

United Way's SC 2-1-1

United Way Association of South Carolina

Overview of SC 2-1-1 Contact Center

2.5 million calls in 2015

DSS Connect

800.616.1309

SC Medicaid

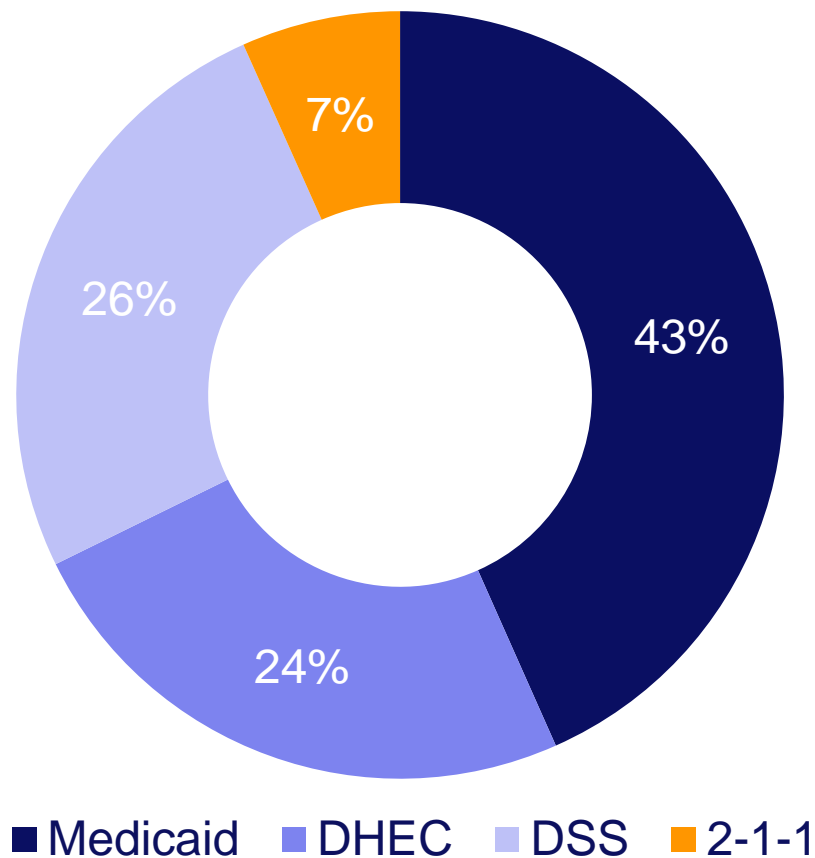
800.549.0820

DHEC

800.868.0404

SC 2-1-1

866.892.9211



Overview of SC 2-1-1

- Nationwide N11 number
- Free and confidential
- 24 hours a day
- Available in more than 130 languages
- More than 4,000 providers and 16,000 programs in South Carolina
 - Alliance of Information And Referral Services (AIRS)
 - Dedicated AIRS certified resource team
 - Regular, annual, and immediate updates
 - Monthly audits of updates

The 2-1-1 Database

Three simple steps to ensure data quality

1

Regular Updates

Every caller's concern is shared with data team
Regular updates do not replace official update

2

Official Updates

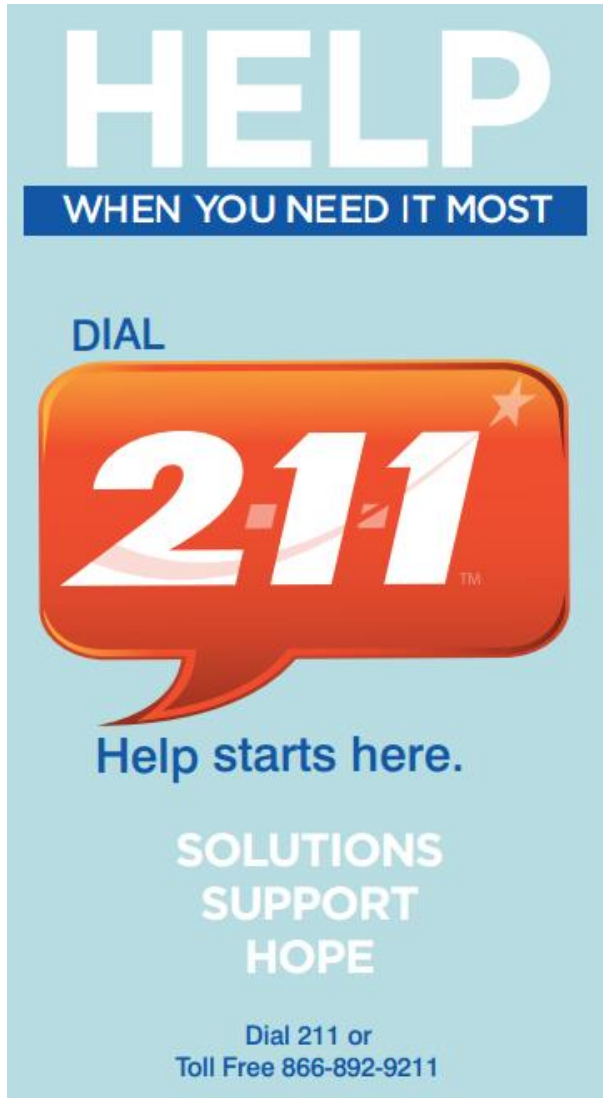
Comprehensive verification of all resources
Official updates conducted every year
Essential needs are updated every 6 months

3

Audits of Update

60 audits are conducted every month
All information is verified

Community Resources



HELP
WHEN YOU NEED IT MOST

DIAL

211™

Help starts here.

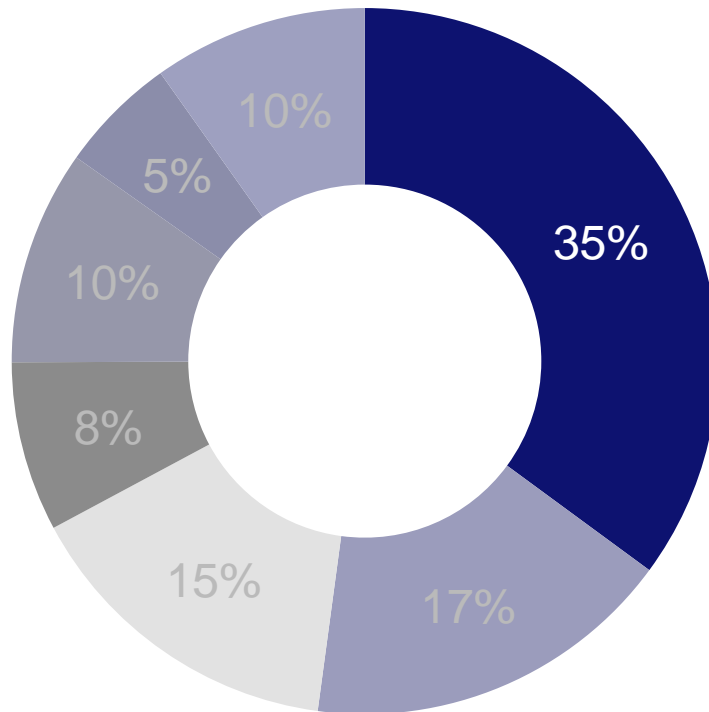
SOLUTIONS
SUPPORT
HOPE

Dial 211 or
Toll Free 866-892-9211

- Food, Housing & Utilities
- Child Care & Educational Services
- Financial Education/Credit Counseling
- Health Care
- Job Training
- Counseling/Support Groups
- Senior Services
- Volunteer Opportunities
- Disaster Services
- Seasonal Programs

Most requested community resources

Top needs in 2015



- Utility Assistance
- Rent Assistance
- Food and clothing
- Housing
- Shelter
- Home payment and repair
- Access to healthcare

*excludes flood related assistance

Accessing resources through 2-1-1

Give us a call: Interactive Voice Response (IVR)



Choose service and zip code

Information and Referral

Child Care Resource and Referral

Area Agency on Aging

Browse online or connect through chat at sc211.org



All resources are available through public access

Chat is available 9-6pm, Monday through Friday

Schedule your own VITA tax appointment

Speaking with an AIRS certified information and referral specialists

Exploration of the caller's needs

spoken needs

unspoken needs

Relevant services

comprehensive referrals

eligibility, hours, documentation

explore additional resources

In-house transfers, if appropriate

DHHS, DSS, DHEC, Lifeline

Advocates

contact agencies on caller's behalf

Follow-up with the caller

explore outcomes of referrals

explore additional needs



Quality Assurance for 2-1-1



Monitoring

- 1-2% of calls are monitored
- English and Spanish calls
- Live, side-by-side, or call recording
- Customer service and accuracy
- Optional automated survey

Coaching

- Weekly one-on-one coaching sessions
Includes all call types and all scores
- Open forum and individual training
- Average of more than 100 sessions a month



What defines quality at 2-1-1?

Every Caller gets Assistance

Tone	Accuracy	Use caller's name
Empathy	Complete referrals	Permission to hold
Paraphrasing	Spoken needs	Summary of service
Diffusing anger	Unspoken needs	Provide next steps
Probing	Offer to repeat	Display gratitude
Offer to assist	Asking permission	Offer follow-up
Active listening	No silence gaps	Advocacy as needed

Systematic Change

Demographic Survey

Who needs help

Who are we reaching

What can we do to create change

Most requested needs

Which needs are being met

Where are needs being met

Where are the service gaps

Customized reports as needed

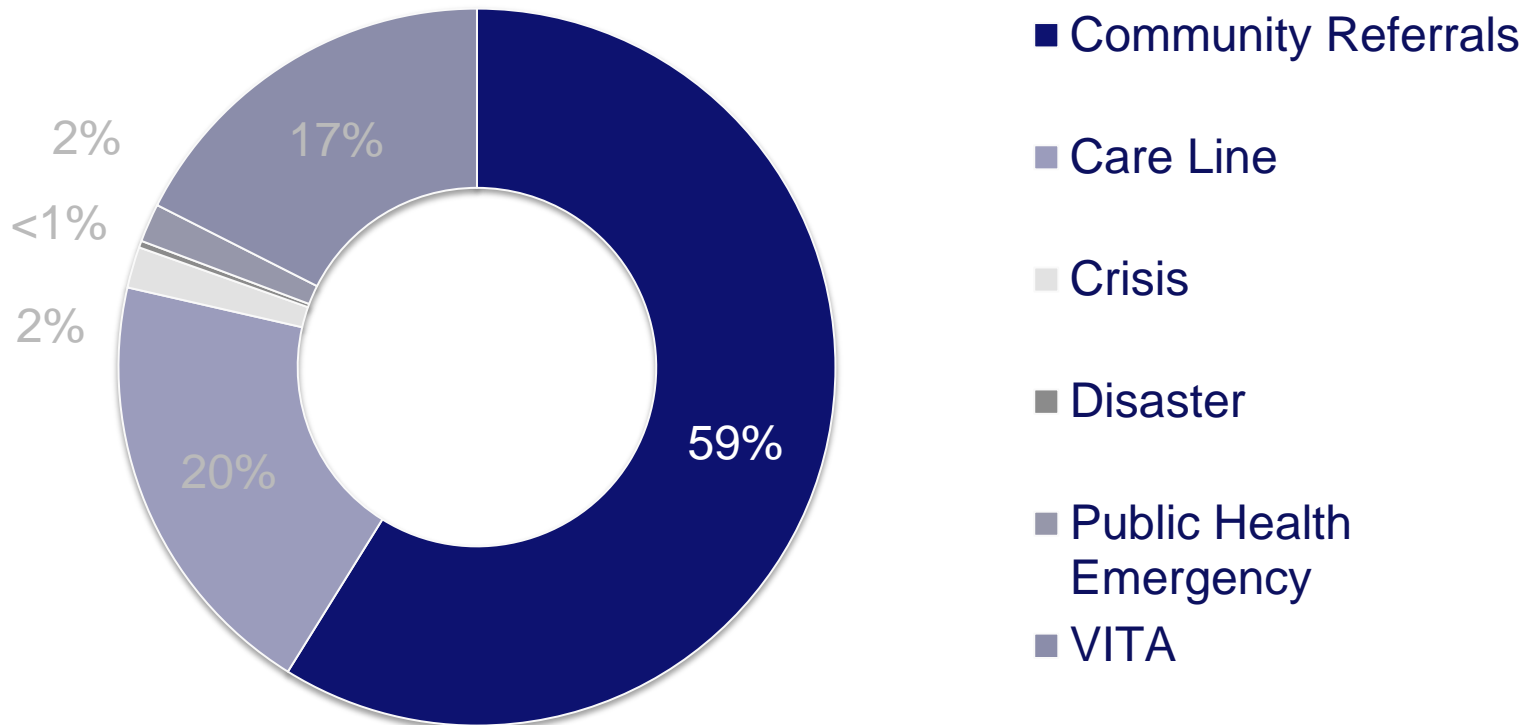
Built to match the needs of our partners

Built to better serve our clients



Additional programs offered by 2-1-1

Calls by additional statewide services in 2015

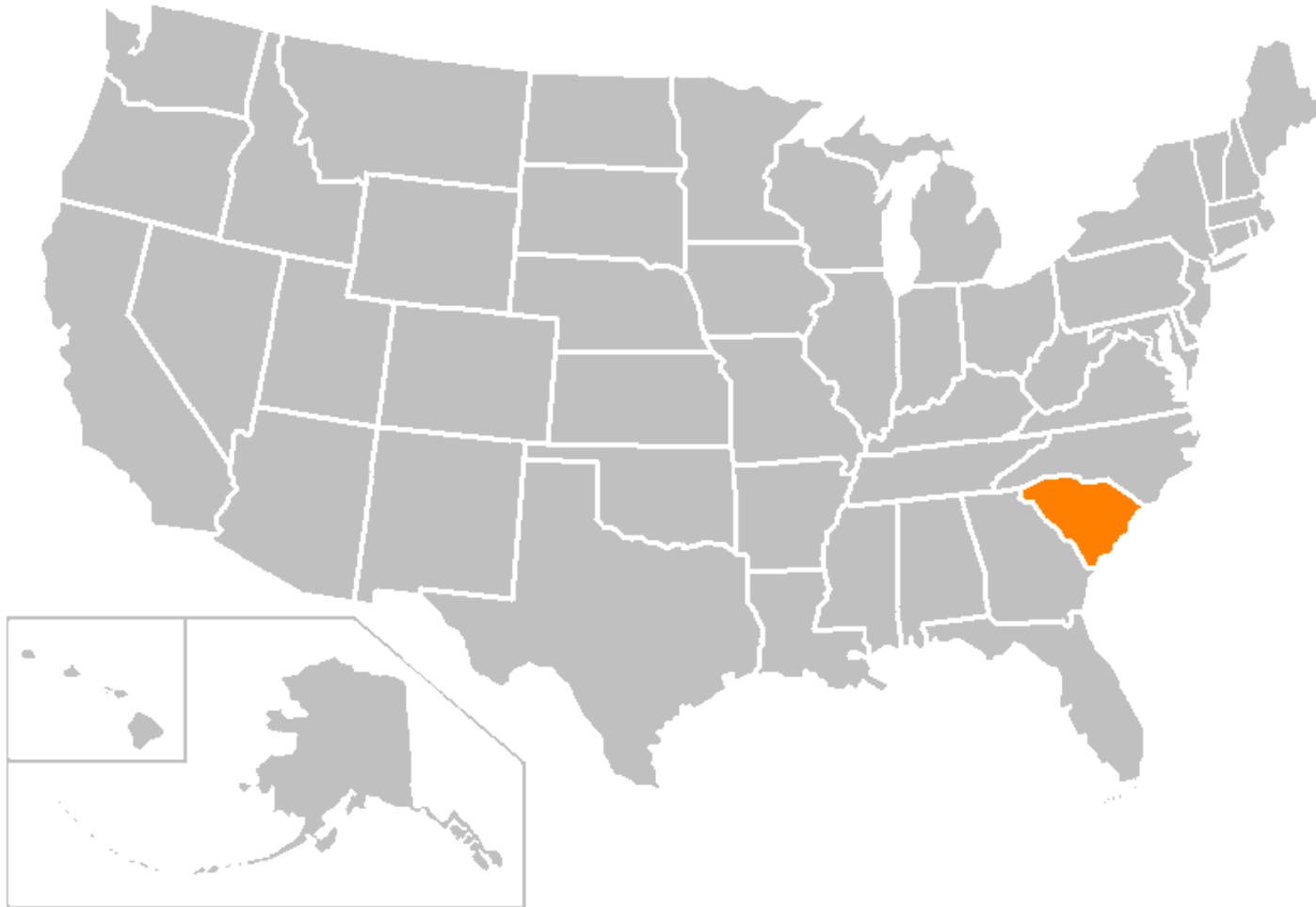


UWASC provides coverage for the entire state of South Carolina

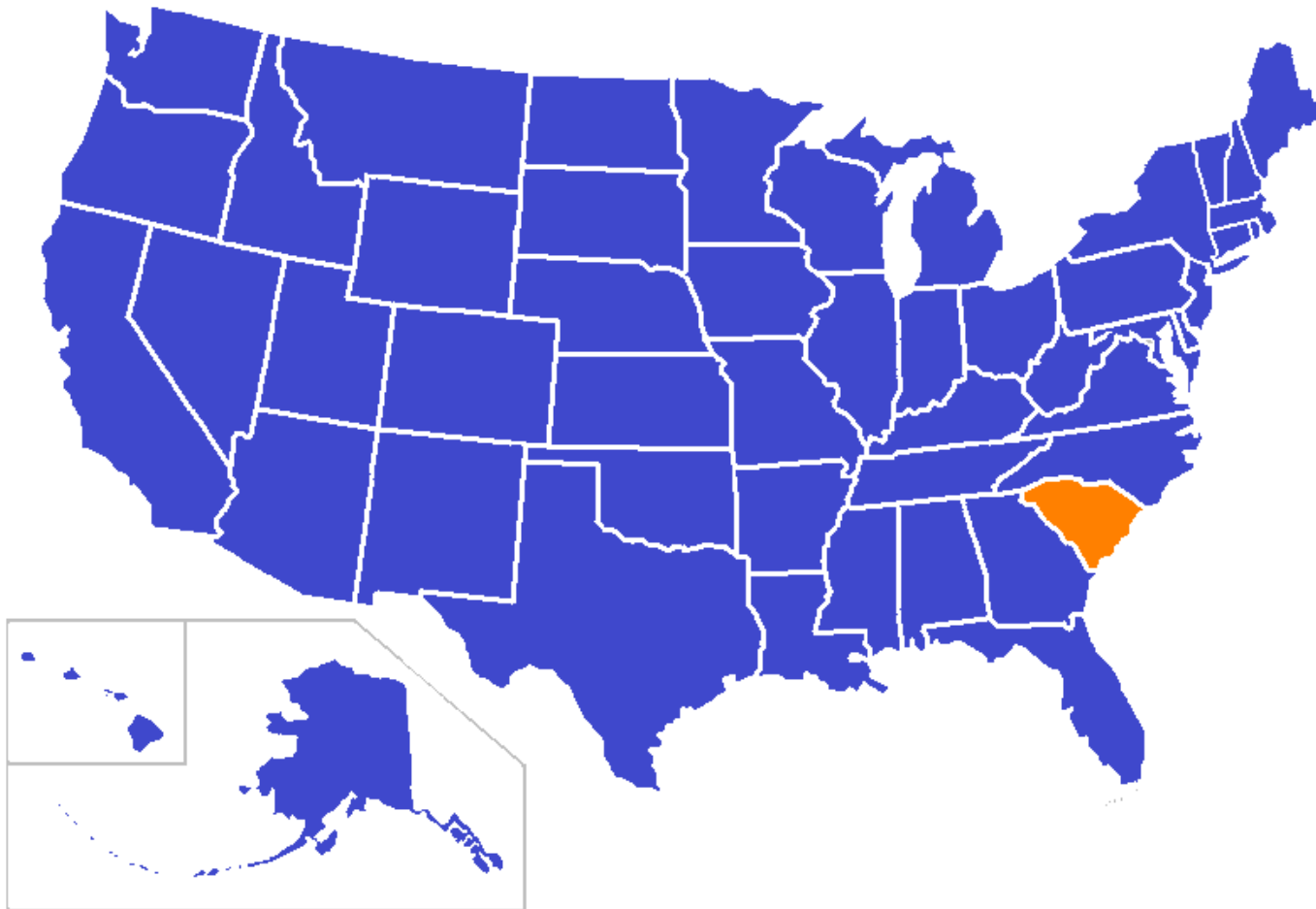
LIVE UNITED



United Way Association of South Carolina



UWASC is also a leader in multiple national 2-1-1 programs



National programs offered through 2-1-1

Lifeline: 800.273.TALK (8255)

Suicide prevention hotline

Staffed by ASIST certified agents

Center for Disease Control

Nationwide flu-on-call information line

Triage services during flu pandemic

Anti-Human Trafficking

National Cooperation

Screening, reporting, and referral

National report card

Reporting for more than twenty 2-1-1's

Call and data quality, call center metrics, etc.



H&R Block software

- Must make less than \$62,000 a year
- Easy to use, interview based software
- File up to one federal, and three states per taxpayer

Helpline (chat, phone, or email)

- Staffed by IRS certified agents
- Assistance with taxes
- Navigation through the software
- Price overrides if being charged a fee
- Nationwide 2-1-1 and VITA referrals



U.S. HELPLINE
1-855-MY-TX-HELP
(1-855-698-9435)

Additional state programs through 2-1-1

Homeless Management Information System

Coordinated Assessment System

Shared database to track use and effectiveness of services

South Carolina Emergency Management Division

Public Information Phone Systems coverage

More than 6,000 calls in October 2015

Disaster shelters, evacuations, closings, etc.



Tax Appointments throughout the state
Information and referral for entire state
Self-schedule online at SC211.org



Funding for SC 2-1-1

Local United Ways

Calls transferred or routed directly to us

Monthly reports delivered to each United Way

United Way Worldwide

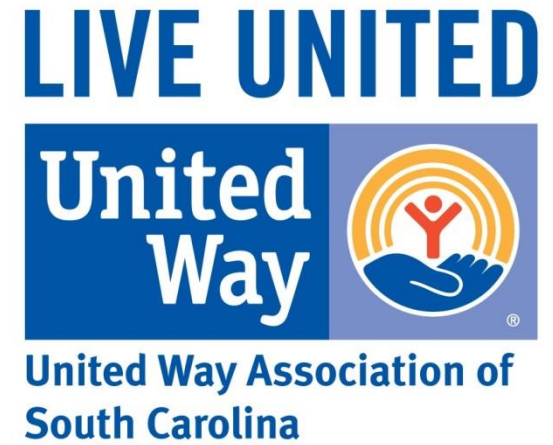
Contracts for national projects

Training, reporting, and other deliverables

Local State Contracts

Supplemental funding through larger state contracts

2-1-1 is the safety net for DSS, Medicaid, and DHEC



Thank you!

United Way Association of South Carolina