



# 2-1-1 Help Center

6/24/2020 \* Alison McLean \* David Holland

*Presentation for:*

➤ Patient Navigator Training Collaborative

# MILE HIGH UNITED WAY'S 2-1-1 HELP CENTER



## The 2-1-1 Help Center:

- Is a confidential and multilingual service that refers callers to health and human service resources.
- Helps callers navigate the confusing maze of information and services.
- Provides coordinated, accurate, and up-to-date information.
- Is accessible through call, chat, email, and text.

## Presentation Goal:

- Equip audience with information on the best way to search/deliver resources to their clients
- Share perspective on trends, future direction, helpful tips and process
- Q&A

## 2-1-1 HELP CENTER



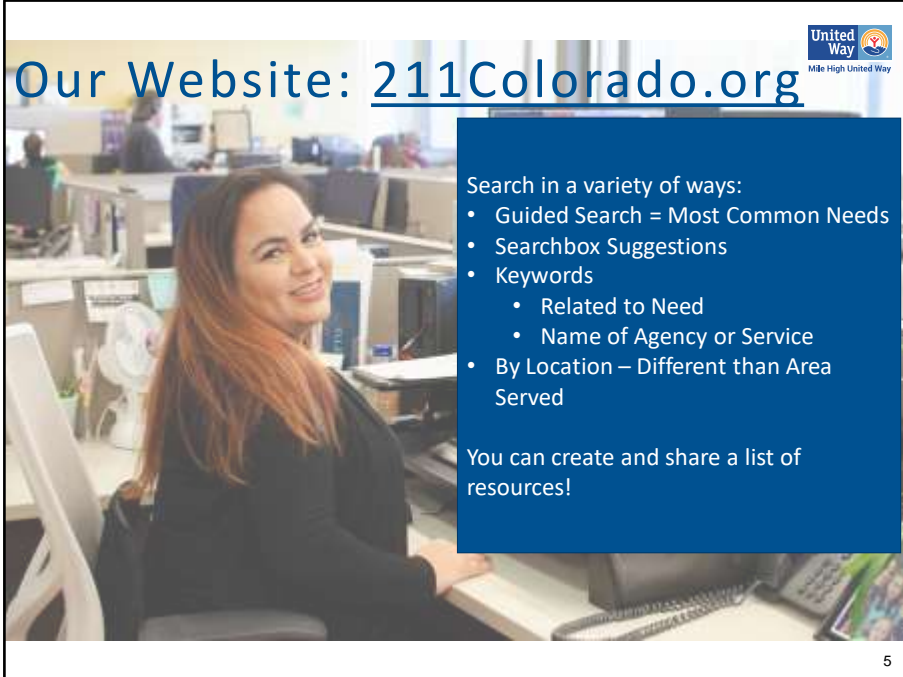
2-1-1 at Mile High United Way has partnered with several other organizations to offer specialized information and services. We will utilize the information a client provides us to determine if there are additional resources available that go beyond the client's initial ask.

- Lyft
- SNAP
- Left Behind Workers Fund



## The Database

- Comprehensive set of resources that span across a variety of health and human services
- Not all organizations are eligible to be included in the database
- Assign all resources into specific categories – 22 categories total
- Maintain resources using a variety of methods
- At a minimum, review all agency information once a year



Our Website: [211Colorado.org](https://211Colorado.org)

United Way  
Make High United Way

Search in a variety of ways:

- Guided Search = Most Common Needs
- Searchbox Suggestions
- Keywords
  - Related to Need
  - Name of Agency or Service
- By Location – Different than Area Served

You can create and share a list of resources!

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Click on the live-link in the title

# Perspectives



<https://www.211colorado.org/#Service%20Areas>

## 2-1-1 Collaborative

- 7 organizations
- 4 Contact Centers

## MHUW Annual Report

<https://unitedwaydenver.org/wp-content/uploads/2020/04/2-1-1-ND-Annual-2019-Report-1.pdf>

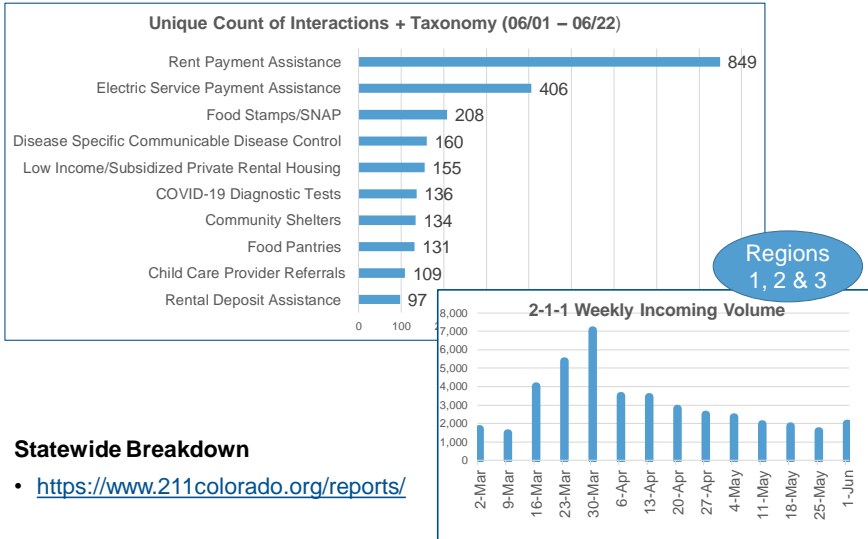
## Quick Intro:

- Clarify 2-1-1 is actually collaborative
- Highlight MHUW supplies Contact Center support for Regions 1,2&3

Pivot to show lots of information readily available on website.

- Preview of 2019 Annual Report to show typical call volume/needs

# Perspectives

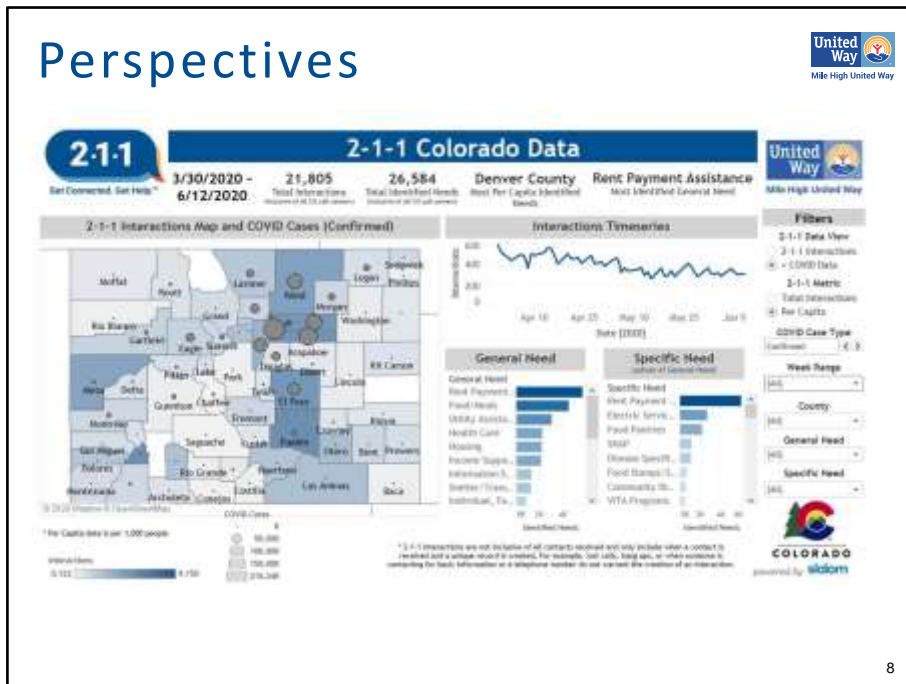


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Having shown “normal” trends in 2019 EOY annual report, show these sample trends from the COVID timeframe

- Emphasize reflects MHUW coverage area data.
- Highlight Statewide information available via weblink (again, clarify data that is publicly available)

# Perspectives



Example of how 2-1-1 data can be combined with information from other sources for planning purposes



# Perspectives



## Current processes...

- We engage with clients to understand and attempt the “2nd Ask”
- When possible, we’ll transfer to get clients started

## Future changes...

- Working closely with CDPHE to ensure known COVID-Testing sites are incorporated into our database
- <https://211counts.org/home/index>
- Social Determinants of Health
  - One of our colleagues spoke at Public Health Program Planning lectures for the Family Medicine Residence – also part of CU Anschutz and headed by
    - Dr. Heather Bleacher
    - Dr. Kary Mader
  - How do doctors and hospitals connect to resources
- Partnership with Radish Choiceview product to create voice-to-visual transition to help clients with smart-phone access resources after-hours
- Enhancing website for better self-directed access an

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Dependent on timing, load and client need but, as a general rule, the goal is to help get the client transferred to at least one of their resources (sometimes can’t do due to call load on either our side or on the receiving side)

Follow-up from the Slalom dashboard to highlight future flexibility via 211counts.org

# Perspectives



## How Patient Navigators can help...

- Be aware of database and how to access it
- You know the client's needs so can best direct them
  - Encourage them to explore to seek resources beyond the immediate need
  - If you're seeing repeated trends for your population, you can build out pre-populated bookmarks for repeated searches so you always get latest data.

