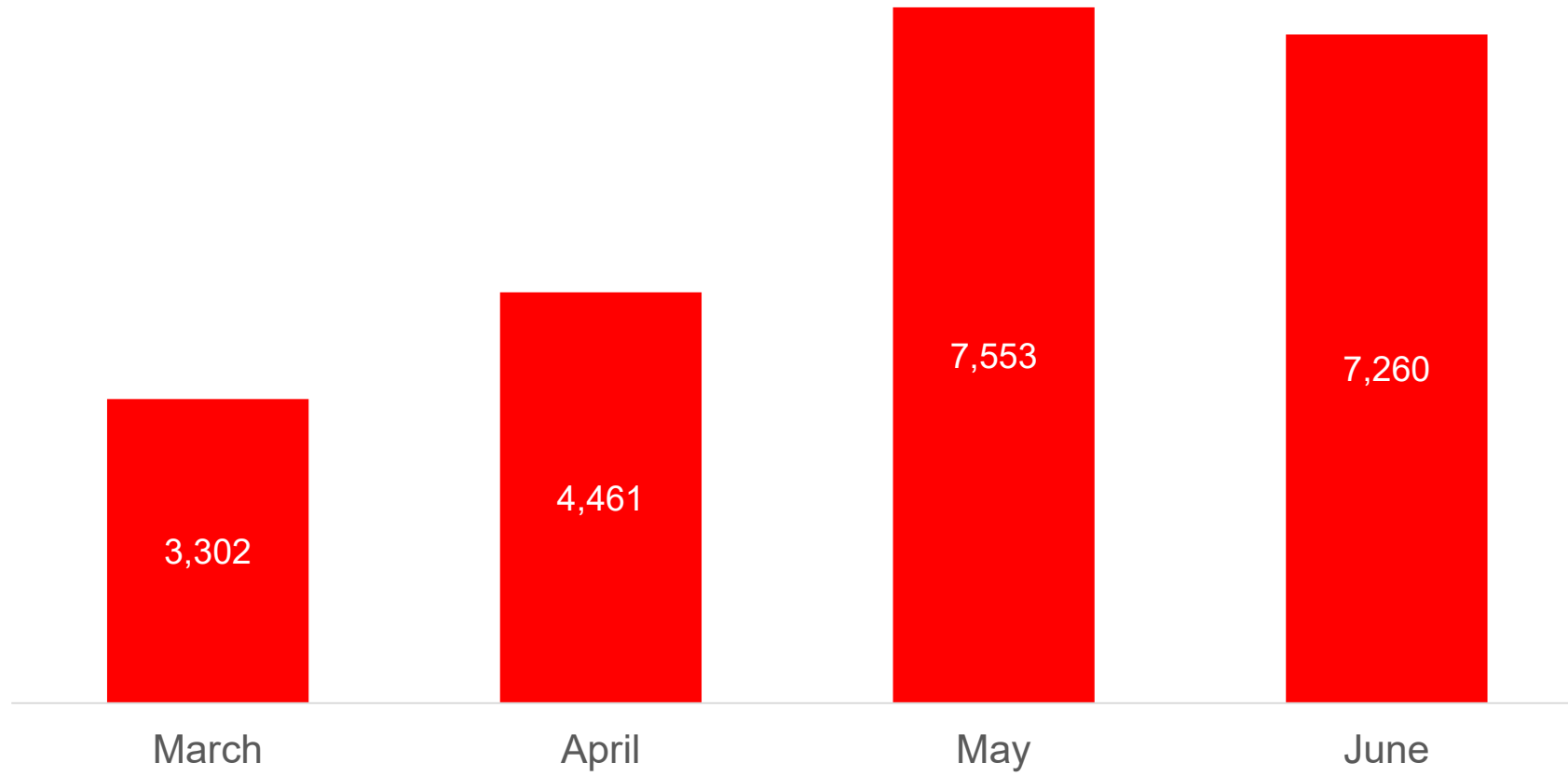
211 Total Call Volume



*Data is from March 20- June 30, 2020

**A large percentage of these calls are handled and resolved completely through the IVR

Calls Handled by Staff



*Data is from March 20- June 30, 2020

211 Specialty Programs



COVID-19 Statewide Hotline

Resilient Arizona Crisis Counseling Program

Eviction Prevention Program

211 and Crisis Response Network



- 211 Arizona is program of Crisis Response Network
- Crisis Response Network is a Tempe based non-profit organization dedicated to helping others
- CRN has provided crisis call center services and helped thousands individuals and families get connected to the help they need
- CRN also operates a free and confidential Crisis Line and peer-run Warm Line



Services Offered in Addition to 211



24/7 Crisis
Hotline

Peer Support
Warm Line

Be Connected

Centerpoint for
Hope

Contract Tracing
Line

Eligibility and
Care Services
(ECS)

Homeless
Management
Information
Systems (HMIS)



211 Working Remotely

Key Takeaways



- 211 is an information and referral line providing critical resources and support to people in need
- 211 serves the entire state of Arizona and is available 24/7
- When in doubt reach out: Visit www.211arizona.org or call 2-1-1 access service or for more information

Thank You!

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Questions and Discussion

Please type your questions and comments into the Zoom Webinar Platform Chat box.

211: What is it and how can it be useful to you?

Thank you!

**Your opinion is valuable to us.
Please participate in this brief survey:**

https://uarizona.co1.qualtrics.com/jfe/form/SV_8APxJKAWDbzgtLf

Find this and our previous webinars at:

<http://www.crh.arizona.edu/programs/sorh/webinars>

This webinar is made possible through funding provided by Health Resources and Services Administration, Office for the Advancement of Telehealth (G22RH24749). Arizona State Office of Rural Health is funded granted through a grant from US Department of Health and Human Services. Grant number H95RH00102-25-00

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