



2-1-1 Oklahoma is committed to the implementation of single points of entry to health and human services in all regions of the state.

What Is 2-1-1?

- **2-1-1** is an easy to remember, free 24-hour telephone number that connects people with important community services seven days a week, 365 days a year.
- **2-1-1** is statewide with designated call centers serving specific geographical areas of the state.
- **2-1-1** certified specialists work from a computerized database which includes current information on area health and human service agencies including state government, nonprofits, faith-based organizations and others.
- **2-1-1** has access to a language translation service to better serve all Oklahomans.

How Does 2-1-1 Work?

- **2-1-1** is free and available to anyone in need. By dialing 2-1-1 on any landline or cell phone, the caller will be connected to a call center serving that particular geographical area.
- **2-1-1** certified specialists assess a caller's needs and determine what service providers in the area are best equipped to provide the needed help.
- **2-1-1** certified specialists refer the caller directly to appropriate service providers.

Why 2-1-1?

- **2-1-1** increases early access to community services, reduces the trauma and higher costs of delayed care and promotes self-sufficiency.
- **2-1-1** provides aggregated state and national data from 2-1-1 systems to better assess gaps in service and the needs of communities.
- **2-1-1** serves as a portal for emergency disaster response relieving the burden on 9-1-1 for non-life threatening calls and giving emergency responders a way to reach the public with accurate real time information.
- **2-1-1** works closely with Oklahoma Emergency Management and the Office of Homeland Security, empowering the state to better respond to large-scale emergencies and homeland security needs.
- **2-1-1 Oklahoma** participated in the Crystal Darkness Campaign; holding the distinction of being the first state in the nation to utilize their statewide 2-1-1 telephone system to assist callers.

Need More Information?

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